

COVER PAGE

Emergency Operations Plan

EMERGENCY OPERATIONS PLAN

for

Facility/Business Name: _____

Facility/Business Address: _____

DATE PREPARED: ___/___/___

DATE REVISED: ___/___/___

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Mission

The purpose of a Disaster Policy and Procedure guide is to inform the facility's employees of the steps that should be taken in the event of a disaster.

At a time of a disaster, it is imperative that the Administrator be contacted in order to give staff proper direction. This policy and procedure is written so that there are clear guidelines for providing resident care and ensuring their safety in the event of a disaster.

Sound judgment and common sense are the best practices in an emergency.

Therefore, the Administrator will have to make the best judgment at that time.

*Every effort has been made to provide the best possible information available.

However, all lists and procedures may not be possible or necessary in all situations.

Purpose:

This plan addresses the eight core functions of emergency management which, which are:

- Direction and Control,
- Warning (how the facility will be notified of emergencies and who they will notify)
- Communication (with whom and by what mechanism),
- Sheltering Arrangements, (for facilities/businesses who has live in residents
- Evacuation (destination, routes),
- Transportation,
- Health and medical needs and
- Resource management (supplies, staffing, emergency equipment, records

Introduction

Natural Disasters, Human Hazards, Industrial Disasters, Biological Disasters, Transportation Disasters, and Infrastructure Breakdowns, are a part of this manual.

This Plan and Procedures Manual will be reviewed and employee training held upon hire and on an annual basis. Any change in administrator, construction or emergency phone numbers will require the facility to review and possibly modify the disaster plan. All reviews of this disaster plan will be documented including any modifications onto the Record of Changes located in this manual. This Disaster and Emergency Planning is manual is located at all [insert location where EOP may be found] with copies provided to all Department Heads as well as in the Administrators Office

EMERGENCY CONTACTS (Tab 1)

Facility Designated Responsible Officials:

Note: Recommend three minimum with 24/7 contact information for each (Normally include Owner or Highest Ranking Manager; Maintenance Supervisor; ranking supervisor, etc- “keyholders” with complete access)

[Duplicate contact information additionally as applicable]

1. Position Title: _____
Name: _____ Office Phone: (_____)
Cell Phone: (_____) Home Phone: (_____)
Email: (_____)

2. Position Title: _____
Name: _____ Office Phone: (_____)
Cell Phone: (_____) Home Phone: (_____)
Email: (_____)

3. Position: _____
Name: _____ Office Phone: (_____)
Cell Phone: (_____) Home Phone: (_____)
Email: (_____)

Emergency Phone Numbers (Response):

1. Fire department: _____
2. Paramedics: _____
3. Ambulance: _____
4. Police: _____
5. Federal protective service: _____
6. Security (if applicable): _____
7. Building manager (if applicable): _____

Utility Company Emergency Contacts

[Specify name of the company, phone number and point of contact

1. Electric: _____
2. Water: _____
3. Gas (if applicable): _____
4. Telephone company: _____

FIRE EMERGENCY (Tab 4)

When fire is discovered:

- Activate the nearest fire alarm (if installed)
- Notify the local Fire Department by calling _____.
- If the fire alarm is not available, notify the site personnel about the fire emergency by the following means (check applicable):
 - Voice Communication
 - Phone Paging
 - Radio
 - Other (specify)

Fight the fire ONLY if:

- The Fire Department has been notified.
- The fire is small and is not spreading to other areas.
- Escaping the area is possible by backing up to the nearest exit.
- The fire extinguisher is in working condition and personnel are trained to use it.

Upon being notified about the fire emergency, occupants must:

- Leave the building using the designated escape routes.
- Assemble in the designated area (specify location):
- Remain outside until the competent authority (Designated Official or designee) announces that it is safe to reenter.

Designated Official, Emergency Coordinator or supervisors must (underline one):

- Disconnect utilities and equipment unless doing so jeopardizes his/her safety.
- Coordinate an orderly evacuation of personnel.
- Perform an accurate head count of personnel reported to the designated area.
- Determine a rescue method to locate missing personnel.
- Provide the Fire Department personnel with the necessary information about the facility.
- Perform assessment and coordinate weather forecast office emergency closing procedures

Area/Floor Monitors must:

- Ensure that all employees have evacuated the area/floor.
- Report any problems to the Emergency Coordinator at the assembly area.

Assistants to Physically Challenged should:

- Assist all physically challenged employees in emergency evacuation

BOMB THREAT (Tab 5)

Bomb Threats may be received by an employee at any time during the work day. Employee awareness and preparation continue to be the most effective tools we have to deter and respond to bomb threats.

Method of Receiving a Threat:

A bomb threat could be delivered by telephone, notes, postal or electronic mail, in person, or any other method not listed.

- A. Phone- remain calm and get as much information as possible, Use Bomb Threat Checklist
- B. E-mail- print a copy of the message if possible. Do not respond to the sender. Do not delete the message. Note the identity of the sender, the date and time the e-mail was received, who the message is intended for, who may have received carbon copies and the subject line from the e-mail message.
- C. Suspicious packages – Do not touch, move or tamper with any suspicious packages. They should be handled by a trained emergency responder only.

Notification

Once the threat is received, the employee will call 911 to report the threat to local law enforcement and notify [Insert additional notification for your facility.]

- A. Landlines should be used instead of cell phones or portable phones.
- B. Facility notifications will not be conducted via two-way radio.

Response of Local Emergency Officials:

After notification, it is expected that officials from the local police and/or fire department will respond. Employees will cooperate with local officials and provide any information or answer any questions they may have regarding the threat.

Any evacuation ordered due to the threat is mandatory. All occupants of the facility shall immediately move towards a safe exit and remain outside the area until it is deemed safe to re-enter.

Crisis planning should include multiple evacuation sites to prevent the Subject from placing an explosive device where the employees are known to gather during an evacuation.

Employees may be asked to assist local officials with a sweep of the area where they are most qualified to identify items which do not belong. Only authorized personnel are allowed at the incident site.

Return to normal operations:

If the incident has resulted in the evacuation of part or all of the facility, those areas will remain closed until the local officials can determine the following:

- A. The area is safe to occupy.
- B. All immediate police and rescue activity has been completed.
- C. All crimes scene investigations have been completed.

TELEPHONE BOMB THREAT CHECKLIST (Tab 5)

INSTRUCTIONS: BE CALM, BE COURTEOUS. LISTEN. DO NOT INTERRUPT THE CALLER.

YOUR NAME: _____ TIME: _____ DATE: _____
 CALLER'S IDENTITY SEX: Male _____ Female _____ Adult _____ Juvenile _____ APPROXIMATE AGE: _____
 ORIGIN OF CALL: Local _____ Long Distance _____ Telephone Booth _____

VOICE CHARACTERISTICS	SPEECH	LANGUAGE
<input type="checkbox"/> Loud <input type="checkbox"/> Soft <input type="checkbox"/> High Pitch <input type="checkbox"/> Deep <input type="checkbox"/> Raspy <input type="checkbox"/> Pleasant <input type="checkbox"/> Intoxicated _____ <div style="text-align: center;">Other _____</div>	<input type="checkbox"/> Fast <input type="checkbox"/> Slow <input type="checkbox"/> Distinct <input type="checkbox"/> Distorted <input type="checkbox"/> Stutter <input type="checkbox"/> Nasal <input type="checkbox"/> Slurred _____ <div style="text-align: center;">Other _____</div>	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Foul _____ <div style="text-align: center;">Other _____</div>
ACCENT	MANNER	BACKGROUND NOISES
<input type="checkbox"/> Local <input type="checkbox"/> Not Local <input type="checkbox"/> Foreign <input type="checkbox"/> Region <input type="checkbox"/> Race	<input type="checkbox"/> Calm <input type="checkbox"/> Angry <input type="checkbox"/> Rational <input type="checkbox"/> Irrational <input type="checkbox"/> Coherent <input type="checkbox"/> Incoherent <input type="checkbox"/> Deliberate <input type="checkbox"/> Emotional <input type="checkbox"/> Righteous <input type="checkbox"/> Laughing	<input type="checkbox"/> Factory <input type="checkbox"/> Trains <input type="checkbox"/> Machines <input type="checkbox"/> Animals <input type="checkbox"/> Music <input type="checkbox"/> Quiet <input type="checkbox"/> Office <input type="checkbox"/> Voices <input type="checkbox"/> Machines <input type="checkbox"/> Airplanes <input type="checkbox"/> Street <input type="checkbox"/> Party <input type="checkbox"/> Traffic <input type="checkbox"/> Atmosphere

BOMB FACTS

PRETEND DIFFICULTY HEARING - KEEP CALLER TALKING - IF CALLER SEEMS AGREEABLE TO FURTHER CONVERSATION, ASK QUESTIONS LIKE:

When will it go off? Certain Hour _____ Time Remaining _____

Where is it located? Building _____ Area _____

What kind of bomb? _____

What kind of package? _____

How do you know so much about the bomb? _____

What is your name and address? _____

If building is occupied, inform caller that detonation could cause injury or death.

Activate malicious call trace: Hang up phone and do not answer another line. Choose same line and dial *57 (if your phone system has this capability). Listen for the confirmation announcement and hang up.

Call Security at _____ and relay information about call.

Did the caller appear familiar with plant or building (by his/her description of the bomb location)? Write out the message in its entirety and any other comments on a separate sheet of paper and attach to this checklist.

Notify your supervisor immediately.

EVACUATION (Tab 6)

Overview

Prior to an evacuation, if time permits, the facility will attempt to reach each responsible party and encourage them to take responsibility for evacuating their loved ones. For those who choose not to, the facility will assume full responsibility for getting the residents to safety. Once the circumstances will allow, the facility will attempt to contact responsible parties and update them as to the whereabouts and condition of their loved one. Notification will be made once more upon returning to the facility after the emergency has passed.

Evacuation routes

Evacuation route maps have been posted in each work area. Site personnel should know at least two evacuation routes. The following information is marked on evacuation maps:

1. Emergency exits
2. Primary and secondary evacuation routes
3. Locations of fire extinguishers
4. Fire alarm pull stations' location
5. Assembly points

CHEMICAL SPILL (Tab 11)

The following are the locations of:

Spill Containment and Security Equipment: _____

Personal Protective Equipment (PPE):

MSDS: _____

When a Large Chemical Spill has occurred:

- Immediately notify the designated official and Emergency Coordinator.
- Contain the spill with available equipment (e.g., pads, booms, absorbent powder, etc.).
- Secure the area and alert other site personnel.
- Do not attempt to clean the spill unless trained to do so.
- Attend to injured personnel and call the medical emergency number, if required.
- Call a local spill cleanup company or the Fire Department (if arrangement has been made) to perform a large chemical (e.g., mercury) spill cleanup.

Name of Spill Cleanup Company: _____

Phone Number: _____

- Evacuate building as necessary

When a Small Chemical Spill has occurred:

- Notify the Emergency Coordinator and/or supervisor (select one).
- If toxic fumes are present, secure the area (with caution tapes or cones) to prevent other personnel from entering.
- Deal with the spill in accordance with the instructions described in the MSDS.
- Small spills must be handled in a safe manner, while wearing the proper PPE.
- Review the general spill cleanup procedures

Emergency Response Organization(s):

Name _____ Phone Number _____

Name _____ Phone Number _____

(Attach Emergency Response Agreement if available)

SEVERE WEATHER AND NATURAL DISASTERS (Tab 13)

Tornado:

- When a warning is issued by sirens or other means, seek inside shelter. Consider the following:
 - Small interior rooms on the lowest floor and without windows,
 - Hallways on the lowest floor away from doors and windows, and
 - Rooms constructed with reinforced concrete, brick, or block with no windows.
- Stay away from outside walls and windows.
- Use arms to protect head and neck.
- Remain sheltered until the tornado threat is announced to be over.

Earthquake:

- Stay calm and await instructions from the Emergency Coordinator or the designated official.
- Keep away from overhead fixtures, doorways, windows, filing cabinets, and electrical power.
- Assist people with disabilities in finding a safe place.
- Evacuate as instructed by the Emergency Coordinator and/or the designated official.

Flood:

If indoors:

- Be ready to evacuate as directed by the Emergency Coordinator and/or the designated official.
- Follow the recommended primary or secondary evacuation routes.

If outdoors:

- Climb to high ground and stay there.
- Avoid walking or driving through flood water.
- If car stalls, abandon it immediately and climb to a higher ground.

Hurricane:

- The nature of a hurricane provides for more warning than other natural and weather disasters. A hurricane watch is issued when a hurricane becomes a threat to a coastal area. A hurricane warning is issued when hurricane winds of 74 mph or higher, or a combination of dangerously high water and rough seas, are expected in the area within 24 hours.

Once a hurricane watch has been issued:

- Stay calm and await instructions from the Emergency Coordinator or the designated official.
- Moor any boats securely, or move to a safe place if time allows.
- Continue to monitor local TV and radio stations for instructions.
- Move early out of low-lying areas or from the coast, at the request of officials.
- If you are on high ground, away from the coast and plan to stay, secure the building, moving all loose items indoors and boarding up windows and openings.

- Collect drinking water in appropriate containers.

Once a hurricane warning has been issued:

- Be ready to evacuate as directed by the Emergency Coordinator and/or the designated official.
- Leave areas that might be affected by storm tide or stream flooding.

During a hurricane:

- Remain indoors and consider the following:
 - Small interior rooms on the lowest floor and without windows,
 - Hallways on the lowest floor away from doors and windows, and
 - Rooms constructed with reinforced concrete, brick, or block with no windows.

Severe Cold/Ice -SNOW:)

If indoors:

- Stay calm and await instructions from the Emergency Coordinator or the designated official.
- Stay indoors!
- If there is no heat:
 - Close off unneeded rooms or areas.
 - Stuff towels or rags in cracks under doors.
 - Cover windows at night.
- Eat and drink. Food provides the body with energy and heat. Fluids prevent dehydration.
- Wear layers of loose-fitting, light-weight, warm clothing, if available.

If outdoors:

- Find a dry shelter. Cover all exposed parts of the body.
- If shelter is not available:
 - Prepare a lean-to, wind break, or snow cave for protection from the wind.
 - Build a fire for heat and to attract attention. Place rocks around the fire to absorb and reflect heat.
 - Do not eat snow. It will lower your body temperature. Melt it first.

If stranded in a car or truck:

- Stay in the vehicle!
- Run the motor about ten minutes each hour. Open the windows a little for fresh air to avoid carbon monoxide poisoning. Make sure the exhaust pipe is not blocked.
- Make yourself visible to rescuers.
 - Turn on the dome light at night when running the engine.
 - Tie a colored cloth to your antenna or door.
 - Raise the hood after the snow stops falling.
- Exercise to keep blood circulating and to keep warm.

EMERGENCY REPORTING AND EVACUATION PROCEDURES

Types of emergencies to be reported by site personnel are:

- MEDICAL
- FIRE
- SEVERE WEATHER
- BOMB THREAT
- CHEMICAL SPILL
- STRUCTURE CLIMBING/DESCENDING
- EXTENDED POWER LOSS
- OTHER (specify) _____
(e.g., terrorist attack/hostage taking)

CRITICAL OPERATIONS

During some emergency situations, it will be necessary for some specially assigned personnel to remain at the work areas to perform critical operations.

Assignments:

Work Area	Name	Job Title	Description of Assignment

- Personnel involved in critical operations may be permitted to remain on the site upon the approval of the site designated official and/or Emergency Coordinator as applicable.
- In case emergency situation will not permit any of the personnel to remain at the facility, the designated official or other assigned personnel shall notify the appropriate _____ offices to initiate backups. This information can be obtained from the Emergency Evacuation Procedures included in the _____ Manual.

The following offices should be contacted:

Name/Location: _____

Telephone Number: _____

Name/Location: _____

Telephone Number: _____

Name/Location: _____

Telephone Number: _____

TRAINING

The following personnel have been trained to ensure a safe and orderly emergency evacuation of other employees:

Facility:

Name	Title	Responsibility	Date

EXTENDED POWER LOSS

In the event of extended power loss to a facility certain precautionary measures should be taken depending on the geographical location and environment of the facility:

- Unnecessary electrical equipment and appliances should be turned off in the event that power restoration would surge causing damage to electronics and effecting sensitive equipment.
- Facilities with freezing temperatures should turn off and drain the following lines in the event of a long term power loss.
 - Fire sprinkler system
 - Standpipes
 - Potable water lines
 - Toilets
- Add propylene-glycol to drains to prevent traps from freezing
- Equipment that contain fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.

Upon Restoration of heat and power:

- Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensate from forming on circuitry.
- Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility and water turned back on.

MEDICAL EMERGENCY

- Call medical emergency phone number (check applicable):

- Paramedics
- Ambulance
- Fire Department
- Other

Provide the following information:

- Nature of medical emergency,
 - Location of the emergency (address, building, room number),
and
 - Your name and phone number from which you are calling.
- Do not move victim unless absolutely necessary.
 - Call the following personnel trained in CPR and First Aid to provide the required assistance prior to the arrival of the professional medical help:

Name: _____ Phone: _____

Name: _____ Phone: _____

- If personnel trained in First Aid are not available, as a minimum, attempt to provide the following assistance:
 1. Stop the bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids).
 2. Clear the air passages using the Heimlich Maneuver in case of choking.
- In case of rendering assistance to personnel exposed to hazardous materials, consult the Material Safety Data Sheet (MSDS) and wear the appropriate personal protective equipment. Attempt first aid ONLY if trained and qualified.

Date ___/___/___
