

MISSOURI

EMERGENCY COORDINATOR'S MANUAL





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ADA: SPECIAL ASSISTANCE REQUIRED

Employee's Name: _____
Work Location: _____
Work Phone: _____
Assistance Needed: _____
Staging Area: _____
Assigned Helper: _____

Employee's Name: _____
Work Location: _____
Work Phone: _____
Assistance Needed: _____
Staging Area: _____
Assigned Helper: _____

Employee's Name: _____
Work Location: _____
Work Phone: _____
Assistance Needed: _____
Staging Area: _____
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Employee's Name: _____
Work Location: _____
Work Phone: _____
Assistance Needed: _____
Staging Area: _____
Assigned Helper: _____

BOMB AND LETTER THREATS

I. SITUATION

_____ Receiving a threat of bomb by telephone.

_____ Receiving a threat of bomb by letter.

II. ACTION:

A. Notification:

_____ Emergency Coordinator (EC) notifies the appropriate authorities and initiates the appropriate protective actions.

_____ EC notifies agency manager or designated points of contact.

_____ EC notifies OA Facility Management (Leasing/Operations).

_____ If a threat is received by mail, the EC should report it to the agency manager and local law enforcement immediately. This is direct evidence and latent fingerprints may be lifted from the paper. Do not allow other persons to handle it.

_____ If a received package may be a bomb do not handle it. The EC should contact your agency manager and local law enforcement immediately.

_____ If any package or item is discovered that does not belong in that environment, the EC should contact the agency manager immediately.

B. Employee's response to a telephone bomb threat (checklist attached):

_____ Remain calm.

_____ Keep the person on the phone as long as possible.

_____ Use the bomb threat checklist. Obtain and note as much information as possible from the caller.

_____ Always remember to listen to all the caller says and attempt to note anything that might be different about their voice (male/female, accent, etc.).

_____ Write word for word what the caller says, listen for background noise (street sounds, voices, public address systems, etc.). Does the voice sound familiar? Make a note about whom it sounded like.

_____ If you have Caller I.D., write down the caller's phone number.

_____ Remember, the caller is the best source of information you have.

C. Employee's response to a letter bomb threat:

_____ If you receive a package that you feel may be a bomb do not handle it and immediately contact the EC or the appropriate authority for your agency.

_____ Clues to look for in letter bombs:

_____ Look for foreign return addresses

_____ Any strange odor being emitted from the package

_____ Bulky rigid envelope

_____ Any protruding wires or any package that might be making any noise

D. Employee's response to a letter threat:

_____ If you receive a letter threat, be sure to handle the envelope as little as possible. Do not allow others to handle the package as direct evidence and latent fingerprints may be lifted from the paper.

_____ Secure the package in a larger paper envelope, if possible (do not use plastic).

E. Four alternatives to evaluate (ignore the threat, evacuate immediately, search and evacuate if warranted):

Ignore the threat:

Very few bomb threats are real. However, ignoring a bomb threat can result in morale problems with employees. If the person making the threats feels that you ignored them, they might take actual steps in making a bomb.

Evacuate Immediately:

On face value, this appears to be the desired approach (most costly). If the caller knows that this is your policy, they might continue to make the calls knowing that personnel will immediately evacuate the building and report to their designated staging area. This could be used by a bomber who wants employees to exit to an area where the bomb might be planted.

Search and Evacuate
If Warranted:

This may be the best approach and satisfy the requirements to do something when a threat is received. If a device is found, the evacuation can be accomplished expeditiously while at the same time avoiding the potential danger areas of the bomb. Personnel involved in the search should not carry any type of electronic equipment (radios, pagers, cellular phones, etc.).

Search:

More than one person should conduct the search. Supervisory personnel can search and cause less disturbance, less down time. However, this approach may cause a morale problem.

Use occupants to conduct the search of the areas. They know what belongs in that area and they will affect a better search. The occupants should be trained in what to look for and the dangers involved.

Use trained teams to conduct the search. This is the best choice for safety, morale and thoroughness; however, this takes the longest and may require evacuation.

If you desire more information contact the Kansas City Division of the Bureau of Alcohol, Tobacco, and Firearms at (816) 421-3440 to locate the nearest office.

F. Evacuation:

If an evacuation has been ordered by the Emergency Coordinator (EC) or a local law enforcement agency:

- _____ Personnel should immediately evacuate the building and report to their designated staging area. (Evaluate the safety of staging area.)
- _____ The EC, in coordination with the local law enforcement agency, will advise personnel when it is safe to reenter the building.

G. Pre-action emergency planning:

All personnel should be familiar with:

- _____ Reporting procedures outlined in this guideline
- _____ All means of exiting the building
- _____ Identify a safe staging area outside of, and away from, the building. (Staging areas should not hamper emergency operations.)
- _____ Each EC should evaluate and select the staging area(s) for his or her building.
- _____ Each employee shall have a bomb threat checklist near his/her phone.

EARTHQUAKE

I. Situation

- _____ Minor Earthquake - Light shaking or swaying of the facility is felt by employees. No items move or fall from desks, shelves or walls.
- _____ Moderate Earthquake - Shaking and swaying of the facility is felt by employees. Items on desks shift position or items fall from shelves or walls.
- _____ Major Earthquake - Shaking and swaying is significant and causes employees to have difficulty standing and walking. Desk items (and possibly the desks) shift position. Bookcases may tip over and items fall off shelves.
- _____ Catastrophic Earthquake - Employees cannot remain standing, those seated fall out of chairs. Furniture is overturned. Significant cracking of the walls, floors and ceiling is observed.

II. Action

A. Minor earthquake:

EC will visually inspect facility to determine the condition of:

- _____ Piping systems (water, gas, sewer)
- _____ Electrical system
- _____ Telephone system
- _____ Structural - walls, doors, windows, ceiling

_____ The EC will contact OA Facilities Leasing or Building Operations to report an earthquake and any resulting damages.

B. Moderate, major or catastrophic earthquake:

Facility evacuation plan will be implemented once the shaking has stopped. All employees will evacuate the building to their designated areas. A roll call will be conducted to determine if anyone remains in the building.

_____ EC will visually inspect building for damage and hazards. If an employee is missing and the building appears safe, check inside for missing person(s). Perform life safety measures as necessary.

_____ Piping systems (water, gas, sewer)

_____ Electrical system

_____ Telephone system

_____ Structural - walls, doors, windows, ceiling

_____ If no hazards or structurally unsafe damage is found, allow the facility to be reoccupied.

_____ If structural damage or hazards are found:

_____ Determine if they are hazardous to building occupants.

_____ Clear the hazard and reoccupy building. Or,

_____ Allow building use with the exception of the hazard area.
or,

_____ If severe or wide-spread damages are discovered, do not allow the building to be used.

_____ Call the fire department

_____ Call OA Facilities Leasing or Building Operations

_____ If approved by the fire department, escort personnel to their work area(s) to retrieve personal items.

_____ Establish security around the building to prevent unauthorized entry and looting.

NOTE: Extreme caution must be used when entering and inspecting the building. If significant wall, floor or roof damage is observed, do not enter the building.

C. Post-Earthquake Concerns:

Following a major or catastrophic earthquake, damage to roads, bridges, utilities and other structures in the vicinity of the state facility may prevent or hinder employee travel home. Consideration must be given to providing information to employees regarding safe or open routes home, and to providing temporary shelter if all routes are closed. Additional consideration must be given to the possibility that personal belongings such as keys, briefcases and purses cannot be retrieved from the damaged building preventing the use of private vehicles and the lack of funds for commercial transportation. It may be as long as 24-72 hours before relief agencies can reach the earthquake area following a major or catastrophic event.

_____ Attempt to determine extent of damage to roads, bridges, etc. Provide information to employees.

_____ If damage is widespread and travel is not feasible:

_____ Set up temporary sheltering near the building, but not inside if structural damage is found. (NOTE: After shocks may be nearly as strong as the initial earthquake.)

_____ Locate a source of water (cans, bottles) and stockpile, if possible.

_____ Locate suitable material for shelter from sun, rain, cold weather. Many items can be used from building debris.

_____ Locate food stuffs. Best if in cans or sealed containers.

_____ Determine location of operating community shelters. Move employees there if possible.

FIRE

I. Situation:

_____ Strong smell of smoke.

_____ Light smoke conditions.

_____ Heavy smoke conditions.

_____ Discovery of a fire.

II. Action:

This action checklist will be activated when notified by the EC, agency manager or an individual when the facility is at risk from fire or smoke

A. Notification:

_____ Immediately notify your local fire department by dialing 9-1-1 (or the appropriate emergency number for your area).

_____ Give the dispatcher/communications officer the following information:

_____ Office address

_____ Location of the fire

_____ Number and type of injuries

_____ Alert other persons in the area if necessary.

_____ If the internal fire alarms system has not activated, immediately activate the building's fire alarm system.

_____ If the automatic fire alarm system fails to operate yell "fire" (several times). Immediately evacuate the building and report to your designated staging area. If evacuation is not possible, your safest action may be to stay inside and protect yourself from smoke until the fire department arrives.

_____ Take a head count to determine if everyone is evacuated.

B. Emergency escape actions:

_____ When the fire alarm system is activated or personnel are notified of a fire emergency:

_____ Immediately stop what you are doing

_____ Remain calm

_____ Follow established evacuation plan

_____ Prior to opening doors, feel door with back of hand, if warm, use an alternate escape route

_____ Use windows as alternate exits

_____ Once you have exited the building, do not go back inside

_____ Personnel should report to designated staging area and supervisors should ensure all personnel have exited

_____ In multilevel buildings, the safest action may be for employees to stay inside and protect themselves from smoke until the fire department arrives. "Safe areas" should be identified beforehand where employees will gather prior to the arrival of the fire department. Exterior windows and all doors should be properly marked to alert emergency personnel that employees are gathered inside. Employees should:

_____ Take steps to protect themselves and stay calm

_____ If possible, go to a room with a window or balcony and a telephone

_____ Close all doors between them and the fire

_____ If there is a telephone in the room call the fire department to report their location in the building

_____ If possible, open the window, do not break it

_____ If smoke rushes in, close the window

_____ Wait at the window and signal for help with a light-colored cloth

C. Pre-action emergency planning:

All personnel should be familiar with:

- ___ Reporting procedures for reporting a fire
- ___ Location of each pull station (fire alarm box) within their work area
- ___ Location of fire extinguisher(s) in their work area and how to operate them
- ___ All means of exiting from the building
- ___ Location of “safe areas” in the building
- ___ Location of staging area outside of the building (staging areas should not hamper emergency operations)
- ___ Telephone number, name and location of all staff

FLOOD

I. Situation:

- ___ When heavy rains cause flooding to impact the building by entering the facility, or affecting access to the building or parking areas.
- ___ When National Weather Service forecasts indicate streams or rivers will surpass flood levels which affect the facility or parking areas.
- ___ When a pipe ruptures or a sewer system malfunction occurs which floods the facility.

II Action:

This action checklist will be activated when notified by the agency manager, EC or emergency personnel when the facility is at risk of flooding.

A. Notification: Emergency phone numbers are located on page 26.

- ___ Notify EC of flooding situation or forecast.
- ___ EC notifies members of emergency planning committee (if multi-agency facility).
- ___ EC notifies agency manager or designated points-of-contact.
- ___ EC notifies OA Facility Leasing or Building Operations

NOTE: Anyone can notify EC of situation (i.e., maintenance staff of pipe rapture, water in building). OA or local authorities may inform EC of river flood forecasts.

B. Situation Assessment:

- ___ Immediate Threat: Water is entering the building or affecting the facility now.
 - ___ Determine impact on equipment, facility utilization and employees' safety.
 - ___ If sewage is affecting building, evacuate affected section(s) of the building, as necessary, for employee safety.

- _____ Shut-off electrical equipment in the affected area.
- _____ Designate staff members to move furniture and equipment out of the impacted area.
- _____ Designate staff members to prevent additional damage by covering essential equipment, blocking flow of water.
- _____ Forecasted Flooding:
 - _____ EC notifies agency manager if flood warning or forecast is received for area which includes facility.
 - _____ EC determines if facility or access to the facility will be affected. Assistance from local emergency management agency or fire department may be necessary to determine impact.
- _____ If facility will be affected, EC should:
 - _____ Determine level of water expected in the building.
 - _____ Determine method to remove furniture and equipment from impacted area. Options may be limited by time available but include commercial movers, agency employees, etc.
 - _____ Determine if an alternate work site is available or needed for temporary relocation.
 - _____ Determine if storage site is available or needed.
 - _____ Inform agency staff of forecast and plans.
 - _____ Shut-off electrical service to affected area
- _____ If access to facility will be affected, EC should:
 - _____ Determine which routes or areas will be impacted.
 - _____ Determine if parking or building entrances will be affected.
 - _____ If building entrance is affected, identify alternate entrances for employees and visitors.
 - _____ If parking will be affected, identify alternate parking locations
 - _____ If routes to the facility are affected, identify alternate or available routes.
 - _____ EC notifies agency(s) of procedural changes and duration expected.
 - _____ EC monitors flood forecasts twice daily for changes in predicted flood levels.
 - _____ Review protective measures to determine if additional actions are necessary.
 - _____ Inform employees of changes and status.

HAZARDOUS MATERIALS GUIDELINES

I. Situation:

_____ Your facility is at risk from a hazardous materials incident.

II. Action:

This action checklist will be activated when notified by the agency manager, EC or emergency personnel when the facility is at risk from a hazardous materials incident.

A. Notification:

_____ Facility that does not use or store hazardous materials products as part of the daily operation:

_____ Be able to locate or able to direct fire department personnel to building utilities shutdown locations (e.g.: heating and air conditioning (HVAC), electric, gas, etc.).

_____ Be able to assist in preparing the building for in-place sheltering. Close all doors to the outside, close and lock all windows (windows seal better when locked).

_____ Seal gaps under doorways and windows with wet towels and those around doorways and windows with duct tape or similar thick tape.

_____ EC should set all ventilation systems to 100 percent recirculation so that no outside air is drawn into the structure. Where this is not possible, ventilation system should be turned off.

_____ Seal any gaps around window-type air conditioners, restrooms, and other spaces.

_____ Close as many internal doors as possible in the building.

_____ If an outdoor explosion is possible, close drapes, curtains, and shades over windows. Stay away from windows to prevent potential injury from flying glass.

_____ If you suspect that the gas or vapor has entered the structure you are in, hold a wet cloth over your nose and mouth and go somewhere safe.

_____ Tune in to the Emergency Alerting System channel on the radio or television for information concerning the hazardous material incident and in-placing sheltering.

_____ Facility that does use or store hazardous materials products as part of their daily operation:

_____ Immediately notify the fire department by dialing 9-1-1 (or the appropriate emergency number for your area).

_____ EC should direct the fire department personnel to building utilities shutdown locations (HVAC, electric gas, etc.).

- _____ EC should provide the fire department or emergency medical services personnel with, or the location of, Material Safety Data Sheet(s) (MSDS).
- _____ EC should ensure that personnel are familiar with facility safety plan and the actions to take should a hazardous materials incident occur.
- _____ EC should alert other persons in the area if necessary.
- _____ EC should check that personnel are wearing appropriate safety equipment as directed in the facility or section safety plan.
- _____ EC should ensure that personnel know the location of all emergency safety equipment (eye wash, showers, breathing apparatus, etc.) and how to use them.

III. Pre-Action Emergency Planning:

EC should ensure that all personnel are familiar with:

- _____ Location of each shutoff for utilities (HVAC, electric, gas, etc.).
- _____ All means of egress from the building.
- _____ Location of designated staging area.
- _____ In-place sheltering requirements.
- _____ Location of Material Safety Data Sheets (MSDS).
- _____ Location of emergency stations and fire extinguisher(s).

**REPORTING INSTRUCTIONS FOR
HAZARDOUS MATERIALS SPILL OR INCIDENT**

1. Date of Release: _____ Time of Release: _____
2. Duration of Release: Hours: _____ Minutes: _____
3. Amount of Release: Lbs. • Gals _____
4. Extremely Hazardous Chemical: Yes • No
5. Chemical Name: _____
6. Location: _____ City / County _____
- Facility Name: _____
- Facility Address: _____
7. Health Risks: _____ Acute / Chronic _____
- _____ Acute / Chronic _____
- _____ Acute / Chronic _____
- _____ Acute / Chronic _____
8. Release Medium: Air • Water • Soil • Sewer • Drain
9. Precautions (Public Safety): _____
- In-Place Sheltering _____
- Evacuation _____
10. Incident Description: Fire • Spill • Drum • Storage Tank
11. General Information: 4 Digit ID #: _____
Placard / Label: _____
Shipper/Carrier Name: _____
NFPA 704 Symbol: Health (Blue) # _____
Flammability (Red) # _____
Reactivity (Yellow) # _____
Special Hazard Symbol (White): _____
12. *Agencies Notified: _____
(Ensure the safety of all staff and visitors before notifying agencies.)
- | | | |
|---|----------|-------------|
| Local Fire Department | Yes • No | Time: _____ |
| Dept. of Natural Resources
(573) 634-2436 | Yes • No | Time: _____ |
| National Response Center
1-800-424-8802 (Extremely Hazardous Substances) | Yes • No | Time: _____ |

NOTE: Each facility should review facility safety plan, emergency response plan and the local emergency response plan for reporting a hazardous materials incident.

MEDICAL EMERGENCIES

I. Situation:

Any employee or guest in a state-owned or leased building becomes seriously ill or injured.

II. Action:

This action checklist will be activated by the EC, agency manager or agency personnel.

- _____ When an employee or guest becomes seriously ill or injured, an ambulance should be called immediately using the emergency number. At the victim's request, an employee or family member may take the employee or guest to an appropriate place for care if the illness or injury is minor.
- _____ Employees trained in First Aid and CPR should be allowed to assist the victim.
- _____ If the victim is conscious, ascertain any allergies, heart or other conditions and current medications. Any medical information will assist medical personnel if the victim loses consciousness.
- _____ An employee should meet the ambulance at the building entrance to direct the ambulance personnel to the victim.
- _____ Employees and guests who are not assisting the victim should be asked to stay clear of the immediate area.
- _____ The family of the victim should be notified at the request of the victim.

A. Medical Emergencies:

All employees and guests who become seriously ill or injured should receive emergency care as soon as possible.

EC in each facility should plan for emergency medical care:

- _____ Identify employees who have had current training in First Aid and Cardiopulmonary Resuscitation (CPR) and who would be willing to assist in providing initial care.
- _____ Plan for a First Aid Kit with appropriate supplies, accessible to all staff. It should be accessible to all staff and checked frequently so that supplies are replaced and items do not become out-dated.
- _____ Arrangements should be made to provide First Aid and CPR training for employees in all facilities. If First Aid is not immediately provided to victims with severe bleeding or those needing CPR within minutes, it may be too late even if the ambulance arrives within a short period of time.
- _____ An ambulance should be called immediately if the injury or illness appears serious. If in doubt, call the ambulance service. An employee or family member may be asked to take the employee or guest to an appropriate place for care if the illness or injury is minor.

_____ If several people become ill or injured as a result of an incident at a facility, the local ambulance service should be called immediately. The first ambulance at the scene may establish an incident command post to provide triage and emergency care to the victims at the scene. The second ambulance may begin transportation of the injured to appropriate medical facilities for further care. Other vehicles may be used for transportation of the victims at the discretion of local authorities.

_____ It is imperative to cooperate with local authorities if a major incident occurs resulting in multiple injuries or deaths. Local jurisdictions have plans for handling major incidents.

RIOT

I. Situation:

_____ When an assembly of seven or more persons are present at this facility who have agreed to violate any of the criminal laws of this state or the United States with force or violence (unlawful assembly).

_____ When an unlawful assembly of seven or more persons are present at this facility who have agreed to violate any of the criminal laws of this state or the United States with force or violence; and do violate any of said laws with force or violence while still so assembled (rioting).

_____ When this facility is contiguous with an area or areas where seven or more persons have agreed to and are violating state or federal laws with force or violence (rioting); and it reasonably appears that the situation is fluid enough to involve this facility.

II. Action:

This action checklist will be activated when notified by agency manager, Emergency Coordinator or agency personnel when the facility is at risk from riot.

A. Immediate assessment:

_____ Does the situation meet the criteria for riot and or unlawful assembly (see Situation, above)?

_____ Is the threat potential, probable, imminent, or in progress?

_____ Size of the assembly?

_____ Level of force or violence?

_____ Is the assembly part of an organization with a known agenda and track record? Consider the implications of what is known or not known.

_____ Time of day, day of the week, facility population, and special conditions at the site.

_____ Physical location of the crowd, relative to evacuation route.

B. Preventative measures in which to reduce the effects of situation:

- _____ Secure building
- _____ Criticality of the work performed at the facility?
- _____ Assess the impact of and plan for temporarily losing or curtailing some public services.
- _____ Essential services to be maintained at all cost? Where? How?
- _____ Perform a vulnerability analysis of the facility. What exacerbating conditions exist?
- _____ Review effectiveness of building access control, methods, policy, and procedure.
- _____ Automated life-safety systems (fire, security, etc.) procedures for testing and maintenance.
- _____ Consider security and safety of vital records and off site redundant record storage for vital records.

C. Notification:

- _____ Notify the police or other responsible law enforcement authority when it reasonably appears the criteria for unlawful assembly is or probably will be met, a riot appears imminent, or a riot is in progress.
- _____ Notify at least the next level of authority in the organization's chain of command, in all cases.
- _____ Notify OA Facilities Leasing or Building Operations in all cases.
- _____ Notify the facility general population in the case of probable events as well as imminent and in-progress events.

D. Preparation:

- _____ Activate information gathering capability when conditions indicate rioting appears to be potential or probable.

- _____ Monitor information resources such as television, radio, and police radio transmissions.
- _____ Continue to re-evaluate risk to personnel and plant.
- _____ Backup all electronic records and perform a controlled shutdown of all non-essential electronic systems when rioting at the facility appears probable or imminent.
- _____ Evacuate the facility of all but essential personnel when there is a probability for dangerous levels of force and/or violence. All personnel should be evacuated with extreme caution when rioting is imminent.

E. Response:

- _____ Continue to provide at least vital public services with essential employees, off site.
- _____ Dismiss non-essential employees on a callback basis.
- _____ Exit in groups.

F. Recovery:

- _____ Evaluate the impact of and eliminate or minimize conditions caused by reduced public services.
- _____ Recall non-essential employees as needed.
- _____ Evaluate the psychological effect the event may have had on employee's sense of well being and morale. Make referrals to employee assistance programs as necessary.
- _____ If damage has occurred, coordinate repairs and temporary housing with persons/agency responsible for facility structure, leasing, and maintenance.
- _____ Begin process of securing emergency funding, if necessary.
- _____ Return to full operation.

SEVERE WEATHER

I. Situation:

- Tornado Watch or Warning is issued for the geographic area by the National Weather Service.
- Severe Thunderstorm Watch or Warning is issued for the geographic area by the National Weather Service.
- Winter Storm Watch or Warning is issued for the geographic area by the National Weather Service.

II. Action:

This action checklist will be activated by the Emergency Coordinator or agency manager under the above conditions.

A. Tornado

Watch

- EC informs senior agency personnel that a watch has been issued.
- EC inspects designated tornado shelter:
 - Electrical system
 - Unlock access doors, if necessary
 - Clear area or shelter of debris, stored material.
- EC informs employees of tornado watch and location of building shelter.
- EC continues to monitor local Emergency Alert System (EAS) for any further announcements.

Warning

- EC informs all employees that a warning has been issued.
- EC activates shelter and moves all employees to shelter.
- Remain in the shelter until warning has been canceled.

Tornado hits building or adjacent area.

- EC, with assistance from others, visually inspects building for damage.
 - Piping systems (water, sewer, gas, etc.)
 - Electrical system
 - Structure walls, roofs, windows, doors
 - Adjacent structures - buildings, parking lots, etc.
- If building or installed utilities are damaged:
 - Evacuate building, if necessary.
 - Call Fire Department

- _____ Call OA Facilities Leasing or Building Operations
- _____ If approved by fire department, escort personnel to work area to retrieve personal items.
- _____ Establish security around building to prevent unauthorized entry and looting.
- _____ Inspect and correct any minor damages to building such as water, minor broken windows, etc.
- _____ Report damage status to OA Facilities Leasing or Building Ops.

NOTE: High winds from a tornado passing nearby can damage adjacent structures. Care must be used when exiting a shelter due to wind damage, water, downed electrical lines and debris.

B. Thunderstorms:

Severe thunderstorms can cause minor damage to buildings due to high winds and hail. Precautions to be taken include steps to minimize rain water entering building and damage to items easily affected by high winds such as outside tables, chairs, trash receptacles, etc.

_____ Watch

- _____ EC notifies senior agency managers of thunderstorm watch.
- _____ EC inspects building.
 - _____ Close opened windows and doors.
 - _____ Move or secure outside items such as tables, chairs, trash receptacles.

_____ Warning

- _____ EC notifies senior agency managers of thunderstorm warning.
- _____ EC inspects building.
 - _____ Close opened windows and doors.
 - _____ Close doors to prevent them from blowing open.
 - _____ Move or secure outside items such as tables, chairs and trash receptacles

- _____ EC notifies senior agency managers when warning is canceled or expires.



C. Winter Storms:

Winter storms can deliver large amounts of snow or ice in a short period of time affecting access to the facility and the safety of employees traveling to or from work. Relatively high winds can accompany the storms.

_____ Watch

- _____ EC notify senior agency managers of winter storm watch.
- _____ EC inventories supply of snow shovels and de-icing chemicals to clear snow or ice near doors and walks.
- _____ EC monitors EAS for storm updates.

_____ Warning

- _____ EC notifies senior agency managers of winter storm warning.
- _____ EC monitors EAS for storm updates.
- _____ EC determines if reducing staffing levels to key staff members only is warranted.
- _____ EC inventories supply of snow shovels and de-icing chemicals to clear snow or ice near doors and walks.
- _____ EC monitor EAS for storm updates.

NOTE: If Winter Storm Warning of heavy snow or ice is issued prior to the beginning of the work day, EC will contact the senior agency manager to determine if modified staffing levels are warranted.

WORKPLACE VIOLENCE

Definition: Workplace Violence - Words or actions harming someone or creating an adverse or hostile work environment.

I. Situation:

- When indications are that there is a disturbance or sound of gunshots, etc., in or around the facility.
- When the Emergency Coordinator has been notified of an impending violent situation that could cause harm to anyone inside the facility.

II. Actions:

This action checklist will be activated when notified by the EC, agency manager or personnel when the facility is at risk from workplace violence.

A. Preventative measure in which to reduce effects of situation:

- Precautionary plan should be developed - how to prepare and prevent a situation from escalating into violence.
- Be aware of the client population that is being served.

B. Immediate Assessment:

- Confirm and ascertain the type of incident
 - Barricaded suspect/hostage
 - Gun fight
 - Sniper, ambush, drive-by shooting
 - Attack on a facility "Shooting Rampage"
 - Other (robbery, assault, etc.)
- Obtain essential information.

C. Summon help:

- Call 9-1-1. Have someone stay on the line with 9-1-1 operator.
- Have someone else notify department emergency notification point.
- Implement department crisis management plans.
- Gather key staff available for emergency duties.
- Direct non-essential staff to a safe area.

D. Sound warning to employees:

- Emergency warning and condition signals (entire site)
- Immediate sheltering action for those exposed to danger

E. Lock down building, secure areas, monitor situation:

- Exterior doors locked
- Interior doors locked where possible
- Staff assigned to secure areas, monitor conditions
- Recognize and be ready for contingencies

F. Wait for police:

- Keep responding units updated on situation via 9-1-1
- Assemble witnesses, victims
- Suggest possible areas for staging, command post, emergency medical, etc.
- Gather key information for law enforcement
- Maintain event and status log

G. Stabilize elements of situation when safe to do so:

- Care for injured (safety for those assisting)
- Contractors, visitors instructions
- Protect crime scene, evidence

H. Work with police to resolve situation:

- Stay at command post, support incident commander
- Provide information
 - Incident specific
 - Site background and resources
 - Personal background on all persons involved
 - Special staff resources, abilities, training
- Direct staff
- Coordinate department response
 - On-site
 - Off-site, staging areas, hospitals, etc.
 - Government/department coordination

I. After "All Clear":

(Only police emergency personnel are authorized to give all clear.)

- Provide emergency medical care
- Account for all employees and visitors

- ___ On-site head-count
- ___ Account for others at hospital or other off-site locations
- ___ Assist employees with notifying coworkers and family members of the situation
- ___ Support law enforcement follow-up activities
- ___ De-brief employees
- ___ Arrange for site security if necessary
- ___ Work with specialists
 - ___ Emergency medical/hospital
 - ___ Employee Assistance Program (EAP), Crisis Intervention Team
 - ___ Public Information Officer
 - ___ Facilities clean up and repair support

J. Initiate recovery and follow up activities:

- ___ Brief staff and provide (access to) support (EAP)
- ___ Plan for resumption of operations ("next day" plan)
- ___ Arrange for facility clean-up and repair
- ___ Begin long-term recovery



GLOSSARY

ADA • Americans with Disabilities Act, U.S. civil rights law that forbids discrimination against otherwise qualified individuals on the basis of a physical or mental handicap. The act is also designed to end most physical barriers to disabled persons in employment and in the use of accommodations, transportation, and telecommunications.

Building Operations • The section of Division of Facilities Management responsible for state-owned facilities.

CPR • Cardiopulmonary Resuscitation is an emergency procedure used to treat victims of cardiac and respiratory arrest. Special training is recommended for CPR, which combines external heart massage (to keep the blood flowing through the body) with artificial respiration (to keep air flowing in and out of the lungs).

DFM • Division of Facilities Management is a division within Office of Administration that is responsible for Leased and State-owned facilities.

EAS • Emergency Alert System is a nation-wide system of informing the public during emergency situations involving severe weather, disasters or major disruptions of city services.

EC • Emergency Coordinator is the person designated by the tenant agency to represent them in managing the planned response to any emergency that occurs within the facility.

EMS • Emergency Medical Services are trained medical response personnel that respond to calls for assistance from the public.

Exacerbating conditions • Any situation found in a facility that could increase the severity, violence, or bitterness of a situation.

Facilities Leasing • The section of Division of Facilities Management responsible for leased facilities.

HAVC • Heating, ventilation and air conditioning in a facility.

MSDS • Material Safety Data Sheets.

OA • Office of Administration

Thunderstorm Warning • An alert issued by the National Weather Service when a severe thunderstorm has been spotted on radar or by eye-witness reports. When a severe Thunderstorm Warning is issued, shelter should be taken immediately until the danger has passed.

Thunderstorm Watch • An alert issued by the National Weather Service that states that weather conditions are right that could cause severe thunderstorms to develop.

Tornado Warning • An Alert issued by the National Weather Service when a tornado has been spotted on radar or by eye-witness reports. When a Tornado Warning is issued, shelter should be taken immediately until the danger has passed.

Tornado Watch • An Alert issued by the National Weather Service which states that weather conditions are right which could cause tornadoes to develop.

Critical Incident Report

Report Filed By: _____

Address: _____

Telephone Number: _____

Date of Incident: _____

Time of Incident: _____

Location of Incident: _____

Description of Incident: _____

Injuries: _____

Property Damage: _____

Emergency Organization Responding: _____

Observations: _____

Send completed report to:
Division of Facilities Management
Leasing – Safety Coordinator
3225 West Truman Boulevard, Suite 100
Jefferson City, Missouri 65109
Fax: (573) 526-4138

Send completed report to:
Division of Facilities Management
Building Operations – Safety Coordinator
301 W. High Street, Room 590
Jefferson City, Missouri 65102
Fax: (573) 526-3492

Recommended Training for Emergency Coordinators

First Aid

Cardiopulmonary Resuscitation (CPR)

Community Emergency Response Training (CERT)

Related Worldwide Web Sites:

www.sema.state.mo.us/semapage.htm

www.sema.state.mo.us/torn.htm

www.redcross.org/

www.fema.gov/

www.atf.treas.gov/

www.oa.state.mo.us/fm/leasing/html%20docs/index.shtml

Suggestions for future publications?

Contact:

OA, Division of Facilities Management,

Leasing - Safety Coordinator- 1-800-225-9138

Building Operations – Safety Coordinator – (573) 751-7835

Developed for the State of Missouri by the
Critical Incident Management Project Team,
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Office of Administration, Division of Facilities Management
Office of Administration, Office of Excellence,
State Fire Marshal's Office,
Capitol Police,
State Emergency Management Agency,
Department of Social Services,
Department of Health and
Department of Public Safety.

With special appreciation for his outstanding dedication to this project.

Kenneth E. Cole

January 20, 1943 – May 22, 1998