Prepared: June 23, 2023

Location:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
SAFETY & emergency preparedness plan

Northwest Michigan Community Action Agency 3963 Three Mile Road Traverse City, MI 49686 231.947.3780

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# SAFETY & EMERGENCY PREPAREDNESS PLAN GUIDANCE

The unforeseen, including emergencies, can occur anytime, anywhere. In continuing efforts to help guide staff to a safe environment where services are provided to the community, the following safety plan has been adopted. It is designed to better prepare staff to effectively handle a wide range of situations, some potentially dangerous.

**Purpose:**

1. This plan is designed to provide practical guidelines to enable staff to properly prepare and respond to a wide range of safety, security, emergency and/or disaster situations. In any of these possible situations, the agency’s overriding objective is to:

• Protect health and well-being of staff and clients

• Secure the facilities and infrastructure

• Maintain/resume program operations

2. Accommodations will be planned for staff and clients with chronic medical conditions and/or special needs during an emergency by following individual emergency plans.

3. While this plan is to serve as a template for all agency facilities, it should be tailored as needed for each individual location/site based on that particular location/site’s activities, environment, regulations, and specific site requirements. Attach additional site-specific protocol and plans to the back of this packet (public schools, rented locations, etc.). Share plans with public schools/renters as directed by your supervisor.

4. This plan cannot foresee all possible situations.

**Plan Maintenance:**

1. A Safety and Emergency Preparedness Committee is established consisting of selected agency staff.

2. In addition to designated location/site personnel, the committee will also seek input/assistance from the following local, state, and federal agencies:

|  |  |
| --- | --- |
| • Law Enforcement | • Homeland Security |
| • Fire | • American Red Cross |
| • Emergency Medical | • Early Childhood Learning and Knowledge Center |
| • County Health Department | • County Emergency Management Managers |
| • Centers for Disease Control | • Safety and Emergency Apps |
| • MI Department of Licensing and Regulatory Affairs   * + - * Federal Emergency Management Agency | * Occupational Safety and Health Administration * School Personnel and Liaison Officers * County Road Commission |

3. The plan will be presented to employees by their supervisor or designee. A blank plan template will be available at <https://www.nmcaahr.com/tab-9-safety-plan.html>. Completed plans will be submitted to [jmcnally@nmcaa.net](mailto:jmcnally@nmcaa.net) and placed in SharePoint under Human Resources Team-Documents-Safety Plans. This plan shall be reviewed at a minimum annually and updated as changes occur throughout the year. Child and Family Development centers will review this plan twice a year or additionally as changes occur throughout the year.

5. Invite emergency managers, police, fire, school liaison officers, etc. to tour sites and review completed plans to provide feedback. Date of Visit:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. The supervisor or On-Site Crisis Designee will share and train new employees on the plan as part of the department orientation.

7. Safety drills will be practiced at each location following the Drill and Safety Check Log schedule. Drills will be recorded and sent to the supervisor. Other drills with varying timeline schedules may be required for Child and Family Development centers.

# EMERGENCY CONTACT INFORMATION

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location/Site and Address

If necessary to access outside lines, press \_\_\_\_\_\_ before dialing telephone number.

Dial 911 in an emergency

Poison Control: 1.800.222.1222

Police/Fire Non-Emergency Number(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Local Health Department Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hospital Number:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Custodial Personnel:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Local Emergency Manager Name and Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Off-Site Evacuation Location Contact Number (Ensure the facility is aware of and approves this being an evacuation site.): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­\_\_

|  |  |
| --- | --- |
| **The following person is our**  **Primary On-Site Crisis Designee:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Primary On-Site Crisis Designee:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Telephone Number  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Alternative  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  E-Mail | **The following person is our**  **Secondary On-Site Crisis Designee:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Secondary On-Site Crisis Designee:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Telephone Number  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Alternative  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  E-Mail |

In an emergency, there may be circumstances when there is a need for additional off-site support or resources. Select a primary and secondary designee who can travel to the site to assist during an emergency. For early childhood classrooms, please select designees that are connected to the Child Care Background Check system. This person may provide support by bringing food, water, rain gear, blankets, etc. to the site or be able to make phone calls or complete paperwork, as example.

|  |  |
| --- | --- |
| **The following person is our**  **Primary Off-Site Crisis Designee:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Primary Off-Site Crisis Designee:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Telephone Number  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Alternative  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  E-Mail | **The following person is our**  **Secondary Off-Site Crisis Designee:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Secondary Off-Site Crisis Designee:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Telephone Number  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Alternative  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  E-Mail |

Additional Notes (consider listing identified needs, possibly who will bring what to the site, etc): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If possible, Primary and Secondary On-Site Crisis and Off-Site Designees will be trained in CPR, First Aid, and Prevention and Control of Infectious Disease Training (BBP).

# EMPLOYEE EMERGENCY CONTACT INFORMATION

The following should be contacted in the order listed.

1. Supervisor Name and Phone Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. NMCAA Executive Director: Kerry Baughman – 231.346.2161 or (c) 231.632.0786
3. NMCAA Director of Operations: Kim Aultman – 231.346.2114 or (c) 231.620.5222
4. Other (Superintendent, Landlord, etc.): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Main Office**

Traverse City:

3963 3 Mile Rd, Traverse City, MI 49686 Phone: 1.800.632.7334 or 231.947.3780

Fax: 231.947.4935

**Satellite Offices**

Cadillac:

1640 Marty Paul, Cadillac, MI 49601 Phone: 1.800.443.2297 or 231.775.9781

Fax: 231.775.1448

Petoskey:

2240 Mitchell Park Dr Unit A, Petoskey, MI 49770 Phone: 1.800.443.5518 or 231.347.9070

Fax: 231.347.3664

Logans:

3241 Racquet Club Dr Suite A, Traverse City, MI 49684 Phone: 1.800.632.7334 or 231.346.2162

Fax: 231.922.0595

**NMCAA I.T. Department**

I.T. Manager: Sebastian LaPointe – [it@nmcaa.net](mailto:it@nmcaa.net) or 231.346.2103

I.T. Coordinator: Joseph [Hoezee – it@nmcaa.net](mailto:Hoezee%20–%20it@nmcaa.net) or 231.346.2156

# REUNIFICATION PLAN

Emergency contacts will be notified in case of an emergency/medical situation. Individual location/site reunification plans should be followed based on activities, environment, regulations, and specific site requirements. Meeting sites and reunification may be determined by circumstance and/or emergency personnel. Follow the established site protocol.

Location of emergency contact information for staff and clients (if applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reunification Site Information:

Reunification Site Name and Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reunification Site Contact Person and Number (Ensure the facility is aware of and approves this being a reunification site.): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Additional reunification plans if applicable:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# UTILITY COMPANY EMERGENCY CONTACTS

The On-Site or Off-Site Crisis Designee will make all calls to the appropriate companies below:

Electric: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Water:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Plumber: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Sewer/Septic: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Gas/Propane: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HVAC: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Internet: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Waste Disposal:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

LOCATION OF UTILITY EQUIPMENT

Location of water heater:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of circuit breaker box:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of furnace:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of main water line:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of main gas line:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of septic tank cover:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of thermostat(s):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of IT equipment:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of air conditioner:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# COMMUNICATION PROTOCOL

There will be no type of communication with news or social media outlets without Executive Director approval.

1. Communication is an extremely important part of the Safety and Emergency Preparedness Plan. Establish your communication protocol by answering the following questions:

Do you have a sign/in and sign/out procedure for staff and clients?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Who will alert staff and clients about an emergency? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How will staff and clients be alerted? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Who will call 911?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Who will call utility companies? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Using what method? Landline Cell Phone E-mail Text Message

* **no cell phone/two-way radio for bomb threat, explosion, or suspicious package**

If cell service, phone lines and/or power is out, how will you contact 911 and/or utility companies?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Who will notify and/or update staff and/or emergency contacts? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Using what method?  Landline Cell Phone E-mail Text Message Social Media Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of school personnel with whom the staff and child emergency contacts and/or child information records were shared (if applicable):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What method will you use to receive alerts from emergency officials?

Emergency App Utilized\_\_\_\_\_\_\_\_\_\_\_\_ Mobile Emergency Alerts E-mail Social Media

Once the all clear is received from first responders, utility companies and/or other appropriate personnel, who will alert staff about resuming normal activities? \_\_\_\_\_\_\_\_\_\_\_\_ How will the all clear message be communicated to clients? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. When changes are made to the emergency plan, the on-site crisis designee will communicate updates with staff, as necessary.
2. Determine the necessary clean up procedures following an incident (carpet cleaning, water damage clean up, etc.). Refer to universal precautions when applicable.
3. Following an emergency/disaster event, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations.
4. Communicate emergencies to other reporting entities as required by individual grants and other regulations (Childcare Licensing, OHS, etc.)

# SAFETY AND EMERGENCY PREPAREDNESS INCIDENT REPORT

1. Copies of the Safety and Emergency Preparedness Incident Report can be found in the Appendix.
2. Following an emergency/disaster event, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations.

# SUPERVISOR’S ACCIDENT/ILLNESS INVESTIGATION REPORT

1. Copies of the Supervisor’s Accident/Illness Investigation Report can be found in the Appendix.
2. The report should be completed documenting a medical emergency or staff communicable disease reporting and submitted to Supervisor and the HR Administrative Coordinator within 24 hours.

MEDICAL CENTER/HOSPITAL DISBURSEMENT FORM

1. The report should be completed in the event individuals are transported to a medical center or hospital.
2. Notify your supervisor, then submit the Medical Center/Hospital Disbursement Form to the Director of Operations.

# EMERGENCY SUPPLIES

Ensure kits are fully stocked and items are within their expiration date.

Location of First Aid Kit(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of Emergency Preparedness Kit: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of Universal Precautions Kit: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of Material Safety Data Sheets (MSDS): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of Flash Lights:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of Fire Extingiusher(s):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fire Extinguisher Service Provider/Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Type of Fire Detection and Suppression System: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of Battery Operated Radio:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of Lock Box and Code:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# SERIOUS ACCIDENT/INJURY

Location of Automated External Defibrillator (AED) (if available at your location): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Dial 911**

Information to provide to 911 operator:

1. Nature of medical emergency
2. Location/Site of the emergency (address, building, room number)
3. Your name and phone number you are calling from

General Rules to Remember in a Medical Emergency:

1. Remain calm
2. Quickly assess the most reasonable way to protect your own life then determine the best emergency response; evacuate, shelter in place or lockdown
3. Follow the Communication Protocol for specific guidance
4. Employees should not attempt CPR/first aid/control of infectious disease (BBP) before trained staff or emergency personnel arrive
5. Do not move the injured person unless absolutely necessary. If the area is unsafe for you or the ill or injured person, move to a safe location
6. Avoid unnecessary conversations with, or about, the ill or injured person
7. Keep bystanders as far away from the injured person as possible
8. Do not discuss the possible causes of an accident or any condition that may have contributed to the cause. Do not apologize or accept any responsibility for the accident or condition
9. Following a medical emergency, complete the Supervisors Accident/Illness Investigation Report and submit to Supervisor and the HR Administrative Coordinator within 24 hours.

# SLIP AND FALLS

Slips and falls are some of the most frequent types of injuries that occur during inclement weather. It is important for everyone to be vigilant of hazardous conditions and walk safely to avoid slips and falls. If you are unable to resolve the hazard, report it to the On-Site Crisis Designee.

Slip and fall conditions to be aware of:

* Ice, snow, or slippery conditions
* Foyers or entryways without runners or floor mats
* Areas with insufficient lighting
* Water on floor surfaces
* Smooth or worn flooring
* Hallways partially blocked or with items stacked in the hallway
* Transition areas, such as from carpeting to a non-carpeted area
* Floor surfaces with litter or debris
* Potholes or uneven areas in parking lots or walkways
* Protruding objects, such as sprinkler heads, posts, or utility boxes
* Loose gravel or landscape debris, such as mulch.

Prevention:

* Walking to and from parking lots, sidewalks or between buildings at work during the winter requires special attention to avoid slipping and falling. Walk in designated walkways. Taking shortcuts over snow piles and other frozen areas can be hazardous
* Avoid boots or shoes with smooth soles and heels, such as plastic and leather soles. Instead, wear shoes or boots that provide traction on snow and ice; boots made of non-slip rubber or neoprene with grooved soles are best
* Use special care when entering and exiting vehicles; use the vehicle for support.
* Watch where you are stepping and go slowly. This will help reaction time to changes in traction. Bend slightly and walk flat-footed with center of gravity directly over the feet as much as possible
* Avoid carrying heavy objects. Try not to carry too much, leave your hands and arms free to balance yourself
* Never stand on a chair to reach a high object
* Make sure all employees promptly clean up spills. If unfamiliar with contents of spill, refer to the Materials Safety Data Sheets (MSDS)
* Use general safety measures, such as “Wet Floor” signs, during times of floor care maintenance
* Report any unsafe conditions to the designated on-site crisis designee.

If a slip or fall occurs:

* Remain calm
* Follow the Communication Protocol for specific guidance
* Request medical assistance if necessary. See Medical Emergency section
* Following a slip or fall, complete the Supervisors Accident/Illness Investigation Report and submit to Supervisor and the HR Administrative Coordinator within 24 hours.

# COMMUNICABLE DISEASES

***Follow NMCAA Personnel Policies. Child and Family Development centers may have additional guidance in the Procedure Manual.***

A list of reportable diseases can be found at:

<https://www.michigan.gov/documents/mdch/reportable_diseases_michigan_by_condition_478488_7.pdf> (2023)

If an employee has been exposed to a communicable disease, notify the employee’s supervisor immediately.

1. Complete the Supervisors Accident/Illness Investigation Report and submit to Supervisor and the HR Administrative Coordinator within 24 hours.
2. Supervisor will contact the local Health Department to determine if a notification plan and/or needed facility sanitation requirements are recommended.
3. If reporting a communicable disease (notifiable/reportable conditions) or a public health emergency/disaster after hours, call (517) 335-9030.

Bodily fluids are defined as blood, feces, urine, vomit, saliva, and any other fluids that originate from the human body and can potentially carry infections. In the event of bodily fluid spills the following procedures should be followed:

1. Clear the area and restrict access
2. Clean/disinfect

**Clean-Up Procedures:**

1. Utilize Universal Precautions Kit and/or Personal Protection Equipment (PPE)
2. Always wear non-porous gloves
3. Wipe up as much of the visible material as possible with disposable paper towels and/or absorbent material. Carefully place the soiled paper towels and other soiled disposable material in a bio-hazard bag that has been securely tied or sealed
4. A disinfecting solution can be made using water and non-scented chlorine bleach as follows:

|  |  |
| --- | --- |
| Stainless steel and food/mouth contact items | 1 tablespoon of bleach per gallon of cool water |
| Non-porous surfaces, tile floors, sinks, and toilets | 1/3 cup bleach per gallon of cool water |
| Porous surfaces and wood floors | 12/3 cups bleach per gallon of cool water |

1. Leave disinfecting solution on the affected surface for 10-20 minutes before cleaning up
2. Wipe up disinfectant
3. Remove gloves and place in a bio-hazard bag that has been securely tied or sealed
4. Thoroughly wash hands with soap and water for 20 seconds

# BUILDING SAFETY PROTOCOL AT INDIVIDUAL LOCATIONS/SITES

Record building safety protocol: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

General Rules to Follow for offices and/or classrooms:

The only door to be left unlocked during business hours is the front door of offices. All other doors remain locked with access limited to employees only. Classroom doors must remain locked at all times.

All employees and clients entering the building will sign-in.

If an after-hours event requires access to the building, only the front door is to be unlocked with an employee/volunteer in the vicinity to aid visitors. Under no circumstances are doors to be propped open or left unattended.

No access should be granted to clients after business hours unless there are a minimum of two employees or an employee and a volunteer present.

**Traverse City: 3963 Three Mile Rd**

For the safety of employees and visitors, common entrances and corridors will be monitored by cameras equipped with audio and video at the 3 Mile location. Recorded data will only be accessible through the Executive Director and/or Director of Operations. If an issue is detected with the security equipment working properly the IT Department should be contacted as soon as possible to ensure timely repair.

# EVACUATION ROUTES

Staff are aware of the evacuation routes. Evacuation route maps are posted in select areas. The following information is marked on evacuation maps:

1. Emergency exits

2. Primary and secondary evacuation routes

3. Location of fire extinguishers

4. Designated evacuation meeting sites

# EMERGENCY EVACUATION PROCEDURE

Location of posted evacuation diagrams: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of posted exit signs: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Type of warning system (detectors, alarms, etc.): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Designated Evacuation Meeting Site: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Secondary Designated Evacuation Meeting Site: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location of medication: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Who will collect medication during evacuation? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Responsibilities of the on-site and/or off-site crisis designee: (examples include gathering the attendance/sign in sheets/IPad, roll call, notifying the Director of Operations and/or Executive Director, notifying emergency personnel of physically challenged individuals, transporting emergency preparedness kit, etc.) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

General Rules to Follow in Evacuations:

1. Remain calm
2. Follow the Communication Protocol for specific guidance
3. Leave as quickly as possible in an orderly manner
4. Keep your hands visible and follow the instructions of police officers
5. Do not attempt to move wounded people
6. If possible, shut all doors behind you as you go, closed doors can slow the spread of fire, smoke and water
7. Go to the designated evacuation meeting site and account for all staff and clients
8. Keep roadways free for emergency vehicles
9. Review attendance/sign in sheets/IPad to ensure that all staff and clients are accounted for after the evacuation. Be aware of any staff or clients that may require additional assistance to vacate the building
10. Following an evacuation, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations.

# LOCKDOWN PROCEDURE

Quickly determine the most reasonable way to protect your own life. Remember that clients are likely to follow the lead of employees during an active shooter situation.

1. Remain calm
2. Follow the Communication Protocol for specific guidance
3. Outside activities are routed to a safe location away from the building
4. Following a lockdown, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations.

LOCKDOWN

If evacuation is not possible, your hiding place should:

• Be out of view

• Provide protection (i.e., an office with a closed and locked door)

• Not trap or restrict your options for movement.

To help prevent an intruder from entering your hiding place:

• Lock the door and windows

• Blockade the door with heavy furniture or secure the door with any means possible

• Silence your cell phone and any electronic devices

• Turn off lights and any source of noise

• Hide behind large items (i.e., cabinets, desks)

• Remain quiet.

TAKE ACTION

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the intruder by:

• Acting as aggressively as possible against him/her

• Throwing items and improvising weapons

• Yelling.

Shelter in place location(s):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(For additional personnel in the building, attach shelter in place locations on a piece of paper to the end of the packet.)

Shelter in place location(s) if incident occurs while outside:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# RANDOM ACTS OF VIOLENCE

General Rules to Follow Before and After Random Acts of Violence:

1. Remain calm
2. Follow the Communication Protocol for specific guidance
3. Do not attempt to apprehend or subdue the person – if the potential for violence seems possible/imminent, notify the appropriate contacts in the building or, if possible, signal to a colleague to dial 911
4. To signal agency members that a situation is occurring, announce the threat, example, physical altercation in the building
5. Quickly assess the most reasonable way to protect your own life then determine the best emergency response; evacuate, shelter in place or lockdown
6. Following a random act of violence, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations.

Record site plan for random acts of violence: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# ACTIVE SHOOTER

Run, Hide, Fight: Surviving an Active Shooter Event video <https://youtu.be/5VcSwejU2D0>

Be Prepared for an Active Shooter flyer <https://www.ready.gov/sites/default/files/2022-08/ready-gov_active-shooter_hazard-info-sheet.pdf>

Additional FEMA Active Shooter Resources <https://community.fema.gov/ProtectiveActions/s/article/Active-Shooter>

1. Remain calm
2. Quickly assess the most reasonable way to protect your own life then determine the best emergency response; evacuate, shelter in place or lockdown
3. Follow the Communication Protocol for specific guidance

**Dial 911**

Information to provide to law enforcement or 911 operator:

• Location/Site of the active shooter

• Number of shooters, if more than one

* Physical description of shooter/s

• Number and type of weapons held by the shooter/s

• Number of potential victims at the location/site

• If you cannot speak, leave the line open and allow the dispatcher to listen

1. Following an active shooter incident, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations

# CLIENTS/STAFF UNDER THE INFLUENCE OF DRUGS OR ALCOHOL

1. Remain calm
2. Quickly assess the most reasonable way to protect your own life then determine the best emergency response; evacuate, shelter in place or lockdown

* If possible, delay individuals believed to be under the influence from leaving, especially if driving
* If the individual leaves in their vehicle, dial 911, provide a vehicle description as well as the direction taken
* Do not attempt to move an incapacitated individual, dial 911.

1. Follow the Communication Protocol for specific guidance
2. Following a client/staff under the influence of drug or alcohol incident, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations

# CLIENTS/STAFF HAVING A MENTAL HEALTH EMERGENCY

1. Remain calm
2. Quickly assess the most reasonable way to protect your own life then determine the best emergency response; evacuate, shelter in place or lockdown

* If possible, delay individuals experiencing a severe mental health emergency, especially if driving
* If the individual leaves in their vehicle, dial 911, provide a vehicle description as well as the direction taken
* Do not attempt to touch or move the individual, dial 911.

1. Follow the Communication Protocol for specific guidance
2. Following a client/staff having a mental health emergency incident, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations

# DISGRUNTLED CLIENTS/STAFF OR INTRUDER

1. Remain calm
2. Quickly assess the most reasonable way to protect your own life then determine the best emergency response; evacuate, shelter in place or lockdown

* If at any time the situation becomes dangerous, dial 911 immediately
* If you are comfortable, in a non-confrontational manner, ask the individual to leave. If, after requesting they leave, the individual refuses, call 911
* Assess the situation. Consider guiding the client/staff or intruder away from other individuals. Stay in a public place but move away from the crowd

1. Follow the Communication Protocol for specific guidance
2. Following a disgruntled clients/staff or intruder, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations

# BOMB/TELEPHONE THREAT, E-MAIL/SOCIAL MEDIA THREAT, SUSPICISIOUS PACKAGE

1. Remain calm
2. Quickly assess the most reasonable way to protect your own life then determine the best emergency response; evacuate, shelter in place or lockdown
3. Follow the Communication Protocol for specific guidance
4. Following a threat or incident, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations.

If you receive a bomb/telephone threat:

* Do not use two-way radios or cellular phones. Radio signals have the potential to detonate a bomb
* Notify the appropriate contacts in the building or, if possible, signal to a colleague to dial 911 using a landline phone
* If your phone has a display (caller ID), copy the number and/or letters on the display
* As soon as possible write down as many details as possible by completing the Bomb/Telephone Threat Checklist. This information is to be turned over to the Director of Operations and the police
* Do not discuss the threat with anyone except appropriate contacts (primary on-site and off-site crisis designee & police)

If an e-mail/social media threat is received:

1. Do not delete the message
2. Copy the name and any information about the sender of the message
3. Print/screen shot the message and save it if possible
4. Contact your supervisor and/or proper authorities for further direction.

If you receive/find a suspicious package/object:

1. Do not open or touch the package/object or letter, if touched, wash hands with soap and water thoroughly as soon as it is safe
2. Shut off the air conditioner units and fans
3. Secure the room by shutting all doors and windows
4. Do not use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb
5. Notify the appropriate contacts in the building or, if possible, call 911 using a landline phone
6. Advise co-workers to avoid the area
7. Do not leave the area until told to by responding officers
8. Make a list of all persons who touched the object

Signs of a suspicious package/object:

|  |  |  |  |
| --- | --- | --- | --- |
| * No return address | * Poorly handwritten | * Excessive postage | * Misspelled words |
| * Stains | * Incorrect titles | * Strange odor | * Foreign postage |
| * Strange sounds | * Restrictive notes | * Unexpected delivery |  |

# INFORMATION TECHNOLOGY RECOVERY

If an employee discovers an information technology breach, contact the IT Department. The Emergency Response Team (ERT) will meet (in-person, online video platform, or Phone) when a disaster is declared by the Executive Director.

The ERT for Information Technology is IT Manager, Director of Operations, Rehmann Support, Executive Director (as necessary), Department Lead(s) [to communicate with their respective staff, vendors, and funders].

|  |  |  |  |
| --- | --- | --- | --- |
| Event | Response | Who Responsible | Timeframe (if Applicable) |
| Server Crash or Data Corruption | Recover Data from Back-Up Servers | IT Manager/Director of Operations | Within 24 Hours |
| Sabotage | Recover Data from Back-Up Server | IT Manager/Director of Operations | Specific Situation Dependent, Within 24 Hours |
| Ransomware Attack | Recover Data from Back-Up Server | IT Manager/Director of Operations | Specific Situation Dependent, Work with Managed Services Provider and Insurance Company |
| Fire | Recover Data from Back-Up Servers | IT Manager/Director of Operations | Within 24 Hours |
| Severe Weather, Resulting in Extended Power Outage | Enough Back-Up Power or Transfer Data to Alternate Server Location Not Impacted | It Manager/Director of Operations | Within 24 Hours |
| Flood/Wildfire | Transfer Data to Alternate Server Location Not Impacted | It Manager/Director of Operations | Within 24 Hours |
| Individual Employee Computer (Desktop or Laptop) | Transfer Data from Back-Up or Computer if Hardware Failure | IT Manager | Situation Dependent, Usually Within 48 Hours |
| Software Specific | Contact Software Help Desk | IT Manager/Department Lead | Situation Dependent on Software Company |

In all situations the maximum downtime will be minimized and communicated to affected staff, appropriate partners, and funders.

If network down for 24-48 hours, contact:

|  |  |  |
| --- | --- | --- |
| * Goodwill   Phone #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | * Area Agency on Aging of NW Michigan, Phone #\_\_\_\_\_\_\_\_\_\_\_ | * Public School IT   Phone #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

If client data breached at guidance of insurance company, contact:

|  |  |  |
| --- | --- | --- |
| * State of Michigan | * NeighborWorks! | * Department of Health and Human Services |
| * Office of Head Start | * Bureau of Community Action and Economic Opportunity | * Michigan State Housing Development Authority |
| * Michigan Department of Education | * Intermediate School Districts | * Licensing and Regulatory Affairs |

# EXPLOSION

1. Remain calm
2. Quickly assess the most reasonable way to protect your own life then determine the best emergency response; evacuate, shelter in place or lockdown
3. Follow the Communication Protocol for specific guidance
4. Following an explosion, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations.

**Dial 911**

General Rules to Follow After an Explosion:

* Since one event can be followed by another, remain alert. There may be more danger yet to occur
* For protection, take cover under a table or desk. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment
* Open doors carefully – be aware of possible falling objects
* Avoid known problem areas – gas lines, fire hazard areas, etc. Once outside the building, move as far away as possible
* Do not use matches, lighters or other types of flames that could trigger another explosion
* Do not use two-way radios or cellular phones. Radio signals have the potential to trigger other explosive devices

# POWER LOSS AT INDIVIDUAL LOCATIONS/SITES

1. Remain calm
2. Quickly assess the most reasonable way to protect your own life then determine the best emergency response; evacuate, shelter in place or lockdown
3. Follow the Communication Protocol for specific guidance
4. Following a power loss, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations.

Power Loss Procedure: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

General Rules to Follow Before and After a Power Loss:

* Assist visitors, volunteers, staff, and clients by directing to a safe well-lit area
* Walk slowly, listen for other people and sound cues/instructions
* Unnecessary electrical equipment and appliances should be turned off if power restoration would surge causing damage to electronics and effecting sensitive equipment
* If the outage lasts for more than 60 minutes, main office doors should be locked, and a closure sign posted. Child and Family Development Programs will follow the Reunification Protocol. Decisions regarding long-term outages will be made by the Executive Director.

# FIRE

1. Remain calm
2. Quickly assess the most reasonable way to protect your own life then determine the best emergency response; evacuate, shelter in place or lockdown
3. Follow the Communication Protocol for specific guidance

**Dial 911**

Information to provide to fire department or 911 operator:

• Provide Name

* Location/Site with 2 main cross streets

• Type and/or cause of the fire

1. The Fire Department may ask the location of the circuit breaker box
2. Evacuate the area if unable to extinguish it safely. Close doors and windows, if possible, to confine the fire. Go to previously designated areas as far from the danger as possible
3. Avoid breaking windows where the fire is located – oxygen feeds and exacerbates the issue
4. Do not open hot doors. Before opening any door, touch near the top; if it is hot, or smoke is visible, do not open the door
5. Do not attempt to save possessions or equipment at the risk of personal injury
6. Following a fire, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations.

# SEVERE THUNDERSTORM/TORNADO

1. Remain calm
2. Quickly assess the most reasonable way to protect your own life then determine the best emergency response; evacuate, shelter in place or lockdown
3. Follow the Communication Protocol for specific guidance
4. Following a tornado, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations.

Severe Thunderstorm/Tornado Procedure: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

General Rules to Follow Before and After a Severe Thunderstorm/Tornado:

* Stay away from exterior walls and glass
* In a tornado, crouch along interior walls and cover your head. Interior rooms with no windows, such as the bathrooms or interior offices are safest
* Use the telephone and/or cell phone for emergency purposes only
* Do not leave secure areas until instructed. Be aware of staff or clients that may require additional assistance
* If there is a power loss due to storm see Power Loss section.

# DANGEROUS WINTER STORM/SEVERE TEMPERATURES

1. Remain calm
2. Quickly determine the best emergency response; evacuate, shelter in place or lockdown
3. Follow the Communication Protocol for specific guidance
4. Following a dangerous winter storm and severe temperatures, notify your supervisor

General Rules to Follow Before and After a Dangerous Winter Storm/Severe Temperatures:

* Refer to NMCAA’s Weather Policy in the Personnel Policies for guidance. Staff will follow additional on-site protocol as needed
* Winter storms are generally preceded by broadcast warnings; stay tuned via radio or the internet
* If exiting the facility, locate the safest route; beware of icy walkways, etc.
* If frozen pipes are a possibility, take all precautions to avoid them by draining water, leaving faucets on with a low stream
* If there is a power loss due to storm see Power Loss section

# MISSING PERSON (Adult or Child)

**Dial 911**

Information to provide to law enforcement or 911 operator:

• Date/time/location where or when you last saw the person

• Provide the name(s) of the person that last saw the person

* Provide descriptive information of the person such as: appearance, clothing, general health and any medical conditions or concerns (change of behavior, domestic issues, etc.)

1. Remain calm
2. Follow the Communication Protocol for specific guidance
3. Attempt to contact the missing person by phone or text if available.
4. Search any area in which a person could crawl or hide and possibly be asleep or unable to get out.
5. Check areas where the person was last seen or may have gone.
6. Quickly search in lavatories, closets, rooms, corners, under desks, and behind curtains.
7. If the missing person is a minor, contact the emergency contact as soon as possible.
8. Following a missing person incident, notify your supervisor.
9. Communicate missing person incident to other reporting entities as required by individual grants and other regulations.

# OTHER NATURAL OR HUMAN CAUSED EVENTS (Gas Leak, Sewer Back-up, Flood, train derailment-chemical spill, etc.)

Gas Leak On-Site or in the Vicinity

1. Remain calm
2. If the gas leak is in your building, immediately evacuate following the emergency evacuation procedure
3. If the gas leak is in the vicinity, determine if there is a need to go to the designated evacuation meeting site following the shelter in place plan
4. Follow the Communication Protocol for specific guidance
5. Do not open any windows or doors. Do not use cell phones and/or electronic devices
6. Wait for all clear before leaving shelter and resuming daily activities or begin evacuation procedures if the building is no longer structurally safe.
7. Following a gas leak, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations.

Additional plans if applicable:

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Sewer Back-Up, Water Main Break or Frozen Pipe

1. Remain calm
2. Quickly determine the best emergency response; evacuate or shelter in place
3. Follow the Communication Protocol for specific guidance
4. If there is a total loss of water for any reason at a Child Development Site, the facility must close. All other offices will contact their immediate supervisor for guidance
5. Following a sewer back up, water main break or frozen pipe, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations.

Flood

1. Remain calm
2. Quickly determine the best emergency response; evacuate or shelter in place
3. Follow the Communication Protocol for specific guidance
4. Turn off utilities and disconnect all electronic devices if instructed to do so by emergency personnel.
5. Do not walk through moving water and avoid flooded waters. Water may contain hazardous materials.
6. Do not drive in flooded areas
7. Stay 25 feet away from downed power lines
8. Following a flood, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations.

Train Derailment

1. Remain calm
2. Quickly determine the best emergency response
3. Follow the Communication Protocol for specific guidance
4. If the train derailment is in your vicinity, emergency personnel may contact you to evacuate. Immediately evacuate following emergency personnel directive or continue with the planned emergency evacuation procedures
5. If the train derailment is in your vicinity, emergency personnel may contact you to shelter in place. Immediately shelter in place following emergency personnel directive or continue with the planned shelter in place procedures
6. Wait for all clear before leaving shelter and resuming daily activities or begin evacuation procedures if the building is no longer structurally safe
7. Following a train derailment, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations.

Chemical Spill

1. Remain calm
2. Quickly determine the best emergency response; evacuate or shelter in place
3. Follow the Communication Protocol for specific guidance
4. Following a chemical spill, notify your supervisor, then complete and submit the Safety and Emergency Preparedness Incident Report to the Director of Operations.

**Dial 911**

General Rules to Follow After a Chemical Spill:

* Refer to MSDS for specific chemical instructions and warnings
* Since one event can be followed by another, remain alert. There may be more danger yet to occur
* Follow guidance provided by emergency personnel before opening doors/windows and applying PPE
* If evacuating the building, move as far away as possible. Avoid known problem areas – gas lines, fire hazard areas, etc.
* Do not use matches, lighters or other types of flames that could trigger an explosion.

# INCIDENTS AT NEIGHBORING ORGANIZATIONS

If a situation arises within the vicinity of your location/site, law enforcement will notify next actions to be taken. In the event police activity is observed with no contact from law enforcement, the On/Off-Site Crisis Designee may contact dispatch and request information. It should be noted that some situations require discretion in sharing information with the public. Following a neighboring incident, notify your supervisor.

# EMPLOYEE SUPPORT RESOURCE

Employee Assistance Program (EAP) is available for individual and/or group services. Contact the Human Resources Director for additional information.

# CONCLUSION

While this plan cannot foresee all possible circumstances that may arise, it will serve as a guide to reference in the event action needs to be taken to maintain a safe environment.

Staff should remain alert, vigilant, and prepared to evaluate all the circumstances to make sound judgments based on the situation.

**Questions regarding this plan can be directed to: NMCAA Executive Director or Director of Operations**

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# APPENDIX

Appendix A…………………………………………………………………………………………..Bomb/Telephone Threat Checklist

HR Team\Human Resources\Supervisors Manual\Tab 9\Bomb-Telephone Threat Checklist

Appendix B…………………………………………………………………….Supervisor Accident/Illness Investigation Report

HR Team\Human Resources\Supervisors Manual\Tab-6\Supervisor's Accident Illness Investigation Report

Appendix C……………………………………………….…….……….Safety and Emergency Preparedness Incident Report

HR Team\Human Resources\Supervisors Manual\Tab 9\Safety and Emergency Preparedness Incident Report

Appendix D……………………..……………………………………………………………………….. Business Continuity Follow-Up Plan

HR Team\Human Resources\Supervisors Manual\Tab 9\Business Continuity Follow-Up Plan

Appendix E……………………………………………………………………………..….…………Agency Drill and Safety Check Log

HR Team\Human Resources\Supervisors Manual\Tab 9\Agency Drill and Safety Check Log

Appendix F…………………………………………………………………………Medical Center/Hospital Disbursement Form

HR Team\Human Resources\Supervisors Manual\Tab 9\Medical Center/Hospital Disbursement Form