DOCUMENT NUMBER:	7002	**DATE ISSUED:**	09/18/92
SUBJECT:	General Emergency Plan & Guidelines	**EFFECTIVE DATE:**	09/18/92
		REVISED DATE:	11/25/02

PURPOSE: The purpose of this policy is to inform employee what needs to be done during a Workplace Emergency that can involve natural events like earthquakes or floods, human acts such as arson or bomb threats, or medical emergencies affecting co-workers or clients. As County employees, your well-rehearsed, quick, coordinated response can stabilize a situation, save lives and ensure the continuity of essential services.

POLICY: To make sure you are prepared to handle such emergencies, the County of Riverside has established two types of plans:

- **The County Multi-Hazard Functional Plan (MHFP)**

  This Plan guides the County's response to major disasters, and is administered by the Riverside County Fire Department, Emergency Services Division.

- **Facility Emergency Plan**

  When completed, each County facility will have its own Emergency Plan, focusing on life safety and property loss at that facility. This planning effort is coordinated by Human Resources – Safety Division, hereafter referred to as HR/County Safety Division.

SCOPE: This Guide serves three purposes. First, it will help Department/Agency/District Heads and Facility Managers develop Facility Emergency Plans; second, it will help guide response efforts; and third, it provides background information for training.

REFERENCES: California Code of Regulations, Title 8, General Industry Safety Orders, Section 3220 (Emergency Action Plan).

This guide has five sections:

I. GENERAL INFORMATION

Contains the general information about Emergency Response. It explains when the plan should be used, describes phases of an emergency, levels of emergencies, and, most importantly, the roles and responsibilities of those employees involved in emergency response.

II. EMERGENCY GUIDELINES

Contains information to guide those employees who must respond to, or deal with various types of emergencies encountered in the facility or workplace. Most of the information listed is generic. As you review your facility's specific needs, you will need to develop detailed procedures to handle specific situations.

III. HOW TO WRITE YOUR FACILITY EMERGENCY RESPONSE PLAN

Contains instructions for writing your facility's emergency response plan and an example of one.

IV.   HOW TO INCORPORATE THE AMERICANS WITH DISABILITIES ACT WITH YOUR EMERGENCY PLANNING.

V.   **FACILITY EMERGENCY RESPONSE PLAN FOR (your facility)**

If you have any questions, or need more information call HR/County Safety Office at 955-3520.

GENERAL EMERGENCY PLAN GUIDELINES
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FOREWARD

IV.   **ADDENDUM** (index continued)
         AMERICANS WITH DISABILITIES ACT – EMERGENCY PLANNING

V.   **FACILITY EMERGENCY RESPONSE PLAN FOR (your facility)**

This is where the plan developed by your organization will be filed.

GENERAL EMERGENCY PLAN GUIDELINES
DOCUMENT NUMBER: 7002

INTRODUCTION TO SECTION I

This section contains background information which explains what an emergency is and who is responsible for managing it. It should be reviewed *before* developing your Facility Emergency Plan. In a real emergency, you should already have a working knowledge of this section and immediately refer to Section II and Section V for the specific details on who to call and what to do.

EMERGENCY RESPONSE TEAMS

A key element in any emergency response plan is having an adequate number of trained individuals who can respond to and manage common emergencies. Specially trained employees may be used. Involvement begins with the discovery of an emergency and ends when there is no longer an immediate threat to life or property or relieved by a higher authority such as local emergency personnel.

Initial Training:

Selected employees should receive training necessary to enable them to accomplish
their duties. This training should include such areas as First Aid, Cardio-Pulmonary Resuscitation (CPR), Hazard Assessment and Rescue and Evacuation, just to name a few.

Ongoing Training:

To maintain their skills, employees should maintain their First Aid and CPR in current status. In addition to attending this training, they should meet periodically throughout the year to review emergency procedures that may occur at their work site.

PHASES OF AN EMERGENCY

I.   BEFORE THE EMERGENCY

- Prepare Plans

- Conduct or Schedule Training

- Conduct Drills

- Educate Employees

- Provide for Equipment & Resources

II.   DURING THE EMERGENCY

During the emergency, employees are expected to respond to and take charge of the situation. Their actions will be guided by the Facility Emergency Response Plan developed specifically for their facility in consultation with Agency/Department/District Heads and Facility Managers.

III.   AFTER THE EMERGENCY

Afterwards, all emergency equipment should be restored to full operational status and the Facility Emergency Plan will be critiqued to determine if changes are needed.

GENERAL EMERGENCY PLAN GUIDELINES
DOCUMENT NUMBER: 7002

LEVELS OF EMERGENCY RESPONSE

There are three basic degrees of emergency response based on the severity of the situation and the availability of local resources to provide assistance.

MINOR EMERGENCY

These are non-life threatening situations handled by in-house resources. Examples include:

- Power failure

- Interior flooding from water leaks or pipe breaks

- Minor smoke accumulations from non-threatening fires such as cooking.

- Minor disruptions following earthquakes where there was no physical damage or injuries.

- Entrapments such as stalled elevators

MODERATE EMERGENCY

These include situations that involve moderate to severe and/or life threatening emergencies, including events involving significant property damage. Employees have major involvement in these situations as well as external resources such as fire, medical and/or law enforcement agencies. The Facility Manager will usually be in charge. Examples include:

- Medical emergencies involving life-threatening incidents such as choking, bleeding, etc.

- Minor fires and smoke accumulations – limiting its spread to a small room (10' x 15').

- Bomb threats

- Moderate disruptions following earthquakes where there was limited physical damage and/or injuries.

- Evacuations

- Minor hazardous materials incidents confined to the room of origin, physically and environmentally.

MAJOR EMERGENCY

These are situations that overwhelm facility resources and possibly Emergency Personnel. This type of situation may be managed from an Incident Command Post or in the event of a large disaster, from the County Emergency Operations Center. Examples:

- Mass triage casualties due to the emergency incident.

- Major fire involving over 33% of a structure.

- Smoke-filled environments or uncontrolled hazardous material spills.

- Explosions

- Major disruption following large earthquakes producing physical damage and/or injuries.

ROLES AND RESPONSIBILITIES

This section describes the roles and responsibilities of employees who may have a direct role in an emergency response. Depending on the size of the facility, some employees may fill more than one role.

HR/County Safety Office

The Countywide administration of the Workplace Safety Program is the responsibility of the HR/County Safety Office.

Responsibilities:

- Oversees the Countywide Workplace Safety Program.

- Assists in establishing training criteria and monitoring employee participation.

- Provides guidelines and assistance to organizations in the writing and revision of facility evacuation plans.

- Assists Facility Managers in the development, testing, and evaluation of emergency plans, procedures and drills.

- Works with Facility Managers to mitigate problems identified through the development of the Facility Emergency Plan.

Office of Emergency Services

Riverside County Emergency Services is responsible for managing response to extraordinary emergency situations associated with natural and/or human caused disasters, technological incidents, and nuclear defense operations. See County Safety Manual Document 207 for specific information.

Responsibilities:

- Recommends training criteria for Facility Managers

- Assists Facility Managers in the development, testing, and evaluation of emergency plans, procedures and exercises.

- Recommends supplies and equipment organizations should have available to maintain an effective emergency response program.

- Works with Facility Managers to mitigate problems identified through the development of the Facility Emergency Plan.

AGENCY/DEPARTMENT/DISTRICT HEADS

Agency/Department/District Heads are responsible for providing a safe and healthy workplace for their employees. In doing so, they must also prepare for emergencies that may occur in the workplace. Although they may appoint others to manage specific aspects of emergency preparedness, they bear the ultimate responsibility for promoting and supporting it in their organization. See County Safety Manual Document 207 for additional guidelines.

Responsibilities:

- Appoints an employee to act as the organization's workplace safety representative, who is in a position to know the organization and its special needs and has the authority to speak for it in making decisions regarding the organization's safety program.

AGENCY/DEPARTMENT/DISTRICT HEADS – continued

- Appoints a manager to act as each facilities Facility Manager. The manager appointed must have the authority and administrative clout to carry out the responsibilities listed for this position.

- Provides adequate funding for organization emergency response supplies and training.

FACILITY MANAGER

The Facility Manager is the focal point for emergency planning, communication and decisions for the facility in the event of an emergency. Facility Managers must have the authority to carry out their responsibilities and have a basic understanding of emergency response systems. Facility Managers are appointed by Agency/Department/District Heads. Depending on the size of the facility, one or more Alternate Facility Managers should be assigned. In multi-organization facilities, a Manager from each organization should meet to choose a Facility Manager and Alternate. See County Safety Manual Document 207 for additional guidelines.

Responsibilities:

- Oversees the writing, implementation and annual review/update of the Facility Emergency Plan.

- Ensures that evacuation plans are posted in strategic locations throughout the facility.

- Maintains regular contact with employees assigned emergency duties.

- Establishes training criteria and monitors employee participation.

- Monitors their assigned facility to ensure that there are an adequate number of trained personnel.

- Functions as the facility Point Of Contact (POC) during a disaster, major emergency or evacuation of the facility.

- Provides post-incident critiques and program audits.

- Makes the decision to evacuate and subsequently reoccupy the facility. This decision is normally made upon coordination with local response agencies such as fire and law officials.

- Ensures that all employees have been advised of the facility plan and other emergency procedures.

- Has a basic familiarity with the County's MHFP Plan.

- Maintains a current list of all permanent building employees with disabilities requiring special evacuation needs.

- Conducts post-incident review of the Facility Emergency Plan.

- Maintains central records, for the administration of the program (i.e., training, active and inactive members, drills, facility plans, etc.).

- Coordinates with Training and Staff Development, Instructors, Agency/Department/District Coordinators and others to facilitate training.

DESIGNATED EMPLOYEES

Employees appointed to support the facility emergency plan should be conscientious, have good communication skills, and be physically capable of performing necessary tasks and hold positions that do not routinely require their absence from the facility.

DESIGNATED EMPLOYEES - continued

Responsibilities:

- Be familiar with the Facility Emergency Plan, the locations of emergency equipment and the shut-off procedures for the utilities at the facility.

- Report to the Facility Manager for instructions during emergencies.

- Maintain the required level of preparedness by actively participating in re-certification training classes (i.e. CPR and First Aid), regularly scheduled meetings and drills and all other related activities.

ALL COUNTY EMPLOYEES

Employees have certain duties and responsibilities concerning emergencies at the workplace. See County Safety Manual Document 201 for additional guidelines.

Responsibilities:

- Become familiar with the facility exits, both regular and alternate.

- Become familiar with the Facility Emergency Plan.

- Know where the emergency assembly areas are located and be prepared to report to them when directed to do so.

- Know how and to whom to report emergencies (supervisor, Facility Manager, etc.)

- During an emergency, follow the instructions of the Facility Manager and the trained staff of employees.

SECTION II

This section is designed to provide you with basic information as to how to respond to emergencies, which may occur in your facility. Keep in mind that the information provided here is the *minimum* you should be familiar with; it is not intended to replace more advanced training, nor does it preclude the need for additional organization-specific instruction. The following pages can be used in several ways:

- As attachments to Facility Emergency Plans.

- As a guide to developing facility-specific attachments to Facility Emergency Plans. Those writing the Plans may want to add other procedures as needed.

- As handouts for training.

REPORTING EMERGENCIES

PROMPT REPORTING IS ESSENTIAL

The prompt and accurate reporting of an emergency is often a key in how well that emergency is handled. A delay in calling for help, or providing insufficient or inaccurate information, can sometimes make the difference between life and death.

FOR ANY POLICE, FIRE OR MEDICAL EMERGENCY, DIAL 911 or from County phones, 9-911 (Note: dial the designated number for an outside line FIRST, when applicable).

For any emergency requiring assistance from the police, fire or paramedics, dial 911 and stay on the line until emergency dispatchers indicate that they have all the necessary information.

WHEN 911 SYSTEM GOES DOWN OR IS NOT AVAILABLE

Like any manufactured appliance, the 911 systems are subject to failure due to natural disaster, servicing or computer error or crash. When 911 goes down, or is not available for whatever reason, one must revert back to the local seven (7) digit service/emergency phone number for the area you are calling from. **EXAMPLE:** The City of Riverside, Corona, Norco, Indio or Banning (as examples), will all have their own seven (7) digit phone number, as well as unincorporated areas of the County of Riverside. One will have to revert back to calling emergency services as we once did, before 911 services were available.

IMPORTANT QUESTION: Where does one find the emergency seven (7) digit phone number for the area we live or work in?

ANSWER: This number is located on the first page of your telephone book. It will be identified as the "business or non-emergency" phone number for police and/or fire.

This number should be kept by the phone and clearly identified of its purpose.

FOR OTHER TYPES OF EMERGENCIES

Not all emergencies require that the above agencies be notified. Many emergencies can be handled by simply contacting the appropriate public utility company. The County also has in-house staff trained to handle many emergencies. They include the Facility Manager, Facilities Management Department, etc. Their phone numbers should be listed in your Facility Emergency Plan. In all cases, notify your supervisor. (Note: any incident which has the potential of being a fire and life safety hazard shall be reported to Police or Fire).

GIVE EMERGENCY DISPATCHERS NEEDED INFORMATION

For any emergency, you should be prepared to provide emergency dispatchers with the following information:

- The type of emergency (fire, accident, injury, etc.)

- Scope of the emergency (number of people involved, size of problem, etc.)

- Location of the emergency. Be as specific as possible. Give the name of the city, the street name and address, the name of the building or business, the floor number, room number, and any other information that best describes the location.

- Your name and the phone number you are calling from (so that someone can call you back if more information is needed).

Reporting Emergencies - continued

- Any other details that the emergency responders should be aware of.

Be prepared to stay on the line until the emergency operators indicate that they have all the information they need. It may seem to you that they are wasting time asking a lot of questions, but they are not. In many situations, the responding agency is notified while you are still on the phone with the emergency dispatcher.

AISLES AND EXITS

MAINTENANCE

To make sure you will be able to use exits during an emergency, follow these guidelines:

- Aisles and exits shall be clear and unobstructed.

- Storage of any kind is *not* permitted in the aisles, not even on a temporary basis. This is especially true of any materials that are combustible, such as boxes, furniture, etc.

- Storage is *not* permitted on stairs or under stairwells.

- Chairs, trash cans and other furnishings are *NOT* allowed in exit ways.

- Exits shall be clearly identified with "EXIT" signs. Those requiring lighted signs shall be properly maintained.

- Electric cords and telephone/computer cables shall *not* lay across aisles where they may present a tripping hazard.

- Fire doors shall not be wedged open. This is especially true of the doors in stairwells.

AISLE WIDTHS

The widths of aisles are regulated by building codes and occupational safety regulation. Depending on the use of the building, required widths are as follows:

- Office aisles serving one side only shall be a minimum of 36 inches wide.

- Office aisles serving two sides shall be a minimum of 44 inches wide.

- Areas serving employees only (entrance to workstation or cubicle) shall be a minimum of 24 inches wide.

- Main exit corridor widths are determined by the occupant load of the floor or building. This width is best determined by contacting the County Fire Marshal (phone 657-3183).

When an emergency arises that requires the immediate evacuation of the building, properly maintained aisles and exits may mean the difference between life and death.

BOMB THREAT

The Purpose of Bomb Threats

The two most common reasons for bomb threats are:

1.   The caller has definite knowledge or believes that an explosive or incendiary device has been or will be placed and he/she wants to minimize personal injury or property damage. The caller may be the bomber or just someone else who has become aware of such information.

2.   The caller wants to create an atmosphere of anxiety and panic, which will possibly result in a disruption of the normal activities at the reported building.

BOMB THREATS BY PHONE

Most bomb threats are made by phone. Since most County facilities lack a central switchboard, any employee who receives calls directly could receive a bomb threat. All employees must know how to properly respond to a bomb threat.

If you receive a bomb threat by phone you should:

- Use the bomb threat checklist (see page 7002-16).

- Remain calm and keep the caller on the line as long as possible. Ask to have the message repeated. Record the information on the Bomb Threat Checklist. (A blank checklist should be kept at each phone workstation).

- If the caller does not indicate the location of the bomb, or the time of possible detonation, you should ask for this information.

- Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.

- Pay particular attention to peculiar background noises such as motors running, background music, and any other noise, which may give a clue as to the location of the caller.

- Listen closely to the voice (male, female, adult, child), voice quality (calm, excited), accents and speech impediments.

- Immediately after the caller hangs up, report the threat to your Facility Manager and your immediate supervisor; they will call the police. Wait for further instructions. (Be prepared to describe the threat in as much detail as possible to the police).

BOMB THREAT EVACUATION

The decision to evacuate will be that of the supervisor or manager or responsible person in charge based on the amount of details available and whether this appears to be a legitimate threat or a prank. The fire alarm, public address or verbal command can be used. If an evacuation is needed:

- Pay attention to specific evacuation directions.

- Leave doors and windows open to let the blast wave escape.

- Take your briefcase, purse, lunch bag, car keys and medication with you to minimize the search.

- Conduct a quick visual check for any suspicious objects or anything out of the ordinary as you exit, and report it to the Facility Manager once outside.

- The Facility Manager will work with police to keep anyone from re-entering the building.

BOMB SEARCH

The search, if required, needs to be done by people who are familiar with the facility. The police will help, but they do not have the resources to do it alone.

- ***Do not touch*** any suspicious object – leave removal and disposal for the bomb squad.

- Report the object to your supervisor or the Facility Manager.

- Use normal phones for communication – ***radios or cellular phones can detonate a bomb.***

BOMB THREAT CHECKLIST

A copy of the Bomb Threat Checklist is shown on the following page. It should be kept under each employee's telephone.

BOMB THREAT CHECKLIST

BOMB THREAT CHECKLIST

KEEP A COPY OF THIS PAGE UNDER YOUR PHONE

1. **EXACT WORDING OF THE THREAT:**

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

2. **ASK THE CALLER:**

a. There are a lot of people that could be injured. What can you tell me?

b. When is the bomb going to explode?

c. Where is it right now?

d. What kind of bomb is it?

e. What will cause it to explode?

f. Did you place the bomb?

g. Why?

h. What is your address?

i. What is your name?

3. **REPORT THE THREAT IMMEDIATELY TO:**

▪ Your supervisor

▪ The Facility Manager

▪ (In some cases) 911

CALLER'S VOICE:

Sex of caller: ____ Age (approximate: ____

__ Calm	__ Nasal
__ Angry	__ Stutter
__ Excited	__ Lisp
__ Slow	__ Raspy
__ Rapid	__ Deep
__ Soft	__ Ragged
__ Loud	__ Clearing throat
__ Laughter	__ Crying
__ Deep breathing	__ Disguised
__ Cracked voice	__ Normal
__ Distinct	__ Accent
__ Slurred	__ Familiar

If voice is familiar, who did it sound like?

_____

BACKGROUND NOISES

__ Street noises	__ Office
__ Restaurant	__ Voices
__ Factory machinery	__ Animal noise
__ PA system	__ Clear
__ Music	__ Static
__ Household noises	__ Local
__ Motor	__ Long distance
__ Other: _____	

THREAT LANGUAGE

__ Well-spoken	__ Incoherent
__ Foul	__ Taped
__ Irrational	
__ Message read by threat maker	

REMARKS: _____

_____

_____

Time of threat: _____
Date: _____
Your name: _____
Position: _____
Phone number where threat was received:

_____

EARTHQUAKES

EARTHQUAKE PREPAREDNESS AND RESPONSE

Earthquakes occur without warning and can be of any magnitude. For this reason, they can be very frightening. The damage done by an earthquake generally encompasses most of the scenarios addressed in this guide (medical emergencies, fires, hazardous materials, etc.).

Unfortunately, all County facilities are located in an area, which is prone to earthquakes. The degree to which your facility will be affected by the next earthquake will depend on several factors, including the distance from the epicenter, the soil type, the type of construction, and *how well the occupants have prepared.*

BEFORE THE EARTHQUAKE

Review this Guide. Additional planning materials can be found in the Riverside County Multi-Hazard Functional Plan (MHFP).

- Mentally prepare yourself for an earthquake disaster.

- Make sure earthquake preparedness is adequately addressed in your Facility Manager's Plan.

- Check all work locations for potential earthquake hazards and have them eliminated.

- Identify safe locations: under sturdy tables, desks, or against inside walls (doorways are *not* ideal). Outside safe locations include open areas away from buildings, trees, light poles and overhead electric wires.

- Identify tall bookshelves and file cabinets that are not secured, light fixtures that are not supported by diagonal wires, etc.

- Additional damage to building contents can be minimized by removing heavy items from high places, securing unstable objects and placing breakables in a safe location.

- Practice your plan. Physically place yourself in safe locations.

DURING THE SHAKING

Most County buildings are designed to withstand considerable shaking. However, a significant earthquake will do some damage. It is important for you to know how to respond properly to an earthquake in order to minimize panic and confusion. Since the normal emergency response systems will be overloaded in a significant earthquake, you must plan to be self-reliant in the early stages of the emergency.

The following are basic actions to follow during the shaking regardless of where you are when the earthquake hits.

Remain Calm

Earthquakes can be very frightening. Remain calm. This will make it easier to respond appropriately.

- If you are indoors, stay there. **DO NOT RUN OUTDOORS.** Most deaths and injuries occur as people leave buildings. Get under a desk or table or stand in a corner of an interior wall. In a significant earthquake, movement will be very difficult. If you cannot get under something sturdy, duck and cover your head with your hands.

DURING THE SHAKING – continued

Stay Where You Are

- If you are outdoors, get into an open area away from trees, buildings, walls, and power lines.

- In a high-rise building, stay away from windows and outside walls. Do not use elevators (elevators must not be used until inspected by service personnel after the earthquake).

- When driving, pull over to the side of the road and stop, but not under overpasses or power lines. Remain inside the vehicle until the shaking is over.

AFTER THE SHAKING

Evaluate your immediate area for any action to be taken.

Remain Calm. Implement your Facility Emergency Plan, if necessary. Turn on a radio and listen for any new reports, which may be helpful to all.

Care for the Injured

Immediately check for injuries among fellow workers and render first aid as needed. You may also have clients or visitors who will need your help. Seriously injured persons should not be moved unless they are in danger of further injury. In addition to the emergency response team, any employee with first aid training should be prepared to help the injured.

Access the Situation - check for:

- Fires and fire hazards, especially for gas leaks and damaged electrical wiring.

- Building cracks and damage. Check all overhead items for possible collapse such as suspended ceiling tiles, light fixtures, and heating ducts and grills.

- Exits. Check to see if they are still useable and not blocked by falling equipment or furniture. Make sure exit doors are operable.

- Available resources such as manpower and equipment.

Evacuate if Appropriate

For most minor earthquakes, you do not need to evacuate the building, especially if there are no immediate signs of damage. If appropriate, proceed in a calm, orderly manner to the nearest safe exit. Watch out for objects that may fall off the outside of the building such as bricks and window glass. Once outside, report to your designated assembly areas.

Prepare for Aftershocks

A series of aftershocks of varying magnitude and duration usually follow every earthquake. Although these aftershocks are generally not as strong as the main quake, they can result in additional damage or injuries.

Any building that shows signs of structural damage should be evacuated until it can be checked by a building inspector or structural engineer.

Cooperate with Facility Managers and Trained Employees

The County has established a network of Facility Managers and trained employees to coordinate disaster recovery efforts. They will initiate search and rescue operations, perform emergency first aid, abate hazards, and make preliminary damage assessments, etc.

All employees should be prepared to assist as necessary. While employees are not expected to take on any tasks that may endanger their safety, they may assist with first aid to the level of their training and with other tasks vital to a smooth emergency response. Remember that during disasters, all County employees become Disaster Service Workers.

Due to the nature of the employee's job, they may not be able to go home because of the following:

- Emergency job assignment

- Healthcare providers in a hospital environment

- Emergency personnel

- As directed by their supervisor

- Transportation means have been disrupted.

OTHER DO'S AND DON'TS

- ***Don't*** light matches or operate electrical equipment in areas where gas leaks are suspected.

- ***Do*** use portable radios for emergency information. KHTX/97.5 FM – KRSO/590 AM are the main emergency broadcast stations.

- ***Don't*** use telephones unless it is to report emergency information.

- ***Do*** cooperate with fire, police and emergency response team personnel.

- ***Don't*** drive unless necessary. Keep the streets clear for emergency vehicles.

ELEVATOR EMERGENCIES/MALFUNCTIONS

County elevators usually move people safely and efficiently, but occasionally an elevator will malfunction; in rare cases, the malfunction will constitute an emergency. The most common emergency is becoming a trapped passenger – the elevator door will not open and allow you to exit. Although being trapped can be alarming to the occupants, it is generally not life threatening.

WHAT TO DO IF TRAPPED IN AN ELEVATOR

- Stay calm. All elevators have built in safety features to prevent them from running when it is unsafe.

- Calm other passengers in the elevator and assure them they are safe.

- Try pressing and holding the *"door open"* button. If the door opens and the elevator is level at a floor, exit the elevator and notify Building Services at 955-4830.

- Try turning the *"emergency stop"* switch from **on** to **off** and back to **on**. You should hear a bell when the switch is turned to the **off** position. Press a floor button and hold the *"door open"* button. The elevator may move when you return the emergency stop switch back to the **on** position.

- Try pushing the elevator doors closed. If the doors are open even slightly, the elevator will not run.

- All County elevators are equipped with phones and instructions for their use. Dial the number listed in the elevator and report the building and elevator in which you are trapped.

- Again, remain calm. You are in no immediate danger. Emergency personnel and/or elevator mechanics will be contacted and dispatched immediately to your location. ***Do not attempt to exit the elevator that is not level with the floor without an elevator mechanic. Injury can result; stay inside***.

WHAT TO DO IF YOU FIND SOMEONE IS TRAPPED IN AN ELEVATOR

There is an alarm button in all elevators that will signal that someone in the elevator requires assistance. From the elevator lobby, it will usually be heard as a ringing bell. If you hear this alarm signal:

- Locate the elevator and ask the occupants if they are okay.

- Review with them the steps outlined on this page.

- Report the elevator with trapped persons. Also, advise the Facility Manager.

- Remain outside the elevator and maintain communication with the occupants. Talk to them and reassure them until the elevator mechanic arrives. ***Do not attempt to help them exit an elevator that is not level with the floor – injury can result.***

- Do not hesitate to call 911 (i.e. the occupants are panicked or there is a potential for medical problems). (NOTE: You may have to dial 9 first and then 911 on County phones).

As is the case with any emergency, plan ahead. Building Operations staff is available to meet with the Facility Manager and HR/County Safety Office to review elevator operations.

EVACUATION

WHY EVACUATE ?

There are a number of reasons to evacuate a County facility. The most obvious is when a fire threatens the safety of the occupants. Other reasons may include the threat of toxic fumes from chemical spills affecting ***the building***, bomb threats when there is enough information to believe it is not a hoax or when the building may have been damaged by a strong earthquake.

WHEN TO EVACUATE

Evacuations may be initiated in several ways:

- Activation of the building fire alarm system (not all buildings have such a system, but for those that do, evacuation should begin immediately without questioning whether or not it is a false alarm).

- Use the public address system or "face to face" directions.

- Spontaneous evacuation in response to an observed emergency.

- Facility Manager or a Supervisor's request to evacuate.

HOW TO EVACUATE A BUILDING SAFELY

When an evacuation becomes necessary, you should:

- Calmly and quickly proceed to the nearest safe exit.

- Instruct clients or visitors who are present to exit with you.

- Use only the **EXIT** stairways. (NOTE: Using stairs can be hazardous if you wear high-heeled shoes. You should keep a spare pair of "stair shoes" near your workstation).

- Never use an elevator during an evacuation unless told to do so by the emergency response personnel. Elevators may malfunction and trap their passengers during a fire or following an earthquake.

At the time of the evacuation announcement, you will not know how long it will be before you will be allowed to re-enter the building. For that reason, you should take all necessary personal possessions with you (purse, keys, eyeglasses, medication, jacket or sweater, etc.). ***If time allows***, turn off equipment such as tools, computers, cooking appliances, etc. before leaving. If left on and unattended, they could become a hazard or be damaged.

WHEN NOT TO EVACUATE

There may be situations where it is more dangerous to leave the building than it is to stay inside. An example might be a toxic cloud that is passing by outside. In situations such as these, take appropriate measures (such as shutting off the ventilation system and closing doors and windows) and tell employees to stay inside.

EVACUATION – continued

KNOW YOUR EMERGENCY EXITS

Most people are only aware of how they entered the building and will therefore, use the same route to leave. In an emergency, it may be necessary to use an alternate route. Learn the location of **ALL** exits from your work area or building, and practice an evacuation on your own, to find out where exits lead. Be aware of **ALL** available exits in the event the regular one(s) become unusable. All County buildings are required to have a floor plan posted with the exits clearly indicated.

EVACUATION ASSEMBLY AREA

Each County facility should have a designated evacuation assembly area. These are usually located away from the building in a parking lot. The assembly area may be sectioned off to allow for an orderly assembly according to floor or department. Once the evacuation order is given, proceed directly to the evacuation area and remain there until told to do otherwise.

SEARCH AND RESCUE

During an evacuation, trained employees will be searching the building to ensure that no one is left behind. It is important to identify anyone in the building that may have a disability that would make their exiting difficult; a plan for assisting them should be developed. To ensure that no one is left behind, a search of the facility will be conducted before exiting.

EVACUATION DRILLS – April and October

April is designated as Earthquake Preparedness Month and October is designated Fire Prevention Month. An evacuation drill is required of all County facilities in these two months and must be documented.

You are expected to participate in any evacuation drill and to cooperate with the Facility Manager and organization managers. These drills are conducted to familiarize you with the emergency exits and evacuation procedures for your facility. They also help to identify problem areas such as alarms that may not be functioning properly or obstacles that might hamper evacuation.

FIRE AND SMOKE

HAZARDS OF FIRE AND SMOKE

Fires in building may produce extreme heat and toxic gases and smoke. Most deaths are directly attributed to the inhalation of the gases and smoke. Even small fires will produce gases and smoke that can be fatal and must be avoided.

FIRE SCENE PRIORITIES

- *Report –* Dial 911, sound the fire alarm.
- *Evacuate –* Remove anyone in immediate danger.
- *Confine –* Close off the room/area burning.
- *Extinguish* – Attempt only if trained and can be done safely.

EVACUATE THE PEOPLE

Remove anyone who may be in immediate danger from the fire or smoke. Depending on the size and type of fire, this may involve evacuating a very small area or an entire building. Life safety is always the number one priority. Stay low (crawl if necessary) to avoid breathing the smoke.

REPORT THE FIRE

If there is a building fire alarm, activate it immediately upon discovering fire or smoke. This will also alert other occupants in the building that they should start to evacuate. Always dial 911 and report the emergency. (NOTE: You may have to dial 9 first and then 911 on **County phones**). Also, notify your Facility Manager and organization managers.

CONFINE THE FIRE

Most fires start small but can rapidly become out of control. Close doors and windows in the area to prevent the spread of fire and smoke to other parts of the building.

EXTINGUISH THE FIRE

Extinguishing a fire should be your last priority. You may attempt it *only if the fire is small* and you know how to safely use the fire extinguisher. Before you try to put out the fire, alert the building occupants of the danger and report the fire by calling 911. (NOTE: You may have to dial 9 first and then 911 **on County phones**.

FIRE EXTINGUISHERS

Fires are categorized into four types and they are as follows:

CLASSES OF FIRES

- **Class A:**

  Fires in ordinary combustible materials (such as wood, clothing, paper, rubber, and many plastics).

- **Class B:**

  Fires in flammable or combustible liquids, flammable gases, greases and similar materials.

- **Class C:**

  Fires in energized electrical equipment (such as computers, transformers, motors and appliances).

- **Class D:**

  Fires in certain combustible metals (such as magnesium, titanium, sodium, potassium, etc.). Fires of this sort usually occur in industrial shops and are not common for the type of work performed in County buildings.

All fire extinguisher labels display letters and/or symbols to indicate which types of fires they can be used on.

TYPES OF FIRE EXTINGUISHERS

There are several types of fire extinguishers available throughout County buildings.

- Pressurized Water

  Rating: Class A. This type of fire extinguisher contains water and can only be used on Class A fires (ordinary combustibles). Because of their limited effectiveness, this type of extinguisher is being phased out.

- Carbon Dioxide (C_O2)

  Rating: Class BC. Carbon Dioxide prevents combustion by displacing the oxygen in the air surrounding a fire. Its principal advantage is that it does not leave a residue, a consideration that may be important in laboratories, areas where food is prepared and areas where there is electronic equipment. Its main disadvantages are that its high moisture content and refrigerating effect can damage computers.

- Multipurpose Dry Chemical

  Rating: Class ABC. Dry chemical fire extinguishers are the most common type found throughout County buildings. While they are effective on all common types of fires, the powdery residue it leaves behind may be detrimental to computer systems and electronic equipment.

- Halon

  Rating: ABC or BC. Because it leaves no harmful residue, this type of extinguisher is preferred in a computer room or where very delicate electronic equipment is in operation.

LOCATION OF FIRE EXTINGUISHERS

Fire extinguishers are located throughout the work areas, at a maximum 75' travel distance. They are usually mounted on a wall near an exit. In hard to find locations, they are posted with signs on walls or columns.

FIRE EXTINGUISHER OPERATION

There are four steps to operating a fire extinguisher.

- **P**ull the Pin

  A small pin inserted through the handle of the extinguisher prevents accidental discharge. It is held in place by a small plastic strap, which will break easily when the pin is pulled.

- **A**im the Nozzle

  Aim the hose/nozzle at the base or near the edge of the fire. Don't aim at smoke or high flames.

- **S**queeze the Handle

  Squeeze the handle to discharge the extinguishing agent.

- **S**weep the Nozzle

  Sweep the nozzle from side to side, pushing the fire away from you

- Remember the acronym **P-A-S-S**.

SAFETY PRECAUTIONS

Keep the following safety precautions in mind when attempting to extinguish any fire:

- Be sure you have first reported the fire.
- Make sure you have the correct type of extinguisher for the particular class of fire.
- Make sure that you know how to use the extinguisher.
- Stay between the fire and an exit. Leave yourself a way out in case the fire gets out of control.
- Never turn your back on a fire you think is out---it may re-ignite.
- Once the fire is out, stop and evaluate the fire. Save the extinguishing agent in case the fire restarts.

HAZARDOUS MATERIALS EMERGENCIES

There is always the possibility of a hazardous materials incident in a County facility. Fortunately, such incidents are rare and would seldom be of a large scale. Nonetheless, hazardous materials must be properly handled and their potential to cause injuries taken seriously.

PREVENTION

A key element in working safely with hazardous materials and preventing accidents is to have a thorough knowledge of each of the materials used at your worksite. The County, through First Line Supervisors, provides information about chemical hazards via a comprehensive written Hazard Communication Program, which includes container labeling, Material Safety Data Sheets and training.

Many chemicals are stored in sufficient quantity to require the preparation of a Hazardous Materials Management Plan that requires documentation of safe storage. Storage sites subject to this requirement are inspected by fire departments. A variety of other laws govern such subjects as toxic gases, storage tanks, etc.

REPORTING THE EMERGENCY

Report a hazardous materials emergency in the same manner as other emergencies. Whether the situation poses a life hazard or potential for fire or explosion, dial 911. (NOTE: You may have to dial 9 first and then 911 **on County phones**). In all cases, notify your supervisor and the Facility Manager.

EMERGENCY RESPONSE

Only employees with specific training should attempt to respond to a hazardous materials incident. Generally, employees are *not* adequately trained to handle incidents that are life threatening or pose the threat of a fire or explosion. The preferred approach is to leave such response to the local fire department and its hazardous incident teams.

MEASURES THAT EMPLOYEES SHOULD BE PREPARED TO TAKE INCLUDE:

- *Remove* persons from the immediate area, *if it is safe*. Unconscious victims having convulsions or difficulty breathing may be an indication "*it is not safe to enter*" – **APPROACH WITH CAUTION or evacuate – Call 911**.

- *Isolate the area immediately* by strategically posting personnel to prevent others from entering the area; provide barriers or a combination of both to keep employees out of the contaminated area. "**Code Yellow**" is the universal code word for a hazardous spill and should be announced via your public address system to warn employees of such an incident. **Call 911**.

- *Control the spill or leak* can be as simple as turning the container upright, capping the container or turning off a valve, *if it is safe*. This needs to be done, if at all possible, to prevent further contamination of the environment. **Call 911**.

- *Identify the chemical* by product name and retrieve the **MSDS** for the chemical. Take appropriate medical and/or safety precautions based on the recommendations of the information found in the **MSDS**. **Call 911**. A copy of the **MSDS** should accompany any victim transferred for further medical evaluation by a physician.

MEDICAL EMERGENCIES

FIRST AID & CPR TRAINING

This section is designed only as a quick overview of employee responsibilities in the event of an injury or illness; it is not designed to provide medical advice or take the place of organized first aid training. First aid and CPR classes are available to employees. For more information, contact HR/Safety Division.

MEDICAL EMERGENCIES

Medical emergencies may include either injuries or illness, and involve employees, clients, or visitors. Regardless of the nature of the medical emergency, prompt intervention by a person trained in first aid can save lives and prevent needless suffering.

There are many County employees who have taken varying levels of first aid training. These employees should be immediately told of any medical emergency.

Employees may render initial first aid while waiting for the arrival of medically trained personnel. Those who choose to render first aid should do so to the level of their training. Remain calm, as this will help you do the right thing, and also instill confidence in those you treat.

REPORTING MEDICAL EMERGENCIES

Report all medical emergencies to a medically trained individual. Report potential life threatening emergencies immediately by dialing 911. (NOTE: You may have to dial 9 first then 911 **on County phones**) and also by alerting the facility manager. Any injury to an employee must also be reported to the employee's supervisor.

EMERGENCY FIRST AID SUPPLIES – Reference California Code of Regulations, Title 8, Section 3400:

There shall be adequate first aid materials, approved by the County Medical Physician, readily available for employees at every work site.

FIRST AID TIPS

- Survey the scene for hazards. Ensure your personal safety first. Eliminate any potential hazards, which threaten your safety or that of the victim. If your personal safety cannot be ensured, wait for trained emergency response personnel.

- Treat life-threatening conditions first. Refer to the ABC's of first aid.

  - **A**irway – is the airway clear and unobstructed?
  - **B**reathing – is the victim breathing?
  - **C**irculation – is there a heartbeat or pulse?

- Other potential life-threatening conditions include: Severe bleeding, unconsciousness and shock.

- Apply direct pressure to bleeding wounds. This will usually stop the flow of blood.

- Keep the victim comfortable. Many times this is accomplished by lying them down and covering them if they indicate they are cold.

- Don't move victims except from an area, which would further endanger their lives.

- Do not give an unconscious or semi-conscious person anything to drink.

Medical Emergencies – continued

- Do not let victims see their wounds.

- Reassure victims, stay with them, and keep them comfortable.

- Stay calm.

AMBULANCE & FIRE DEPARTMENT RESPONSE

Whenever a medical emergency is reported by dialing 911 (NOTE: You may have to dial 9 first then 911 **on County phones**), an ambulance and fire department emergency medical team is usually dispatched. If there is someone available to assist you, it is advisable to have him or her meet the emergency responders. This is especially important when the medical emergency occurs inside a large building.

Upon their arrival, the ambulance & fire department emergency medical team will take over the care of the injured person. They will usually ask you some questions about the care provided and the circumstances of how the emergency occurred. Based upon their more advanced medical training, they may or may not recommend the injured person be transported for further examination or treatment.

SEARCH AND RESCUE

This section is designed only as a quick overview of employee responsibilities in the event of a search or rescue. It is not designed to provide detailed information or take the place of organized training. Due to the hazardous conditions surrounding searches and rescues, participation is voluntary.

PROTECT YOURSELF AND KNOW YOUR LIMITATIONS

Take care of yourself first. If not properly prepared, you may very well become a victim.

Know your limitations. Are you physically able to effectively carry out the search and rescue? Have you been trained to know the right thing to do? Do you have the proper equipment (i.e., sturdy shoes, gloves, head protection, tools, etc.)? Are you afraid of the dark, confined spaces, heights, etc.?

SEARCHER/RESCUER SAFETY

Anyone involved in performing a search/rescue must know what to move and what not to move. Moving the wrong thing could cause total collapse. Start at the top by removing the loose things. Other important things to do include:

- Work as a team with one or more other volunteers

- Take the easy victims first. This increases the odds for rescuing larger numbers of victims.

- Conduct a systematic search: clockwise or counterclockwise.

- Mark locations of others that are hard to get to. They will have to wait for other resources.

- When possible, use a "Tagline" or safety line.

- Place something sturdy in voids to hold things up so that they will not fall down on top of rescuers or victims. Use heavy timbers, desks, file cabinets, etc.

- Stay off rubble if possible. It may become dislodged and cause further collapse.

- Take the easy way, one step at a time. Form a human chain to pass rubble. It helps to channel energy and to pace the volunteers.

DAMAGE ASSESSMENT

Earthquakes and explosions can cause significant damage to buildings and contents. Broken glass, collapsed buildings, fallen ceilings and light fixtures, unstable partitions and file cabinets, disrupted utilities such as gas, water and electricity are common hazards. Fires are extremely dangerous because of the toxic gases and smoke that are produced.

SEARCH

Develop a search plan to reduce redundancy. When searching, start with the obvious, check the perimeter of the building or room. Check the known exits, halls, and windows. Work your way gradually into the building or room. Check the work sites where people are known to be located. Know your building. Before an emergency arises, make frequent inspections of your building so that you will be familiar with it.

SEARCH AND RESCUE - continued

RESCUE

For our purposes, rescue means the treating of a victim's injuries and/or the removal of the person to safe refuge. Victims should only be moved if their injuries have been stabilized and/or it would be more dangerous to leave them where they were found.

RESCUE TOOLS

Some tools that may be improvised include such things as table legs, files, rulers, pipes, boards, car jacks and tire irons, etc.

SUPPLIES AND EQUIPMENT

Depending on where you live, and the nature of your job, you may need to stay at work for a period of time after an emergency (most likely a major earthquake). Keeping a few personal supplies in your desk will make your stay or the long walk home a little easier.

IN YOUR DESK OR LOCKER

- Flashlight and extra batteries – Batteries keep best in the refrigerator.

- Portable radio and extra batteries

- Water – While it is not imperative that you change the water, you may want to check it every six months or so to make sure the container is still sound.

- Food – Select items that have a long shelf life, such as canned or non-perishable foods. Tape a hand-operated can opener to a can.

PERSONAL ITEMS

While not strictly necessary, you may want to include these items in your emergency package if you anticipate a longer stay at work:

- Toilet tissue

- Razor and shaving cream

- Feminine hygiene items

- Toothbrush, toothpaste and dental floss

- Towelettes – wash and dry

- Extra pair of eye glasses

- Medications

HYGIENE

Since the toilets may not work after a quake, you can line the toilet bowl with a sturdy plastic bag (keep a supply handy) or store a portable toilet.

IN YOUR CAR

- Comfortable walking shoes

- Water

- Snack

- First-aid kit

- Mylar space blanket (a small metallic cover used by campers that can be purchased at most sporting goods stores).

TRAINING RESOURCES

TRAINING

- The American Red Cross offers first aid and disaster training – contact the local office in your area.

- The County coordinates training for employees interested in supporting emergency planning. Contact your organization training coordinator for more information.

- The County Office of Emergency Services will provide a speaker to County organizations to discuss disaster preparedness. Call 955-4700.

- Some city Offices of Emergency Services offer speakers as well. Contact your city government.

INTRODUCTION TO SECTION III
WRITING YOUR FACILITY EMERGENCY PLAN

Organization Heads, Facility Managers and Employees should work together to prepare a Facility Emergency Response Plan for their facility. This section contains the instructions for developing that plan. Examples are provided to illustrate the format and content that is to be used for all County facilities.

Your plan should be modeled after the examples on the following pages. This will minimize confusion, especially on the part of employees who frequently travel between or transfer to other buildings.

GETTING STARTED

Read Sections I and II before writing your actual facility plan. They explain the roles and responsibilities of those who are involved and provide some general guidance in how to handle a variety of emergencies.

INSTRUCTIONS

The following pages are examples of what should be included in your Facility Emergency Response Plan. The instructions for completing each page are included on each page. Examples include:

- Title Page – fill in the facility name, street address and city.

- Introduction – use the copy supplied. It is the same for all County facilities and has been completed for you.

- Table of Contents – organize your plan as listed in this example.

- Emergency Telephone Numbers – contains a list of the numbers needed.

- Emergency Response Personnel – facility manager, and other specially trained County Employees.

- Facility Site Plan – first of several drawings needed. Provides a bird's eye view of the facility and immediate surroundings.

- Facility Floor Plan(s) – illustration of interior features of the facility. Also, includes emergency equipment.

- Command Post – staging and Evacuation Assembly Area Plan – add this information to the "Facility Site Plan" drawing.

- Utility Shut-Off's – list this information on a floor plan drawing.

- Emergency Procedures – insert facility specific procedures here.

In preparing your facility's emergency plan, coordinate with those agencies that may respond to the facility in an emergency, i.e., local police, fire and emergency medical personnel. In-house resources would include Facilities Management, the County Fire Marshal, and the Office of Emergency Services.

When you have completed the Emergency Response Plan for your facility, it becomes Section V of this plan. Place it behind Section IV of a copy of this document.

If you have questions regarding the development of your Facility Plan, contact the Riverside County Emergency Services Division and/or the Human Resources/Safety Division.

COVER

EXAMPLE

FACILITY
EMERGENCY PLAN

for

(Facility Name)

_____

(Address)

_____

(City)

_____

INTRODUCTION

INSTRUCTIONS

The example below includes the information that is helpful to include in your introduction.

EXAMPLE:

This is the Facility Emergency Plan for _____(your facility)_____

The information in this Plan is to be used by the Facility Manager, Organization Managers and other specially trained employees in responding to a disaster/emergency at this facility.

This plan contains:

- Names and telephone numbers of people/agencies to call for assistance.

- Facility drawings showing the floor plans, emergency equipment locations, utility shutoffs, hazardous materials and staging areas for the responders and evacuees.

- Procedures developed specifically for this facility.

Since this plan is a preparedness document, all sections are intended to be read and understood by all personnel before an emergency. Upon the occurrence of a major emergency or disaster, the plan becomes an emergency management guide.

Because names and telephone numbers frequently change, this plan should be reviewed on a regular basis and updated as often as necessary.

WHEN TO USE THIS PLAN

This Emergency Response Plan should be used during situations that require immediate response to save lives or property as a result of an emergency or disaster in a County facility. Consider this plan to be officially activated when:

- Serious or life threatening injury occurs

- Fire or smoke is discovered in the facility.

- Evacuation of the facility is required.

- Natural events such as a storm or earthquake have damaged the facility or threatened the life safety of its occupants.

- External sources of toxic fumes or smoke from a nearby accident or fire may enter the facility. (Sometimes the best course of action to take is to not evacuate, but to prevent entry of smoke and fumes through mechanical means).

- Whenever the Head of the Organization or Facility Manager believes it is necessary to do so.

TABLE OF CONTENTS

INSTRUCTIONS

Organize your plan according to the example below.

EXAMPLE

EMERGENCY TELEPHONE NUMBERS

INSTRUCTIONS

This should be the first page in the Facility Emergency Response Plan section. The example illustrates some of the numbers that would most likely be needed.

Before listing specific phone numbers and the name of the company or agency, verify that they are the correct ones for your facility. Do not assume that just because your facility is located in a city, that city is the provider of the services you are calling for. For example, Riverside County has several different water companies. If the main waterline coming into your building were to burst, you would want to call the right company.

The items most like to change on this page are the names of the Facility Manager and the alternate. For that reason, the information must be routinely checked for accuracy and updated as needed.

EXAMPLE:

Name of your facility: ─────────────────────────────

Address: ──────────────────────────────

Phone: ─────────────────────────────

FACILITY MANAGER: (Name)

      (Organization & where located)

      (Work and possible other phone number)

ALTERNATE MANAGER: (Name)

      (Organization & where located)

      (Work and possible other phone number)

EMERGENCY TELEPHONE NUMBERS

Fire Department – (Name of)	911 or 9-911 if County phone system
Alternate 7 digit Emergency Number if 911 is down	xxx-xxxx
Police Department – (Name of)	911 or 9-911 if County phone system
Alternate 7 digit Emergency Number if 911 is down	xxx-xxxx
Paramedics/Ambulance	911 or 9-911 if County phone system
Poison Control	xxx-xxxx
Suicide & Crisis 24 hours	xxx-xxxx

EMERGENCY TELEPHONE NUMBERS – continued

UTILITY COMPANIES

Gas Company: _____	Phone: _____
Electric Company: _____	Phone: _____
Water Company: _____	Phone: _____
Telephone Company: _____	Phone: _____
Other: _____	Phone: _____

IN-HOUSE NUMBERS

Facilities Management	xxx-xxxx
Communications	xxx-xxxx
Fire Marshal	xxx-xxxx
HR/Safety Office	955-3520
Emergency Services Division	955-4700

OTHER EMERGENCY TELEPHONE NUMBERS

Organization Head (work and home)

Division Head (work and home)

Updated as of ___/___/___

EMERGENCY RESPONSE PERSONNEL

INSTRUCTIONS

This should be page two of your Facility Emergency Plan. Below is an example of the information that should be listed and a suggested format. Since the information on the page is very likely to change, it should be updated as often as necessary.

EXAMPLE:

FACILITY MANAGER:

   (Name)…………………………………………………………..
   (Location)…………………….(Office and possible other phone number)

ALTERNATE FACILITY MANAGER

   (Name)………………………………………………………………….
   (Location)…………………….(Office and possible other phone number)

TRAINED EMPLOYEE TEAM MEMBERS

(Name and Location…………………..Phone Number)

(Name and Location…………………..Phone Number)

(Name and Location…………………..Phone Number)

(Name and Location…………………..Phone Number)

(Name and Location…………………..Phone Number)

(CPR/First Aid Trained Personnel ……Name & Phone Number)

Updated as of ___/___/___

FACILITY SITE PLAN

INSTRUCTIONS

The Facility Site Plan should be page three of the Facility Emergency Plan. Refer to this drawing whenever there is a need to evaluate the facility. Include in the drawing:

- The outside perimeter of the facility.

- Parking lots, sidewalks and open areas.

- Other buildings in the immediate proximity of the facility.

- The Command Post.

- The Emergency Staging Area.

- The Evacuation Assembly Area.

- An arrow pointing north.

Whenever the facility is evacuated, the occupants must be moved to safe locations. When determining these locations, take into account traffic, emergency vehicle routes, and hazards such as toxic smoke, fumes, etc. Work with the responding public agencies when deciding on these locations.

Like the rest of your Facility Emergency Plan, this drawing may require updating. Be alert to:

- Additions to the building that change its basic shape.

- Modifications to parking lots, sidewalks and open areas.

- Construction of new buildings in the immediate proximity of the facility.

FACILITY SITE PLAN EXAMPLE

FLOOR PLAN

INSTRUCTIONS

The Floor Plan(s) should show emergency related items inside of your building. Include:

- Hallways, aisles, exits

- Elevators and stairs

- Fire hoses and extinguishers

- Fire alarm pull stations

- First Aid Kits & Trauma Kits

- Utility shut-offs. A maintenance person can show you the location of these switches and valves.

Depending upon the size of the facility and the number of unique or different floors, it may be necessary to provide several floor plan pages. Each page should be readily identified and drawn to the same scale. It is often helpful to identify major rooms by name or room number.

A detailed drawing will greatly assist any responders to an on-site emergency. For anyone not familiar with the facility, it can show the location of the emergency. A drawing can also be used to keep track of emergency activities such as searches.

FLOOR PLAN EXAMPLE

FACILITY EMERGENCY PROCEDURES

INSTRUCTIONS

Some facilities have unique features or functions that require special emergency procedures. List those procedures here; use additional pages if necessary.

EXAMPLES:

- Equipment or lab operations that may need to be shut down before the building is evacuated.

- Special hazards, such as gases or biohazards.

- Specialized equipment or systems that may be damaged or cause injury if utilities are shut off.

- Clients or patients with special needs.

- Special procedures for inclement weather.

<u>**EMERGENCY INFORMATION**</u>
PHYSICALLY IMPAIRED*

Floor/Suite # _____   **Date:** _____

Tenant Name: _____   **Revised*:** _____

Suite/Floor Warden: _____

Occupant: _____

Nature of Disability: _____

If Temporary Disability, Expected Date of Recovery: _____

Location (Suite/Room #): _____   **Phone:** _____

Assistant: _____   **Phone:** _____

Assistant: _____   **Phone:** _____

Occupant: _____

Nature of Disability: _____

If Temporary Disability, Expected Date of Recovery: _____

Location (Suite/Room #): _____   **Phone:** _____

Assistant: _____   **Phone:** _____

Assistant: _____   **Phone:** _____

Occupant: _____

Nature of Disability: _____

If Temporary Disability, Expected Date of Recovery: _____

Location (Suite/Room #): _____   **Phone:** _____

Assistant: _____   **Phone:** _____

Assistant: _____   **Phone:** _____

*Keep All Lists Current

ADA SUPPLEMENT

AMERICANS WITH DISABILITIES ACT
EMERGENCY ACTION PLANNING

This section is an extension of Document 7002, General Emergency Plan and Guidelines and will be utilized in all County of Riverside owned and/or leased facilities for employees and public that fall within the American with Disabilities Act (ADA), Public Law 101-336 of 1990 (42 U.S.C. 12101 et seq.), which guarantees equal opportunity for people with disabilities in employment, public and private services, transportation and communication.

To achieve this intent, all public agencies are required to take measures to ensure compliance with the ADA. While the ADA does not specifically require formal emergency plans, Title I and III require policies and procedures be equally accessible and include people with both permanent and temporary disabilities. Since it is every department's responsibility to provide a safe place for all employees to work, each department must make provisions for all employees, clients and visitors during emergencies.

The purpose of an Emergency Plan is to promote a safe work environment and establish a continuing state of emergency preparedness for the protection of all employees, clients and visitors, including those with disabilities, in the event of an emergency. This plan is designed to protect lives and property, preserve the organizational structure and ensure the continuity and/or early resumption of essential services.

Awareness of emergency procedures and the inclusion of people with disabilities don't just happen; emergency plans will need to specifically address such matters. Organizations must evaluate all facts of safety and emergency procedures to determine if they adequately address disability issues.

This guide for the evacuation of people with disabilities is intended to serve as a tool to facilitate their inclusion in emergency plans. Use it to help customize your Emergency Plan and perhaps, modify policies, procedures and equipment in order to reach the requisite end result of safety for all employees.

GLOSSARY OF ADA RELATED TERMINOLOGY

A

Accessibility: The ability of all people including those with disabilities to approach, enter and use facilities; participate in programs, services and activities; and be included in the communication therein.

ADA: Americans with Disabilities Act (ADA) of 1990

ADAAG: American with Disability Act Accessibility Guidelines

Adaptive Mobility Equipment: Provides for people with disabilities that have been separated from their own equipment during an emergency; also, for people who do not ordinarily use such equipment, but due to the stress of the emergency, now need such equipment.

Aphasia: Absence or the impairment of the ability to communicate through speech, writing or signs.

Area of Assembly: A designated safe area away from the emergency where employees, clients and visitors will gather after an evacuation.

Area of Refuge/Area of Rescue: An area that has direct access to an exit, where people who are unable to use stairs may remain temporarily in safety to await further instructions or assistance during emergency evacuation.

Artificial Barrier: Any non job-related employment consideration, which excludes from consideration for employment individuals otherwise capable of doing the work.

B

Blind/Blindness: Vision impairments ranging from the inability to distinguish light and dark to a loss of part of the visual field or the inability to see detail (see definition for Visually Impaired).

Brailler: "Perkins Brailler" is an all-purpose Braillewriter.

Buddy System: Preferred Language. See Emergency Aides.

C

Caduceus Symbol: Insignia used as the symbol of the medical profession.

Cane: As used by the person who is blind, the cane is a natural extension of the arm and hand and is used as an "information gathering" devise (to locate familiar landmarks) for the purpose of establishing a clear path of travel. With conventional low-point touch systems the cane is moved from side to side in an arcing motion.

Closed Circuit TV Magnifier (CCTV): Consists of television camera, which takes a picture of the printed page and a television monitor displaying the image in enlarged form.

D

DAC – Disability Advisory Review Committee: Established by California Legislature to serve in an advisory capacity to the State Director on Disability Employment Issues (Government Code Section 19795b).

DART: A group of individuals specifically designated by a department to assist with the ADA Self-Evaluation, Transition Plan and implementation.

Deaf/Deafness: Range of auditory limitation, from a total lack of sensitivity to sound to reduce sensitivity to certain sound frequencies. The term Deaf also describes a separate cultural group, which shares a common language (American Sign Language), experience and values.

Development Disabilities: People who meet the legal definition have been identified as developmentally disabled. This includes autism, cerebral palsy, epilepsy, mental retardation and other neurological impairments.

Disability: A physical or mental impairment that substantially limits one or more major life activities.

Discouraged Language: Terminology that is unacceptable and/or insulting to some others with disabilities. (See Preferred Language List).

E

Emergency Aides: Those assigned to assist people with disabilities during an emergency.

Emergency Evacuation Equipment: Equipment used to assist employees, clients and visitors with mobility limitations and other employees who may need similar assistance.

F

Finger – Spelling: When no sign language exists for a spoken word or concept, the information can be spelled out using the American Manual Alphabet.

Floor Wardens: Terms used to identify an assignment made in an Emergency Plan. People are assigned as coordinators of emergency actions for occupants of a single floor.

H

Handicapped: Derived from cap-in-hand for begging. Its use is discouraged. See preferred Language List.

Hearing Impaired: Scale of hearing impairment ranges from mild hearing loss to profound deafness, the point at which the individual receives no benefit from aural input. Many hard-of-hearing people are able to use residual hearing effectively with the assistance of hearing aids or other sound amplification equipment, often augmented by lip reading. Hearing aids amplify background noises as well as voices; so, noise caused by emergency conditions (alarm bells, people shouting, sirens, etc.) can cause discomfort and further damage hearing ability.

I

Interpreter: Professionals who provide communication access for deaf, speech/hearing impaired and hearing consumers.

L

Learning Disability: An individual who may have difficulty recognizing or being motivated to act in an emergency. These individuals may also have difficulty in following anything other than a few simple instructions.

Low level Signage/Floor Proximity Exit Signs: Usually placed between 6" to 8" above the floor, a supplement to the required exit signs. The required exit signs are usually located over the exits or near the ceiling, the first place to become obscured by smoke.

M

Means of Evacuation: An accessible means of evacuation is one that complies with the following guidelines:

> ➢ A continuous and unobstructed way of exit from any point in a building or facility to a public way.
> ➢ A means of evacuation comprises vertical and horizontal travel and may include intervening room spaces, doorways, corridors, ramps, stairs, enclosures, lobbies, horizontal exits, courts and yards. Areas of refuge or evacuation elevators MAY BE included as part of accessible means of evacuation. (Contact the authority having jurisdiction, "AHJ" or refer to the building codes for the local application or definition).

Mobility Impaired: People with mobility impairments can vary in the degree of assistance they require. The degree of impairment ranges from walking with a slow gait to walking with mobility aids such as a cane or crutches or using wheelchairs.

Monitors: Terms used to identify the different assignments made in the Emergency Plan. The duties of the Monitor could include assisting with the evacuation of a specific floor or unit, identifying people with disabilities who require assistance, and coordinating the assignment of emergency aides.

N

Normal: See Preferred Language

O

Optical Character Reader: Devise that can be scanned over a printed page, reading the text aloud through a voice synthesis system. This may also have a provision for reading directly from a computer disk containing a work processor file.

Opticon: Device enabling a blind person to "read". It consists of a camera that converts print into an image of letters that are then produced via vibrations onto the finger.

P

Physically Disabled: Any individual who has a physical disability, which constitutes or results in a substantial barrier to employment.

Preferred Language: See Preferred Language List located at the end of this section.

R

Reasonable Accommodation: Alterations, adjustments or changes in the job, the workplace and/or term or condition of employment which enable a qualified person with a disability to perform a particular job successfully, as determined on a case-by-case basis depending on the individual circumstances.

S

Service Animal: An animal, usually a dog, trained to provide assistance to a person who is blind, deaf or mobility impaired. The animal can be identified by the presence of a harness or backpack.

Sign Language: (American) Sign Language is a visual language, distinct from English, created by and used by most people who are deaf. Some people with hearing/speech impairments may use this language as well.

Speech Disorder: Limited or difficult speech patterns or without speech.

T

Tactile Signage: Signs or labels with Braille raised letters or textured patterns that people with visual impairments can recognize by touch.

Text Typewriter (TTY) (Formally TDD): Equipment employing interactive graphic communications through transmission of electronic signals across the standard telephone network.

V

Victim: See Preferred Language

Visually Impaired: A person with vision impairment may be totally or legally blind. Legally blind people may be able to differentiate between light and dark or see very large objects, but may not be able to see anything clearly enough to depend on their vision in an emergency situation. This can also include people with low vision who can see well enough to walk without assistance, but cannot read without magnification.

PREFERRED LANGUAGE

People with disabilities are members of a minority community that comprises over 20 percent of the U.S. population. Recognizing that personhood comes first and that we are different, disability or not, we need to emphasize the person's worth and abilities, not the disabling condition.

As empowered by the ADA, the disability community is seeking to develop new and more suitable terminology about itself. The terms in the left-hand column are preferred and should be used. The terms on the right-hand column are discouraged; many members of the disability community view them as outdated and offensive. Please note, this is not all-inclusive or unchanging list. We do not presume to speak for each individual in the disability community. This list will evolve, as the needs of the disability community becomes more defined.

EXPRESSIONS

PREFERRED	DISCOURAGED
Employees and customers with disabilities	Handicapped employees and customers
Teachers with mobility impairments, who use a wheelchair	Crippled teacher confined to a wheelchair
College seniors with disabilities	Afflicted college seniors
Participants including individuals who had either cerebral palsy, mental disability or a hearing impairment	Disabled participants
Without disability	Able-bodied
Person with disability	Afflicted
Person with Multiple Sclerosis	Afflicted by MS
Person with arthritis	An arthritic
Person with cerebral palsy	Cerebral Palsied; CP victim
Person using a wheelchair	

Person who has a mobility impairment	Confined to a wheelchair
Person who is deaf	Crippled
Person who is deaf and unable to speak	Deaf; burdened by deafness
Person with a disability	Deaf and dumb
Emergency Aide	Deformed
Person with a disability	Disabled Person's Monitor
Person with Epilepsy	Disabled Person
	Epileptic

PREFERRED	DISCOURAGED
Mobility impaired	Gimp
People with disabilities	The Handicapped
Non-disabled or without disabilities	Normal
People with disabilities	Physically challenged
Person with disability	Poor unfortunate
Person who is mentally or emotionally impaired	Retard, retardate, or retarded
Person who is visually impaired; blind	Sightless
Person who is developmentally disabled	Spastic; "spaz"
Persons with seizures	Suffers fits
Person with disability	Unfortunate
Person with disability	Victim
Person using wheelchair	Wheelchair bound

THREAT ANALYSIS

Emergency Planning means looking for things that harm people (**threats**), considering how often they may happen (**risks**), evaluating how much they might harm us (**vulnerability**), and implementing ways to reduce or prevent their impacts (**controls**). The individual **Floor Wardens** should use these techniques every day to make sure people in their buildings are as safe as possible. By looking ahead, wardens can identify if people might be harmed by upcoming events. These can change every day, just like the weather. There may be a higher risk from potential flooding; there may be aftershocks after a large earthquake; a nearby fire might cause a hazardous material cloud; or there may have been a series of bomb threats. An example is the building itself. Are stairwells going to be blocked for painting, or will elevators be out of service?

What should the **Floor Warden** do if threats become serious risks? The best action is prevention. The **Floor Warden** must bring potential risks to management's attention. An alert management team may consider moving the work force to another location. Today's California work force has many options, such as flextime, telecommuting from home or a telecenter or using satellite offices. If evacuation of the work place is a possibility, it is wise to reduce the number of employees, whether or not they have a disability in advance. Removing people from harm's way reduces vulnerability.

The effectiveness of an emergency response, whether it is a drill or not, should be measured against the above. It is important to have a thorough debriefing after the drill and actual emergency. Evaluate how well the threats, risks, vulnerabilities and controls were addressed and implemented. And, monitor how effective the needs of the people with disabilities were met. A drill or actual emergency response is only successful if the needs of all employees and clients are met.

COUNTY OF RIVERSIDE

AMERICANS WITH DISABILITY ACT

Policy Statement of Commitment

The County of Riverside expresses its commitment to provide the same level of service and safety to all employees, and the public we serve. This applies to policies, procedures, and practices prior to, during and after an emergency. This emergency plan represents an effort to provide the same level of safety to people with disabilities as to those without a disability by providing guidance on how to assist people with disabilities during emergencies.

OBTAINING INPUT FROM EMPLOYEES WITH DISABILITIES

- The key to developing a quality comprehensive emergency plan is obtaining input from all who have a stake in their safety, including employees with disabilities. This is the only way to learn what is needed, i.e., policies, procedures, equipment, training and emergency plan language/provisions.

- Meetings involving Emergency Action Planning should include employees with disabilities. Most important, include them in debriefing meetings after a drill or actual incident this will give you a more realistic perspective from persons with disabilities.

IDENTIFYING CONCERNS IMPACTING ROUTE

- All employees including people with disabilities, Supervisors, Managers, Safety Representatives and/or Floor Wardens are responsible for identifying issues or concerns impacting the evacuation routes, places of refuge and areas of assembly.

- Organization Manager or Supervisor should establish and maintain an "open door" policy enabling employees to communicate their concerns.

- Update the Emergency Plan as necessary and inform all employees of any changes made.

IDENTIFYING PEOPLE NEEDING ASSISTANCE DURING AN EMERGENCY

- An essential component and major challenge in developing a comprehensive emergency plan is identifying all individuals who need assistance during an emergency.

- This is not always easy to do. People using wheelchairs or those with other visible disabilities come to mind immediately. However, there are many others who will require assistance, but may not appear to have a disability. There are many people who may not even realize they need assistance. In fact, many employees do not think they have a disability, but may have a condition like asthma, heart disease or pregnancy which can reduce stamina to the point of needing help in an actual emergency.

- A memo, accompanied with information form, can be used to help identify employees who need assistance. This form is reviewed later in this section.

- It is important to protect the confidentiality of this information. Some employees fear it will be used against them and are reluctant to come forward and ask for assistance. To accurately identify all employees who need help it is especially important to address these fears.

- **All information must be confidential according to the Federal Privacy Act (P.L. 93-579) and the Information Practice Act of 1977 (Civil Code Sections 1998, et seq.)**

TO IDENTIFY EMPLOYEES WITH DISABILITIES

SEND FORM FOR SELF-IDENTIFICATION

Prepare a memo to all employees (See "sample" memo for recommended wording) and attach it to a form requesting information for assistance during an emergency (See EMERGENCY EVALUATION INFORMATION form).

REVIEW RETURNED FORMS

Review the returned forms noting employees requesting assistance and type of assistance requested.

VOLUNTEER EMERGENCY AIDES

Develop a list of people who are willing to assist others with disabilities during emergencies.

CONTACT PEOPLE REQUESTING ASSISTANCE

Contact each person requesting assistance and discuss the best way to provide support. It is important to consider the individual's personal preferences, privacy and dignity when discussing assistance. If an aide is requested, ensure a person with disability has option of asking the department to solicit volunteers and allowing the person to choose from the volunteers or personally select and contact the aides (See USE OF EMERGENCY AIDES for additional information).

CONTACT EMERGENCY AIDES, IF APPLICABLE

Make sure there are at least 2 **EMERGENCY AIDES** for each person. Contact requested aides to ask if they are willing to accept the responsibility.

Meet with the person requesting assistance and the **EMERGENCY AIDES** to discuss procedures and training.

TRAIN ASSISTANTS

The organization and the person requesting assistance should conduct training for the aides as soon as they are recruited. The person requesting assistance will address his/her individual needs (See EMERGENCY DRILLS for additional information).

PROCURE EQUIPMENT AS NEEDED

Follow your organization's procurement policy and procedures to obtain emergency equipment as needed. Make sure people requesting assistance and the **EMERGENCY AIDE** know how to use the equipment.

AREA OF REFUGE

Designate an Area of Refuge on each floor above the first floor. This is a safe area with direct access to an exit. People who are unable to use stairs may remain there temporarily while awaiting further instruction or assistance during an emergency evacuation.

Include the area of refuge on the evacuation route maps posted on each floor.

CONTACT EMERGENCY FLOOR WARDEN(S)

Contact the **EMERGENCY FLOOR WARDEN** to inform them of the people who have requested assistance.

FOLLOW-UP

Maintain a list of people who have requested **EMERGENCY AIDES,** type of assistance needed and the designated **EMERGENCY AIDES**, if applicable.

Contact people requesting assistance to make sure training is complete and equipment, if necessary, has been received and is ready for use.

Conduct an "Emergency Evacuation Information" survey annually.

MEMO and FORM

Use the attached memo or similar likeness of wording to reach all your employees in your organization, building or facility to help employees, with disabilities that are in need of assistance during an emergency. The EMERGENCY EVACUATION INFORMATION form will accompany it.

In order for your organization, office or facility to address any and all concerns, all employees will receive the memo, along with the form. The form will be filled out by all employees, with no exception, and will be returned within five days of distribution.

GENERAL EMERGENCY PLAN GUIDELINES
DOCUMENT NUMBER: 7002

County of Riverside

ORGANIZATION:

Date:

To: All Employees

From:

Subject: Identifying Employees Needing Assistance During An Emergency

Currently, our Organization is in the process of reviewing and updating our Emergency Plan. an essential component in a comprehensive plan is identifying all employees who may need assistance during an emergency. The need for assistance may be permanent or temporary such as when you are recovering from surgery or a broken leg. When completing this form, evaluate your situation thoroughly and honestly. You might not think you need assistance, but a heart condition, asthma or pregnancy can reduce your stamina to the point where you need assistance during an emergency. Or, your hearing loss might limit your ability to respond to an audio or evacuation alarm.

Describe in detail the type of assistance you think you will need. **It is not necessary to give medical details.**

Please complete the attached form and return it to me within 5 working days of the date posted atop this memo. I will contact you shortly to discuss your requests.

This information will be kept confidential according to the Federal Privacy Act (P.L. 93-579) and the Information Practice Act of 1977 (Civil Code Sections 1798, et seq.). It will be used only to provide assistance during an emergency.

It is our goal to safety and effectively protect everyone, client and visitor during an emergency and to preserve everyone's personal dignity in the process.

It is our responsibility to provide a safe place to work. However, we cannot be held liable for your safety if you do not identify your need for assistance.

Thank you

Attachment

County of Riverside	
EMERGENCY EVACUATION INFORMATION	**Date:**
Name	**Office Phone Number**:
Division/Organization/Office	
Street	**Room Number**　　　　　**Floor Level**
City	
Supervisor	**Office Phone Number**

Do you need assistance during an emergency? (Circle One)   Yes   No

If "Yes", describe the type of assistance you anticipate needing. Please do not give medical details.
.

The purpose of this is to identify employees who need assistance during an emergency. The need may be permanent or temporary such as when an employee is recovering from surgery or a broken leg. Some employees might not think they have a disability, but a heart condition, asthma or pregnancy can reduce the stamina to the point of needing assistance when quickly moving downstairs. Or, a person's hearing loss might limit the ability to respond to an evacuation alarm or verbal announcement.

This information will be reviewed and you will be contacted shortly to discuss your request. All information will be kept confidential pursuant to the Federal Privacy Act (P.L. 93-579) and the Information Practice Act of 1977 (Civil Sections 1798, et seq.).

Please remember: Your agency cannot be responsible for your safety if you do not identify your need for assistance.

USE OF EMERGENCY AIDES

EMERGENCY AIDES are assigned to assist people with disabilities in an emergency. While the emergency aides system is widely accepted and used, there are some inherent problems. When setting up a system, the following potential problem areas and solutions should be considered:

POTENTIAL PROBLEM	POSSIBLE SOLUTION
The **EMERGENCY AIDE** is in the building, but is absent from the customary work area:	Have at least two **EMERGENCY AIDES** per person requesting assistance. Alert the **Floor Warden** about the work location of the person with a disability.
The person requesting assistance is in the building, but is absent from the customary work area:	If the **EMERGENCY AIDES** cannot locate the person requesting assistance, they should alert the **Floor Warden** who can expand the search to other areas. Have a sign-out board in each unit. Give pagers to people requesting assistance and the **EMERGENCY AIDES** (Subject to review and approval).
The employee requesting assistance is working late, etc. when the **EMERGENCY AIDES** are unavailable.	**Several Options Available:** • Employees requesting assistance should identify themselves to the security officer when in the building after hours. • Employees should contact the appropriate law enforcement agency and notify them that a person needing assistance is working after normal work hours and will need assistance in case of an emergency. • Organizations can designate a sign-in area at the building's entrance for employees working after normal work hours. This should be done for the safety of all employees.
The **EMERGENCY AIDE** has left the organization and a new one has not been identified.	The **Floor Warden** or **Assistant Floor Warden** MUST appoint someone as the new aide.

TRAINING THAT MAKES A DIFFERENCE

Emergency response training must be accessible to all employees, including those with disabilities. Evaluate all facets of safety and emergency response training – from classroom to evacuation drills – to ensure the emergency response team, employees and training materials/procedures address the needs of everyone requesting assistance during emergencies. Such needs include, but are not limited to:

- Relevant, effective procedures for all;
- Protection of personal dignity; and
- Shared responsibility for a successful emergency response.

Require Supervisors to orient their new employees to the Emergency Plan as well as refresh their staff on emergency procedures on a regular basis.

TRAINING THAT MAKES A DIFFERENCE

Sensitize and Train the Emergency Response Staff	Train all members of the Emergency Response staff to address the diversified needs of those requesting assistance during an emergency with special attention given to avoiding stereotypes and potential inappropriate behavior. Give emphasis to: • Using preferred language relating to people with disabilities. • The implementation of and follow-up for a self-identification procedure for those requesting assistance. • Communication skills effective for communicating with people who are deaf, hard-of-hearing or have speech impairments. • Interaction with employees with temporary needs for assistance, e.g. broken leg, recovery from surgery or pregnancy. • Skill training on the use of evacuation equipment. • The effective use of **EMERGENCY AIDES**. • Use of warning systems or compensation for a deficient warning system (lack of warning systems for the hearing impaired). • Use of required signs (Braille, accessible to view by people using wheelchairs, etc.).
Provide Emergency Response Training for all Employees	Training may include formal classroom type training with training materials, videos and films. When planning training, make sure materials are available in alternative formats if requested. This includes Braille, large print, captioned videos, etc. Also, include assistive services when requested, i.e. assigning two assistants to the person for evacuation purposes.
Where to obtain Help When Preparing for Training and Drills	The following are resources when planning emergency response drills: • The County's ADA Coordinator People with disabilities, both employees and others outside the organization.

GENERAL EMERGENCY PLAN GUIDELINES
DOCUMENT NUMBER: 7002

Capitalize on the nations designation of October as "Disability Employment Awareness Month" to annually evaluate and promote the organization's effective and accessible Safety Program and Countywide Emergency Plan.

April is Earthquake Awareness month in California. Schedule earthquake emergency preparedness drills. A drill during both these months is required by the County Board of Supervisors.

EMERGENCY DRILLS

PREPARE FOR DRILLS

Emergency drills are extremely useful to test an organization's emergency plan while familiarizing occupants with the prescribed procedures, equipment, routes, etc.

Designate and train search monitors who will search all conference and meeting rooms to inform clients and visitors about the evacuation routes, assess the possible need for emergency assistants and arrange for such as needed.

Prominently display signs denoting emergency evacuation routes and areas of refuge. Locate them at the building entrances, outside all meeting and conference rooms and throughout the organization/office/facility.

CONDUCT DRILLS

When conducting drills, be sure all people requesting assistance and their **EMERGENCY AIDES** are included in the drill.

INCLUDE CLIENTS AND VISITORS

Include clients and visitors in emergency drills. Points to consider are:

- Establish a process to advise organization emergency personnel of all meetings and functions occurring in the building. To the extent possible, identify clients and visitors with mobility limitations.

- Require clients and visitors to sign in and out.

- Asking clients and visitors to indicate on sign-in sheets whether they need assistance during emergencies.

- Providing this information to organization emergency personnel regarding clients' and visitors' locations in the building.

ENSURE PEOPLE WITH DISABILITIES ARE AWARE OF THE
EMERGENCY PROCEDURES

EMERGENCY PLAN

Develop a marketing strategy to "sell" the emergency plan to all employees including people with disabilities:

- Conduct orientation and training sessions to ensure familiarity and comprehension of the plan.

- Update the emergency plan at least annually. Undertake steps to ensure all employees are aware of any changes made to the plan.

EMERGENCY PLAN MAPS – EVACUATION ROUTES – AREAS OF REFUGE AND ASSEMBLY

Along with narrative description include maps of the evacuation routes and areas of refuge and assembly in the emergency plan.

EMPLOYEE ORIENTATION

Supervisors introduce the emergency plan and areas of refuge and assembly and show them to new employees as part of their first day orientation. The new employee signs a supervisory new employee checklist indicating this is completed.

TRAIN EMERGENCY AIDES

Train the **EMERGENCY AIDES** on a regular basis.