

CHAPTER 17: Managing Life Safety Issues

MATCHING:

life safety control center operator
 life safety officer (LSO)
 emergency spokesperson
 disaster planning
 evacuation drills

low flame spread rating
 intrusion alarms
 tenant warden
 watch program
 tenant emergency procedures manual

1. _____ A person authorized to represent management on the scene of a disaster who provides immediate factual information on personnel casualties to the employees' families
2. _____ A person employed by a tenant company who is schooled in emergency procedures to direct fellow employees during routine drills and actual emergencies
3. _____ A person who assists tenant evacuation and enforces safety precautions; is usually responsible for evacuation of the disabled
4. _____ The person who notifies the fire department and building personnel and provides communication throughout an emergency
5. _____ A process by which emergency procedures are designed for handling severe damage, setting up an off-site command post and a chain of command
6. _____ Practice sessions designed to acquaint tenants in the building with emergency evacuation and a means of testing building emergency organization, equipment and tenant indoctrination
7. _____ A printed booklet detailing emergency organization, work-day procedures and telephone numbers, and after-hours procedures
8. _____ A program that enlists the assistance of neighbors to assist the efforts of the police to reduce criminal activities
9. _____ Sound or motion detection devices that signal an alarm when someone or something inappropriately enters the building
10. _____ A method of evaluating finishing materials that retard the progress of fire

Chapter 17: True/False

1. **T F** One of the primary goals of a life safety program is to protect human life.
2. **T F** An emergency spokesperson for any building should be designated before an emergency.
3. **T F** Building security usually means employing a night watchman.
4. **T F** Management of office buildings are rarely responsible for criminal activity on the property.
5. **T F** During a fire, elevator shafts create a chimney effect allowing gas and smoke to fill the elevator, possibly harming any occupants.
6. **T F** Planning for a disaster can include arranging for immediate delivery of plywood after a hurricane.
7. **T F** Few emergencies can be detected or minimized in advance.
8. **T F** Insurance companies require ongoing inspections of insured facilities so the manager should retain copies of inspections and repairs.
9. **T F** After a disaster, owners and managers should wait until the insurance adjuster arrives before making any attempts to secure the property.
10. **T F** Community watch programs have proved to be effective at deterring criminal activities.

Chapter 17: Multiple Choice

1. **A good life safety and security program would include**
 - a. skilled use of equipment.
 - b. skilled personnel.
 - c. good procedures.
 - d. All of the above
2. **The focal point of an up-to-date emergency response system is the**
 - a. resident manager.
 - b. property manager.
 - c. central control panel.
 - d. head of security.
3. **The first priority of a life safety and security program is the protection of the**
 - a. property.
 - b. human life.
 - c. security staff.
 - d. reputation of the owner.

- 4. In an emergency, pedestrian and automobile traffic is the responsibility of the**
 - a. chief security officer.
 - b. property manager.
 - c. resident manager.
 - d. local police.

- 5. The person who has the responsibility to assist in tenant evacuation as well as enforce safety measures is the**
 - a. life safety officer.
 - b. emergency spokesperson.
 - c. life safety control center operator.
 - d. property manager.

- 6. One way to work towards controlling illegal drug activities is to**
 - a. ignore maintenance needs.
 - b. not involve other tenants.
 - c. ignore employee crime.
 - d. make improvements to potentially hazardous locations.

- 7. One post-disaster result of lack of electricity and phone service, is that merchants have customers but**
 - a. they cannot see well enough to buy anything.
 - b. not enough of the products that the customers want.
 - c. not enough people to assist the customers.
 - d. cannot process credit cards.

- 8. Which of the following potential disasters offers little or no warning?**
 - a. Earthquakes
 - b. Hurricanes
 - c. Tornadoes
 - d. Bomb threats

- 9. In any building emergency, the property manager should first**
 - a. file an insurance claim.
 - b. alert the newspapers.
 - c. call the police.
 - d. contact each tenant.

- 10. The effect of putting out a fire or arresting an intruder is considered**
 - a. preventing security breaches.
 - b. detecting a breach.
 - c. counteracting the damage by prompt and proper action.
 - d. containing or confining the damage.