



Workplace Incident Response Procedures

April 2012

These incident response procedures are intended to be used by all DHS and OHA facilities in Oregon when developing their site-specific procedures. The content within this manual provides guidance for responding to common workplace threats or hazards in order to provide for the safety and well being of all employees. However, this manual is not intended to be adopted and implemented “as is.” The response of each realized threat or hazard should be reviewed and modified as deemed to be necessary for each specific facility. Additional response procedures should also be adopted for hazards or threats that are unique to your facility and not addressed within this manual. This information should be made available for all employees and it should be reviewed periodically to ensure familiarity with each of the response procedures.

The Safety, Health and Wellness unit is available to provide assistance and consultation for each DHS and OHA office with the implementation of this response manual. There is also additional information and guidance available on the Safety, Health and Wellness intranet website. Please contact the following for additional information and assistance:

*Robert Salinas III,
Safety, Health & Wellness manager
Office of Human Resources
Shared Services Division
DHS and OHA
(503) 945-6380*

*Gayla Andresen
Workers compensation and safety specialist
Office of Human Resources
Shared Services Division
DHS and OHA
(503) 945-6382*

Workplace Incident Response Procedures

for

Facility Name:

Facility Address:

**Workplace Incident Response Procedures
Contact Information for Response Personnel**

Response Command:

Name: _____

Phone: _____

Lead Coordinator:

Name: _____

Phone: _____

Coordinator(s):

Name: _____

Phone: _____

Name: _____

Phone: _____

Name: _____

Phone: _____

Name: _____

Phone: _____

Coordinator Assistants (if Applicable):

Name: _____

Phone: _____

Name: _____

Phone: _____

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Authority and Responsibility

The management team at each DHS and OHA facility is responsible for establishing the basic workplace incident response policies and procedures for their respective locations. The authority to initiate a response to a realized threat or hazard lies with the managers at each facility. All realized threats or hazards occurring at a DHS or OHA facility will be assessed by a manager within the facility. The management team at each facility is responsible for identifying designated management backups for each location in order to ensure an immediate response to any event. The highest ranking manager for a field office, in consultation with the director's office, is designated as having ultimate authority during an emergency.

The workplace incident response team collaborates with the management team at each facility to ensure an effective and immediate response is initiated. The commander for the incident response team will be a manager with the authority to make decisions that may impact the facility and/or employees at that facility.

All employees are responsible for following the direction of their workplace incident response team during a realized threat or hazard and during any drill conducted to support the incident response procedures for their facility.

Program administration will be notified once the initial threat or hazard has been assessed and appropriate response procedures have been implemented. A decision to activate the business continuity plan for the affected area will be made by management as deemed appropriate for the nature of the event.

BLOOD AND BLOOD-CONTAMINATED MATERIAL CLEAN-UP PROCEDURES

Blood and blood contaminated material may contain viruses and bacteria that can cause harm to exposed individuals. In order to reduce exposure to these bloodborne pathogens, all staff must use the following procedures when cleaning up blood.

If a situation arises in which you encounter blood or other potentially infectious material, do not attempt to clean the area. Only employees who have been trained in accordance with the OSHA bloodborne pathogen standard and the department's exposure control program should be called upon to address the blood spill/incident. The procedures listed within this section for responding to blood spill/incident should be followed when attempting to clean up blood or other potentially infectious materials. These procedures may need to be modified based on the specific conditions of the blood spill/incident.

ENGINEERING AND WORK PRACTICE CONTROLS

Universal precautions will be observed by all employees in order to prevent contact with blood or other potentially infectious materials. All blood or other potentially infectious materials will be considered infectious regardless of the perceived status of the source individual.

BLOOD SPILL/INCIDENT KIT

Because spills or incidents involving blood or other biological materials may happen in our facilities, it is important to be prepared prior to addressing the issue. For most instances a basic kit should suffice and prior assembly is recommended to ensure that the materials are easily accessible whenever needed.

- **Disinfectant** (e.g., household bleach 1:10 to 1:100 dilution, prepared fresh; sterilant and disinfectant products registered with EPA)
- **Absorbent powder or pad and paper towels**
- **Waste container** (e.g., red biohazard bags, sharps containers)
- **Personal protective equipment** (e.g., gloves, eye and face protection, booties, disposable coveralls)
- **Mechanical tools** (e.g., forceps, tongs, brush and dustpan)

RESPONSE TO BLOOD SPILL/INCIDENT

1. If porous surfaces such as carpet or furniture upholstery have been contaminated, an outside vendor may be needed to decontaminate the area.
2. The first step in responding to a blood spill/incident is to select and don the appropriate personnel protective equipment (PPE). Always check PPE for tears or damage before wearing. Select the following PPE based on the situation.
 - **Gloves:** Rubber, latex, PVC or similar type gloves are mandatory for all blood clean-up.
 - **Face mask:** Use if clean-up of blood is above chest level or when splashing may occur.
 - **Disposable coveralls:** Use when splashing may occur.
 - **Booties:** Use if walking on blood contaminated area is unavoidable.
3. Any glass, needles, or other sharp objects that may be contaminated with blood and may puncture the skin must not be picked up by hand. Only mechanical means such as a brush and dustpan, tongs or forceps are to be used when collecting these items.
4. Once glass, needles or other sharp objects are collected these items must be placed in a leak-proof, rigid and sealable container for proper disposal.
5. Once all sharp objects have been properly collected, cover the spill area with a paper towel and then pour a freshly mixed solution of 5.25 percent sodium hypochlorite (household bleach) diluted 1:10 to 1:100 with water. Products registered with the EPA as sterilants (List A), disinfectants that are effective against tuberculosis (List B), and disinfectants that are effective against Hepatitis B and HIV (List D) are also acceptable for decontaminating surfaces. Refer to <http://www.epa.gov/oppad001/chemregindex.htm> for these lists of products.
6. Allow solution or disinfectant to soak into the contaminated material. Work from the outside edges of the spill inward when applying the bleach solution or the disinfectant.

7. Place absorbent powder or pad on the blood contaminated areas. All liquid material should be completely absorbed into the powder/pad.
8. Remove pad or powder with gloved hand and scoop and place in a red biohazard bag.
9. Continue to use bleach solution or disinfectant until the contaminated area is free of blood or other potentially infectious material.
10. Place all disposable clean-up material in a red biohazard bag.
11. Remove PPE with caution, making sure gloves are removed last. Dispose of PPE into a red biohazard bag.
12. Wash hands and notify your supervisor or manager that a blood spill kit was used for a clean-up. If hand-washing facilities are not available at the job site use disinfectant wipes and then wash your hands as soon as possible.
13. Supervisors and/or managers should ensure that all disposable equipment used to clean up the blood spill incident is replaced as soon as possible after each clean-up.

DECONTAMINATE RE-USEABLE EQUIPMENT

1. Decontaminate all potentially contaminated re-useable tools or protective equipment used in the cleanup with a bleach solution or a disinfectant. This includes dustpans, brooms, forceps, buckets, etc. Anything that cannot be effectively cleaned (bleach solution must be able to make contact with all surfaces) must be disposed as waste.
2. After the contaminated area has been cleaned, use fresh water to remove the bleach or disinfectant residue from all surfaces so that the equipment is clean and available for use whenever needed.

DISPOSAL

1. All regulated wastes must be disposed of in accordance with state, local, or federal waste disposal standards.
2. Regulated wastes includes:
 - Blood in liquid or semi-liquid form, or other potentially infectious materials, including saliva in dental procedures;

- Items that would release blood or other potentially infectious materials if compressed;
 - Contaminated sharps;
 - Pathological and microbiological waste containing blood or other potentially infectious materials;
 - Items that are caked with dried blood or other potentially infectious materials and that have the ability to release the dried blood or infectious materials while being handled.
3. Place all regulated waste and other disposable materials into a red biohazard bag. The contaminated waste should be double-bagged if it is determined to be necessary to prevent leakage of contaminated material.
 4. Ensure all containers of contaminated sharps are tightly sealed to prevent spillage or protrusion of contents during handling, storage, transport, or shipping.
 5. Ensure all containers used for the containment of biohazard materials and sharps are maintained in a secure area until they can be properly disposed of in accordance with state, local, or federal regulations. Refer to the following link for questions regarding proper disposal:

<http://www.deq.state.or.us/lq/sw/infectiouswaste/index.htm>

EXPOSURE TO BLOOD OR OTHER POTENTIALLY INFECTIOUS MATERIAL

If you believe you were exposed (skin puncture or splash to eyes or mucous membranes) to blood or other potentially infectious material that had not been decontaminated with the bleach solution follow these recommended steps:

1. Skin exposure: Vigorously wash affected skin with plenty of soap and water while removing contaminated clothing and shoes.
2. Eye exposure: Wash eyes for at least 10 minutes with copious amounts of water, lifting the upper and lower eyelids occasionally.
3. Immediately contact your manager or supervisor and seek follow-up medical attention.

BOMB THREATS

If you receive a bomb threat:

1. Immediately signal a co-worker to notify a manager and, if appropriate, building security.
2. Call 9-1-1 and request assistance for a bomb threat emergency.
3. **Bomb threat is made by phone:** Remain calm and try to keep the caller talking and get as much information as possible.
4. **Bomb threat is made by written message:** Handle the message as little as possible in order to preserve any evidence contained with the note. If possible, leave the note where it was found.

During business hours

1. The decision to evacuate the building will be at the discretion of the police or building management.
2. The Incident Response Team will be notified of the threat and decision as to whether the building will be evacuated.
3. Employees should also be notified of the threat. They should be advised to not touch any suspicious object if one is discovered.
4. Initiate "phone tree" or emergency communication throughout the building to alert all areas of the threat.
5. If a suspicious object is found: **do not touch it**. Notify a manager or the Incident Response Team Commander so that the police bomb squad can be directed to its location.
6. Evacuate the area and building immediately. When evacuating the building, ensure that the routes or exits used are not adjacent to the area of concern where the suspicious object was discovered.
7. Do not route evacuating personnel near a suspected explosive device.

BOMB THREATS (con't)

Telephone bomb threat checklist

The person receiving the call should remain calm, keeping the caller talking and obtaining as much information as possible:

- When will it explode?
- Where is the bomb now?
- What kind of bomb is it?
- What does it look like?
- Why are you doing this?
- What is your name?
- What is your address?

As you are talking, try to analyze the caller's voice and note any background noise:

- Male or female?
- Approximate age?
- Any accents?
- Identifiable speech patterns?
- Unusual words or phrases?
- Background music, traffic, bells, etc?
- Do you recognize the voice?
- Did the caller have knowledge of the facility?

General guidance regarding bomb threats

- Do not use the building fire alarm or PA system. Use your Incident Response Team or your phone tree to notify employees.
- Do not use two-way radios, cell phones or other devices emitting a radio signal.
- Do not turn light switches 'on' or 'off'.
- Do not use elevators unless authorized.
- Do not touch or move a suspicious object.
- If the building is evacuated, do not leave an assembly area until released by a manager.
- Check of your immediate work area and evacuation path for suspicious objects.
- Turn off personal computers, fans and other devices under your control that emit noise.
- If the building is being evacuated, take your personal belongings with you.

DOMESTIC VIOLENCE, SEXUAL ASSAULT and STALKING in the WORKPLACE

Contents

1. How to handle an immediate threat, including safety options
2. Responding to an employee concerned about their safety
3. Responding to an employee who may be harming another person
4. Mandatory reporting (elders, people with disabilities, and children)
5. Additional resources

How to handle an immediate threat

If an immediate threat of violence is present see Violence in the Workplace (pages 18-20). Do not hesitate to call 9-1-1 or an alternative emergency responder (such as security) if appropriate. List alternative procedure (if any) here: _____

After the imminent danger is addressed, take the following steps

1. Ensure the incident has ended and police or security staff have ensured that the abusive person is not returning to building, waiting in parking lot, etc.;
 2. Seek medical attention if needed for self or others;
 3. Contact human resources analyst to discuss next steps;
 4. Document with an incident report;
 5. Offer to debrief incident with survivor/victim of violence or threat, but offer to do this at a later time if survivor wishes.
 6. Offer contact with employee assistance program, or local domestic violence, or sexual assault organization, Employee Assistance Program, or other referral as appropriate to the survivor. The domestic violence or sexual assault provider(s) for this site are:
-

7. **Offer safety options to the survivor of violence** now (or at another time). Allow the employee to make choices about what may help improve their safety. The survivor is the most likely to know what the abuser is capable of.

Safety options

- Identifying an emergency contact person
- Informing security and/or sharing abuser's picture with reception
- Help documenting incidents
- Relocating work space or work location (transfer/reassignment)
- Modifying work schedule
- Changing phone numbers
- Screening calls and mail
- Moving the person's parking spot closer to the building
- Escorting or having someone else escort the person to their car
- Taking administrative leave with or without pay to deal with domestic violence issues

Responding to an employee concerned about their safety

If an employee wishes to discuss a safety concern or discloses that their safety is currently being jeopardized by a situation of domestic violence (DV), sexual assault (SA) or stalking:

Reflective listening skills and safety precautions

- At first, just listen and empathize without problem-solving.
- Remind them the violence is not their fault, and they deserve to be safe.
- Do not give advice or express judgment.
- Remind them they are not alone, there are resources in the department and the community that can help.
- Ask questions to clarify what the person is saying.
- Focus on both verbal and nonverbal communication.
- Paraphrase what the person said to check your understanding of what they need.
- Respect the person's privacy by ensuring no one can overhear the conversation.
- Do not discuss in front of co-workers or potential abuser.
- Keep information confidential, or explain what information must be shared.

1. Ask if it is safe for them to talk with you right now
 - a. If no:
 - i. Trust their knowledge of their own safety
 - ii. Respect their confidentiality by not sharing information with anyone else (unless a threat or violent incident has occurred and documentation is required)
 - iii. Ask when it is safe to talk and check in with them at a later time
 - iv. Offer contact information for local domestic violence or sexual assault support agency if they would prefer
 - b. If yes:
 - i. After you have listened carefully and completely, ask whether now is a good time to address their on-going safety. If yes, you can start to problem solve with them and offer resources
 - A. Provide local hotline number for safety planning, support groups and additional resources
 - I. The number for our area is _____
 - B. Ask what they want to share with you about the nature of the situation, specifically:
 - I. Are there safety concerns related to the work environment?
 - 1) Do they feel unsafe at work?
 - 2) Does the unsafe person know where they work?
 - 3) Has he/she followed them to work or stalked their workplace?
 - 4) Has he/she made threats related to their attendance at work?
 - 5) Has he/she directly threatened the workplace or other employees?
 - C. Explain the workplace law and policies that may apply to the circumstances
<http://www.oregon.gov/DAS/HR/docs/advice/P5001004.pdf>
2. Regardless of the employee's decisions or actions, respect confidentiality in all your discussions unless obligated to share information. Explain to employee when, how, and with whom you will share information before disclosing any information.

If an employee discloses that they have experienced DV, SA or stalking in the past:

1. Respect the person’s privacy by ensuring no one can overhear the conversation
2. Do not discuss in front of co-workers
3. Keep information confidential, or explain what information must be shared
4. Listen completely and without judgment before problem solving
5. Ask if they have any *current* safety concerns; if yes, follow above procedures
6. Provide local hotline number for safety planning, support groups and additional resources. The number for our area is _____

Examples of do’s and don’ts

<p>Do say:</p> <ul style="list-style-type: none">• I believe you• These are normal reactions• It is understandable that you feel this way• You are not crazy, you are not alone• It’s not your fault, you are doing the best you can• There is help available• No one deserves to be treated this way• I am afraid for your safety (and the safety of your children)• I’m here for you	<p>Don’t say:</p> <ul style="list-style-type: none">• It could have been worse• It’s best if you just stay busy/distracted• I know just how you feel• You need to get on with your life• Why don’t you leave/why do you stay? (Or other versions of this question)• Why don’t you just...?• Why did you...?• If you stay with him/her it will only get worse
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The human desire to try to fix the survivor’s painful situation or make them feel better often underlies the preceding “Don’t say” list. However, after hearing comments such as these, the survivor may feel discounted, not understood, or more alone.

It is important to remember that each situation is unique, and that regardless of how much time you have spent listening to the survivor’s description of the situation, you cannot have all the facts or gut-level impressions about it. It is best to believe and trust survivors’ experiences, feelings and perspectives.

Important: If you don’t know the correct answer to a question, say so. Don’t guess!

Responding to an employee who may be harming another person

Pay attention to:

Language: It is important to pay attention to words that may be indicative of a pattern of abuse. Certain words can denote objectification or possession in a person's belief system, such as "my house/car/children" instead of "our house/car/children."

Minimization: Also tying into language, it is important to identify and ask for clarification when one describes past abusive events. Ex: saying "I pushed her/him" instead of "I shoved her/him," or saying "he/she was choked" instead of "I strangled him/her."

Blame: Blame is used to create an alternate reason for violence, which takes away self-accountability. Ex: "he/she made me do it, he/she pushed my buttons," or "I only hit because I was drinking." If they blame alcohol or drugs, encourage them to get help for their substance abuse problem. Drugs do not cause violence, but they can prevent an abusive person from getting help they need to stop it.

It is important to know that the person decided himself or herself to commit the violent act. Violence is a choice and not reaction. Violence is not something that simply happens. People have a choice when it comes to using violence or taking violent action.

Power and control tactics: Simply because a person is not physically being hit, does not mean there are not power and control issues occurring. Abuse can occur physically as well as psychologically, economically, emotionally and sexually. Many tactics can be used to maintain power and control such as: withholding money, name-calling, isolation, etc. A common trait to these tactics is that they can easily instill fear in the victim. Abuse may escalate if the abuser feels their tactics are not getting the results they are seeking.

Signs of serious danger: Suicidal ideation, intense jealousy, access to weapons, escalation of violence, and children present during violence are signs of increased risk.

Guidance for any responder: immediately discuss with a manager your concerns about another person's violence, threats, stalking, or other concerning behavior.

Guidance for managers: Your HR analyst will be able to advise managers about appropriate policies and procedures to ensure safety and take action. They are available to support managers.

1. Discuss the problem directly if the violence has been disclosed by the employee or if the employee commits an act of violence or threatening at work, at an employer sponsored event, or is violent or threatening toward another employee.
 - a. Speak to the person in an appropriate but safe setting.

- b. Remind the employee that you care about him/her as an employee, but you will not condone violent or controlling behavior.
 - c. Let the employee know that abuse is never appropriate and will not be tolerated in the workplace.
 - d. Let the employee know about the policies related to domestic violence, sexual assault and stalking, and any others that relate to the problem: (<http://www.oregon.gov/DAS/HR/toolkit.shtml>). Tell the employee that the agency does not tolerate domestic violence, sexual assault or stalking and that there is no excuse for it – not stress, financial problems, drugs or alcohol. If the employee is facing these problems, refer them to EAP to get help.
 - e. Explain how domestic violence, sexual assault or stalking affects work performance. For example, making frequent calls to threaten or harass someone can have an impact on productivity. Obsessive thinking or planning about a personal relationship can interfere with attention to job activities.
 - f. Let the employee know that misuse of agency resources will be acted upon.
 - g. Refer the employee to a batterer intervention or sexual offender management program:
 - i. The number(s) for our area are

 - ii. Batterer intervention programs may also be found at http://www.doj.state.or.us/crimev/pdf/bip_directory.pdf
2. If it has not been disclosed but you suspect abuse may be occurring, try addressing job performance problems that may be related to the abuse.

Avoid colluding with violence or abuse

Don't be taken in by excuses. Abusers will probably blame the other person for provoking the violence. Point out that no matter what, domestic violence, sexual assault or stalking are not appropriate behaviors.

Don't assume it won't happen again. No matter how remorseful an employee may feel after an incident, without intervention violence tends to get worse over time, and rarely goes away on its own.

Don't suggest couples counseling if the problem is domestic violence. Domestic violence is not a relationship problem; it is the problem of the abusive person. Couples counseling allows the perpetrator to focus criticism on the partner, rather than changing their own controlling or violent behavior.

Don't put the survivor of violence in danger by repeating information she or he provided; i.e., instead of "Sally told me you pushed her," say "I am concerned about the injuries Sally has had recently."

Don't thank the perpetrator for revealing information: Giving thanks to the perpetrator insinuates that he did something "better" than what he was supposed to do, or for that matter, violence that should never had happened in the first place.

3. If appropriate, before making direct contact with the potential victim or calling 911 (unless a safety crisis is emergent): Consult with your local DV/SA services provider. The number for our area is

 - a. During consultation, ensure confidentiality is protected by
 - i. Using a hypothetical situation, such as, "If I found out that my coworker was hurting their partner, what kinds of things should I consider or do?"
 - ii. Not sharing names, dates of birth, number of children (if any) or other identifying information
 - b. The staff at the DV/SA agency may be able to help you brainstorm what kinds of interventions may maximize safety for the victim, rather than inadvertently placing them at risk of further harm (calling the police may make the violence escalate, for example)
4. Contact your HR analyst to discuss next steps including documentation. Violence at work or against another employee or misuse of agency property may require further action.

Mandatory reporting

All DHS employees are mandatory reporters of suspected abuse of elders, people with disabilities, and children. See the mandatory reporting information web page for DHS employees for more information:

http://www.oregon.gov/DHS/abuse/mr_employees.shtml

The DHS publication "What to do about child abuse - PAM 9061 " under the "Threat of harm" section contains information for mandatory reporters on when domestic violence should be reported as child abuse.

Additional requirements may apply depending on your certification or specific role within DHS. Child welfare workers, for example, should consult the CW DV Practice Guidelines

<http://dhsforms.hr.state.or.us/Forms/Served/CE9200.pdf>, for more information on working with domestic violence survivors.

Additional Resources

Workplace Effects of Domestic Violence, Sexual Assault & Stalking Policy 50.010.04
<http://www.oregon.gov/DAS/HR/docs/advice/P5001004.pdf>

Workplace Effects of Domestic Violence, Sexual Assault and Stalking Policy 50.010.04 Toolkit <http://www.oregon.gov/DAS/HR/toolkit.shtml>

DHS Domestic Violence Website:

<http://www.oregon.gov/DHS/abuse/domestic/index.shtml>

Oregon Employment and Domestic Violence Leave Laws/Statutorily Required Leaves with and without Pay:

<http://www.oregon.gov/DAS/HR/docs/advice/P6000012.pdf>

Oregon Bureau of Labor and Industries (for laws & training): 971-673-0824 or boli.mail@state.or.us

Oregon Bureau of Labor and Industries, Workplace Info for Victims of Domestic Violence, Sexual Assault and Stalking: <http://www.oregon.gov/BOLI/dvsas.shtml>

The National DV Hotline: 1-800-799- SAFE (7233)

The National Sexual Assault Hotline: 1-800-656-HOPE (4673)

Oregon shelter list: <http://www.dhs.state.or.us/abuse/domestic/gethelp.htm>

Oregon Legal Aid webpage: <http://www.oregonlawhelp.org>

Attorney General's Sexual Assault Task Force: <http://www.oregonsatf.org>

Oregon Coalition Against Domestic and Sexual Violence: <http://www.ocadsv.org>

EARTHQUAKE

1. Take immediate cover under tables or desks, or crouch against a load bearing interior wall.
2. Do not stand in a doorway, because you become a silhouette for shrapnel.
3. Keep away from windows to avoid flying glass.
4. Do not stand under light fixtures or near objects that could fall on you.
5. Do not leave cover until the shaking completely stops. Remember, additional shocks or tremors may occur.
6. After a major shock, evacuate the building if so directed by your Incident Response Team, or if a dangerous condition exists, such as a fire.
7. Keep calm. Do not run outdoors – watch for falling debris or electrical wires when leaving the building.
8. Proceed to the designated assembly area if it is safe to do so.
9. If you are disabled or non-ambulatory, remain where you are and wait for your assigned personnel assistant.
10. If fire occurs, activate the nearest fire alarm pull station (as the system may still be functional) and follow procedures for evacuating a building due to fire.
11. Report any missing persons to the lead evacuation coordinator for your floor or area.
12. Telephones are to be reserved for emergency use only.

FIRE

EMERGENCY INSTRUCTIONS FOR BUILDING OCCUPANTS

Be prepared:

- Always assume an alarm is real.
- Participate in all drills and training.
- Know at least two safe exit routes.

IF YOU DISCOVER A FIRE:

1. Get people out of the area.
2. Close the door to room or area to confine the spread of the fire.
3. Activate the building's fire alarm.
4. Call 9-1-1 and inform them of a fire condition. If it is unsafe to use a phone on your floor, use a phone from another floor – below your floor or from a neighboring building.
5. Vacate the floor via the emergency exit or stairwells. **DO NOT USE ELEVATORS.**
6. Listen and follow directions from your Incident Response Team or fire department.

AT THE SOUND OF A FIRE ALARM:

1. Proceed to the nearest emergency exit or stairwells. **DO NOT USE ELEVATORS.** Follow the instructions of the Incident Response Team.
2. Walk. Do not run. Shut all doors behind you and proceed along the corridors in an orderly manner. Do not push or jostle.
3. If you encounter heavy smoke, keep low (crawl). Use the wall to guide you to the nearest exit. If smoke is heavily concentrated in the exit, do not attempt to exit by that means of egress. Proceed to an alternate exit.
4. When you have reached the outside of the building, move away from the doorway to allow others behind you to emerge from the exit.
5. **DO NOT GO BACK INTO THE BUILDING FOR ANY REASON UNTIL THE FIRE DEPARTMENT HAS GIVEN PERMISSION TO DO SO.**

FIRE (con't)

IF YOU ARE IN AN ENCLOSED OFFICE OR ROOM WHEN AN ALARM SOUNDS, FIRST FEEL THE DOOR.

If the door is warm:

1. Do not open the door.
2. Call 9-1-1, and/or building management, notifying them of your exact location.
3. Place a cloth along the bottom of the door to keep out smoke. Close as many doors as possible between you and the fire or smoke.
4. Stay calm and wait to be rescued – you will be found.
5. Do not break the window.

If the door is cool:

1. Open cautiously. Be prepared to close it if there is excessive smoke.
2. Proceed to an emergency exit, stay low and keep eyes closed as much as safely possible if smoke is present.

PLANNING EVACUATION FOR PHYSICALLY IMPAIRED PERSONS:

1. For the purpose of this guide, people needing assistance to safely evacuate a building include anyone who, in an emergency situation, cannot leave their work place quickly and easily due to permanent or temporary physical limitations.
2. All persons in the building requiring assistance for evacuation should inform their manager so they can be listed on a roster that includes the floor, room, and the names of the personnel assistant assigned to them. This list will be maintained by the Incident Response Team.
3. At least one person will be assigned to each person who needs assistance to evacuate a building.

EVACUATION OF PEOPLE WHO NEED ASSISTANCE:

1. All personnel assistants will accompany their assigned companion to a “safe area” and remain together until any danger is passed.
2. A **SAFE AREA** IS: AN ENCLOSED STAIRWELL LANDING, OR DESIGNATED AREA OF REFUGE.
3. Personnel assistants or shelter-in-place monitors will stay with their assigned companion. At no time will anyone who needs assistance to evacuate be left alone.

MATERIAL SPILLS/LEAKS AT WORKSITES

Spill or release of any potentially hazardous substance:

1. Immediately notify a manager and the Incident Response Team.
2. Secure the area and isolate the substance.
3. Leave the immediate area of the spill or release.
4. A manager and the Incident Response Team will assess the level of risk and determine the appropriate response.
5. If a known substance, retrieve the Material Safety Data Sheet (MSDS) to assist with assessing the level of risk and appropriate response.
6. Turn off fans and HVAC system.
7. If unable to identify the substance or determine the level of risk call 9-1-1 and be prepared to provide information regarding the nature of the spill including odor, physical description and the estimated amount of the spill or leak.

Decision to evacuate the building:

1. The decision to evacuate a building due to a spill or release of a potentially hazardous substance will be made by a manager or their designee.
2. Unless occupants are exhibiting symptoms of exposure, the decision to evacuate either a floor or building should occur only after an assessment of the level of risk to the building occupants has occurred.
3. If a building evacuation is determined to be necessary, follow the same evacuation plan used for fire emergencies. However, do NOT pull the fire alarm. If there is a danger of the substance leaking/permeating to the outdoors, evacuate upwind of the spill/leak site.
4. Buildings may not be ordered closed nor employees sent home without the authorization of the appropriate division manager or their designee.

MEDICAL EMERGENCY

Serious injuries and illnesses

1. **Do not** move the victim unless there is an immediate environmental threat.
2. If you are the only person available, try to gain the assistance of someone to call 9-1-1.
3. Send someone to meet the emergency responders and lead them to the emergency scene.
4. Assist by controlling the scene and by keeping others out of the immediate area.
5. Notify the appropriate supervisors, program managers and/or district managers.

Emergency Contacts	Phone Number	Other
Police	9-1-1	
Fire	9-1-1	
Ambulance	9-1-1	
Doctor		
Family Contact		

POWER OUTAGE (including rolling blackouts)

1. Do not evacuate the building unless instructed to do so. Buildings are rarely evacuated due to a loss of power. Generally, power will be restored within a few minutes or a few hours.
2. Do not call 9-1-1 unless there is an immediate emergency requiring police, ambulance, or fire fighters.
3. Do not use the elevators even if they appear to be functioning normal.
4. Do not use candles, matches, or any other open flame for light.
5. Use stairs with natural or emergency lighting, if available, or wait for a member of the Incident Response Team with a flashlight.
6. Turn off or unplug equipment that was in service when power was lost to prevent harm from surges when the power resumes.
7. Turn off the overhead lights. Leave a task light turned on to see when service is restored.
8. When power resumes, turn things on cautiously and gradually.
9. Do not expect everything to work when power resumes. Heating, ventilation, cooling, computer systems, and elevators may need to be manually reset.

SUSPICIOUS UNOPENED LETTER OR PACKAGE

1. Do not shake or empty the contents of any suspicious envelope or package.
2. Place the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
3. If a container is not available then cover the envelope with anything available (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
4. Leave the room and close the door or section off the area to prevent others from entering.
5. As a precaution, wash your hands with soap and water.
6. Report the incident to your manager and notify the Incident Response Team.
7. Determine if such mail is expected or if the sender could be suspect.
8. If appropriate, contact 9-1-1

Possible characteristics of suspicious packages and letters:

- Excessive postage
- Unusual handwriting or poorly typed addresses
- Unusual incorrect titles
- Unusual title but no name
- Unusual misspelling of common words
- Unusual oily stains, discolorations or odor
- No return address
- Excessive weight, lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound

TORNADOS and SEVERE WINDS

Watch A Watch indicates the possibility of severe weather in a relatively broad area. For instance, a tornado watch means conditions are favorable for the development of tornadoes. Go about your normal routines, but watch for threatening weather.

Warning A Warning is issued when severe weather is actually occurring. For instance, a tornado warning means a tornado has actually been sighted or has been indicated by radar. The warning usually encompasses a relatively small geographic area. If a warning is issued for the area in which you live, take cover immediately!

Tornadoes aren't the only reason to stay alert Strong winds of 55 mph or more can cause significant damage even though no tornado is present.

- "Downbursts" are columns of air that slam to the earth and spread high winds in many directions. Downbursts can be just as damaging as tornadoes; if such conditions are present, take the same precautions as you would for a tornado.
- Lightning claims more lives every year than tornadoes. When lightning is a threat, stay indoors and don't use electrical appliances. If you're caught outside, keep a safe distance from tall objects, and try to stay lower than anything nearby. A safe distance from a tree is twice its height.

Tornado information A tornado is defined as a violent rotating column of air extending from a thunderstorm to the ground. The most violent tornadoes are capable of tremendous destruction with wind speeds of 250 miles per hour or more. Damage paths can be in excess of one-mile wide and 50 miles long. Tornadoes may occur with little or no advance warning. Sometimes an approaching tornado will sound like the roar of a train or airplane.

Severe winds Severe strong winds can present some of the same hazardous conditions as tornados and hurricanes. Therefore, we can take some of the same safety precautions most often identified for these types of weather events and use them in response to high wind threats.

TORNADOS and SEVERE WINDS (con't)

Preparation

1. If possible, remain inside the building, away from windows.
2. During the storm, draw blinds and shades over windows. This can help to limit the amount of shattered glass that enters the building if windows break due to objects blown outside by the wind.

If you are caught outside

1. Take cover under a secure shelter. Use handrails where available, and avoid elevated areas such as roofs.
2. Watch for flying debris and avoid areas with the heaviest concentration of trees. Tree limbs may break and street signs may come loose during strong winds.
3. Stand clear of roadways, as a gust may blow you into the path of an oncoming vehicle.
4. Stay clear of sagging or downed power lines.

If you are driving

1. Keep both hands on the wheel and slow down.
2. Watch for objects blowing across the roadway and into your path.
3. Keep a safe distance from cars in adjacent lanes, as strong gusts could push a car outside its lane of travel.
4. Take extra care in a high-profile vehicle such as trucks, vans, or SUVs. These are more prone to being pushed or flipped by high wind gusts.
5. If winds are severe enough to prevent safe driving, safely pull over onto the shoulder of the road and stop, making sure you are away from trees or other tall objects that could fall onto your vehicle.
6. If you are in your car when a tornado is seen, move away from the approaching tornado at right angles, if possible. If there is not time to move or find suitable shelter, leave your car and lie flat in a ditch or depression.

TORNADOS and SEVERE WINDS (con't)

Taking shelter

1. Seek shelter inside, preferably below ground level.
2. Do not waste time opening windows; tornado-force winds will "open" the windows well before the pressure difference can cause any structural damage. Above all, protect your head.
3. Proceed to the basement of any building that has a basement. Position yourself in the safest portion of the area away from glass. Be prepared to kneel facing a wall and cover your head.
4. If you have no basement, go to a first floor. Look for a bathroom, closet or room at the center of the structure. If possible, get under heavy furniture and cover your head with blankets or pillows.
5. In high-rise buildings, vacate the top floors and move to a lower floor or to the basement. Position yourself in an interior corridor away from glass. Be prepared to kneel facing the wall and cover your head.
6. Avoid auditoriums, gyms and other areas with wide, free-span roofs.
7. Do not use elevators.

VIOLENCE IN THE WORKPLACE

Disruptive Behavior (no threats or weapons)

For staff directly involved.

1. Respond quietly and calmly. Try to defuse the situation.
2. Do not take the behavior personally; usually, it has little to do with you.
3. Ask questions. Respectful concern and interest may demonstrate that aggression is not necessary.
4. Empathize. Even if you've done nothing wrong, empathy may calm the individual and encourage cooperation. (That must have been frustrating. *What can we do now to solve the problem?*)
5. Summarize what you hear the individual saying and communicate clearly. The summary of the individual's concerns reflects your attention.
6. Focus on areas of agreement to resolve the concern.
7. If the situation continues to escalate, seek assistance from a manager.
8. If the situation continues to escalate, do not hesitate to contact 9-1-1.

Threatening or violent acts (direct threat and/or harm with weapons)

For staff directly involved with the altercation.

1. Stay calm. Quietly signal for help. (Use a duress alarm or code)
2. Control your tone of voice and be careful with words.
3. Follow instructions from the person threatening violence.
4. Don't risk harm to yourself or others. Do not try to strike or overpower or physically engage the person.
5. Never try to grab a weapon.
6. Watch for a chance to escape to a safe area.

VIOLENCE IN THE WORKPLACE (CON'T)

Threatening or violent acts (direct threat and/or harm with weapons)

For other staff not directly involved with the altercation.

1. Call 9-1-1 immediately.
2. Immediately notify managers in the area of the threat or violent act.
3. Managers will collaborate with members of the Incident Response Team and determine whether to evacuate or to shelter-in-place.
4. Initiate phone tree or emergency communication throughout the building to alert all areas of the imminent danger and to notify all personnel of the response procedures to the realized threat or violent act.
5. Remain as calm and quiet as possible.

Building evacuation (partial or total)

1. Immediately evacuate if it is deemed to be too dangerous to stay in an area, room, or building. The decision to evacuate is when the source of the danger is close to you but does not control the designated escape routes. Violence is nearby but it is possible to leave.
2. Whenever possible, stay out of open areas and away from windows.
3. Immediately get to a safe location.
4. Immediately call for help. 9-1-1

VIOLENCE IN THE WORKPLACE (CON'T)

Shelter-in-place (partial or total)

1. Immediately shelter in place if it is too dangerous to evacuate an area, room, or building. The decision to shelter in place is when the source of the danger controls or blocks access to the designated escape routes or when you are uncertain of the location of the source.
2. Isolate employees away from the danger area and move to designated “safe rooms” with limited visibility from the outside, which have a telephone available for use.
3. Close/lock/barricade doors.
4. Lock the windows and close the blinds.
5. Get down on the floor and out of the line of sight.
6. Call 9-1-1 for help.
7. Remain in the safe room until you receive official notice that it is safe to come out. Do not open doors or windows to see what’s going on.
8. Do not open the door for anyone except the police.
9. Once the police arrive obey all of their commands. This may involve being handcuffed or keeping your hands in the air for safety reasons.

APPENDIX A

Incident Response Team overview

The following is an overview of an incident response system and supporting roles, which can be customized to meet the needs of your facility and business activities. This team has the primary responsibility to assess potential threats for the safety and health of the buildings occupants and if necessary ensure a safe and orderly evacuation of people from the building. Positional language referenced in this document is used by the Department of Administrative Services and other agencies throughout the state. Each position within the Incident Response Team structure has a particular function. Emergency response professionals recommend that for the greatest efficiency under stressful emergency conditions, each position should have only one primary job.

Incident command

The command position has the primary job of receiving radio information from the lead emergency coordinators (LECs) and processing that information for the purpose of making decisions and instructing the Incident Response Team to carry out those decisions. Decision-making is based on established protocol.

For example, during a building evacuation the emergency coordinators (ECs) sweep their area to ensure no one is left behind. As they leave their area, the EC on each floor or area tells the LEC their floor or area is clear of employees and the LEC radios that information to Command.

When the fire department arrives on scene, they will make contact with Incident Command to receive information. The first thing the fire department wants to know is that all employees have evacuated the building. If someone has not evacuated, the fire department will want to know their location and condition and they will attempt to rescue before beginning other firefighting activities.

Incident command assistant

Because it is difficult to manage radio traffic under stress, Incident Command may be helped by an assistant who takes notes and sometimes handles the radio communication. Incident command assistant is stationed next to Incident Command at the designated command post.

Lead emergency coordinator (LEC)

The individual in this position acts as a lead for the emergency coordinators and personnel assistants. Lead emergency coordinators coordinate the response on their assigned floors or areas.

The LECs are responsible for ensuring that each floor or area of the building has been swept after the ECs have evacuated the occupants. The LECs will communicate the 'all clear' information to the Incident Command. Each LEC is equipped with a radio or other communication device by which communication is maintained with Incident Command and Incident Response Team personnel.

During an emergency the LEC will receive information from their assigned ECs; they will provide information to the Incident Command; and, they will receive information from Incident Command. At all times, LECs serve as the coordinator for their assigned floor or area and they have the responsibility of maintaining a full team, ensuring their team is properly trained, and facilitating meetings with their team to share information and discuss issues.

Emergency coordinator (EC)

Emergency coordinators are responsible for their section within the building. In an emergency of any size, the LEC will contact the EC and provide instruction.

If a building evacuation is ordered, the EC is responsible for ensuring all occupants in their section are evacuated. The EC notifies the LEC when their area is clear. The EC ensures occupants from their area are assembled and accounted for in the designated assembly area.

Elevator and lobby control (ELC)

ELCs are responsible for directing building occupants to the exits and for directing outside emergency responders into the building.

For example, when 911 is called, ELCs will dispatch to the street to hail the ambulance. These individuals are responsible for capturing the elevator and parking it on the first floor to take outside emergency responders to the appropriate floor. Without this assistance, emergency responders can waste valuable time attempting to locate their patient or other point of emergency need.

Personnel assistant (PA)

If a building evacuation is ordered, the PA is responsible for helping occupants who cannot evacuate on their own. The PA ensures the occupant is evacuated to either a designated rescue area or a designated shelter in place location. Personnel assistants are expected to assist their assigned staff member to the rescue area/shelter in place location. Those persons remaining are the first priority of the fire department.

Shelter-in-place monitor (SPM)

The SPM is responsible for staying with staff who are awaiting rescue from the designated area. The SPM will continually assess the conditions of the designated area and of those personnel awaiting rescue. The SPM will communicate with the LEC regarding conditions that require immediate attention, i.e. changes to the safety of the rescue area or medical concerns needing immediate attention.

Traffic control (TC)

Traffic control personnel are responsible for controlling traffic to allow for the safe crossing of designated streets by all staff evacuating the building. Traffic control uses hand-held stop signs to control traffic and directs evacuating personnel to the designated assembly areas.

Step-by-step example only

The following is an outline example of how the Incident Response Team and the communication system functions in an earthquake scenario. This is an example of an actual drill conducted by a state agency in conjunction with the local fire department.

Command: Broadcasts to all LECs that an earthquake drill is starting and commands LECs to order their section personnel to “Drop, Cover, and Hold” until further notice.

LECs receive command broadcast, blow whistle in their area and order personnel to “Drop, Cover, and Hold.”

Lobby control receives command broadcast, drops, covers, and holds until the shaking stops and then “runs” the east stairwell to check for earthquake damage, determine if the stairs are safe for evacuation and radios information to Command.

Stair Runner receives command broadcast, drops, covers, and holds until the shaking stops and then “runs” the west stairwell to check for earthquake damage, determine if the stairs are safe for evacuation and radios information to Command.

Traffic control receives command broadcast, performs drop, cover, and hold.

Lobby control completes run and examination of east stairwell and radios Command that east stairwell is safe to use for evacuation.

Stair runner completes run and examination of west stairwell and radios Command that west stairwell is safe to use for evacuation.

Command broadcasts and orders Traffic Control deploy to the street.

Traffic Control deploys to the street and stops traffic from entering designated streets.

Command broadcasts to all LECs and orders all employees to begin an orderly evacuation of the building and to report to their designated assembly areas.

LECs receive broadcast, blow whistle and order personnel to begin an orderly evacuation of the building and to report to their designated assembly areas.

Command has evacuated the building is now positioned at the designated command post adjacent to an assembly area. Fire Department Command approaches and posts with Building Command.

ECs sweep their assigned areas to ensure no one is left behind.

PAs assist their assigned person to the rescue area and then joins the evacuation.

ECs report to their LECs as they leave their floor that their area is clear, or that someone remains in the area or in the rescue area.

LECs radio their individual floor information to Command.

Command compiles LEC information and communicates face-to-face with Fire Department Command.

Fire Department Command may ask Command specific questions like “what is the medical condition of the person left in the rescue area on the 5th floor?” Command may then radio the LEC on the 5th floor and inquire of the medical condition of the employee in question.

ECs join their floor/section/group in their designated assembly area.

LECs join their floor/section/group in their designated assembly area.

Fire Command reviews all information, concludes that there is no danger to life safety and gives the order to Command to reenter the building.

Command broadcasts to all LECs directing them to begin an orderly reentry into the building.

Command directs all LECs and other radio accessed Incident Response Team personnel to proceed to the debrief session with the fire department where drill performance will be critiqued.

APPENDIX B

Workplace Security Plan

This document identifies components for a workplace security plan and can provide assistance when developing a specific plan for your facility. We recommend that work group members from throughout your facility collaborate on the development of a workplace security plan using this document and their knowledge of their specific work areas. Utilizing the expertise and resources from within your entire facility will provide you with the opportunity to develop a security plan tailored to address the unique challenges of your facility.

Integrate with other workplace incident response planning

Integrating the workplace security plan with other related safety and health or incident response planning documents has substantial advantages. Components of other plans, such as an incident response plan, can be used when planning how to respond to a criminal or violent incident. Annual training and practice drills can include information on all plans.

Facility management should collaborate with their Incident Response Team or other designated group to draft, review and/or implement a workplace security plan that complements your unique facility and work environment as well as any other existing workplace safety and health incident plans and procedures.

Identify security risks

Identifying your workplace security risks will help you prepare in greater detail for problems that are more likely to occur. Some risks are not easily identifiable or quantifiable. Our buildings are usually public facilities during business hours, so individuals who intend to act in a threatening or violent manner may enter our premises as easily as others who are non-threatening.

Therefore, it's important to consider potential activities that may elevate the risk for the occurrence of threatening or violent behavior, such as:

- Interactions with individuals who may be distressed, mentally ill, or who may react to unsettling information from your workgroup.
- Employees who work in secluded areas or who work non-standard business hours may appear to be vulnerable to someone intending to

act in a threatening or violent manner. These situations may also create difficulties when calling for assistance in an emergency.

- Domestic violence situations where an abuser could come to the workplace, posing a threat to the intended victim and others in the workplace (*refer to the section on Domestic Violence, Sexual Assault, and Stalking for additional information*).
- A disgruntled employee who decides to cause a disturbance, damage property, or act out in a threatening or violent manner to co-workers.

Once all potential risks have been identified, the components of a Workplace Security Plan may be implemented in such a manner as to minimize the risks as much as possible.

Education and training

A well-written plan is of little use if employees are not routinely trained.

Train new and existing employees on the Workplace Security Plan

Ensure training on the Workplace Security Plan and on all workplace safety and health incident response plans occur during a new employee's orientation.

Regularly review the Workplace Security Plan

Since workplace threats or violent emergencies do not frequently occur in every office, employees are likely to forget what to do without at least annual reinforcement training. Provide regular education and training to all employees on an annual basis and anytime the incident response desk manual is updated. Take the opportunity to review other safety and health incident response plans at the same time you review your workplace security plan.

Physical security

Physical security is the ability to control physical access to the workplace and to specific locations inside the workplace. This includes controlling unauthorized access during non-business hours and denying access to a potentially threatening or violent individual when employees are present.

Exterior doors

Most exterior doors throughout all of our DHS facilities are substantial enough to deny quick entry by force. Most have panic bars or devices that allow a person to exit easily in an emergency. Notify DHS Facilities immediately if lock hardware becomes loose or door closing devices or

latches are not functioning properly. Do not allow unauthorized individuals to follow you through a locked or secured door.

Windows

Windows should not open far enough for a person to enter or reach through to disengage the latch.

Locks and keys (including key cards)

Locks on DHS buildings are generally of high quality. Keyless locks and key card systems are more flexible and more secure because they can easily be reprogrammed. Key cards can be activated and deactivated as necessary and they can be programmed for specific areas and times.

A rigorous method of key control is an important part of physical security. Strict procedures should be implemented to ensure all keys and key cards are tracked and accounted for when distributed to authorized employees. Copying of keys should not be allowed without first receiving authorization from division management and DHS Facilities Management. Issuance of master keys should be on a strict need-to-have basis and not for convenience. Keyless locks should be reprogrammed at regular intervals and immediately after any event that may compromise the safety and security of employees.

Areas that have restricted access

Designated areas of the workplace which have restricted access make it easier for employees to identify persons who are not authorized to be there and for law enforcement agencies to take action. These designated areas can also serve as barriers to protect employees from threatening or violent individuals.

Safe rooms

Safe rooms are used when employees make the decision to protect themselves from danger by 'sheltering in place' rather than evacuating.

Safe rooms should:

- Be located inside a work area;
- Be accessible from all parts of the work area;
- Have a solid core door or a door with small glass panels with a way to restrict vision from the outside;
- Have a lock;
- Have a telephone.

Most DHS offices and facilities should have existing rooms or areas that will meet these criteria without need for modifications.

Alarms

Some workplaces have alarm systems that are an integral component to a workplace security plan or other workplace incident response plan. These alarm systems may include:

- Intrusion alarms that detect unauthorized entry during non-business hours. The alarm is usually monitored by a commercial alarm company.
- Duress alarms that enable employees to call for help without being obvious to the person causing the problem.

It is important to periodically test all alarm systems if your workplace relies upon active alarms for any workplace safety and health emergency.

- Prior to testing ensure all parties who may hear and/or respond to the alarm are notified of the test.
- Emergency practice drills are usually a great time to test your alarm systems especially if they are an integral component to an emergency response procedure.

Securing a building (lockdown)

The ability to totally secure a single building, work area or a safe room within a building involves the ability to communicate information and a process for locking down and/or securing an area.

- Members of your building incident response team as well as other volunteers should be identified and assigned the primary and backup responsibility to secure certain doors or areas in the event of an emergency during which it is advisable to shelter in place.
- Assigned managers or employees must have the ability to lock specified doors. This may be done with existing keys or other key card systems or by manipulating the door locking mechanism.
- Whenever possible, request a physical security survey of your office space from your local law enforcement agency.

Emergency communications

The ability to communicate emergency information in a single building or work area within a building is crucial. Having one communication method is not enough. Using multiple methods increases the chances of getting the message to a larger number of employees. The messages distributed

should be clear and concise. Sample messages for evacuation and shelter in place can be written and distributed in advance

Communication within your facility

- Implement a local phone tree. Designate primary and secondary staff members as points of contact to initiate emergency communications.
- The employee who first learns of the danger should notify the primary contact person AFTER calling 9-1-1.
- Once a designated contact has been notified of the event, that person can call a prearranged list of persons from the local phone tree until all employees have been notified.
- Primary and secondary contacts should notify in person each employee within their work unit.
- When the threat or danger is imminent, duress alarms or the use of a code word or phrase can be used to alert co-workers or managers to call the police without being obvious to the individual who is acting in the threatening or violent manner.
- If a code word or phrase is used it should sound innocuous so the individual exhibiting the threatening or violent behavior does not understand but it should also be relatively uncommon so that it will not be used accidentally in the course of normal business.
- Utilize other existing methods for communicating within your office to alert employees to the emergency, such as email, text messaging or paging systems.

Communication to Emergency Responders (9-1-1)

- Anyone who perceives threats of danger to persons or property should call 9-1-1 for police assistance.
- When calling 9-1-1 it is important to clearly communicate:
 - The nature of the threat or event. This helps law enforcement to assign the correct priority.
 - The specific location of the threat or event. This may not be the same place as from where you are calling.
 - The identity and/or description of the individual acting in the threatening or violent manner. The responding police officers will be looking for the individual creating the disturbance while arriving at a confused situation.

Identify and report concerns

The key to violence prevention is early identification and reporting of concerns. The primary responsibility for the safety of all DHS employees is with each individual employee. Various divisions with DHS can help with plans, technology, and training but everyone has to contribute in order for the security plans to be effective.

Report concerns to managers and supervisors

The identification and reporting of early warning signs and appropriate intervention is critical to preventing violence in the workplace. If there is a direct threat to harm persons or property immediately call 9-1-1.

Recognize and report suspicious persons or events

While violence in the workplace does not happen often, a safety plan that includes training on reporting suspicious persons or events will help exercise the safety plan and prevent the potential escalation of threatening or violent events.

Maintain personal safety

During a realized threat or emergency event, employees should keep themselves safe and participate in the immediate implementation of the security plan including reporting the emergency and alerting other employees.

Maintain workplace physical security

Each employee should assume responsibility to report malfunctions in door locks or equipment; to ensure locked doors close behind them; and, to ensure unknown persons do not 'tailgate' when entering a secure area.

Preventive and ongoing actions

All policies and procedures including the workplace security plan should be reviewed by all newly hired employees. Managers should communicate to all employees the expectation that every incident perceived as a threat or violent act is reported and responded to in accordance with the workplace security plan. All employees should receive regular training and information on the workplace security plan to ensure an effective response to the event.

Identify and discuss common scenarios

Each workplace will have slightly different concerns. Employees in some workplaces have extensive contact with the general public; others have none. Some workgroups have a large number of employees regularly

working in different locations or outside of the office environment; others have a relatively small group of colleagues who work predominantly in their office.

Known types of problems

Have discussions with employees about known or typical types of problems and the process or procedure for addressing them.

Suspicious persons

A suspicious person is one who is inappropriately present in an area such as a private office or nonpublic area, or someone who is exhibiting some unusual or strange behavior. Examples may include: a person found inside a private office who claims to be looking for the restroom, or a person who is witnessed going from car to car in a parking lot looking inside the vehicles.

- Employees should immediately notify their manager.
- If in doubt, call 9-1-1.
- Employees do not have to see and recognize a crime before they can call the police. Call the police and gain their assistance to assess the situation.

Response to violence

Most of the Workplace Safety Plan is devoted to identifying and addressing early warning signs to prevent violence and to the physical and training resources needed in order to react more effectively if violence occurs. This part of the Safety Plan addresses the immediate actions necessary when threatening or violent behavior is occurring.

Evacuate or shelter in place

There are two primary choices of action to take when confronted by violence.

Immediately evacuate if it is deemed to be too dangerous to stay in an area, room, or building. The decision to evacuate is when the source of the danger is close to you but does not control the designated escape routes.

- Violence is nearby but it is possible to leave
- Immediately get to a safe location
- Immediately call for help. 9-1-1

Immediately shelter in place if it is too dangerous to evacuate the area, room, or building. The decision to shelter in place is when the source of the

danger controls or blocks access to the designated escape routes or when you are uncertain of the location of the source.

Shelter in place

- Use a locked or barricaded safe room with limited visibility from the outside and which has a telephone available for use.
- Get down on the floor and out of the line of sight.
- Call for help. 9-1-1.
- Remain in the safe room until you receive official notice that it is safe to come out.

APPENDIX C

Restricting access (trespass) procedures

Management teams

Managers should be familiar with the Oregon Administrative Rules that authorize the department to restrict access to individuals who engage in prohibited conduct pursuant to those rules.

(Refer to OAR 407-012 “Restricting Access to Department of Human Services Premises and Employees”)

If conduct is prohibited pursuant to OAR 407-012-0010, obtain authority of designated division management to proceed with restricting access of an individual.

- For CAF Field Services the authority resides with the assistant director or administrator of Field Services;
- For SPD the field services manager must approve the request.

A detailed description of the history of events with an individual that supports the decision to restrict access must be entered into the Threat Incident Notification System (TINS). The information entered into this database should include all relevant information regarding an incident of prohibited conduct or regarding an individual who has engaged in prohibited conduct.

All requests to restrict access to DHS premises and employees should be sent to the department’s Central Threat Assessment Team.

- E-mail requests can be sent to THREAT, Centralized or Centralized.THREAT@state.or.us.
- The DHS form “Request to restrict access to DHS premises” can be used when making these requests.

DHS Safety and Health

All requests to restrict access to individuals will be forwarded to the Central Threat Assessment Team (CTAT) including all TINS reports giving rise to the request and any other information deemed relevant.

A meeting with the CTAT members will be scheduled for as soon as possible considering timeliness and number and diversity of members available and the availability of program managers and supervisors. This CTAT review of an incident and request to restrict access is conducted

pursuant to OAR 407-012-0025 to ensure that a notice of restriction of access is warranted prior to its issuance.

Once a CTAT review has occurred, the recommended decision of the team will be relayed to division management and the local office. This decision will be entered into the TINS report.

Regardless of the recommended decision, the DHS Safety and Health Unit is available to assist a local office with a review of their office security plans and needs.

Central Threat Assessment Team (CTAT)

The Central Threat Assessment Team (CTAT) is an internal review team with members from various programs throughout the agencies. This team is responsible for reviewing each request to restrict access to department premises and employees in compliance with OAR 407-012-0025. The team is also a resource for a local office to evaluate measures that have been implemented as a safeguard for their employees when working with potentially hostile or threatening individuals.

When a request to restrict access is submitted to CTAT, the team will review and determine if the conduct prompting the request is prohibited pursuant to OAR 407-012-0010 and, if so, determine the restrictions to apply. Options for restricted access include but are not limited to:

- Designating a specific person within your office that will be the only contact for an individual when scheduling services or other case related activities.
- Limiting communications for an individual to phone, email, or mail.
- Providing services and other case related activities at an off-site location with improved security; e.g., a courthouse, local law enforcement agency or other similar locations. Whatever site chosen must be able to provide for complete confidentiality.

CTAT will also advise local management on other actions to consider which can provide for an increased level of safety and security from individuals who engage in hostile or threatening behavior.

Restricting Access

Once the review process has concluded, CTAT will make a recommendation to either approve or deny the request to restrict access. If the recommendation is to approve then a written notice informing an individual of their restricted access must be drafted. An approved template is available in TINS to assist with drafting the notice; however, it should be modified to account for the specific details relevant to an individual and/or office. Once completed, the draft should be sent to DHS Safety and Health for a final review.

In accordance with OAR 407-012-0020, all notices of restriction of access are signed by the assistant director or deputy assistant director of the affected program and must be sent by certified mail or other traceable means. Law enforcement or mental health counselors are potential options if hand-delivery is necessary. A note must be made into TINS indicating how delivery of the notice occurred.

If a written notice of restricted access is being issued in a language other than English then two copies will be produced and mailed to the individual whose access is being restricted: a copy in English and a copy in the second language. A copy of both documents will be maintained on file with DHS.

An electronic copy of all notices of restricted access should be sent to the DHS Safety and Health Unit.

Agency review

Following the agency's issuance of a notice of restriction of access, the recipient of the notice may request review of the agency's determination. In accordance with OAR 407-012-0025, the request must:

- Be submitted to the office of the director of the agency.
- Be in writing and submitted, by mail or personal delivery, within 15 business days of the date of issuance of the notice. If the request is submitted by mail, it must be postmarked within 15 business days.

No particular format is required for the request for review; however, the individual should include specific grounds for requesting the review.

The chief administrative officer or deputy director of operations will provide the review of the agency's decision when a timely request is made by an individual.

Copies of all relevant information will be provided to the reviewer including a copy of the TINS report, notes from the CTAT review, and, if used, a copy of the "Request to Restrict Access to DHS Premises" form. When deemed to be appropriate, the review may include an informal conference.

Pursuant to OAR 407-012-0025, a written decision will be issued within ten days of receipt of the request for review and the agency's decision is final.

If the agency's decision rules in favor of the individual, the restricted individual's access restriction will be immediately lifted. If the decision is unfavorable to the restricted individual, the restricted individual may seek further review after six months have lapsed.

Restrictions on access to agency premises or methods of communication will remain in place until the agency determines the individual no longer poses a threat. When a decision is made to lift the restrictions of access or methods of communication then an official, written notification of removal must be issued to the individual.

APPENDIX D

Incident Communication Plan

1. PURPOSE

The purpose of this plan is to enable DHS and OHA offices to notify all agency staff quickly, efficiently and effectively in the event of an emergency. Effective and efficient communication is an essential component of any incident response plan. A communication plan provides procedures for the coordination of communications within the local office, central office and community partners. By effectively communicating information to all personnel our ability to protect our employees and serve our clients will be greatly enhanced. This plan is not intended to change the way emergencies are initially reported, which should including calling 9-1-1 when appropriate.

2. PROCEDURES

Assessment – The individual who discovers the incident should gather accurate, detailed information from the appropriate sources. After fact gathering, the individual should consult with managers in the immediate area to determine whether an immediate response is necessary. These managers will determine when it is necessary to activate the Incident Response Team to initiate a response to the incident. If an incident response is deemed to be necessary then the following managers should be consulted:

- [Insert name(s) of managers and phone number(s)]
- [Insert additional name(s) as deemed appropriate and phone number(s)]

Assembling local team – Composition of the local team will usually consist of the Incident Response Team, local managers and others deemed necessary for the scope of the incident. Based on the scope and potential severity of the incident, a communication manager may be assigned to serve as the primary point of contact to coordinate received and distributed information between employees, the local incident response team, and central office and community partners.

Call lists/phone tree – An employee call list or phone tree should be established to ensure staff that are out of the office can be contacted in

case of an emergency. The system can be used to notify employees, who are out of the office, of the incident and to provide them with status updates. It can also be used to contact key personnel for consultation or for crucial decisions and information.

Response – After assessing the nature and scope of the incident, a communication plan should be developed and initiated, which includes some or all of the following as deemed appropriate for the incident:

- Inform employees directly impacted as to the nature and scope of the incident and the established response plan. Those directly impacted may include a small unit or section within the office or the entire office building.
- Initial notification may occur by whatever means appropriate for the incident, including but not limited to: a building alarm systems, telephone, a building intercom system, by word of mouth, etc.
- When appropriate, ensure all partners within the facility are notified of the incident and the response plan.
- Initiate employee call lists or phone trees as deemed to be necessary to update employees who are not in the office.
- In the event of a threatening or violent individual in the workplace, signal others to immediately call 9-1-1 by using a predetermined code word, phrase or other alert system.
- Designate a communication manager. In most cases the communication manager should be the person with the most direct knowledge of the situation. The communication manager will coordinate all communication and updates as deemed necessary for all personnel directly impacted by the incident.
- It is important to keep all levels of management within a division informed of the appropriate details and actions taken by the local office/district during an incident. The communication manager or designee should contact the following as deemed appropriate for the severity of the event:
 - Field administration
 - Program manager(s)
 - Business Continuity coordinator
 - Safety & Health manager
 - District business expert

- If the scope and nature of the incident requires an on-going response plan then methods should be implemented to update key audiences with ongoing information.
- Post-crisis communications should be developed and distributed once an incident has been resolved.

Business continuity – The scope and potential severity of an incident may require that others within a district or program become actively involved in response planning for continuity of business operations. When an incident has the potential to disrupt normal business operations for an extended period of time then key personnel assigned to your division’s business continuity team should immediately be notified of the situation and response plan. Among those that may be notified, depending on the situation, are:

- [Insert name(s) of business continuity coordinators and phone number(s)]
- [Insert additional name(s) as deemed appropriate and phone number(s)]

Examples of additional contacts to notify may include:

- Building owner [Insert name and phone number]
- Alternate site owner or contact [Insert name and phone number]
- Red Cross local emergency coordinator [Insert name and phone number]
- County emergency management [Insert name and phone number]
- Local law enforcement agencies
- Local health department
- Food banks
- Housing