

18. Emergency Preparedness and Response

Overview

This section discusses the following topics:

- Emergency Response
- Emergency Evacuation and Re-entry

References

There are no documents referenced in this section.

Emergency Response

Emergency response guidelines and procedures are described for the following situations:

Bomb Threat

Chemical Spill

Civil Disobedience (Riot)

Earthquake

Fire and Explosion

Robbery

Severe Weather

Violence and Weapons

Bomb Threat

Every bomb threat is taken seriously. Employees should immediately notify their supervisor if they are notified a bomb is located on the premises. The supervisor calls the 911 emergency number and begins emergency evacuation procedures.

Bomb Threat Procedures

If you receive a bomb threat over the phone, you should do the following:

1. Remain calm and keep the caller on the line as long as possible. Ask the caller to repeat the message and try to record every word. Remind the caller that the building is occupied and detonation would result in death and/or serious injury to innocent people.
2. Look at your caller id, if there is a number listed write it down.
3. It is desirable to have another employee listen in on the call, if possible.
4. Immediately notify the local police. They will start the correct procedures. Under no circumstances should an untrained personnel attempt to locate and remove suspicious packages.
5. Pay attention to background noises, voice quality, and stability of the caller.
6. The most important questions to ask if the caller does not offer is the location of the bomb, detonation time, and what it looks like.
7. Follow the checklist to aid in the investigation of the caller.

Questions to ask: Caller Id #: _____

1. When is the bomb going to explode?

2. Where is the bomb right now?

3. What does the bomb look like?

4. What kind of bomb is it?

5. What will cause the bomb to explode?

6. Did you place the bomb?

7. Why was the bomb placed?

8. What is your location to the bomb?

9. What is your name?

Callers Voice: MALE FEMALE Familiar? _____

_____ Accent	_____ Age	_____ Angry	_____ Calm
_____ Clearing Throat	_____ Crying	_____ Deep	_____ Lisp
_____ Deep Breathing	_____ Disguised	_____ Distinct	_____ Loud
_____ Cracking Voice	_____ Excited	_____ Laughter	_____ Nasal
_____ Normal	_____ Ragged	_____ Rapid	_____ Raspy
_____ Slow	_____ Slurred	_____ Soft	_____ Stutter

Background Sounds:

_____ Animal	_____ Clear	_____ Static	_____ Street
_____ Booth (echo)	_____ House	_____ Kitchen	_____ Music
_____ Factory Machinery	_____ Motors	_____ Voices	_____ Local
_____ Long Distance	_____ PA System	_____ Office Machinery	

Other _____

Threat Language:

_____ Educated	_____ Incoherent	_____ Irrational
_____ Message Read	_____ Profane	_____ Taped
_____ Well Spoken		

Notes:

Chemical Spill

The following is discussed as it relates to chemical spills:

- Incidental Release of Chemicals
- Emergency Release of Chemicals
- Chemical Spill Response Procedure
- Contaminated Materials Disposal
- Evacuation/Re-entry
- External Chemical Release
- Suggested Contents for Spill Control Center

A hazardous materials release or chemical spill is considered either an incidental release or an emergency release.

Incidental Release of Chemicals

An incidental release/spill is considered an ordinary release/spill that poses no safety and health danger and is not likely to adversely impact the environment. Employees in the immediate vicinity handle incidental spills and complete the following:

- Eliminate the source of the spill
- Prevent the chemical from entering drain systems
- Use absorbents to effectively clean up spill
- Contact the Hazard Communication Standard (HCS) Coordinator

Emergency Release of Chemicals

An emergency chemical release/spill includes, but is not limited to, the following situations:

- Release requires evacuation of employees in the area
- Release poses a serious threat of fire or explosion
- Release may cause levels of exposure to toxic substances
- There is uncertainty the employees in the work area can handle the severity of the hazard with the provided personal protective equipment

Once a hazardous material or chemical spill occurs, an employee in the immediate work area must identify the hazardous material release/spill and notify their supervisor and the HCS Coordinator. The HCS Coordinator notifies the Vice President, Operations and Engineering and Risk Management.

Chemical Spill Response Procedure

Follow the procedure below to respond to a chemical spill:

1. The supervisor evaluates the chemical spill and decides if the release is incidental or an emergency.
2. If the spill is considered an incidental release, the supervisor directs the employees to contain and/or clean up the spill.
3. If the spill is considered an emergency release, the employees minimize the spill, if possible, and notify the HCS Coordinator.
4. The HCS Coordinator, and Local Operations Manager gather the following information:
 - a. Who reported the spill
 - b. What/how/where it happened
 - c. Chemicals involved (if known)
 - d. Person(s) involved
 - e. Help required
 - f. Time of event
 - g. Current event status

5. The HCS Coordinator or Local Operations Manager requests response by local fire department or other local emergency services equipped to deal with hazardous chemical releases.
6. The third party response team provides the HCS Coordinator and Local Operations Manager with an incident report. The HCS Coordinator forwards a copy of the incident report to Risk Management.

Contaminated Materials Disposal

All materials and equipment used and potentially contaminated are disposed of properly. Follow the procedure below to dispose of contaminated materials:

1. The Regional Director of Operations is responsible for approving proper disposal methods.
2. Cleanup is managed in accordance with up-to-date county, state, and federal regulations.
3. Clothing, tools, equipment, wash water, and all other materials are containerized in 55-gallon drums and labeled appropriately.
4. Employees involved in the cleanup receive training in accordance with health and safety guidelines.
5. If required, a staging area is established at a 90-day hazardous waste storage area.

Evacuation/Re-entry

If the chemical release has the potential to threaten the health or safety of employees, an evacuation of the area or facility may be necessary. Work area evacuation is initiated if the spill is evaluated and classified as an emergency release.

The facility is also evacuated if the chemical release is characterized as one of the following:

- A loading dock accident with an unknown leaking material
- High potential for fire or explosion exists

Follow the procedure below for re-entry after a chemical spill:

1. Only the HCS Coordinator or Local Operations Manager authorizes re-entry to the facility.
2. Supervisors notify employees when they may return to work.
3. If possible, evacuees are provided with pertinent spill information.
4. Employees are advised to report to the HCS Coordinator or Local Operations Manager any lingering odors or unusual symptoms that may be attributable to the incident.

External Chemical Release

Follow the procedure below in the event of an external chemical release:

1. The Local Operations Manager turns off all HVAC and employees remain inside.
2. All doors and windows remain closed until the Emergency Management Agency arrives and communicates with facility management.

Suggested Contents for Spill Control Center

The following items should be included in a spill control center:

1. Cart for holding spill control cleanup equipment and absorbent material
2. Container which holds 50 pounds to 75 pounds of absorbent material (Cat litter type material)
3. Two or three mops
4. One mop bucket with wringer
5. Two or three squeegees
6. Two or three heavy-duty push brooms
7. Traffic barricade tape
8. Spill sign
9. Small shovel

10. Clean container(s) with lid for receiving spilled materials and cleanup materials
11. Three to five sets of personal protection equipment:
 - a. Rubber Gloves
 - b. Goggles
 - c. Aprons
 - d. Shoe Covers
 - e. General Purpose Respirators

Civil Disobedience (Riot)

Follow the procedure below in the event of a civil riot or other form of disobedience:

1. Follow directions from local authorities.
2. Secure facility exterior exits and doors.
3. Encourage employees to remain in the facility.
4. If an unruly presence gains entrance, notify management. Management notifies local authorities.
5. If requested to leave the facility, secure all property, turn off computer systems, and lock down all files.

Earthquake

Follow the procedure below at the first indication of an earthquake:

1. Take immediate measures to ensure safety.
2. Seek shelter under strong furniture or equipment or in a doorway frame.
3. Avoid windows, shelving, and stacked supplies or equipment.
4. If outdoors, stay away from buildings, utility lines, and other structures.

5. After shaking has subsided, instruct employees to evacuate.
6. Local Operations Manager evaluates the building condition and takes appropriate actions to secure the area.
7. If there is a serious injury and an ambulance is required, a supervisor in the area should call the ambulance and notify management.

Fire and Explosion

The following is discussed as it relates to fire and explosion emergency response procedures:

- Fire Procedure
- Fire Drills
- Major Explosion Procedure

Fire Procedure

Follow the procedure below in the event of a fire:

1. In the event of any fire, the fire alarm should be activated and everyone must leave the building and/or area immediately.
2. If the fire is small and not creating an immediate danger to employees or others, extinguish the fire and notify the fire department. Use available fire extinguishers and if the fire is not electrical, use available hoses or other water supply.

Note: Only employees trained to use a fire extinguisher should attempt to put out a fire using a fire extinguisher.

2. If the fire cannot be contained quickly, contact the fire department, notify the supervisor, and stay away from the fire until the fire department arrives.
3. The supervisor and/or Human Resources do the following:
 - a. Notify municipal fire department
 - b. Notify appropriate personnel
 - c. Announce facility evacuation when directed by proper authorities

- d. Assist in completion of necessary reports

Fire Drills

The following guidelines apply to fire drills:

1. Conduct fire drills at least twice a year.
2. Employees should follow the evacuation procedure for fires.
3. An assigned person controls and directs the evacuation. This person must know:
 - a. All persons who require special needs (e.g. wheelchair)
 - b. Final destination and stairway exits
 - c. Head count of employees within their location

Major Explosion Procedure

Follow the procedure below in the event of a major explosion:

1. The front office or receptionist notifies the local fire department.
2. The reporting employee provides known details regarding the incident.
3. All personnel evacuate the area and maintain a distance of at least 1,500 feet to allow for possible secondary explosions.
4. Reporting of the incident includes the exact location of the explosion, the number and severity of injuries, and any structural damage.
5. The reporting employee remains on site in a safe area until emergency rescue personnel arrive.

Robbery

The following guidelines apply to burglary or robbery events:

1. Offer cooperation at all times, remain calm, and do not antagonize or threaten the robber.

2. Do not attack or physically approach the robber.
3. Observe any identifying characteristics of the perpetrator for later provision to the authorities.
4. Contact the Police Department, Local Operations Manager, and Risk Management as soon as possible.

Severe Weather

Working under unusual weather conditions, such as storms, floods, and tornadoes, presents more than ordinary working hazards and extra precautions must be taken to recognize and overcome them. FairPoint Communications will provide employees in severe weather emergencies a safe place to remain or evacuate. FairPoint will also identify the hazardous conditions that result from bad weather.

Supervisors are notified of severe weather conditions by phone or the public address system.

Thunderstorms and Hurricanes

The following guidelines apply to thunderstorms and hurricanes:

1. Whenever there are indications of an approaching electrical storm, all work on poles, roofs, ladders and towers or work involving contact with open wire, messenger strand, or cable conductors should be stopped immediately and not resumed until the storm passes.
2. In severe thunderstorms or hurricanes that include lightning, large hail, and strong winds, employees must remain indoors or in their vehicle until conditions improve.
3. In severe situations and depending upon the emergency evacuation procedure, the senior on-site manager and Human Resources determine if the facility closes for the event duration or if work continues.
4. Ensure evacuation procedures and polices are discussed with employees, especially in areas where bad weather conditions are common.
5. Human Resources or designee does the following:
 - a. Monitors local radio reports

- b. Notifies senior management if a WARNING is issued by the National Weather Service
- c. Activates the Tornado Alarm or announces via the public address system to TAKE COVER if a tornado is imminent
- d. Announces ALL CLEAR when appropriate

Tornadoes

The following guidelines apply to tornadoes:

1. Management makes the appropriate announcement to seek shelter when a Tornado Warning is issued or a tornado is spotted in the area.
2. An alarm system should be in place to alert employees to go to a safe area in the building. Follow the emergency evacuation and re-entry procedures described in a previous part of this section.
3. Ensure evacuation procedures and polices are discussed with employees, especially in areas where bad weather conditions are common.
4. All employees are to:
 - a. Seek shelter
 - b. Avoid areas containing exterior glass windows and doors
 - c. Avoid open areas
5. Shelter locations are designated as any solid, interior wall away from exterior glass.
6. Once in shelter areas, employees must report to their supervisor for a headcount.
7. If unable to reach shelter, employees should seek safety under a table or heavy piece of equipment.
8. After management announces All Clear, supervisors release employees from the shelter areas.

Violence and Weapons

Follow the guidelines below to reduce the risk of violence and weapons in the workplace:

1. If confronted by a hostile or angry customer or co-worker, do the following:
 - a. Stay calm, be courteous and patient, and listen without accusation.
 - b. If possible, activate the panic button.
 - c. Maintain eye contact.
 - d. Keep the situation in your control.
 - e. Move away from the situation as the opportunity presents itself.
2. If a person is using profanity and threatening, do the following:
 - a. Stay calm, and be courteous and patient.
 - b. Let your supervisor become involved.
 - c. Have someone call the security guard or local police.
 - d. Move away from the situation as the opportunity presents itself.
3. If threatened with a weapon, do the following:
 - a. Stay calm.
 - b. Maintain eye contact.
 - c. If possible, activate the panic button or have someone call the security guard or local police.
 - d. Move away from the situation and out of the line of attack as the opportunity presents itself.

Emergency Evacuation and Re-entry

Safety is of prime importance. If an emergency has the potential to threaten life or the safety of employees, an evacuation of a specific area or the whole facility may be necessary.

Local management is responsible for ensuring local emergency plans are current and conspicuously posted. Emergency procedure training, including fire drills, is conducted at least twice a year.

Evacuation

Each facility is divided into evacuation zones. Maps are posted throughout facilities to show evacuation exit routes, alternate routes, and safe areas or congregation areas.

Fire Captains

Each facility containing employees shall designate a Fire Captain. The Fire Captain is responsible:

- Maintaining local Emergency Evacuation Plan
- Ensuring evacuation maps are current and properly posted
- Schedule and coordinate fire drills
- Coordinate facility inspections by local fire marshal
- Ensure headcount is completed after evacuation
- Authorizes re-entry to facility

Evacuation Coordinators

During an evacuation, Evacuation Coordinators assist and manage the evacuation effort. Evacuation coordinators:

- Are department supervisors or an assigned employee
- Guide personnel to designated exit routes and ensure evacuees are not sent to an area of greater danger
- Check for stragglers
- Secure non-critical equipment if time and situation permit

- Secure perimeter and restrict re-entry

Headcount Procedure

To ensure all personnel and visitors safely evacuate, each Evacuation Coordinator accounts for all personnel and/or visitors assigned to his/her zone and gives a status report to the Fire Captain. An evacuation is considered complete when all personnel are counted.

Re-entry

The controlling site authorities determine when to re-enter a facility. Once the decision is made to re-enter, the Fire Captain will announce re-entry to all personnel and visitors and coordinate re-entry as follows:

1. Advise personnel to report lingering odors or other potential hazards.
2. Advise personnel to seek medical treatment for unusual symptoms that can be attributed to the emergency situation.
3. Maintains a record of the emergency incident. Also, a copy of the emergency incident record is sent to Risk Management. This document contains:
 - a. Location of emergency
 - b. Injuries
 - c. Corrective actions taken
 - d. Chronological order of events
 - e. Off-site response