

Division of Facilities Management

Emergency Incident Procedures

Life-Threatening Emergency (Fire, bomb threat, suspicious package, active shooter, etc.):

- Call 911 immediately.
- Evacuate the building, if possible.
- Emergency responders will manage the incident.

Building-Related Emergency (Water leak, property damage, no heat or A/C, etc.):

Normal Working Hours (Monday through Friday, 8:00 a.m. to 4:30 p.m.):

- Call Division of Facilities Management (DFM) at:
 - New Castle County 302.577.8190
 - Kent County 302.739.4611
 - Sussex County 302.856.5817
 - Report emergency, floor number, location.
- DFM will contact Capitol Police, if necessary, at 302.744.4380.

Weekends/After Hours/Holidays:

- Call State Police (SP) Communications at 302.659.2341. If in the Carvel State Office Building, please call the security guard at 302.272.0408 who will contact SP Communications, if necessary.
- SP Communications will contact DFM on-call maintenance personnel for immediate dispatch to the building.
- DFM on-call maintenance person will call DFM County Superintendent.
- Superintendent will contact DFM Director or Deputy Director.
- If duration of the event will disrupt normal operations of business for building tenants, the DFM Director or Deputy Director will notify the OMB Director.
 - County Superintendent will notify point of contacts in the building after assessment of emergency/incident.

Assessment/Resolution:

- DFM on-call maintenance personnel will be dispatched to building to assess damage/safety/security risk.
 - If emergency has minimal damage and is not a safety/security concern, issue will be handled during normal course of business.
- DFM County Superintendent and DFM Director/Deputy Director will be notified to organize and prioritize response.
- Vendor(s) will be contacted if needed to contain the emergency for safety and security reasons.
- DFM's on-call staff member will take photos of the damage and record time of incident and actions taken.
- Insurance Coverage Office will be notified by DFM Director/Deputy Director as soon as possible.
- Purchase order(s) for all costs associated with the incident will be set up the first working day afterward.