



*Economic
Security
Corporation*

SAFETY POLICIES & PROCEDURES

Updated 01/01/2016

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AGENCY POLICY STATEMENT

Policy Implementation Requirements:

This policy will be posted in all agency facilities and reviewed with all new employees at the time of hire and all employees on an annual basis.

POLICY STATEMENT

It is the policy of Economic Security Corporation of Southwest Area to assure safe and healthful working conditions for every employee, and to comply with the letter and spirit of applicable laws and regulations. The Agency will provide adequate safeguards against health and safety hazards by providing a safe work environment, by job training and instruction on safe procedures, by making appropriate protective equipment available, and by the proper administration of safety programs and activities.

All employees are expected to comply with safety and health rules and procedures and to take an active role in the safety and health process and activities.

Safety is the responsibility of all employees, and I am committed to providing a safe and health work environment.

John Joines
Chief Executive Officer

***ECONOMIC SECURITY CORPORATION
SAFETY AND HEALTH POLICY***

POLICY – Economic Security Corporation will operate according to standards to ensure a safe and healthful working environment for every employee. Standards comply with applicable government laws and regulations.

Economic Security Corporation will provide resources to maintain safe and healthful working conditions, management qualified to administer safety programs, and training opportunities for all employees so that accident-free work is a realistic possibility.

RESPONSIBILITY – The Chief Executive Officer is responsible for directing the implementation of the Safety Program and for holding subordinates accountable for the execution of the program and procedures that are their responsibility.

The Human Resource Director is responsible for coordinating the implementation of this policy, issuing interpretations of programs and practices within the safety program, and establishing safety and health implementation guidelines for operating management. She will serve as the technical resource for all matters related to employee safety and health.

The Human Resource Director will conduct facility audits to verify compliance with Safety and Health Management Systems.

The Chief Executive Officer is responsible for providing the resources necessary to implement an effective safety and health system.

ECONOMIC SECURITY CORPORATION
SAFETY AND HEALTH

Safety Philosophy:

The safety of all employees is of primary importance. Our dedication to deliver community action programs in Southwest Missouri are exceeded only by our concern for safety and dedication to accident prevention.

The Human Resource Director will establish procedures to manage safety on an ongoing basis as well as carry out philosophy:

1. All injuries can be prevented.
2. Management has the responsibility of preventing personal injuries.
3. It is necessary to train all employees to work safely, and each employee has the responsibility for working safely.
4. It is possible to safeguard all operating exposures and to correct all unsafe practices that may result in injuries.
5. It is good business to prevent injuries on the job and off the job. In addition to humanitarian considerations, injuries cost money and disrupt program operation and delivery.
6. Safety is a condition of employment. Employees are expected to accept safety when they join the agency – their own safety and the safety of the people and facilities with which they work.

Jerry Nicholson
Director of Human Resources

ACCIDENT REPORTING

It is the policy of Economic Security Corporation that all occupational accidents, injuries, illnesses, and near misses be reported.

WHAT IS AN ACCIDENT? An accident is an unexpected or unforeseen identifiable event or series of events happening suddenly and violently, with or without human fault, and producing at the time objective symptoms of an injury. (This includes the so-called “near miss” – those incidents in which luck was the sole reason no one was hurt and nothing was damaged.)

WHAT IS AN INJURY? An injury is the result of an accident. It is not the accident itself. An injury shall be deemed to arise out of and in the course of employment only if it is reasonably apparent, upon consideration of all the circumstances, that the employment is a substantial factor in causing the injury.

WHAT IS AN ILLNESS? Occupational illnesses are medical problems that develop over time and must be an identifiable disease arising with or without human fault out of and in the course of employment. It must be clearly work related to meet the requirements of an injury. Work cannot merely be a triggering or precipitating factor. Ordinary diseases of life to which the general public is exposed are not considered an occupational illness.

It's important to realize that nearly every accident offers the possibility of preventing another accident sometime in the future. **That is why all accidents and near misses must be reported and investigated.** The below procedure must be followed by all employees of this agency.

ACCIDENT REPORTING:

1. All accidents, suspected injuries, illnesses, or near misses are to be reported to your immediate supervisor or director as soon as possible, but no later than 4 hours from the time they occur.
2. Immediately after reporting the accident, seek first aid or medical treatment as needed. If medical treatment is required, report to the nearest Occumed clinic or associate health care provider. A list of approved medical treatment facilities for work place injuries is included in this section.
3. Complete an “Employee Statement of Injury or Illness”, as soon after the injury as possible, but no later than 24 hours following the injury. If the injury occurred on a Friday, this form must be completed the following Monday. Give the completed form to your supervisor or to whoever conducts the accident investigation.

4. After receiving treatment, you should be given a treatment report showing your work status and the results of your treatment. Give this to your supervisor or director. If you are unable to report your injury or status to your supervisor or director, notify Jerry Nicholson, Human Resources Director, at 417-781-0352, ext. 205, in the Central Office.
5. **Light Duty Program:** As part of our effort to reduce loss time due to work place injuries, this agency has a light duty program for injured workers. If you are treated for your injury anywhere other than at an authorized facility listed below, you will need to report to the Freeman Occumed location nearest you no later than 9:00 a.m. the date after your accident. The Occumed physician will evaluate you to determine if you are able to participate in a light duty program. **ALL EMPLOYEES WILL BE EVALUATED BY OCCUMED REGARDLESS OF WHAT AN EMERGENCY ROOM PHYSICIAN OR ASSOCIATE MEDICAL PROVIDER MAY HAVE INSTRUCTED YOU TO DO.** The only exception to not being evaluated for the light duty program is if an employee is injured so seriously that they cannot be moved.
6. Subsequent appointments for treatment, results of that treatment, and any change in your work status must be reported to your supervisor or director.

Failure to report injuries, accidents, occupational illness, or near misses, may be cause for disciplinary action, up to and including termination.

It is unlawful for any person to knowingly present any false or fraudulent claim for the payment of workers' compensation benefits.

It is also unlawful for any person to knowingly assist, abet, solicit, or conspire with any person who knowingly presents any false or fraudulent claim for the payment of benefits. Submissions of a false claim is a Class A misdemeanor punishable by a \$10,000 fine.

*Approved Medical Facilities
ESC Work Related Accidents/Injuries*

- ♦ *Occumed Clinic – 417-347-6625, 3201 McClelland Blvd., Joplin, MO*
- ♦ *Occumed Clinic – 417-451-2205, 336 S. Jefferson, Neosho, MO*
- ♦ *Occumed Clinic – 417-359-0625, 1500 S. Case St., Carthage, MO*
- ♦ *Freeman Hospital in Joplin Emergency Room after 5 p.m.*
- ♦ *Freeman Hospital in Neosho Emergency Room after 5 p.m.*

ACCIDENT INVESTIGATION POLICY

It is the policy of Economic Security Corporation that all employee accidents, injuries, and near misses be investigated by the affected employee's supervisor, Division Director, or Human Resources Director.

The first objective of the supervisor should be to find out as completely as possible exactly how the accident happened. The second should be to deduce from the established facts or probabilities why it happened, and from those deductions to decide what would have prevented the accident and what can be done to prevent such accidents in the future.

The procedures listed below must be followed by all supervisors who investigate accidents, injuries, and near misses.

1. Investigate all reported accidents within 24 hours after an accident occurred. The accident investigation guidelines enclosed should be followed. If the injured employee's supervisor or Division Director is not available, Jerry Nicholson, Human Resources Director, will investigate. The facts and findings of the investigation must be recorded on an "Accident Investigation Form", included in this section.
2. When conducting the investigation, obtain witness statements (attached in this section) from anyone who may have observed the incident that caused injury. A witness statement will help with detail needed to complete the accident investigation.
3. Obtain the "Employee Statement of Injury or Illness" (contained in this section) from the injured employee. Supervisors can interview the employee and complete this statement, but it must be signed by the employee. If an interview is conducted, this statement should be taken in an area away from the employee's work area and not in a supervisor's office.

ACCIDENT INVESTIGATION

WHY INVESTIGATE: Why? Simply to prevent further accidents in the future. Nearly every accident offers you the possibility of preventing another accident some time in the future. It's to your advantage to examine each accident, find the causes, and correct the situation as soon as possible.

On the average, 330 accidents of the same type will produce no injury in 300 instances, minor injury 29 times, and one major injury. The statistics, however, fail to show which particular instance will produce the same injury. Therefore, you have to treat each occurrence as if it had produced a major injury or material damages. And there is only one way to find the real causes of accidents – investigation.

WHAT'S AN ACCIDENT – An accident is an unplanned occurrence that caused or could have caused personal injury or material damage. This includes the so-called “near miss” – those incidents in which luck was the sole reason no one was hurt and nothing was damaged.

Three other items also should be clarified:

1. An injury is the result of an accident. It is not the accident itself.
2. A cause is a specific condition or act that caused or contributed to the accident. Most accident investigations develop two, three, or more significant causes.
3. A corrective action is the method suggested to correct a cause. There must be at least one corrective action for each cause. The corrective action should be appropriate to help control similar accidents throughout your department.

BE PRACTICAL – Just as we cannot eliminate all risks from our lives, no company can eliminate all hazards from the job. However, there are many practical things we can do to control most hazards and minimize the risk of accidents that could result in injuries.

Often, injury prevention and accident prevention are confused. For example, when employees are required to wear safety shoes or safety lenses, the possibility of injury is reduced but not the possibility of accident. Our first consideration should be to prevent the accident. However, when it is not possible to eliminate the accident potential, we must concentrate on preventing the injury.

INVESTIGATE THOROUGHLY: We can't afford a careless, incomplete accident investigation and don't have time to waste on something that doesn't produce the desired result. But more important, an incomplete investigation sets the stage for similar accidents by diverting attention away from all of the hazards. Consistent, thorough investigation will help you raise your safety effort above the hit-or-miss level. When an accident happens, be prepared to uncover the source of trouble, accurately and efficiently. A superficial examination may be easier, but it can also lead to incorrect conclusions and inadequate corrective action.

WHEN TO INVESTIGATE: As an investigator, you have two sources of information – objects and people.

Objects should be fairly reliable, if they are present, for they aren't affected by tricks of memory or prejudice.

People, on the other hand, can be more difficult to handle, because your approach to them often will determine the amount of information you're going to receive. You must be impartial and impersonal. Trying to fix the blame or find someone to "hang it on" (or giving this impression) will accomplish nothing. Concentrate on the facts, but any scrap of information may turn out to be important. Therefore, collect all you can, including tips and rumors. You can sort it out later.

ACCIDENT CAUSES: Generally, there are two groups or type of accident causes: Unsafe conditions (physical causes) and unsafe acts (personal causes). You may have to perform an intensive search before you find the real causes of an accident regardless of the type. In many cases, causes will be discovered that would have been overlooked in a superficial or hasty investigation. A thorough investigation can also reveal other acts or conditions that could cause a similar accident, but did not affect the accident being investigated. Since our goal is to reduce the chance of any accident occurring, we should also correct these other potential causes as quickly as possible.

ACCIDENT REPORTS: Even the most comprehensive, accurate investigation could be a useless exercise if you don't complete an accident investigation report. To be effective, it should be simple, concise, and informative. It should indicate logical preventive action within a minimum of lost time and motion. The basic facts covered are:

1. The accident. What happened? What could have happened?
2. Causes. What were the specific conditions or acts that caused or contributed to the accident?
3. Preventive action. What has been done or should be done to prevent a recurrence?

The best form to use is one giving you the freedom to conduct an investigation along your own lines while allowing a simple concise way of showing comprehensive information.

GUIDELINES FOR ACCIDENT INVESTIGATION

In the questioning and observing stage of an investigation, a supervisor should keep four things in mind:

1. Avoid the suggestion of blame in order not to put the person being questioned on the defense.
2. Do not ask leading questions.
3. Remember that the person being questioned may conceal or be unaware of the facts or fail to tell the whole truth or make untrue statements.
4. Test what has been said by utilizing all of the circumstantial evidence available and using common sense.

Finding out why an accident happened leads directly into finding a solution for the accident. The quality of the solutions, thus, depends on the quality of the investigation. Positive accident prevention measures fall into four classifications. In a descending order of effectiveness these are:

1. Complete the elimination of the hazard (by changes in methods, materials, lay-out, etc.)
2. A reduction of the hazard (by modifications in methods, materials, lay-out, etc.)
3. Provision of devices which, if used, would protect the employee from injury by the hazard (devices such as stair handrails, back support belts, etc. as well as items of personal protective equipment.)
4. Making the persons concerned aware of the hazard by establishing operational safe practices before they become established.

ACCIDENT INVESTIGATION

The informed business is aware that safety can earn real dividends – not only in the money saved by avoiding costly accidents but also in improved morale produced by setting up safety programs. A safety oriented organization is one that cares about its employees' welfare; and that caring pays off in business success.

Obviously all accidents cannot be eliminated. As long as there are people, accidents will occur. However, much can and should be done to provide safe working conditions and train people to work safely, so that the possibility of accidents is minimized as much as possible.

WORKPLACE INJURY TREATMENT POLICY

Under the provisions of the Missouri Workers' Compensation Law, Economic Security Corporation has chosen the medical facilities listed below as the only authorized providers for treatment of work-related injuries.

If an employee sustains a work-related injury while in the employment of Economic Security Corporation, they must be treated at a medical provider indicated. If the injury is life threatening, the employee should receive initial treatment at the nearest medical facility. When the employee is released from emergency care status, they should notify the Human Resource Department, who will then notify the nearest Freeman OccuMed facility listed below to make a follow-up appointment for evaluation and treatment.

All employees who are treated at any facility other than Freeman OccuMed, **this includes emergency room treatment**, must report within 24 hours to the nearest OccuMed facility for work status and injury evaluation. This evaluation will indicate employee work restrictions and employee ability to work in a light duty program. The employee's immediate supervisor must be made aware of the results of this evaluation and the report must be forwarded to the Human Resources Director immediately.

LOSS TIME ACCIDENT: If an employee is directed to stay home due to a work-related injury and the time off is less than three (3) days, the injury time off will be charged to sick leave. If the employee does not have accrued sick leave to cover the time off, the time will be charged to vacation time. If the time off is more than three (3) days, worker's compensation insurance will pay for the time off at a rate that is determined by worker's compensation law (usually equal to 2/3 of an employee's average weekly wage). This payment would start from the first loss day. Employee's are required to reimburse the agency the first three (3) days of the worker's compensation payment for which the employee has already been paid sick leave or vacation leave. In other words, employees cannot receive double payment for the time off.

If an employee fails to follow the above procedure, the agency will assume that your injury was not work-related and deny responsibility for the medical expenses incurred and your claim for work-related injury.

- ◆ **OccuMed Clinic, 417-347-6625**
3201 McClelland Blvd., Joplin, MO
- ◆ **OccuMed Clinic, 417-451-2205**
336 S. Jefferson St., Neosho, MO
- ◆ **OccuMed Clinic, 417-359-0625**

1500 S. Case St., Carthage, MO

- ♦ **Freeman Hospital, Joplin, MO – After 5 PM Emergency Care**
- ♦ **Freeman Hospital, Neosho, MO – After 5 PM Emergency Care**

HAZARD COMMUNICATION PROGRAM

General Agency Policy

The purpose of this notice is to inform you that Economic Security Corporation is complying with the OSHA Hazard Communication Standard, Title 29 Code of Federal Regulations 1901.1200, by compiling a hazardous chemical list, by using Material Safety Data Sheets (MSDS) , by ensuring that containers are labeled, and by providing you with training.

This program applies to all work operations in our agency where you may be exposed to hazardous substances under normal working conditions or during an emergency situation.

The Human Resources Director, Jerry Nicholson, is the program coordinator, acting as the representative of the Chief Executive Officer, who has overall responsibility for the program. The Human Resources Director will review and update the program, as necessary. There will be a copy of this written program, in a binder, at all agency facilities and additional copies may be obtained from Ms. Hopper in the Central Office.

Under this program, you will be informed of the contents of the Hazard Communication Standard, the hazardous properties of chemicals with which you work, safe handling procedures, and measures to take to protect yourselves from these chemicals.

List of Hazardous Chemicals

The Human Resources Director will make a list of all hazardous chemicals and related work practices used in the facility, and will update the list as necessary. Our list of chemicals identifies all of the chemicals used at all agency facilities and will identify at which facility the chemicals are used. A binder will be maintained at each agency facility that contains the list of hazardous chemicals used at that facility. A master list of these chemicals will be maintained, and is available, at the Central Office, in Joplin.

Material Safety Data Sheets (MSDS)

MSDS provides you with specific information for the chemicals you use. A binder is maintained with an MSDS on every substance on the list of hazardous chemicals. The MSDS will be a fully completed OSHA Form 174 or equivalent. The Human Resources Director will ensure that each agency facility maintains a binder with an MSDS for hazardous materials at that facility. MSDS's will be made available to you at your worksite.

The Human Resources Director, Jerry Nicholson, is responsible for acquiring and updating MSDS's. She will contact the chemical manufacturer or vendor if additional research is necessary or if an MSDS has not been supplied with an initial shipment. The MSDS for any new

chemical must be received by this agency prior to the new chemical being used. All new procurement for the company must be cleared by the Human Resources Director. A master list of MSDS's is available from Ms. Hopper in the Central Office.

Labels and Other Forms of Warning

The Human Resources Director will ensure that all hazardous chemicals in agency facilities are properly labeled and updated, as necessary. **Labels should list at least the chemical identity, appropriate hazard warnings, and the name and address of the manufacturer, importer or other responsible party.** Mr. Nicholson will refer to the corresponding MSDS to assist you in verifying label information and proper label completion.

If there are stationary containers within a facility, labels will be posted on them to convey the hazard information. If you transfer chemicals from a labeled container to a portable container that is intended only for your immediate use, no labels are required on the portable container.

Non-Routine Tasks

Prior to performing any non-routine tasks, employees must contact the Human Resources Director to receive special training or instructions regarding the hazardous chemicals to which they might be exposed. Special training, at a minimum, will include the following:

1. Specific chemical name(s) and hazard(s).
2. Personal protective equipment required.
3. Measures taken to lessen the hazards including ventilation, respirators, and emergency procedures.

Training

Everyone who works with or is potentially exposed to hazardous chemicals will receive initial training on the Hazard Communication Standard and the safe use of those hazardous chemicals by the Human Resources Director. A program that uses both audiovisual materials and classroom type training has been prepared for this purpose. Whenever a new hazard is introduced, additional training will be provided to the affected employees. Division Directors and other supervisors will be extensively trained regarding hazards and appropriate protective measures so they will be available to answer questions from employees and provide daily monitoring of safe work practices.

Minimum orientation and training for all employees will include:

1. An overview of the requirement contained in the Hazard Communications Standard, 29 CFR1910.1200
2. Chemicals present in their work place and the Central Office.
3. Location and availability of the written Hazards Communication Program.
4. Physical and health effects of the hazardous chemicals listed on the inventory list of this program.

5. Methods and observation techniques used to determine the presence or release of hazardous chemicals in the work area.
6. How to lessen or prevent exposure to these hazardous chemicals through the usage of control/work practices and personal protective equipment.
7. Steps taken by Economic Security Corporation to lessen or prevent exposure to the chemicals listed on the inventory list.
8. Emergency procedures to follow if exposed to any chemicals.
9. Location of the binder(s) containing the hazardous inventory list and MSDS for their work location and the Joplin office.

The Human Resources Director will review our employee training program and advise the Chief Executive Officer on training or retraining needs. Retraining is required when the hazard changes or when a new hazard is introduced into the workplace, but it will be agency policy to provide training regularly in safety meetings to ensure the effectiveness of the program. As part of the assessment of the training program, the Human Resources Director will obtain input from employees regarding the training they have received, and their suggestions for improving it.

Contractor Employees

The Human Resources Director, Jerry Nicholson, upon notification by the responsible supervisor, will advise outside contractors of any chemical hazards that may be encountered in the normal course of their work on the premises, the labeling system in use, the protective measure to be taken, and the safe handling procedures to be used. In addition, the Human Resources Director will notify these individuals of the location and availability of MSDS's. Each contractor bringing chemicals on-site must provide us with the appropriate hazard information on these substances, including the labels and the precautionary measure to be taken in working with these chemicals.

Additional Information

All employees can obtain further information on this written program, the hazard communication standard, applicable MSDS's and chemical information lists from the Human Resources Director in the Central Office.

Effective July 1, 2010

**BLOODBORNE PATHOGENS EXPOSURE CONTROL
PLAN**

Revised July 1, 2010

PURPOSE

The purpose of this plan is to establish a program and procedures for employee protection from blood borne pathogens at Economic Security Corporation of Southwest Area.

This plan supports compliance with Occupational Safety and Health Administration (OSHA) 29 CFR 11910.1030 Bloodborne Pathogens.

This plan applies to all agency employees.

DEFINITIONS

Bloodborne Pathogens: Microorganisms that are present in human blood and can cause disease in humans. The pathogens include Hepatitis B (HBV), Hepatitis C (HCV) and Human Immunodeficiency Virus (HIV).

Exposure Incident: When an employee has contact with blood or other potential infectious materials, that results from the performance of an employee's duties. This contact includes specific eye, mouth, other mucous membrane, non-intact skin or parenteral contact.

Parenteral Contact: Puncture wounds to the mucous membranes or the skin membrane caused by needle sticks, human bites, cuts and abrasions.

Non-Intact Skin: Skin that has cuts, abrasions or other openings through which bloodborne pathogens could enter the bloodstream.

Occupational Exposure: Reasonably anticipated employee contact with blood or other potentially infectious materials that may result from the performance of an employee's duties.

Source Individual: Any individual, living or dead, whose blood or other potentially infectious materials may be a source of occupational exposure to the employee.

Universal Precautions: An approach to infection control in which all human blood and certain human body fluids are treated as if known to be infectious for HIV, HBV, HCV, and other bloodborne pathogens.

TRANSMISSION OF HBV, HCV AND HIV

These viruses live in the blood or other body fluids and are transmitted in the same ways. On the job, the three most prevalent means of transmission are from:

1. Puncture wounds from sharps (needles, broken glass, etc.)
2. Fluid entering nicks or cuts in the skin
3. Touch a contaminated hand to the eyes, nose, mouth or other mucous membranes, or from infected fluid splashing onto such membranes.

Outside the workplace, the most common forms of transmission are unsafe sex, intravenous drug use, and blood transfusions.

Some of the fluids and other material that carry these viruses and which should be avoided are: Blood, semen, vaginal secretions, body tissues and fluids in the lungs.

Fluids that ordinarily cannot transmit the viruses unless contaminated with blood are: Sweat, tears, spit, sputum, vomit, and feces.

You cannot get these viruses from drinking fountains, toilet seats, swimming pools, doorknobs, or insect bites, or from shaking hands, using the telephone, eating meals together, or being exposed to sneezing or coughing.

RESPONSIBILITIES: The Human Resources Director is responsible for the development and annual review of this plan. The Human Resources Director is responsible for compliance and implementation of this plan and making sure that the plan satisfies the requirements of all applicable federal, state, or local regulations.

EMPLOYEE EXPOSURE DETERMINATION/JOB CLASSIFICATION

Category I: Job classifications in which all employees have occupational exposure to blood or potentially infectious materials. These positions include paramedics and other medical occupations whose normal job requirements place them into direct contact with blood or other potentially infectious body fluids or materials.

Category II: Job classifications in which some employees may occasionally have occupational exposure to blood or potentially infectious materials. These are positions where normal job tasks do not involve exposure to blood or other infectious body fluids, but a potential exposure exists in a situation where first aid must be rendered, or when cleaning up after an accident and during the disposal of blood, body fluids, or other potentially infectious materials.

Therefore, it is not “reasonably anticipated” that any employees will have a Category I exposure risk. The exception to this is Women’s Health medical staff. A separate Exposure Control Plan has been developed for Women’s Health employees. Job classifications for employees with a Category II exposure risk are as follows: Teacher, Teacher Aide, Family Resource Specialist, Bus Drivers, Janitors, Health & Disabilities Assistant, and Health Services Coordinator.

EXPOSURE TASKS FOR CATEGORY II EMPLOYEES

Administration of emergency first aid or CPR to children, students, or clients.

Work with students or clients who have a history of aggressive or self-injurious behavior that result in bleeding due to biting or scratching.

Toilet training and diapering

Clean-up and disposal of vomit

Clean-up of surfaces contaminated with blood or other potentially infectious body fluids

Removal and disposal of contaminated materials and other infectious waste

INFORMATION AND TRAINING

Education and training will be the first line of defense in preventing infections from bloodborne pathogens and creating a work environment which permits employees to do their jobs safely.

All employees will receive a basic understanding of information in the following areas.

1. OSHA Bloodborne Pathogens Standards
2. All components of the Exposure Control Plan including:
 - ✓ *Description of viruses HBV, HCV, and HIV and their resultant diseases*
 - ✓ *How HBV, HCV, and HIV are transmitted*
 - ✓ *Recognition of tasks and situations that involve exposure*
 - ✓ *Prevention strategies*
 - ✓ *Handling of potentially infectious materials*
 - ✓ *Post-exposure procedures*

As part of the new employee orientation process, Universal Precautions Training will be provided at the time of initial hire and again annually for all employees. All training materials are tailored to the education level and language level of the employee, and are offered during the normal working hours and at a convenient location.

METHODS OF COMPLIANCE

Universal Precautions: All employees shall practice Universal Precautions and treat all human blood and certain other body fluids as if known to be infectious for Human Immunodeficiency Virus (HIV) or Hepatitis B Virus (HBV) or Hepatitis C Virus (HCV).

Engineering Controls: Whenever possible, every attempt will be made to isolate or remove the bloodborne pathogen hazard from the work place.

Parents of Head Start students who require shots for allergies or diabetes will be instructed to administer these shots in the home, rather than in the center.

Leak proof and puncture resistant containers with a biohazard label will be provided at each agency facility and used for contaminated needles and other contaminated sharps.

Work Practice Controls: Whenever possible, controls will be implemented that reduce the likelihood of an exposure by altering the manner in which the task is performed. The following work practice controls shall be adhered to by all employees.

Hand washing: Medical professionals have identified this as one of the most cost-effective work practices for preventing infection by HBV, HCV, HIV, and other bloodborne pathogens.

Hand washing facilities and disinfectant soap are readily accessible in all agency facilities.

Agency employees should follow the recommendations below when washing their hands after a potential exposure situation:

- Wash hands and other skin immediately after contact with blood or other potentially infectious materials.
- Wash immediately after removal of gloves or other personal protective equipment
- Use a towel to turn the faucet on and off.
- Use disinfectant soap and lather up to your wrists.
- Dry completely with towel or air dryer.
- Apply hand cream to reduce chapping.
- Where hand washing facilities are not available, use antiseptic hand cleanser or antibacterial towelettes.
- When hand cleaners or towelettes are used, employees should follow up by hand washing as soon as possible.

Procedures involving blood or other potentially infectious material will be performed to minimize splashing, spraying or splattering.

Food and drink shall not be kept in refrigerators, freezers, shelves, cabinets or on counter tops or bench tops where blood or other potentially infectious materials are present.

Eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses are prohibited in work areas where there is a likelihood of occupational exposure.

Contaminated needles will not be bent, recapped or removed and will be disposed of in appropriately labeled sharps containers.

When providing first aid or CPR, employees will protect themselves first, and treat the victim second.

When performing CPR, employees will use the pocket mask equipped with a one-way valve to prevent contact with potentially infectious blood and body fluids.

HOUSEKEEPING AND CUSTODIAL PRACTICES

Janitors and employees performing housekeeping/janitorial duties will exercise Universal Precautions when cleaning body fluid spills, cleaning up broken glass, disinfecting equipment or waste containers, disposing of restroom waste from nosebleeds or minor injuries, cleaning feces, handling diapers, and disposing of feminine hygiene products in restrooms.

Even with janitorial assistance, it is the employee's responsibility to make sure their work area and equipment are disinfected immediately after contamination.

An EPA approved germicide or 1:10 strength bleach to water solution will be used to disinfect contaminated areas. One quarter cup of bleach will be used for one gallon of water.

Broken glassware that may be contaminated should never be picked up by hand. Use a broom and dustpan, and/or tongs, and decontaminate them after use.

Personal protective equipment must be worn during cleanup operations to prevent contact with infectious substances.

Employees may wear utility gloves when cleaning up contaminated areas. Utility gloves may be decontaminated and reused if they are not cracked, peeling, torn, or punctured.

Employees will use Universal Precautions when handling soiled or contaminated laundry. Contaminated items which will be laundered on site will be bagged and handled as little as possible until they are laundered.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

The use of personal protective equipment is mandatory when employees are engaged in potentially high-risk tasks that may result in an exposure to blood or other infectious materials.

Personal protective equipment will be provided at no cost to the employee and will be readily available and accessible at all agency facilities.

Personal protective equipment will be stored in first aid kits and/or infection control kits.

Personal protective equipment most generally used will be disposable latex gloves, goggles, face masks, glasses, gowns or aprons will also be available to employees.

Head Start Teachers must carry a portable first aid kit, such as a belly or shoulder bag when going on field trips or outside on the play ground with students or children. These first aid kits will contain disposable gloves, paper towels, bandages, antibacterial towelettes, and a plastic bag to put contaminated material in.

Disposable CPR masks, equipped with one-way valves to prevent exposure to blood or other body fluids are stored in the Infection Control Kit at all agency facilities.

All contaminated PPE should be removed immediately after use and placed in appropriately designated containers until decontaminated or discarded.

Disposable gloves are not to be washed or decontaminated for reuse.

When gloves are removed after an exposure, the top of each glove should be grasped and the glove turned inside out as it is removed to contain contaminants.

WASTE HANDLING AND DISPOSAL

There are two types of waste in the workplace -- Regulated or Biohazardous Waste and Contaminated Waste.

Regulated waste consists of items that (1) are saturated with blood or other potentially infectious materials; (2) are capable of releasing these materials during handling; (3) are contaminated sharps. These are any contaminated objects that can penetrate the skin, such as needles and broken glass.

To communicate the hazard and prevent accidental exposure, all regulated waste will be disposed of in red/orange color coded plastic bags or other container that is leak-proof, closed, and labeled with a red/orange biohazard label.

Regulated waste will be transported in the appropriate container to the central office in Joplin and placed in the biohazard container in the Women's Health office.

DO NOT THROW REGULATED WASTE IN WITH THE REGULAR TRASH...

Contaminated Waste consists of items that (1) contain blood or other potentially infectious materials in small amounts; (2) are not saturated or caked. There is no danger of cross-contamination.

Items that may be *Contaminated*, but will not be Regulated Waste: sanitary napkins, pads or tampons; diapers or clothing soiled from human waste; disposable gloves (not saturated with blood); discarded protective equipment (not saturated with blood); bandages (not saturated with blood); vomit.

Contaminated waste will be disposed of in closed, leak-proof containers that are securely sealed such as regular garbage bags. This waste can then be placed with the regular trash for disposal.

DO NOT USE BIOHAZARD-LABELED OR COLOR-CODED BAGS FOR THIS WASTE.

EXPOSURE INCIDENT REPORTING

An exposure incident occurs when there is specific mucous membrane, non-intact skin or parenteral contact with blood or other potentially infectious materials (parenteral contact means the piercing of a mucous membrane or the skin barrier through needle stick, human bite, cuts and/or abrasions).

Whenever an exposure incident occurs, the exposed employee should flush the area that was exposed with warm water, and then wash with soap and water. Vigorously scrub all areas.

If there is an open wound, it should be squeezed gently to make it bleed, then wash with soap and water.

The exposed employee shall report the incident to their immediate supervisor, or Division Director, the same day during which the incident occurred. The immediate supervisor or Division Director of the exposed employee must complete an "Exposure Incident Report" (which is attached in this section).

The Human Resources Director should then be notified. She will explain to the employee his or her right to post-exposure evaluation and follow-up.

If the employee desires an evaluation, they will be referred and immediately sent to the agency's occupational health care provider for post-exposure evaluation and follow-up.

HEPATITIS B VACCINE

The Hepatitis B vaccine and vaccination series will be offered, at no cost to the employee, to all Category I exposure risk employees within 10 working days of their employment.

The most recent OSHA directive states that Category II employees, who render first aid only as a collateral duty, may be offered post-exposure vaccination rather than pre-exposure vaccination. In light of this, when post-exposure evaluation determines that an exposure incident did occur, employees will be offered the Hepatitis B vaccine and vaccination series within 24 hours of the exposure incident. The Hepatitis B vaccination and required medical evaluation will be provided to the employee at no cost.

Employees who decline the Hepatitis B vaccination will sign a declination statement (attached in this section). Those who initially decline the vaccination but later wish to have it may do so at no cost to them.

POST-EXPOSURE EVALUATION AND FOLLOW-UP

When an employee reports to the medical facility for post exposure evaluation and follow-up, the Human Resources Director will provide the information below to the health care provider:

- A copy of the OSHA Bloodborne Pathogens Standard
- A description of the exposed employee's duties as they relate to the exposure incident (attached in this section)
- Documentation of the routes of exposure and circumstances under which exposure occurred (form attached in this section)
- Employee consent form for the collection of blood (form attached in this section)
- Source individual's consent form for the collection of blood, if available (form attached in this section)

- Employee medical records or information relevant to the treatment of the employee, including vaccination status

The post-exposure healthcare provider/evaluator is required to:

- Provide confidential medical evaluation and follow-up
- Arrange for employee and source individual blood testing
- Provide the exposed employee with the source individual's test results and information about applicable disclosure laws and regulations concerning the source identity and infectious status
- Provide counseling to the exposed employee
- Provide post-exposure treatment if needed

WRITTEN OPINION FROM HEALTHCARE PROFESSIONAL

The evaluating healthcare professional will provide the Human Resources Director with a written opinion stating that the exposed employee has been informed of the results of the evaluation and about any exposure-related conditions.

The Human Resources Director will provide the exposed person a copy of this written opinion within 15 days after the exposure evaluation.

The written opinion for HBV vaccination will be limited to whether an HBV vaccination is indicated, and whether the employee has received such vaccination.

The written opinion for post-exposure follow-up will be limited to the following information:

- A statement that the employee has been informed of the results of the evaluation
- A statement that the employee has been told about any medical conditions resulting from the exposure which require further evaluation or treatment
- All other findings or diagnosis will remain confidential and will not be included in the written report
- All required laboratory tests, medical evaluations and follow-up treatment will be offered at no cost to the employee

RECORD KEEPING

Employee Training Records

Training records will be maintained by the Human Resources Director

Training records will include dates of training, contents of the training program, trainer's name and qualifications, and the names and job titles of trainees.

Records will be kept for three years from the date of the training.

Training records will be made available on request to all employees and their representatives.

Employee Medical Records

Medical records for each employee with occupational health exposure will be kept confidential and maintained for at least 30 years after the person leaves employment with the agency. These records will be maintained separate from other personnel files and will include the following information:

1. Employee's name and social security number
2. Employee's Hepatitis B vaccination status (including dates of vaccinations, records relating to the employee's ability to receive the vaccine, and signed declination form)
3. All information given to the evaluating healthcare professional in the event of an exposure incident
4. A copy of the evaluator's written opinion

Written permission is required for access to the employee's medical records.

Upon request, medical and training records will be made available to the Assistant Secretary of Labor for Occupational Safety and Health, the Director of OSHA, and/or OSHA compliance officer.

If this agency closes, the Director of OSHA will be notified at least 3 months prior to closure to obtain specific instructions regarding the disposition of medical and training records.

EVALUATION OF EXPOSURE CONTROL PLAN

This Exposure Control Plan will be reviewed and updated at least annually. The agency Human Resources Director is responsible for the annual review.

EMPLOYEE OCCUPATIONAL EXPOSURE INCIDENT REPORT

EMPLOYEE NAME _____ DEPARTMENT _____

POSITION _____ DATE REPORTED _____

EXPOSURE TO: (Circle one) BLOOD BODY FLUID WITH VISIBLE BLOOD

DESCRIBE ROUTE OF EXPOSURE & CIRCUMSTANCES SURROUND

EXPOSURE

INCIDENT: _____

DESCRIPTION OF EMPLOYEE'S DUTIES AS THEY RELATE TO OCCUPATIONAL

EXPOSURE: _____

LIST PROTECTIVE DEVICES AT TIME OF EXPOSURE: _____

DATES OF EMPLOYEE'S HEPATITIS B VACCINATION (If applicable) _____

SOURCE INDIVIDUAL'S NAME: _____

ADDRESS: _____ CITY _____ STATE _____

ZIP CODE _____ PHONE NUMBER: _____

SOURCE INDIVIDUAL'S RELATIONSHIP TO EMPLOYEE _____

Signature of Person Making Report

Date

Employee Signature

Date

CONSENT FORM FOR THE COLLECTION OF BLOOD

EMPLOYEE

I have been advised of the need to collect my blood due to an exposure incident in which I may have been potentially exposed. Permission to have my blood drawn and tested for the Hepatitis B Virus (HBV) and the Human Immunodeficiency Virus (HIV), as well as other bloodborne diseases, is hereby given.

Employee Signature

Date

Witnessed by

CONSENT FORM FOR THE COLLECTION OF BLOOD

SOURCE INDIVIDUAL

I have been advised of the need to collect a sample of my blood as the result of an exposure incident that has occurred in this facility. Permission to have my blood drawn and have it tested for the Hepatitis B Virus (HBV), Hepatitis C Virus (HCV), and Human Immunodeficiency Virus (HIV), as well as other bloodborne diseases, is hereby given.

I understand that this testing will be done in a confidential manner, and will be made available only to the person who was exposed. I also understand that this person has been informed of applicable laws and regulations concerning disclosure of my identity and my infectious status.

Source Individual Signature

Witnessed by

Source Individual's Parent/Guardian (If under 18)

Date_____

Facility where exposure occurred_____

Address_____

City_____State_____Zip_____

HEPATITIS B VACCINE DECLINATION

I, _____, understand that due to my occupational exposure to blood or other potentially infectious materials I may be at risk of acquiring Hepatitis B Virus (HBV) infection.

I have been given the opportunity to be vaccinated with the hepatitis vaccine, at no charge to myself. However, I decline the Hepatitis B vaccination at this time. I understand that by declining the vaccine, I continue to be at risk of acquiring Hepatitis B, a serious disease.

If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with the Hepatitis B vaccine, I can received the vaccination series at no charge to me.

Signature of Employee

Date

Signature of Employer

PERSONAL PROTECTIVE EQUIPMENT POLICY

July 1, 2010

POLICY STATEMENT

It is the policy of Economic Security Corporation of Southwest Area to provide a safe and healthful work place for our employees. Whenever necessary, Personal Protective Equipment (PPE) will be provided to employees to prevent possible workplace injuries. In compliance with Title 29, CFR 1910.132 and CFR 1910.134, this policy will outline the requirement and use of PPE for eye, face, head, hand, foot and respiratory protection.

SCOPE

This policy applies to all employees who, when performing normal job tasks, have the potential of injury, harm, or impairment in the function of any part of the body through absorption, inhalation, or physical contact.

HAZARD ASSESSMENT

The Human Resources Director will conduct a workplace hazard assessment to identify hazards present, or possible hazards that would necessitate the use of Personal Protective Equipment (PPE). A written certification of the hazard assessment must be retained. It may identify the workplace evaluated, date of assessment and the person making the certification. The Director of Human Resources and appropriate department or program supervisors will analyze the assessment data and select the appropriate PPE to protect the employee from the hazard.

TRAINING

Employees who are provided Personal Protective Equipment will be trained and understand when PPE is needed, what type of PPE is needed, how to don, adjust, and wear PPE, limitations of PPE, proper care and maintenance, useful life, and disposal. A written certification that each affected employee has been trained and understood the training will be maintained by the Human Resources Director.

EYE AND FACE PROTECTION

PPE is required when there is a probability of injury to the eyes or face from flying objects or particles, glare, liquid chemicals, acid and caustic liquids, or a combination of these hazards. Eye and face protectors will meet the following minimum requirements.

1. They shall provide adequate protection from the front and side against the particular hazards for which they are designed.
2. They shall be reasonably comfortable when worn under the designed conditions.
3. They shall be durable and easily cleanable.
4. Employees whose vision requires the use of corrective lens eye glasses shall be provided goggles that can be worn over their glasses or they may purchase, at their own expense, eye glasses whose protective lenses provide optical correction.

5. Janitorial staff will wear a full face shield or chemical splash goggles when performing housekeeping duties that may result in splashing harmful chemicals in their eyes or face.

HEAD PROTECTION

Protective helmets will be worn by employees when working in areas where there is a potential for injury to the head from falling or moving objects, fixed objects that may cause puncture wounds and when they are near exposed electrical conductors which could cause electrical shock.

Employees are responsible for the daily inspection, care and maintenance of their protective helmets. If a protective helmet is found to be cracked or defective, it should be reported and replaced immediately.

HAND PROTECTION

Protective gloves will be worn by employees when there is a potential hand hazard from skin absorption of harmful substances, cuts or lacerations, abrasions, punctures, chemical or thermal burns. The following requirements will be adhered to:

1. Supervisors are responsible to assure employees are using the appropriate type of gloves for the tasks performed.
2. Employees will wear latex gloves and practice universal precautions in the event of exposure to possible bloodborne pathogens.
3. Kitchen staff will use thermal resistant oven mitts to protect themselves from burns when removing hot pots and pans from a stove or oven. Employees are responsible to report and replace worn or otherwise ineffective gloves.
4. Janitorial staff will wear rubber gloves or the PPE recommended on the Material Safety Data Sheet (MSDS) when using cleaning chemicals that may cause a skin rash or chemical burn.

FOOT PROTECTION

All employees who are at risk of foot injury due to falling and rolling objects, objects piercing the shoe sole, or electrical hazard, shall wear protective footwear. The work shoe or boot will have a puncture-resistant sole and impact resistant-toe that affords protection from the above mentioned hazards.

RESPIRATORY PROTECTION

Respiratory protection shall be provided and worn by employees when they are at risk of occupational diseases caused by breathing harmful dusts, fogs, fumes, mists, gases, smokes, sprays, or vapors. The following procedures for the selection and use of respirators shall be adhered to:

1. The Human Resource Director, along with the employee's supervisor, will evaluate the nature of the air contaminants in the work area and select appropriate respirator.

2. Employees shall be instructed and trained in the proper fit, use, maintenance, and limitations of their respirators.
3. Employees required to wear a respirator for five hours or more during a normal work week will undergo a respiratory physical. The agency will pay for the physical and will receive a written opinion from a licensed physician stating whether the employee is physically fit to wear a respirator.
4. Employee medical exam records will be kept separate from their personnel file. The respiratory physical record will consist of the employee's name, a description of the employee's duties, the physician's written opinion and recommendations on the employee's ability to use a respirator.
5. Weatherization crew staff, when performing home insulation tasks, will wear a disposable dust and mist respirator. The dust and mist respirator will be NIOSH/MSHS approved.
6. The dust and mist respirator shall be inspected after each use, discarded and replaced as needed.
7. Respirators will be stored to protect against dust, sunlight, heat, extreme cold, excessive moisture, or damaging chemicals.

EMPLOYEE RESPONSIBILITY

The wear and use of Personal Protective Equipment, as indicated in the policy, is mandatory for all employees engaged in a job task that requires the use of PPE. Employees are responsible for the maintenance and proper care of their protective equipment.

DISCIPLINARY ACTION

Employees who fail to comply with this policy will be disciplined. This may include a letter of reprimand, leave without pay, or termination.

Emergency Action Plan

PURPOSE

The purpose of this plan is to set forth responsibilities and outline action to be taken to protect life, provide employee care and protect agency property and facilities during man-made and natural emergency situations.

TYPES OF EMERGENCIES

This plan outlines procedures for the following emergency situations:

- Fire and Explosion
- Tornado or other Weather Emergencies
- Earthquake
- Flood
- Bomb Threat
- Workplace Violence or Threatened Violence

EMERGENCY ESCAPE ROUTES

All employees will know their primary and secondary emergency escape routes. Workplace maps that clearly indicate these routes will be posted in all agency facilities for employee review. These evacuation route maps will be placed in employee work areas where they are likely to observe and read them. **Evacuation route maps will also indicate outside areas in which employees should assemble for a head count after evacuation.**

EMERGENCY RESPONSE COORDINATOR (ERC)

The Director of Human Resources will normally be responsible for coordinating emergency actions and is considered the Emergency Response Coordinator (ERC). She will immediately notify the Chief Executive Officer and Division Directors concerned, of the emergency situation and relay all information available. In the absence of the Director of Human Resources, the Deputy Director will act as the Emergency Response Coordinator.

EMERGENCY RESPONSE TEAM (ERT)

Each agency facility will have an employee(s) designated as an Emergency Response Team Member (ERT). Assignment to the ERT will be based on the position the employee occupies.

Emergency Response Team members are responsible for:

1. Evacuation of all employees
2. Evacuation of clients and/or patients
3. Evacuation of Head Start children

During an emergency situation or evacuation, team members will wear an "Emergency Response Team" hat for easy identification by employees and local authorities responding to the emergency. The ERT hat must be kept in a location for quick accessibility to the team member.

Individuals who occupy the positions listed below are Emergency Response Team Members:

- Head Start Cooks (primary) with Teachers and FRS as back-up
- Community Development Outreach staff in Barton, Newton and McDonald counties
- Chief Executive Officer and Division Directors
- Family Planning Clinic Manager (primary) with Nurse Assistant as back-up

GENERAL EMERGENCY EVACUATION PROCEDURES

The following general rules and procedures are applicable to all employees during emergency evacuation situations.

1. Employees shall notify their supervisor (or ERT member) or sound the alarm immediately upon discovery of a fire or other emergency.
2. When an alarm sounds or an order is given to evacuate a facility, all employees will evacuate the building in a quick and orderly manner using primary escape routes if possible.
3. ERT members are responsible to check and evacuate clients and patients from waiting rooms and restrooms.
4. Employees should not re-enter an evacuated building until clearance is given by an Emergency Response Team member, the fire department or building inspector. If the building is declared "off-limits", an ERT member at that facility should contact their Division Director or the Emergency Response Coordinator for further instructions.

ACCOUNTABILITY

Emergency Response Team Members are Responsible for employee accountability after evacuation. Following evacuation, ERT members must contact their Division Director or the Emergency Response Coordinator and give an accountability and situation report.

The fire department or local authorities at the evacuation scene should be immediately notified of any employee not accounted for and believed to still be in the evacuated building.

EMERGENCY / DISASTER WARNING

The source of warning of a potential or imminent disaster or emergency will depend on the type of emergency. The sources of warning include telephones, fire alarms, air horns, smoke alarms, verbal announcements, sirens, radios and public address systems.

EMERGENCY REPORTING

If possible, the person receiving notification of an impending disaster or emergency should contact the Emergency Response Coordinator or their Division Director by the fastest possible means. The preferred method of reporting an emergency or disaster will be by telephone when possible.

In the event of an actual emergency or disaster, local emergency services, such as the fire department, medical services and the police, should be notified as soon as possible, but only after it is determined safe to do so.

DRILLS

The Emergency Response Coordinator shall ensure that all Emergency Response Team members at each facility will coordinate all drills. Fire drills will be conducted monthly. At a minimum, drills for other possible emergencies will be conducted on an annual basis or in accordance with state and federal requirements.

Immediately following each drill, ERT members should hold a critique. All drills and critiques will be documented and maintained on file at each facility.

TRAINING

All employees will be familiar with this Emergency Evacuation Policy. The agency shall train and educate employees on fire hazards and other hazards specific to their geographic area. Training will also involve assignment of responsibilities as well as the procedures necessary for employees to protect themselves in the event of an emergency.

Training shall be accomplished at least annually for all employees. Recently hired employees shall be trained in proper emergency response and evacuation procedures as a part of their new employee orientation and safety training.

Copies of this emergency evacuation and action plan shall be made available to all employees in the following locations:

- Head Start Centers
- Outreach Facilities
- Division Director's offices
- Human Resources office
- Head Start Area Supervisor's offices
- Chief Executive Officer's office

NOTE: For further information on explanation of duties under this Evacuation and Action Plan, contact the agency's Director of Human Resources, Jerry Nichelson, at 417-781-0352.

Bomb Threats

EMERGENCY ACTION PROCEDURES

1. Upon receipt of a bomb threat, an employee must immediately notify their supervisor or an Emergency Response Team member at their location. The ERT members will give a verbal warning for evacuation and activate the mechanical alarm system if available.
2. ERT members are responsible to notify local or state police and then assist in the building evacuation. Employees, clients and children should evacuate the building in a quick and orderly manner using primary escape routes. They should assemble in designated safe areas at least 300 feet from the building.
3. After evacuation is completed, ERT members should get a head count and notify their Division Director or the Director of Human Resources of the situation.
4. ERT members must receive clearance from the bomb squad, local or state police before authorizing any employees to re-enter the building.

Over 95% of all written or phoned bomb threats are hoaxes. However, the chance that a threat may be authentic requires action for the safety of employees, clients, children and property.

BOMB THREAT: BEFORE THE DISASTER

- ◆ If you receive a bomb threat, remain calm and get as much information as possible from the caller, noting important details:
 - Male or female?
 - Time?
 - Long distance or local call?
 - Voice characteristics of the caller?
 - Background noise (e.g. clock chime, passing train, airport)?
- ◆ Have the caller repeat the message clearly while you write the entire message word for word.
- ◆ Ask for the caller's name and location – some perpetrators actually will give it to you, according to law enforcement authorities.
- ◆ Write all information received in the call in as much detail as possible.
- ◆ Notify supervisor, department manager, senior officer or security. The person you notify will initiate the appropriate emergency actions.
- ◆ If the caller indicates that the time of the bomb denotation is imminent, initiate immediate evacuation, using the Emergency Response Team. Otherwise, arbitrary immediate evacuation is not recommended.
- ◆ Follow the instructions of the emergency authorities, the building's emergency response team, and/or your supervisor.
- ◆ If immediate evacuation is not warranted, examine your office space of storage or suspicious items. **Do not touch any suspicious items.** Some bombs are set to detonate upon movement.
- ◆ Immediately report any strange or suspicious items to your supervisor. No outsider knows your area as well as you do, and what appears commonplace to the outsider may be suspicious to you.

Bomb Explosion

- ◆ Get under a sturdy table or desk if things are falling around you. When they stop falling, move toward the nearest or safest exit, watching for obviously weakened floors and stairways.
- ◆ Leave the building as quickly as possible. Do not stop to remove personal possessions or make phone calls. As you exit from the building, be especially watchful of falling debris.
- ◆ Do not use elevators.
- ◆ Check for fire and other hazards.
- ◆ Take your emergency kit if time allows.

BOMB THREAT: DURING THE DISASTER

Specific Steps – “Don’t risk lives to save property.”

If you are trapped by debris inside the building and can’t leave the building:

- ◆ Avoid unnecessary movement so you don’t kick up dust.
- ◆ Cover your nose and mouth with anything you have on hand. (Dense-weave cotton material can act as a food filter. Try to breathe through the material.)
- ◆ If possible, use a flashlight or whistle to signal your location to rescuers
- ◆ Tap on a wall or pipes so rescuers can hear where you are.
- ◆ Shout only as a last resort. Shouting can cause a person to inhale dangerous amounts of dust.

Once outside the building:

- ◆ Do not stand in front of windows, glass doors or other potentially hazardous areas.
- ◆ Move away from sidewalks or streets to be used by emergency officials or others still exiting the building.
- ◆ Move quickly to the designated meeting area for those in your department.

BOMB THREAT: SPECIAL INSTRUCTIONS TO CONSIDER

Safety Issues

- ☐ Use a battery-powered radio to listen for emergency updates and news reports.
- ☐ Once you are allowed to reenter company premises, be aware of safety issues created by the explosion, including contaminated buildings, contaminated water, gas leaks, broken glass, damaged electrical wiring and slippery floors.
- ☐ Use a battery powered flashlight. *NOTE:* The flashlight should be turned on outside; inside, the battery might produce a spark that could ignite leaking gas, if present.
- ☐ Inform local authorities about health and safety issues you've encountered, including smoldering insulation, inside the building, and outdoor signs of danger (e.g., downed power lines, chemical spills, washed out roads, and dead animals).

Personal Health

- ☐ When authorities allow employees to reenter the building, if you sort through debris, wear sturdy work boots and gloves, and wash your hands thoroughly with soap and clean water often. Watch out for animals, especially poisonous snakes. Use a stick to poke through debris.
- ☐ Be aware of exhaustion. Don't try to do too much at once. Set priorities and pace yourself.
- ☐ Get enough rest and eat well.
- ☐ Drink plenty of clean water.

Reminders:

- ☐ Building evacuations due to a bomb threat are typically accomplished by word of mouth, rather than sirens or other signals.

PREVENTION IS THE BEST DEFENSE

If Possible, Before ---

Unlike natural disasters, bomb-related disasters have a certain degree of controllability. Our company can take action to maintain awareness of risks and actually prevent bomb threats and detonations. Take these steps before disaster strikes.

- ☐ Review ESC's procedure for dealing with bomb threats. If one does not exist, work with the appropriate personnel to establish a policy or procedure.
- ☐ Canvass work areas to become familiar with objects that are familiar.
- ☐ IF the receptionists or other who answer phone receive a threat, they are to page for Security to come to their location (e.g. Front Desk).
- ☐ Develop a bomb threat checklist.
- ☐ Identify and practice using evacuation routes.

Consider What to Do if the Company Receives a Bomb Threat

- ☐ Remain calm and courteous. Do not interrupt the caller, and keep the caller on the line as long as possible.
- ☐ Signal a co-worker that you have received a bomb threat, and have him or her notify your security officer and local law enforcement immediately.
- ☐ Advise the caller that there are people in the building and innocent people could be killed or injured.
- ☐ Ask the caller to repeat the message, with as much detail as possible.
- ☐ Immediately after the call, write down every detail that you remember, and give a copy of your notes to John Joines or Terry Grooms.
- ☐ Ask employees to examine their immediate work areas, as well as common areas such as lunchrooms, mail rooms and bathrooms. Identify anything that doesn't belong.

If Staff Locates a Suspicious Package, Consider the Following

- ☐ Whether at work or in a public place, staff should regard unattended or unusual packages or luggage with suspicion.
- ☐ Look for possible owners.
- ☐ Get a detailed description of the article (size, color, markings, odors, sounds, etc.).
- ☐ Note the exact location and approximately when the item was first noticed.
- ☐ Using a conventional, wired telephone, contact a supervisor, security officer or the police.
- ☐ Do not use a cordless phone, cellular phone, walkie-talkie or radio.
- ☐ Do not touch or move the object. Do not turn lights or thermostats on or off. Treat the object as potential evidence.

- ☐ Prepare for possible evacuation.

Reminders

- ☐ Take seriously any threat received, or any unusual questions from either customers or employees that may suggest a bombing.
- ☐ Watch for parcels that:
 - Are unexpected or from someone unfamiliar to you
 - Have no return address, or have one that can't be verified as legitimate
 - Are marked with restrictive endorsements, such as "Personal", "Confidential", or "Do not x-ray"
 - Have protruding wires or aluminum foil, strange odors or stains
 - Show a city or state in the postmark that doesn't match the return address
 - Are of unusual weight given their size, or are lopsided or oddly shaped
 - Are marked with threatening language
 - Have inappropriate or unusual labeling
 - Have excessive postage or packaging material, such as masking tape and string
 - Have misspellings of common words
 - Are addressed to someone no longer with your organization or are otherwise outdated
 - Have incorrect titles or titles without a name
 - Are not addressed to a specific person
 - Have hand-written or poorly typed addresses

Fire or Explosion

EMERGENCY ACTION PROCEDURES

1. Upon discovery of a fire, or in the event of an explosion, sound a verbal warning; and, if the facility is equipped with one, activate the mechanical alarm system.
2. Evacuate the building as quickly and orderly as possible via primary evacuation routes indicated on the evacuation route map nearest your location. If the primary escape route is blocked, use secondary evacuation routes. Emergency Response Team members should close interior doors as they exit the building to help control and isolate the fire. Assemble in designated areas outside for a head count and further instructions.
3. Emergency Response Team (ERT) members will assist in the evacuation and notify local emergency service providers of the fire or explosion.
4. ERT members will get clearance from the fire department or building inspector prior to authorizing employees to re-enter a building that may have been damaged by fire or explosion.
5. When a fire or explosion occurs, the Emergency Response Coordinator and the appropriate Division Director should be notified immediately after notification of the emergency service providers.

FIRE OR EXPLOSION: BEFORE THE DISASTER

- ◆ Notify the fire department (once evacuated):
Give business name and location
Report type of fire
- ◆ Trigger the fire alarm (if smoke alarm not activated)
- ◆ Keep everyone calm
- ◆ Evacuate the premises, and do not use elevators
- ◆ Announce evacuation to staff and customers
- ◆ Close all doors
- ◆ Assemble at appointed areas and account for personnel
The assembled area for the Central Office is in front of the Joplin Public Library parking lot

If the designated person is not available or is injured, then the next-in-line supervisor should immediately take charge and execute steps.

FIRE OR EXPLOSION: DURING THE DISASTER

Don't risk lives to save property!

- ◆ Secure sensitive data. Locate items in vaults and cabinets and lock.
- ◆ Notify the information technology/systems manager and provide name.
- ◆ Power off all computers and other equipment by all staff.
- ◆ Attempt to store any valuable records in a secure location.
- ◆ Shut off utilities (except water).
- ◆ With a computer electrical fire, use electrical fire-designated extinguisher. Pull pin, stand back 5 feet and aim at the base of the fire.
- ◆ With a paper or non-electrical fire, use dry chemical or water fire extinguisher. DO NOT aim at computer equipment. Point at the base of the fire and use a sweeping motion.
- ◆ Get out as quickly and as safely as possible, and stay as low to the ground as possible.
- ◆ If possible, cover mouth with a cloth to avoid inhaling smoke and gases.
- ◆ Use the stairs to escape. If there is no smoke at the bottom/top and the door is not open, then open the door slowly.
- ◆ If there is too much smoke or fire in the hall, slam the door shut.
- ◆ Close the doors in each room after escaping to delay the spread of the fire.
- ◆ In a room with a closed door, if smoke is pouring in around the bottom of the door or it feels hot, keep the door closed.
- ◆ Open a window to escape or for fresh air while waiting for rescue.
- ◆ Call the fire department from a location outside the building.

Tornado

EMERGENCY ACTION PROCEDURES

1. Emergency Response Team members at each agency facility will ensure that all employees are familiar with the Civil Defense Tornado Warning System in their area. This information may be obtained by contacting their local civil defense office, fire or police department.
2. If a tornado watch is issued, ERT members should notify their Division Director or Emergency Response Coordinator and stay alert for developing severe weather. They should listen to local radio or television stations for emergency weather bulletins.
3. If a tornado warning is issued and the sky becomes threatening, ERT members should sound the air horn alarm (if available) or give a verbal warning to other employees, clients and students, and move them to a pre-designated shelter area – an interior room or hallway on the lowest floor will be designated as the shelter area. **STAY AWAY FROM WINDOWS!**
4. Children at Head Start centers will be held beyond regular hours if a tornado warning is issued for their area. Every attempt will be made to contact and inform parents of the situation.
5. When a tornado is imminent, assume the tornado protection position. This is a kneeling position with your head resting on your knees and your hands locked together over the back of your head for protection.
6. If caught outside in a vehicle or bus, employees and children should leave it immediately and lie flat in a nearby ditch or depression.
7. When the tornado is no longer a threat and the warning has been lifted, the appropriate Division Director and Emergency Response Coordinator should be notified. Any damages and injuries should also be reported at this time.

TORNADO: BEFORE THE DISASTER

Appoint several key people to be in charge of directing employees and customers when a tornado actually threatens or occurs.

List all employees' names to use when taking a head count after a tornado strikes

Ensure emergency numbers are clearly listed near telephones.

Direct customers and employees away from the windows.

Grab flashlights, first aid kits, radios and cell phones.

Lock drawers, vault and other areas with sensitive data.

Lead people at once to a windowless, interior room, basement or lowest level of the building. Usher them to the center of the room, staying away from corners because they tend to attract debris.

If possible, direct people to get under pieces of sturdy furniture, such as a desk, and hold on to it.

Instruct people to use their arms to protect their head and neck.

Account for staff and check for injuries after the tornado passes.

If designated person is not available, designated backup should take charge and execute steps.

TORNADO: DURING THE DISASTER

Remain alert to approaching storm.

Listen to radio or television for current activity or further developments.

Protect eyes and head from flying debris.

Give first aid where appropriate.

Leave the building if you smell gas or chemical fumes or see fire.

Stay tuned to radio or television to get the latest emergency information.

Ensure that seriously injured victims are transported to professional medical help immediately.

Immediately set up a security perimeter around the disaster location to prevent unauthorized individuals from entering the building or take papers, disks, and confidential materials that have been blown out on the immediately surrounding landscape. Work closely with local authorities and emergency response staff on this point.

Return to building only when local authorities and/or emergency response personnel indicate to your disaster recovery coordinator and/or team leader to enter the building. If possible, wear identifying badges to help emergency response staff identify you as part of the company's staff.

Earthquake

EMERGENCY ACTION PROCEDURES

1. Keep calm, and stay where you are. Most injuries during an earthquake occur when people decide to enter or exit buildings.
2. If you are indoors, take cover under a sturdy table or desk, against an outside wall or solid, heavy, framed doorway and hold on. Stay away from glass, windows, outside doors or walls and anything that could fall and hurt you. ERT members should predetermine safe areas to use during an earthquake.
3. If you are outdoors stay there. Move away from buildings, street lights and utility wires.
4. If you are driving a vehicle, stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses or utility wires.
5. Afterwards, stay away from damaged areas. ERT members are responsible for accounting for all employees, clients and children. When specifically requested, ERT members should offer their assistance to local emergency service providers.
6. When safe to do so, ERT members should contact, by whatever means possible, their Division Director or Emergency Response Coordinator to give them a situation report and receive further instructions.

EARTHQUAKE: SPECIAL INSTRUCTIONS TO CONSIDER

Earthquakes strike suddenly, violently, and without warning. Identifying potential hazards ahead of time and advance planning can reduce the dangers of serious injury or loss of life from an earthquake.

Check for hazards.

- ☐ Fasten shelves securely to walls.
- ☐ Place large or heavy objects on lower shelves
- ☐ Store breakable items such as bottled foods, glass and china on low, closed cabinets with latches.
- ☐ Hang heavy items such as pictures and mirrors away from beds, couches and anywhere people sit.
- ☐ Brace overhead light fixtures.
- ☐ Repair defective electrical wiring and leaky gas connections. These are potential fire risks.
- ☐ Secure a water heater by strapping it to the wall studs and bolting it to the floor.
- ☐ Repair any deep cracks in ceilings or foundations. Get expert advice if there are signs of structural defects.
- ☐ Store weed killers, pesticides, and flammable products securely in closed cabinets with latches and on bottom shelves.
- ☐ Identify safe places in each room:
 - Under sturdy furniture such as a heavy desk or table
 - Against an inside wall
 - Away from where glass could shatter around windows, mirrors, pictures, or where heavy bookcases or other heavy furniture could fall over.
- ☐ Locate safe places outdoors. Spots to consider should be in the open, away from buildings, trees, telephone and electrical lines, overpasses, or elevated expressways.
- ☐ Make sure all employees know how to respond after an earthquake.

Floods

What Is A Flood?

Floods are the most common and widespread of all natural disasters – except fire. Most communities in the United States have experienced some kind of flooding, after spring rains, heavy thunderstorms, or winter snow thaws.

A flood, as defined by the National Flood Insurance Program, is:

A general and temporary condition of partial or complete inundation of two or more acres of normally dry land area or of two or more properties (at least one of which is your property) from:

- Overflow of inland or tidal waters,
- Unusual and rapid accumulation or runoff of surface waters from any source, or
- A mudflow.

[The] collapse or subsidence of land along the shore of a lake or similar body of water as a result of erosion or undermining caused by waves or currents of water exceeding anticipated cyclical levels that result in a flood.

Floods can be slow or fast rising but generally develop over a period of days. Mitigation includes any activities that prevent and emergency, reduce the chance of an emergency happening, or lesson the damaging effects of unavoidable emergencies. Investing in mitigation steps now, such as, engaging in floodplain management activities, constructing barriers such as levees, and purchasing flood insurance will help reduce the amount of structural damage and financial loss from building and crop damage should a flood or flash flood occur.

PREVENTION IS THE BEST DEFENSE

Nobody can stop a flood. If you are faced with one, there are actions you can take to protect your staff and keep your property losses to a minimum.

The most important thing is to make sure everyone is safe.

If Possible, Before ---

Have disaster supplies on hand:

- ☐ Flashlights and extra batteries

- ☐ Portable, battery-operated radio and extra batteries tuned to a local station, and follow emergency instructions.
- ☐ First aid kit and manual
- ☐ Emergency food and bottled water
- ☐ Non-electric can opener
- ☐ Essential medicines
- ☐ Cash and credit cards
- ☐ Sturdy shoes

If you're located in a frequently flooded area, take preventative measures and stockpile emergency building materials:

- ☐ Plywood, plastic sheeting, lumber, nails, hammer and saw, pry bar, shovels and sandbags.
- ☐ Check valves installed in building sewer traps to prevent flood waters from backing up in sewer drains.
- ☐ As a last resort, use large corks or stoppers to plug basins.

If Time Permits - Additional Steps That You Can Take Before the Flood Waters Come

- ☐ Turn off all utilities at the main power switch and close the main gas valve if evacuation appears to be necessary.
- ☐ Move valuables, such as papers, furs, jewelry, and clothing, to upper floors or higher elevations.
- ☐ Fill sinks and plastic soda bottles with clean water. Sanitize the sinks first by using bleach. Rinse, then fill with clean water.
- ☐ Bring outdoor possessions, such as lawn furniture, grills and trash cans inside, or tie them down securely.

Communication

- ☐ Designate one company spokesperson.
- ☐ Inform all employees that any media inquiries are to be directed to that person. No one else should speak with the press at this time. Obtain as much information as possible before a statement to the public is made.
- ☐ Collect any data / research you can use to discuss this incident, as well as information regarding any extenuating circumstances.

- ❑ Decide whether information should be distributed directly to customers or other affected by the situation. You may wish to designate someone else to handle this task, but be sure to work closely with him / her for consistency's sake.
- ❑ Do not provide names of victims until families have been notified. If you feel the situation could involve legal liability, contact a lawyer before speaking with the press.
- ❑ Review with designated employees who are responsible for assisting customers how they are to help customers evacuate.
- ❑ Utilize communication outlines to ensure staff and customers are fully apprised of evacuation, recovery, and resumption efforts. Post evacuation maps in all areas of the company.
- ❑ Establish evacuation protocols for staff to follow when leaving the building and, if necessary, relocating to another area before the storm strikes.

EMERGENCY ACTION PROCEDURES

1. Terminology: All employees should be familiar with the following terminology used to describe flooding conditions, which will be broadcast on radio and television.
 - **Flood Forecasts** means rainfall is heavy enough to cause rivers to overflow their banks, or melting snow is mixing with rainfall to produce similar effects.
 - **Flood Warnings** or forecasts of impending floods describe the affected river, or lake, the severity of flooding and when and where the flooding will begin.
 - **Flash Flood Watches** mean heavy rains (that may cause sudden flash flooding in specified areas) are occurring or expected to occur.
 - **Flash Flood Warnings** means flash flooding is occurring or imminent along certain streams and designated areas.
2. Emergency Response Team members at each agency facility will contact their local city or county emergency management, civil defense, or disaster preparedness office to learn local warning signals, who will issue the warnings, and under what circumstances they will be given. They will ensure all employees at their location are familiar with these warning signals.
3. ERT members should know their area's flood risk and identify where to go and routes to use if told to evacuate. They should monitor radio, television, or emergency broadcast stations for weather information.
4. If a **flood warning** is issued, ERT members should contact their Division Director or the Emergency Response Coordinator immediately. If a **flash flood watch** is issued, ERT members should make the same notification and be alert to signs of flash flooding and be ready to evacuate on a moment's notice.
5. All Head Start bus drivers should know alternate transportation routes in the event flooding occurs in their area and primary roads are closed. **Do not attempt to drive over a flooded road.** The depth of the water is not always obvious and the road bed may be washed out. Turn around and go another way. If a vehicle stalls in water, do not stay in the vehicle. Leave it immediately and seek higher ground. Rapidly rising water may engulf the vehicle and its occupants and sweep them away.
6. If a **flash flood warning** is issued, ERT members should give a verbal warning to evacuate the area immediately. Do not stop to make phone calls! You may have only seconds. Evacuate to a pre-designated safe area before access is cut off by flood water. ERT members should take a head count as soon as all employees, clients and children are assembled.
7. When all employees from an evacuated facility have reached safety, ERT members should contact their Division Director or the Emergency Response Coordinator. They should give a flood situation report, with such information as injuries, employee accountability, and property damage. They will receive further instructions at that time.
8. All agency facilities will be equipped with emergency flashlights. Do not return to the disaster area until clearance is given by local emergency service providers or the public health department. When allowed to return, ERT members should use flashlights, no lanterns, candles, torches or matches, to examine buildings. Flammables may be inside.

FLOODS: DURING THE DISASTER

Don't driver through a flooded area. If you come upon a flooded road, turn around and go another way. More people drown in their cars than anywhere else.

If your car stalls, abandon it immediately and climb to higher ground. Many deaths have resulted from attempts move stalled vehicles.

Don't walk through flooded areas. As little as six inches of moving water can knock you off your feet.

Stay away from downed power lines and electrical wires. Electrocution is another major source of deaths in floods. Electric current passes easily through water.

Look out for animals – especially snakes. Animals lose their homes in floods, too. They may seek shelter in yours.

If the waters start to rise inside the building before you have evacuated, retreat to the second floor, the attic, and if necessary, the roof.

Don't try to swim to safety, wait for rescuers to come to you.

If outdoors, climb to high ground and stay there.

As the floodwaters are rising, there's nothing you can do to stop them, but there are things you can do to stay safe until the water levels drop again.

Fill bathtubs, skins, and jugs with clean water in case water become contaminated.

Listen to a battery operated radio for the latest storm information.

If local authorities instruct you to do so, turn off all utilities at the main power switch and close the main gas valve.

If told to evacuate the building or your home, do so immediately.

Floodwaters may carry raw sewage, chemical waste and other disease-spreading substances. If you've come in contact with floodwaters, wash your hands with soap and disinfected water.

Workplace Violence or Threatened Violence

In 1994, it was estimated that one in every four workers will experience threats, verbal harassment or a physical attack. That is why Economic Security Corporation will take any and every act of violence or threat of violence very seriously.

Workplace violence falls into four broad categories:

- ◆ *Type 1.* Violent acts by criminals who have no other connection with the workplace but enter to commit robbery or another crime.
- ◆ *Type 2.* Violence directed at employees by customers, clients, patients, students, inmates, or others for whom an organization provides services.
- ◆ *Type 3.* Violence against coworkers, supervisors, or managers by a present or former employee.
- ◆ *Type 4.* Violence committed in the workplace by someone who doesn't work there but has a personal relationship with an employee, for example, an abusive spouse or domestic partner.

Type 1 Violence

Type 1 accounts for the vast majority – nearly 80 percent – of workplace homicides. In these incidents, the motive is usually theft, and in a great many cases, the criminal is carrying a gun or other weapon, increasing the likelihood that the victim will be killed or seriously wounded. This type of violence falls heavily on particular occupational groups whose jobs make them vulnerable: taxi drivers (the job that carries by far the highest risk of being murdered); late-night retail or gas station clerks; and others who are on duty at night, work in isolated locations or dangerous neighborhoods, and carry or have access to cash.

Preventive strategies for Type 1 include an emphasis on physical security measures, special employer policies, and employee training. Some suggest that one of the reasons for the decline in workplace homicides since the early 1990s is due to the security measures enacted by businesses that may be vulnerable to this type of activity.

Because the outside criminal has no other contact with the workplace, the interpersonal aspects of violence prevention that apply to the other three categories are normally not relevant to Type 1 incidents. The response after a crime has occurred will involve conventional law enforcement procedures for investigating, finding, and arresting the suspect, and collecting evidence for prosecution.

Type 2 Violence

Type 2 cases typically involve assaults on an employee by a customer, patient or someone else receiving a service. In general, the violent acts occur as workers are performing their normal tasks. In some occupations, dealing with dangerous people is inherent in the job, as in the case of a police officer, correctional officer, security guard, or mental health worker. For other occupations, violent reactions by a customer or client are unpredictable, triggered by an argument, anger at the quality of service or denial of service, delays, or some other precipitating event.

Employees experiencing the largest number of Type 2 assaults are those in health care occupations – nurses in particular – as well as doctors, nurses, and aides who deal with psychiatric patients. Others include members of emergency medical response teams, hospital employees working in admissions, emergency rooms, and crisis or acute care units.

Type 3 and Type 4 Violence

Type 3 and Type 4 case are no less or more dangerous or damaging than any other violent act. But when the violence comes from an employee or someone close to an employee, there is a much greater chance that some warning signal will have reached the employer in the form of observable behavior. That knowledge, along with the appropriate prevention programs, can at the very least mitigate the potential for violence or prevent it altogether.

EMERGENCY ACTION PROCEDURES

1. Employees are responsible to report any acts of violence or threats made against them, another employee, or volunteer, to their Division Director or the Emergency Response Coordinator.
2. The information received will be immediately reported to the Chief Executive Officer. The situation will be assessed by the employee's Division Director, the Chief Executive Officer, and the Emergency Response Coordinator to determine an appropriate course of action. If deemed necessary, local authorities will be notified and additional action will be taken to ensure the safety of everyone involved.
3. The situation will be monitored by the employee's Division Director and the Emergency Response Coordinator until it is resolved or is no longer considered a hazard.
4. If a visitor or client becomes belligerent, employee's should inform them that we will not tolerate their actions or language and politely ask them to leave the building, inform them that the police will be called if they do not exit the building immediately. If they still refuse to leave, call the police. If they return on the same day, after being asked to leave, call the police.

5. If a client, parent, or visitor appears to be drunk when they visit an agency facility, the procedures outlined in paragraph 4 will be followed when they are asked to leave the facility.

WORKPLACE VIOLENCE: BEFORE THE DISASTER

For an angry or hostile customer or coworker

- ◆ Stacy calm. Listen attentively.
- ◆ Maintain eye contact
- ◆ Be courteous. Be patient.
- ◆ Keep the situation in your control.

For a person shouting, swearing, and threatening

- ◆ Signal to a coworker or supervisor that you need help by paging for Custodian to come to your specific office.
- ◆ Have someone call the local police and/or fire department. Do not make calls yourself.

For someone threatening you with a gun, knife or other weapon

- ◆ Stay calm. Quietly signal for help by paging for a Custodian to come to your specific office.
- ◆ Maintain eye contact.

Telephone threats

- ◆ Keep calm. Keep talking.
- ◆ Don't hang up.
- ◆ Ask the caller to repeat the message and write it down.
- ◆ Repeat questions, if necessary.
- ◆ Listen for background noises and write down a description.
- ◆ Write down whether it's a man or a woman; note pitch of voice, accent, and anything else you hear.
- ◆ Try to get the person's name, exact location, and telephone number.
- ◆ Signal a co-worker to immediately call for Custodian to come to your location.

Others things to remember

- ◆ Keep talking but follow instructions from the person who has the weapon
- ◆ Don't risk harm to yourself or others
- ◆ Note the names of staff and, if possible, customers who are in the vicinity during the unfolding situation
- ◆ Carefully observe the situation and try to remember as many facts/details as possible
- ◆ Never try to grab a weapon

- ◆ Watch for a chance to escape unharmed to a safe area
- ◆ If someone has been injured and it is permitted, try to provide aid to the injured.

BASIC CHEMICAL DISASTER ISSUES

Hazardous Materials / Nuclear Disaster

A hazardous materials accident can occur anywhere. Communities located near chemical manufacturing plants are particularly at risk. However, the main threat to your company is the hazardous materials that are transported on our roadways, railways, and waterways daily, making any area vulnerable to an accident.

A passing train or truck that is carrying such materials could necessitate immediate evacuation of buildings in a several-block radius should it have an accident.

PREVENTION IS THE BEST DEFENSE

If Possible, Before ---

While there is nothing we can do to prevent an external accident from threatening the company, its staff, and customers, we can eliminate internal problems from hazardous materials by following simple rules:

- Do not allow highly flammable, highly toxic, or explosive materials on company premises.
 - Everyday chemicals (e.g., cleaning materials, pest control toxins) should be maintained in small quantities only and stored in appropriate containers
 - When using such everyday chemicals, follow the manufacturers' rules and recommendations for their use.
-
- ❑ Contact local emergency planning committee (LEPC) or local emergency management office for information about hazardous materials and community response plans.
 - ❑ Ask about industry and community warning systems
 - ❑ Identify for employee use several evacuation routes out of the area.

Learn to detect the presence of hazardous material. Many hazardous materials do not have a taste or an odor. Some materials can be detected because they cause physical reactions such as watering eyes or nausea. Some hazardous materials exist beneath the surface of the ground and can be recognized by an oil or foam-like appearance.

CHEMICAL DISASTER: BEFORE THE DISASTER

- ◆ If a siren or other warning signal is heard, turn on a radio or television for further emergency information on evacuation routes, temporary shelters, and procedures.
- ◆ Alert employees and customers, if they need to evacuate the building. Have them take their cellphones and personal clothing to use as cover over their mouths.
- ◆ If gas or vapors could have entered the building tell people to take shallow breaths with their mouths covered with any material handy such as cloth, clothing, or a towel.
- ◆ Place valuables such as collateral files, negotiable instruments, etc., in a fireproof area if one is immediately available.

CHEMICAL DISASTER: DURING THE DISASTER –If Asked to Evacuate

- ◆ Do your best to ascertain where the maximum danger lies, and evacuate the building from the exit furthest from the accident and by the best route from the area of danger.
- ◆ Inform employees and customers of the routes to follow as recommended by the authorities – shortcuts may not be safe.
- ◆ Ensure no one uses elevators.
- ◆ Find an exit route, if it is through a closed door, and it is hot to the touch, find another route.
- ◆ Instruct employees and customers to not walk into or touch any of the spilled substance not to inhale gases, fumes and smoke, and if possible, cover mouth with a cloth while leaving the area.
- ◆ Instruct people to stay uphill and upwind of the accident.
- ◆ If time allows, minimize contamination in the building by closing all entries to the outside and turning off electricity, if possible.
- ◆ Take pre-assembled disaster supplies.
- ◆ If immediate evacuation is called for, instruct everyone to evacuate and do not attempt to secure valuables.
- ◆ If at any time any individual must pass through a closed door, check the door before opening it. If there is a window, look to see what is on the other side, otherwise, feel the door for heat. If it is hot to the touch, find another route. If all appears safe, cautiously open the door, pass through, and close the door behind you.
- ◆ Once clear of the building, evacuation may not be complete since people may still be within the dangerous radius of the hazard. If evacuation officials (fire or police department) are present, they will direct you where to go. If no one is present, but danger is apparent, (smoke, fumes, vapor, etc.) continue to encourage people to move upwind and away from the source of danger until free of the hazard.

BIOLOGICAL DISASTER: BEFORE THE DISASTER

Generalized symptoms to be aware of: general malaise, muscular weakness, fatigue, numbness, paralysis, chills, shock.

Exposure by inhalation

Symptoms: Coughing, flu-like symptoms, shortness of breath. If these symptoms appear, you should:

- ◆ Contact local emergency medical authorities
- ◆ Listen to the media for official instructions
- ◆ Seek medical attention if the victim becomes sick
- ◆ Evacuate the building if possible. Otherwise, stay inside if it appears it is something out, and close windows, doors, ventilation systems, etc.

Exposure by Ingestion

Symptoms: Vomiting, nausea, diarrhea

- ◆ Contact local emergency medical authorities
- ◆ Listen to the media for official instructions
- ◆ Seek medical attention if victim becomes sick

Exposure by physical contact

Symptoms: Rash, sores, pain, itching, discoloration, painful skin lesions.

- ◆ Move away quickly from area where exposure occurred
- ◆ Wash with soap and water
- ◆ Remove and bag contaminated clothing
- ◆ Contact local emergency medical authorities
- ◆ Listen to the media for official instructions
 - ◆ Seek medical attention if the victim becomes sick

BASIC POWER FAILURE ISSUES

Hazards during power failures are technological emergencies. These include any interruption or loss of a utility service, power source, life support system, information system, or equipment needed to keep the business in operation.

PREVENTION IS THE BEST DEFENSE

If Possible, Before ---

- ☐ Identify all critical operations, including:
 - Utilities including electric power, gas, water, hydraulics, compressed air, municipal and internal sewer systems, wastewater treatment services.
 - Security and alarm systems, elevators, lighting, life support systems, heating, ventilation and air conditioning systems, electrical distribution system
 - Sump pump, radon removal and other support systems
 - Communication systems, both data and voice computer networks, including transaction support and transmission services
 - Transportation systems including air, highway, railroad, and waterway to ensure ability to leave site / access office if power is out
- ☐ Determine the impact of service disruption.
- ☐ Ensure that key safety and maintenance personnel are thoroughly familiar with all building systems.
- ☐ Establish procedures for restoring systems. Determine need for backup systems.
- ☐ Establish preventative maintenance schedules for all systems and equipment.
- ☐ Assemble essential supplies, including:
 - Flashlight
 - Batteries
 - Portable Radio
 - Medical kit and bottled water
- ☐ If one of more employees use medication that requires refrigeration, most can be kept in a closed refrigerator for several hours without a problem. If unsure, have the employee check with his or her physician or pharmacist.
- ☐ Regarding computers, keep files and operating systems backed up regularly. Consider buying extra batteries and a power converter if you use a laptop computer. A power converter allows most

laptops (12 volts or less) to be operated from a cigarette lighter of a vehicle. Also, turn off all computers, monitors, printers, copiers, scanners, and other devices when they're not being used. That way, if the power goes out, this equipment will have already been safely shut down. Get a high quality surge protector for all of your computer equipment. Consider purchasing and installing an uninterruptable power supply (UPS). Consult with local computer equipment dealers about available equipment and costs.

- ❑ If electric door or parking garage openers are utilized, find out where the manual release lever is located and learn how to operate it. Sometimes doors can be heavy, so get help to lift it. If people regularly use the parking garage as the primary means of entering the office, be sure to identify alternative entry means in case the garage door will not open.
- ❑ If the telephone system requires electricity to work (such as a cordless phone or answering machine), plan for alternate communication, including having a standard telephone handset, cellular telephone, radio, or pager. Remember, too, that some voice mail systems and remote dial-up servers for computer networks may not operate when the power is out where these systems are located. So even if you have power, your access to remote technology may be interrupted if the power that serves those areas is disrupted. Check with remote service providers to see if they have backup power systems, and how long those systems will operate.
- ◆ Follow energy conservation measures to keep the use of electricity as low as possible, which can help power companies avoid imposing rolling blackouts. When restoring power, it is critical that subsequent brown outs or repeat power failures do not occur due to immediate surge of power needs by customers.

POWER FAILURE: BEFORE THE DISASTER

Instruct staff to turn off electrical equipment that was in use.

Call local utilities/community representative to determine extent of damage and length of time before power is to be restored.

If power outage appears to be for a defined, reasonably short duration, instruct staff to stay in their positions.

Apprise designated staff of conditions and have them communicate information to others, including customers.

When anticipated duration of power failure is unknown, but probably more than 4 hours, consider manually locking and securing everything in the office. Ensure confidential customer data is stored in locked cabinets.

If operating security cameras, alarms, etc. on emergency backup power, take steps to conserve battery life to maximize timeframe these systems will continue to function.

Remote sites should notify home office.

POWER FAILURE: DURING THE DISASTER

Stay in contact with authorities or listen to radio or television to get current information on existing conditions.

Continue checking backup systems.

Call the main phone number to make sure an appropriate message is responding.

Only use a flashlight for emergency lighting. Never use candles.

Turn off or disconnect electrical equipment you were using when the power went out. When power comes back on, it may come back with momentary surges or spikes that can damage equipment such as computers.

If using a power generator, connect the equipment you want to power directly to the outlets on the generator. **Do not connect a generator to the office's electrical system, unless prior hookup arrangements have been installed and tested.**

Use the phone for emergencies only. Listening to a portable radio can provide the latest information. Do not call 911 for information – only call to report a life-threatening emergency.

Remember that equipment such as elevators may not work during a power outage.

If conditions warrant, evacuate staff and customers according to established procedures.

Make sure sensitive data is secured. Ensure all doors and windows are locked.

After staff and customers are evacuated, lock all entrances.

Before locking doors, two staff members together should do a final walk-through to ensure no one is left in the building.

If it is hot outside, employees should take steps to remain cool. Move to lowest level of office, as cool air falls. Wear lightweight, light-colored clothing. Instruct employees to drink plenty of water, even if they do not feel thirsty. If the heat is intense and the power may be off for a long time, consider sending employees home.

If it is cold outside, put on layers of warm clothing. If the power may be out for a prolonged period, consider allowing employees to go home.

SEVERE SUMMER STORM: BEFORE THE DISASTER

Turn off main power switch

For tornadoes, go to the designated tornado “safe” zone and wait for the “ALL CLEAR” before turning on any systems.

Upon entering the “safe” zone, turn on emergency battery-powered radios and tune to local radio stations for updates on warnings.

Keep cellular telephones on battery storage and do not use until needed.

Do not use phone for random calls to police, fire department, etc. These telephones may be the only source of communication after a disaster. **SAVE BATTERY POWER!**

Keep flashlight off and use emergency battery-powered backup lights in building “safe” zone as long as possible.

BASIC SEVERE WINTER STORM ISSUES

Severe winter storms may result in major loss of power, insufficient heat, abandoned vehicles that won't start, and other problems that occur in a city, county, state, or region. A major winter storm can be lethal. Preparing for cold weather conditions and responding to them effectively can reduce the dangers caused by winter storms.

Winter Storm Watches and Warnings

A *winter storm watch* indicates that severe winter weather may affect your area.

A *winter storm warning* indicates that severe winter weather conditions are definitely on the way.

A *blizzard warning* means that large amounts of falling or blowing snow and sustained winds of at least 35 miles per hour are expected for several hours.

Wind Chill

Wind chill is a calculation of how cold it feels outside when the effects of temperature and wind speed are combined. A strong wind combined with a temperature of just below freezing can have the same effect as a still air temperature about 35 degrees colder.

PREVENTION IS THE BEST DEFENSE

If Possible, Before ---

- ☐ Be familiar with winter storm warning messages.
- ☐ Service snow removal equipment and have rock salt on hand to melt ice on walkways and kitty litter to generate temporary traction.
- ☐ Make sure there is sufficient heating fuel; regular fuel stores may be cut off.
- ☐ Winterize your building:
 - Add insulation where possible
 - Make sure windows and doors have been properly caulked to prevent heat loss
 - Double-paned windows provide protection from the cold
- ☐ Have safe emergency heating equipment available:
 - Small, well-vented, wood or coal stove with fuel

- Portable space heaters or kerosene heaters (check with your local fire department on the legality of using kerosene heaters in your community. Use only the correct fuel for your unit and follow the manufacturer's instructions. Refuel outdoors only, and only when cool. Keep your kerosene heater at least three feet away from furniture and other flammable objects.)
- ☐ Install and check smoke detectors
- ☐ Contact your local emergency management office or American Red Cross chapter for more information on winter storms.
- ☐ Ensure that pipes are insulated
- ☐ Know how to shut off water valves.
- ☐ Have disaster supplies on hand, in case the power goes out:
 - Flashlight and extra batteries
 - Portable, battery-operated radio and extra batteries
 - First aid kit
 - Fire extinguisher (A-B-C type)

Winter Driving

The leading cause of death during winter storms is transportation accidents. Employees should know how to react if stranded or lost while on the road. To be prepared for hazardous conditions, employees should first make sure their cars are winterized and have items for survival on board.

Winter Car Kit

- ☐ Windshield scraper and small broom for ice and snow removal
- ☐ Flashlights with extra batteries
- ☐ First aid kit with pocket knife
- ☐ Necessary medications
- ☐ Several blankets
- ☐ Sleeping bags
- ☐ Extra newspapers for insulation
- ☐ Plastic bags (for sanitation)
- ☐ Matches
- ☐ Extra set of mittens, socks, and a wool cap
- ☐ Rain gear and extra clothes
- ☐ Small sack of sand for generating traction under wheels
- ☐ Small shovel
- ☐ Small tools (pliers, wrench, screwdriver)

- ☐ Booster cables
- ☐ Set of tire chains or traction mats
- ☐ Cards, games and puzzles
- ☐ Brightly colored cloth to use as a flag
- ☐ Canned fruit and nuts
- ☐ Nonelectric can opener
- ☐ Bottled water

Employees should know that if they become trapped in their cars during a blizzard there are basic steps to follow:

- ☐ Stay in the car.
- ☐ Do not leave the car to search for assistance unless help is visible within 100 yards. You may become disoriented and lost in blowing and drifting snow.
- ☐ Display a trouble sign such as a brightly colored cloth hung on the radio antenna or a raised car hood.
- ☐ Occasionally run the engine to keep warm. Turn on the car's engine for about 10 minutes each hour. Run the heater when the car is running. Also, turn on the car's dome light when the car is running.
- ☐ *Beware of carbon monoxide poisoning.* Keep the exhaust pipe clear of snow, and open a downwind window slightly for ventilation.
- ☐ Watch for signs of frostbite and hypothermia.
- ☐ Do minor exercises to keep up circulation. Clap hands and move arms and legs occasionally. Try not to stay in one position for too long. If more than one person is in the car, take turns sleeping.
- ☐ For warmth, huddle together.
- ☐ Use newspapers, maps, and even the removable car mats for added insulation.

Avoid overexertion. Cold weather puts an added strain on the heart. Unaccustomed exercise such as pushing a car can bring on a heart attack or make other medical conditions worse. Be aware of symptoms of dehydration.

SEVERE WINTER STORM: BEFORE THE DISASTER

Shut off all electrical equipment, information systems, and shut computers systems down, if power goes out.

Turn off main power switch, if power goes out.

Keep cellular telephones on batter storage and do not use until needed.

Instruct all employees to keep warm clothing and cell phones close at hand.

If power is not restored, close down offices and evacuate the building.

Instruct employees to refer to calling tree and/or designated phone number/website to find out about plans for resumption of business.

SEVERE WINTER STORM: DURING THE DISASTER

Listen to the radio or television to get the latest information and update customers and employees.

Ensure that medical supplies and bottled water are accessible.

Conserve energy. Consider closing all blinds/curtains to keep heat in during evening hours.

Open all faucets and pour hot water over the pipes, starting where they are most exposed to the cold (or where the cold was most likely to penetrate). Failure to take these precautions may result in burst pipes in bathrooms, maintenance closets, and other locations with water pipes.

If power is not restored, close down offices and evacuate the building.

Alert employees and customers to street conditions.

Instruct employees to refer to calling tree and/or designated phone number/ website to find out about plans for resumption of business.

Encourage individuals to stay on-site and in the building if travel is problematic or roads are closed.

If extreme cold air, ice, or snow is blowing into the building through broken windows, open cracks, or other exposed spots, determine if there are materials available to close the openings.

- ❑ In the event that you must close the company, make sure that appropriate closing procedures are followed. You will need to warn personnel about hazardous driving conditions and alert staff about road conditions and closures. Check the building to ensure that no personnel are left behind.

BASIC TERRORIST ATTACK ISSUES

No one knows whether a terrorist attack is imminent, and there are usually no signs of impending disaster (although some natural disasters have arrived with little warning, too). Just the same, there are steps you can take to educate yourself and your employees so you are better equipped to survive an attack. Some suggestions follow:

PREVENTION IS THE BEST DEFENSE

A terrorist attack can take several forms, depending on the technological means available to the terrorist, the nature of the political issue motivating the attack, and the points of weakness of the terrorist's target.

Bombings have been the most frequently used terrorist method in the United States. Other possibilities include an attack at transportation facilities, an attack against utilities or other public services, or an incident involving chemical or biological agents.

There are things you can do prior to an attack to prepare. Some of the preparation is no different than preparing for other disasters; some preparation is very specific to correspond to the specific type of threat or attack.

- ❑ Learn about the nature of terrorism.
 - Terrorists look for visible targets where they can avoid detection before or after an attack such as international airports, large cities, major international events, resorts, and high-profile landmarks.
- ❑ Learn about the different types of terrorist weapons including explosives, kidnappings, hijackings, arson and shootings.
- ❑ Prepare to deal with a terrorist incident by adapting many of the same techniques used to prepare for other crises.
- ❑ Be alert and aware of the surrounding area. The very nature of terrorism suggests that there may be little or no warning.
- ❑ Be aware of conspicuous or unusual behavior. Do not accept packages from strangers. Be cautious of unattended luggage.
- ❑ Learn where emergency exits are located. Think ahead about how to evacuate a building, subway or congested public area in a hurry. Learn where staircases are located.
- ❑ Notice your immediate surroundings. Be aware of heavy or breakable objects that could move, fall or break in an explosion.

Preparing for a Building Explosion

The use of explosives by terrorists can result in collapsed buildings and fires. People who live or work in a multi-level building can do the following:

- ☐ Review emergency evacuation procedures. Know where fire exits are located.
- ☐ Keep fire extinguishers in working order. Know where they are located, and how to use them.
- ☐ Learn first aid. Contact the local chapter of the American Red Cross for additional information.
- ☐ Keep the following items in a designated place on each floor of the building:
 - Portable, battery-operated radio and extra batteries
 - Several flashlights and extra batteries
 - First aid kit and manual
 - Several hard hats
 - Fluorescent tape to rope off dangerous areas

Preparing for Bomb Threats

- ☐ If you receive a bomb threat, get as much information from the caller as possible. Keep the caller on the line and record everything that is said. Notify the police and the building management.
- ☐ After you've been notified of a bomb threat, do not touch any suspicious packages. Clear the area around the suspicious package and notify the police immediately.
- ☐ In evacuating the building, avoid standing in front of windows or other potentially hazardous areas. Sidewalks and streets should be free of restrictions and accessible to emergency officials.

Preparing for Chemical Agents

- ☐ Chemical agents are poisonous gases, liquids or solids that have toxic effects on people, animals or plants. Most chemical agents cause serious injuries or death.
- ☐ Severity of injuries depends on the type and amount of the chemical agent used, and the duration of exposure.
- ☐ Were a chemical agent attack to occur, authorities would instruct citizens either to seek shelter where they are and seal the premises or evacuate immediately. Exposure to chemical agents can be fatal. Leaving the shelter to rescue or assist victims can be a deadly decision.
- ☐ There is no assistance that the untrained can offer that would likely be of any value to the victims of chemical agents.

Preparing for Biological Agents

- ☐ Biological agents are organisms or toxins that have illness-producing effects on people, livestock and crops.
- ☐ Because biological agents cannot necessarily be detected and may take time to grow and cause a disease, it is almost impossible to know that a biological attack has occurred.

There was concern that chemical or biological warfare would be used during the Persian Gulf War in 1991 and in other confusions in the Middle East. While no incidents occurred, there remains a concern that such weapons could be involved in an accident or be used by terrorists.

More information on bioterrorism preparedness and response is available online from the Department of Health and Human Services Center for Disease Control at www.bt.cdc.gov/agent/agentlist.asp.

The Department of Defense estimates that as many as 26 nations may possess chemical agents and/or weapons and an additional 12 may be seeking to develop them. The Central Intelligence Agency reports that at least ten countries are believed to possess or be conducting research on biological agents for weaponization.

Human Resources Concerns

If you encounter someone who is injured, apply the emergency action steps: check-call-care. Check the scene to make sure it is safe for you to approach. Then check the victim for unconsciousness and life-threatening conditions. Someone who has a life-threatening condition, such as not breathing or severe bleeding, requires immediate care by trained responders and may require treatment by medical professionals. Call out for help.

There are some steps that you can take, however, to care for someone who is hurt, but whose injuries are not life threatening.

To Control Bleeding

- ☐ Cover the wound with dressing, and press firmly against the wound (direct pressure).
- ☐ Elevate the injured area above the level of the heart if you do not suspect the victim has a broken bone.
- ☐ Cover the dressing with a roller bandage.
- ☐ If the bleeding does not stop:
 - Apply additional dressings and bandages
 - Use a pressure point to squeeze the artery against the bone
- ☐ Provide care for shock

To Care for Shock

- ☐ Keep the victim from getting chilled or overheated.
- ☐ Elevate the legs about 12 inches (if broken bones are not suspected).
- ☐ Do not give food or drink to the victim.

To Tend Burns

- ☐ Stop the burning by cooling the burn with large amounts of water.
- ☐ Cover the burn with dry, clean dressings or cloth.

To Care for Injuries to Muscles, Bones and Joints

- ☐ Rest the injured part.
- ☐ Apply ice or a cold pack to control swelling and reduce pain.
- ☐ Avoid any movement or activity that causes pain.
- ☐ If you must move the victim because the scene is becoming unsafe, try to immobilize the injured part to keep it from moving.

Be Aware of Biological / Radiological Exposure

- ☐ Listen to local radio and television reports for the most accurate information from responsible governmental and medical authorities on what's happening and what actions you will need to take.

To Reduce Any Risks While Providing Care

The risk of getting a disease while giving first aid is extremely rare. However, to reduce the risk even further:

- ☐ Avoid direct contact with blood and other body fluids.
- ☐ Use protective equipment, such as disposable gloves and breathing barriers.
- ☐ Thoroughly wash your hands with soap and water immediately after giving care.

Staff Communication and Considerations

- ☐ If any fatalities occur, assemble the facts of death and obtain contact information for deceased's family.
- ☐ Offer company's support and refer survivors to human resources / personnel director regarding insurance matters and follow-up grief counseling sessions.
- ☐ Notify staff regarding grief counseling that is provided to employees.
- ☐ Nonprofit crisis counseling centers may also make support sessions available on an individual basis to impacted staff.

TERRORIST ATTACK: BEFORE THE DISASTER

If the building explodes or a chemical/biological toxin is released inside, get everyone out of the building as quickly and as calmly as possible.

If items are falling off of bookshelves or from the ceiling, direct people to get under a sturdy table or desk.

If there is a fire, tell people to stay low to the floor and exit the building as quickly as possible.

Instruct people to cover their nose and mouth with a wet cloth. Warn people that a closed door could be hot. Tell them to use the palm of their hands and forearms to feel the lower, middle, and upper parts of the door. If it is not hot, they should brace themselves against the door and open it slowly. If it is hot, no one should open the door. Direct them to an alternate escape route.

Heavy smoke and poisonous gases collect first along the ceiling. Be sure that people stay below the smoke at all times.

Remind people to remain calm and be patient.

TERRORIST ATTACK: DURING THE DISASTER

Follow the advice of local emergency officials.

Listen to your radio or television for news and instructions.

If the attack occurs near you, check for injuries. Give first aid and get help to seriously injured people.

If your or any employees happens to be home for lunch and an attack occurs nearby, do the following:

- ◆ Check for damage using a flashlight. Do not light matches or candle or turn on electrical switches
- ◆ Check for fires, fire hazards and other household hazards
- ◆ Sniff for gas leaks, starting at the hot water heater. If you smell gas or suspect a leak, turn off the main gas valve, open windows, and get everyone outside quickly.
- ◆ Shut of any other damaged utilities.
- ◆ Confine or secure any pets.
- ◆ Call your family contact – do not use the telephone again unless it is a life-threatening emergency.
- ◆ Check on your neighbors, especially those who are elderly or disabled.