Table of Contents

ADA: Special Assistance Required 2

Bomb and Letter Threats 3

Earthquake 5

Fire 7

Flood 9

Hazardous Materials: Guidelines 11

Hazardous Materials: Reporting an Incident 13

Medical Emergencies 14

Riot 15

Severe Weather 18

Workplace Violence 21

Glossary 24

Critical Incident Report 25

Emergency Telephone Numbers 26

Recommended Training / Web Sites 27
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**BOMB AND LETTER THREATS**

I. **SITUATION**
   ____ Receiving a threat of bomb by telephone.
   ____ Receiving a threat of bomb by letter.

II. **ACTIONS:**

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
D. **Employee's response to a letter threat:**

- Bulky rigid envelope
- Any protruding wires or any package that might be making any noise

- 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 rupture, 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 Yes • No Time: ________________
    (573) 634-2436
    National Response Center Yes • No Time: ________________
    1-800-424-8802 (Extremely Hazardous Substances)

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.
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 plans 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.
<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Telephone Number</th>
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<tbody>
<tr>
<td>Emergency Coordinator</td>
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<td>Alternate Emergency Coordinator</td>
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<td>Agency Committee Member</td>
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<td>Agency Committee Member</td>
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<td>Ambulance Services</td>
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<td>Building Owner/Management Company</td>
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<td>Electric Company – Emergency</td>
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<td>Emergency Management Agency (Local)</td>
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<td>Gas Company – Business</td>
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<td>Gas Company – Emergency</td>
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<td>Telephone Company – Emergency</td>
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<td>Water Company – Emergency</td>
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**State of Missouri Numbers**

Office of Administrations: Facilities Leasing (573) 751-1003

Building Operations (573) 751-7835
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,
with members from
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