



REGIONAL FOOD BANK OF OKLAHOMA

EMERGENCY ACTION RESPONSE PLAN

Aug. 21, 2024

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The Regional Food Bank of Oklahoma’s Emergency Action Response Plan is designed in accordance with Occupational Safety and Health Administration (OSHA) regulations [29 CFR 1910.38(a)].

Summary

The Regional Food Bank is dedicated to the safety and security of all employees, volunteers, guests, contractors and service recipients during disasters and emergency situations. Because natural and man-made disasters and emergencies can occur at any time, often without warning, the Regional Food Bank has developed the Emergency Action Response Plan.

The information detailed in this plan is meant to act as a guide for employees, volunteers, guests, contractors and service recipients to use as a quick reference of what to do in the event of a disaster or emergency. All employees must be knowledgeable of this plan and should keep a copy of it in an easily accessible location for quick access.

Goal of the Plan

The goal of this plan is to empower individuals with the knowledge of how to respond to natural and man-made disasters. By training all persons involved with the organization on this plan, we can better assure our employees, volunteers, guests and contractors will remain safe during emergency situations.

Introduction

To promote safe, appropriate responses to emergency situations, the Regional Food Bank has developed the following plans and procedures for all employees, volunteers, guests and contractors to utilize.

Emergency plans and procedures will be communicated to all upon orientation to the organization.

Training in emergency plans and procedures applicable to the Regional Food Bank situations will be provided to employees, volunteers, guests and contractors as deemed appropriate. For the purposes of this plan the safety manager is also the EHS Manager

Types of Disasters

There are several types of natural and/or man-made disasters and emergencies that can occur at the Regional Food Bank including: tornadoes, fires, bomb threats, terrorist attacks, active shooter, threats of violence, mental health crises, lockdowns, medical crises, elevator breakdown, ammonia leaks, gas leaks, flooding, power outages and shelter-in-place situations. The following procedures will be utilized to lessen the effect on individuals and the facility.

Types of Alarms

There are several different alarms to indicate what actions employees should take. The Regional Food Bank has an established alarm system that uses manual pull box alarms

with strobes, public address (PA) systems and telephones to address employees in the event of an emergency. We use distinctive alarms capable of signaling whether to evacuate the premises or seek shelter during an emergency.

- Tornado - Alarm will be a voice prompting staff, visitors and volunteers to proceed to the shelter area
- Fire – Siren
- Other situations – PA system

Appendices

We have attached to this Emergency Action Response Plan, the following documents for reference to ensure a better understanding of our written program:

1. First Aid, Fire Pull, Fire Extinguisher and Exit Map
2. Map of Designated “Evacuation Assembly Areas”
3. Trained Evacuation Personnel
4. Fire Drill Evacuation Checklist
5. Emergency Announcements

Emergency Procedures: Evacuation & Fire

Purpose

The purpose of this guideline is to assist with basic and common occurrences during an evacuation and to outline the general structure of an evacuation incident. The risk of injury or loss of life during emergency scenarios can be minimized with proper training and conducting drills. No two emergency scenarios are the same and drills are conducted only to build proficiency through lessons learned.

Applicability

These guidelines apply to the Regional Food Bank employees, volunteers, visitors and contractors on-site in any capacity.

Roles & Responsibilities

- **Area Captains** have accountability for assigned personnel.
- **Employee Health and Safety Manager** coordinate activities as incident commander until emergency personnel hand-off.
- **Department Directors** assist in evacuation guidance and observe positive or negative practices.
- **Reception Personnel** bring visitor and volunteer sign-in sheets to assembly area and conduct roll call.
- **The Facility Operations team** will be assigned responsibility to control incoming traffic and direct emergency vehicles where needed.
- **Warehouse Manager** is responsible to verify the coolers and freezer are all clear.
- **Warehouse Lead** is responsible for verifying the dry dock is all clear.
- **Recovery Manager** is responsible for verifying the Recovery areas are all clear.

General Conduct

- Sound the alarm by activating at the main panel in the front lobby. This will notify the fire department through an automated system. If in doubt, call 911.
- Evacuate the facility to the assigned assembly area designated in the north parking lot with signs on the light poles reading “Assembly Point” and begin accountability head count. All staff and visitors should report to the main assembly point in the safest route possible.
- The Regional Food Bank does not have any Critical Operations areas and therefore all personnel will evacuate the facility. (1910.38(C)(3))
- **Area captains** or another designated person are best suited to know who in their areas should be present based on vacation schedules, lunch breaks, offsite activities and determine if any member of the department is not present that should be.
- **Facility Manager** will remain in communication with contractors in needs to assist in evacuation of the building.

Staff should not badge out using the card reader. This list may be used to establish a complete evacuation of the facility.

- The **Area captains** of each department is responsible for verifying that all employees and visitors are accounted for. Once all associates are accounted for, the manager is to notify the EHS manager via cell phone.
- All visitors are required to sign in at the reception desk. Use volunteer leadership members, when available, for accountability of volunteer groups.
- Any visitor, tour group or other persons that did not sign in for any reason will report to their host.
- Any persons unaccounted for should be reported to the **EHS manager** or any member of the Facility Operations team immediately.
- **The Facility Operations team** will stop all traffic in parking lot from movement to protect pedestrians and prevent blocking access for emergency vehicles.
- The **facility manager** will verify alarm condition or false alarm and report to **EHS manager** as soon as possible.
- After all employees and visitors have been accounted for, anyone requiring treatment will be moved (if possible) to a centralized location for first aid and treatment by medical personnel.
- **Facility personnel** will assist emergency crews and direct them to injured employees/visitors and the closest available access point upon their arrival.
- Follow all instructions and cooperate with emergency personnel.

Post Evacuation

- Record the time the building took to evacuate and any negative or positive lessons learned.
- Evaluate the findings to determine what improvements or best practices can be implemented.
- Communicate findings and any changes with all affected personnel as soon as possible after the event.
- Maintain documentation of the drill exercises for at least two years.

Emergency Procedures: Tornado

General Information

Tornadoes usually occur in the spring and summer and are formed by severe thunderstorms. Considered nature's most violent and erratic storms, they consist of whirling winds of up to 300 miles per hour. Tornadoes can sweep through an area causing serious damage and destruction. All staff should understand the terminology associated with tornado safety.

Tornado watches and warnings are issued by the National Weather Service.

Tornado Watch: Weather conditions are considered favorable for tornadoes to form in and near the watch area. These conditions are determined by the National Weather Service, which transmits the watch information through weather radio, television and radio. When a tornado watch has been issued for your area, you should monitor weather radio, local radio or television for additional watches or warnings.

Tornado Warning: A tornado warning means a tornado has been sighted by the public or local law enforcement, or that Doppler radar has indicated an area of rotation that could develop, or has developed, into a tornado.

1. Take shelter immediately.
2. Remember that tornadoes can form and move quickly; therefore, there may not be adequate time to issue a warning.
3. If severe thunderstorms occur, be alert to the fact that a thunderstorm could trigger a tornado and be prepared.

In some cases of advance notification of a tornado threat, those with weather radios/apps team will communicate with each other, **Regional Food Bank leadership** and the chief executive officer (CEO), who will determine if an early release of staff is necessary. In the absence and/or delayed response of the CEO, the chief operations officer (COO) may make this decision.

Tornado Watch

When the National Weather Service issues a tornado watch, it will be received on all Weather Alert Radio/Weather Apps on smartphone systems. Listening team consists of:

1. EHS Manager
2. Director of Operations
3. Facility Manager

Upon hearing the announcement of a tornado watch, a member of the Operations team will notify all managers, the Safety Committee and the Executive team via email.

Example: "Attn: Executive Team, Regional Food Bank managers and Safety Committee -- our area is currently under a tornado watch until 4 p.m. Please monitor your weather radios/apps for updates until 4 p.m. If the watch changes to a warning, the alarm will be

activated, and everyone will be notified to take shelter immediately. In the meantime, if we determine that the threat is bad enough to warrant an early closing, we will let you know. Please acknowledge receipt of this message.”

In the absence of the EHS manager, COO or director of operations will assume the notification role. The notification will include the following information/instructions:

- Oklahoma County is under a Tornado Watch
- Time tornado watch expires
- Normal routine will not be interrupted unless a Tornado Warning is issued
- If the weather radio or **outside sirens sound** indicating a Tornado Warning for Oklahoma County, proceed immediately to nearest designated tornado shelter. Denoted by the following signage:



Shelter locations include:

- Repack Room (west of production kitchen) – main shelter location
- Room 102 – alternate shelter location

Tornado Warning

When the National Weather Service issues a tornado warning, the weather radio and/or the tornado sirens will be activated.

Upon hearing the announcement of a tornado warning, those with weather radios/apps will notify each other, the Safety Committee chair, vice chair and secretary. One of the safety officers will sound the internal tornado alert (emergency alarm system.)

All individuals will proceed to the designated tornado shelter area. **Directors and managers will:**

- Direct employees, volunteers and visitors to proceed in a quick and orderly manner to the nearest designated shelter area in the building.
- Instruct occupants not to leave the building.
- Aid persons with disabilities.
- Accompany occupants to the nearest designated shelter area in the building.
- Shelter locations are denoted by the following signage and include:



- Repack Room (west of production kitchen) – main shelter location

- Room 102 – alternate shelter location

Facility occupants will:

- Proceed to the designated shelter area in the building by the quickest route.
- Move quickly but in an orderly manner so that all may arrive safely.
- Take a seat in the shelter area (if seats are not available, calmly remain standing).

If you are in the open (drivers):

- Quickly assess your situation and decide what you should do.
- Do not take shelter under overpasses or bridges. The wind from a tornado can accelerate as it blows through the underpass, likely sweeping everything away.
- Find shelter in a building if possible. If a building is not available, get out of your vehicle and find the lowest level of shelter such as a ditch or ravine.
- Protect your head and neck with your hands. However, be sure to watch for rising water if taking shelter in a ditch or ravine.
- Don't try to outrun a storm. Heavy winds may cause a loss of control of the vehicle. Motorists are advised to get off the road as quickly and safely as they can. If you spot a tornado moving in your direction, use the 90-degree rule. That means driving away from the tornado at a 90-degree angle or in a different direction from the tornado's path. If the tornado is headed right toward you, don't stay in your car.

Trouble areas/places to avoid:

- All outside walls, elevators and windows of buildings.
- Any low-lying area that could flood.
- Vehicles---do not use for shelter.
- Building areas with a large roof span.

Damage to building:

- If there is damage to the building once the severe weather has left the immediate area, follow the emergency evacuation plan and report to Evacuation Point A.
- Remove injured persons **only if this can be done without injury to yourself or further injury to person affected.**

Emergency Procedures: Suspicious Packages and Mail

- The following is a list of general characteristics of a suspicious package:
 - Rigid or bulky
 - Lopsided or uneven
 - Wrapped in string
 - Badly written or misspelled labels
 - Generic or incorrect titles
 - Excessive postage

- No postage
- Foreign writing, postage or return address
- Missing, nonsensical or unknown return address
- Leaks, stains, powders, or protruding materials
- Ticking, vibration or other sound
- If you receive or discover a suspicious package or letter perform the following:
 - Leave the mail piece or substance where it was found. Do not disturb. Do not try to clean up the substance.
 - Clear the immediate area of all persons and keep others away.
 - Instruct people in the immediate area to wash hands and others exposed skin with soap and water.
 - Direct these people to a designated area away from the substance to await further instructions.
 - List the names of the persons in the immediate area of the mail piece or substance.
 - Cordon off the immediate area.
 - Shut down all equipment in the immediate area and HVAC systems (heating, ventilation and air conditioning).
 - If possible, without disturbing the mail piece or substance, document the following:
 - Location of mail piece or substance.
 - Description of substance.
 - Description of mail piece (markings, labels, declarations, postage).
 - Addressee name and address.
 - Mailer's name and address.
- After leaving the area:
 - Wash your hands well with soap and water.
 - Contact your immediate supervisor, designated responder or other appropriate authority.
 - Limit movements within the building to prevent the spread of substance.
- Designated responders or other appropriate authority will determine the need for further action, which may include:
 - Directing further evacuation.
 - Reporting the incident to the appropriate authorities, such as the local police or federal authorities.
 - Perform additional decontamination activities as directed by the proper authorities.
 - Reporting the incident to the facility managers so they can cut off electrical power and shut down ventilation systems serving the potentially contaminated areas.
 - Providing this list to the appropriate authorities.

- When it is safe, call 911 and inform the dispatcher of your location and provide as much information as possible. Stay there until police or public safety arrive or give an all-clear.

Emergency Procedures: Bomb Threats and Emergency Evacuation

The following instructions set out the procedure to be adopted in the event of a bomb threat occurring for the Regional Food Bank.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly but remain calm and obtain information with the checklist located at the end of this plan.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Department of Homeland Security Bomb Threat Checklist (see page 14) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

Reoccupation of the Building

- Following evacuation and after searching the building, confirmation that the building may be reoccupied should be sought from the police attending the incident.
- In the event of the police initiating an evacuation, they will remain in control and declare the building safe for reoccupation.
- Throughout the progress of the incident, the EHS manager should be in contact with the senior management.
- A full report must be prepared by the EHS manager and sent to the proper authorities.

General Advice for Staff Concerning Bomb Hoaxes and Bomb Threats

The instructions below should be followed when dealing with bomb hoaxes and bomb threats. In the interests of the safety of employees, visitors, volunteers and contractors, all instances should be treated as threats and evacuation procedures observed. This procedure should be read carefully by all staff.

'Bomb hoax' telephone calls can be a common occurrence. Usually bomb threats come in anonymous telephone calls. All such calls must be reported to the EHS Manager or senior management immediately and kept confidential. Bomb hoaxes or bomb threats can also be mailed or even surreptitiously delivered.

The following process should be followed as soon as it is clear the caller is making a bomb threat:

- Let them finish their message without interruption (take notes.) If any response is essential as to a statement such as 'this is about a bomb, are you listening?' Keep it to one or two words. While the caller talks, note the message EXACTLY.
- Listen for clues:
 - Caller's sex and approximate age.
 - Noticeable condition affecting speech such as drunkenness, laughter, anger, excitement and incoherence.
 - Peculiarities of speech such as accent, mispronunciation, speech impediment, tone and pitch of voice.
 - Background noises audible during the call such as music, traffic, talking or machinery.
- When caller has given message, try to keep them in conversation.

The following are key questions and should be asked, if possible, after the caller has given their message:

- Where is the bomb located (building, floor, room)?
- What time will it explode?
- When was it located?
- What does it look like?
- What kind of explosive is in the bomb?
- What will cause it to explode?

Repeat the above details/answers to the caller and ask for confirmation.

- Then ask:
 - Why was it placed?
 - Who are you (name, address, organization)?
 - What is your telephone number?
 - Note the following:
 - Note whether the caller repeated the message or any part of it.
 - Note the exact time of its receipt and the time when the call was completed.
 - Write the message down IMMEDIATELY after the call; capturing the exact wording is very important.
- Immediately after that notify the EHS manager or any department officer available
 - Repeat the message exactly as you received it, then fill in the other details you were able to get.

- Be calm, listen carefully, report exactly. The more information you can get, the easier it will be to decide whether the warning was serious or not.

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

Call _____
Handle note as minimally as possible.

If a bomb threat is received by e-mail:

Call _____
Do not delete the message.

Signs of a suspicious package:

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

Unexpected delivery * **Refer to your local bomb threat emergency response plan for evacuation criteria.**

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.

For more information about this form contact the Office for Bombing Prevention at:
OBP@cisa.dhs.gov



DATE:

TIME: ^{V2}

TIME CALLER
HUNG UP:

PHONE NUMBER WHERE
CALL RECEIVED:

Ask Caller:

• Where is the bomb located? (building,

• When will it go off?

• What does it look like?

• What kind of bomb is it?

• What will make it explode?

• Did you place the bomb?

No

Yes

• Why?

• What is your name?

(floor, room, etc.)

<ul style="list-style-type: none"> Estimated age: 		
<ul style="list-style-type: none"> Is voice familiar? If so, who does it sound like? 		
<ul style="list-style-type: none"> Other points: 		
Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Accent <input type="checkbox"/> Angry <input type="checkbox"/> Calm <input type="checkbox"/> Clearing throat <input type="checkbox"/> Coughing <input type="checkbox"/> <input type="checkbox"/> Cracking Voice <input type="checkbox"/> Crying <input type="checkbox"/> Deep <input type="checkbox"/> Deep breathing <input type="checkbox"/> Disguised <input type="checkbox"/> Distinct <input type="checkbox"/> Excited <input type="checkbox"/> Laughter <input type="checkbox"/> Lisp <input type="checkbox"/> Loud <input type="checkbox"/> Nasal <input type="checkbox"/> Normal <input type="checkbox"/> Ragged <input type="checkbox"/> Rapid <input type="checkbox"/> Raspy <input type="checkbox"/> Slow <input type="checkbox"/> Slurred <input type="checkbox"/> Soft	<input type="checkbox"/> Animal noises <input type="checkbox"/> House noises <input type="checkbox"/> Kitchen noises <input type="checkbox"/> Street noises <input type="checkbox"/> Booth <input type="checkbox"/> PA system <input type="checkbox"/> Conversation <input type="checkbox"/> Music <input type="checkbox"/> Motor <input type="checkbox"/> Clear <input type="checkbox"/> Static <input type="checkbox"/> Office machinery <input type="checkbox"/> Factory machinery <input type="checkbox"/> Local <input type="checkbox"/> Long distance Other Information: <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/> Incoherent <input type="checkbox"/> Message received <input type="checkbox"/> Taped message <input type="checkbox"/> Irrational <input type="checkbox"/> Profane <input type="checkbox"/> Well-spoken
<ul style="list-style-type: none"> Touch or move a suspicious package. 		
<div style="background-color: #2c4e64; color: white; padding: 10px;"> WHO TO CONTACT (Select One) <ul style="list-style-type: none"> 911 Follow your local guidelines </div>		

Emergency Procedures: Active Shooter

An active shooter is a person or persons who appear to be actively engaged in killing or attempting to kill or injure people most often in populated areas. In most cases, active shooters use firearm(s). In some cases, active shooters use improvised explosive devices to cause additional victimization. Active shooter situations evolve rapidly, demanding response by local authorities.

All active shooter events are to be reported to the **EHS manager** after calling 911.

In addition, the following actions are recommended:

If you feel it is safe to leave the building/area:

- Exit the building immediately.
- As you move away from the threat, notify anyone you may encounter and inform them of the danger.
- Call 911 and public safety and give as much information as possible.

If exiting the building is not possible, or you do not feel it is safe to leave the building:

- Go to the nearest room or office, close and lock the door.
- If the door does not lock, secure and barricade the door with as many obstacles as possible (desk, chairs, tables).
- Close shades/curtains on windows, turn off the lights and get down on the floor and seek protective covering. No one should be visible from the outside.
- Keep quiet and keep your cell phone on silent.
- When it is safe, call 911 and inform the dispatcher of your location, and provide as much information as possible. Stay there until police or public safety arrive or give an all-clear.

If you are not immediately impacted by the incident, please take the following action:

- Stay away from the building/area.
- Notify everyone around you to stay away from the area.
- Obey all verbal direction given by law enforcement/public safety officers.
- Take protective action and stay away from doors and windows.

If you are unable to escape or barricade yourself away from the intruder, you must decide what action to take;

- You can try to hide, but make sure it is a well-hidden place so you will not be found as the intruder searches for more victims.
- If you think you can safely make it outside the building by running, do so. If you decide to run, do not run in a straight line, use trees, vehicles or any object to block yourself from view as you run.

- If the intruder is causing death or serious physical injury and you are unable to run or hide, you may choose to play dead if other victims are around you.
- The last option you have if caught in an open area may be to fight back. This is very dangerous but may be your only option.
- If you are caught by the intruder and choose not to fight back, follow their directions. **Do not** look the intruder in their eyes.

Once the police arrive, obey all instructions. This may involve being handcuffed or putting your hands in the air.

The FBI and other investigative bodies have repeatedly found that there is no accurate profile of shooters. However, several clear behavioral warning signs have been identified which are cause for concern.

- Threatens harm or talks about killing people in the workplace.
- Constantly starts or participates in fights.
- Loses temper or self-control easily.
- Assaults others repeatedly.
- Possesses weapons or has a preoccupation with them.
- Becomes frustrated easily and converts frustration into uncontrollable physical violence.

Emergency Procedures: Lockdown

A lockdown is a **temporary sheltering technique** utilized to limit civilian exposure to imminent threat of violence. A lockdown will be made only if there is a serious risk of danger to employees, volunteers, and guests. The general purpose of a lockdown is to convert a building into a large safe room. The decision to initiate building lockdown procedures may be at the discretion of the EHS manager along with senior management or in response to a request by local law enforcement officials.

Responsibilities of Management:

In the event of a situation requiring the initiation of building lockdown procedures, management will perform the following tasks to the extent possible:

- Declare and initiate the lockdown directive.
- Activate appropriate emergency notification systems (announcement will be made via PA/phones.)
- Immediately respond to the scene.
- Contact and coordinate with the police department/emergency services
- Lock and secure perimeter building doors with assistance from facility management staff as needed.
- Post pre-printed signs on all lobby doors.
- Attempt to discourage building occupants from exiting the building.

Emergency Procedures: Elevator Emergency

When an emergency alarm from an elevator is sounded, the passengers should be informed that service is on the way. The EHS manager, and director of operations should be contacted so they can call the elevator service company and send additional building personnel to assist if necessary.

If the car remains stalled, the passengers should be advised:

- Not to panic.
- That emergency elevator service has been contacted.
- Not to attempt to open the doors.
- To stay clear of the doors.
- Not to exit until told to do so.

If service response time exceeds 30 minutes, the fire department should be called to report the entrapment first, and then call the EHS manager.

Emergency Procedures: Shelter-In-Place

Officers in conjunction with the director of operations will have absolute authority over the facility in the event of a shelter-in-place.

Definition: The use of a structure and its indoor atmosphere to temporarily separate individuals from a hazardous outdoor atmosphere.

Sheltering in place is a technique/precaution that emergency services and public safety personnel now recommend on a more frequent basis. It is designed for those situations in which it is safer for employees to remain in the building than to evacuate.

Example: A tanker car crashes on a nearby railway releasing a chemical cloud. A large column of black smoke billows into the air from a fire in a nearby plant. If, as part of this event, an explosion, or act of terrorism has occurred, public emergency officials may order people in the vicinity to "shelter-in-place".

Once a shelter-in-place is called in the Regional Food Bank's immediate vicinity, all Regional Food Bank employees, volunteers and guests, including those on the exterior grounds of the facility will be instructed to move inside and remain there until the director of operations and EHS manager, or member of the officer team cancels the procedure. Prior to moving to the shelter, all openings in which outside materials may enter the shelter area should be closed including closure of doors and windows.

Facility maintenance is responsible for shutting off ventilation or climate control systems that could allow materials into the facility.

After an announcement that the shelter-in-place emergency is over, employees should open all doors and windows to ventilate the shelter. Similar processes should be

followed in vehicles located in the area. Facility maintenance will then reactivate ventilation or climate control systems.

Emergency Procedures: First Aid

Burns

- For major burns, dial 911 for emergency medical assistance, until an emergency unit arrives.
 - **Do not remove burnt clothing.** However, do make sure the victim is no longer in contact with smoldering materials or exposed to smoke or heat.
 - **Don't immerse severe large burns in cold water.** Doing so could cause shock.
 - **Check for signs of circulation (breathing, coughing or movement).** If there is no breathing or other sign of circulation, begin cardiopulmonary resuscitation (CPR) if trained.
 - **Cover the area of the burn.** Use a cool, moist sterile bandage or clean, moist cloth or towels.
- For minor burns, including second-degree burns limited to an area no larger than two to three inches in diameter, take the following action:
 - **Cool the burn.** Hold the burned area under cold running water for at least five minutes, or until the pain subsides. If this is impractical, immerse the burn in cold water or cool it with cold compresses. Don't put ice on the burn.
 - **Cover the burn with a sterile gauze bandage.** Wrap the gauze loosely to avoid putting pressure on burned skin. Seek medical attention to avoid infection.
 - **Take an over-the-counter pain reliever.** Never give aspirin to children or teenagers.

Chemical Burns

If a chemical burns the skin, follow these steps:

- **Dial 911 if burn area is deep or large.** If you seek emergency assistance, bring the chemical container or a complete description of the substance with you for identification.
- **Remove the cause of the burn** by flushing the chemicals off the skin surface with cool, running water for 15 minutes or more. If the burning chemical is a powder-like substance such as lime, brush it off the skin before flushing.
- **Remove clothing or jewelry** that has been contaminated by the chemical.
- **Wrap the burned area loosely** with a dry, sterile dressing or clean cloth.
- **If you're unsure whether a substance is toxic,** call the Poison Control Center at 1-800-222-1222.

Chemical Splash in the Eye

If a chemical splashes into your eye, take these steps immediately:

- **Flush your eye with water.** Use clean, lukewarm tap water for at least 15 minutes. Do not rub your eye or use any eye drops.

- **Wash your hands with soap and water.** Thoroughly rinse your hands to be sure no chemical or soap is left on them. Your first goal is to get the chemical off the surface of your eye, but then you need to make sure to remove the chemical from your hands.
- **Remove contact lenses.** If they didn't come out during the flush, take them out.
- **Seek medical attention.**

Head or Spinal Injury

If you suspect someone has a spinal injury:

- **Dial 911.**
- **Keep the person in the same position as he or she was found.** Keep the person still. Gently place heavy towels, backpacks or purses on both sides of the neck or hold the head and neck still to prevent movement.
- **Provide as much first aid as possible without moving the person's head or neck.** If the person shows no signs of circulation (breathing, coughing or movement), begin CPR if trained, but do not tilt the head back to open airway. Use your fingers to gently grasp the jaw and lift it forward.
- **If you absolutely must roll the person because he or she is vomiting, choking on blood, or in danger of further injury, use at least two people.** Work together to keep the person's head, neck and back aligned while rolling the person onto their side.

Unconscious Person

- When you find a person unconscious, attempt to wake them by asking "Are you ok?" If they don't respond gently shake them.
- If the person does not wake up, dial 911. Unconsciousness is a life-threatening condition.
- Check for breathing and pulse. If you are trained and cannot find a pulse, begin CPR.
- Once the person resumes breathing and has a pulse, place the victim on his/her side (in the recovery position) unless there is a possibility of head or spinal injury

Choking

- Have a bystander dial 911 to summon an ambulance.
- Administer the Heimlich maneuver as follows:
 - Stand behind the person. Wrap your arms around their waist. Tip the person forward slightly.
 - Make a fist with one hand. Position it slightly above the person's navel.
 - Grasp the fist with the other hand. Press hard into the abdomen with a quick, upward thrust as if trying to lift the person up.
 - Repeat until the blockage is dislodged.

Heart Attack

If you or someone else may be having a heart attack:

- Dial 911. Don't tough out the symptoms of a heart attack.

- Consider taking an aspirin if your doctor has previously specifically recommended that you take an aspirin if you ever think you're having a heart attack. Take the aspirin just as your doctor advised.
- Begin CPR. If you are with a person who might be having a heart attack and he or she is unconscious, tell the police dispatcher or another emergency medical specialist. You may be advised to begin CPR. Even if you're not trained, a dispatcher can instruct you in CPR until help arrives.

Severe Bleeding

- Dial 911 and seek medical attention.
- Stop the bleeding.
- Apply direct pressure with a clean cloth or bandage.
- If possible, elevate wound above level of heart.
- Hold the pressure continuously for five to 10 minutes.
- Don't keep checking to see if the bleeding has stopped because this may damage or dislodge the fresh clot that's forming and cause bleeding to resume.
- If the blood spurts or continues to flow after continuous pressure, seek medical assistance immediately.
- Be sure to use appropriate personal protective equipment, like latex gloves.

Shock

If you suspect shock, even if the person seems normal after an injury:

- Dial 911.
- Have the person lie down on their back with feet higher than head. If raising the legs will cause pain or further injury, keep them flat. Keep the person still.
- Keep the person warm and comfortable. Loosen belt(s) and tight clothing and cover the person with a blanket to maintain body temperature. Even if the person complains of thirst, give nothing by mouth.
- If the person vomits or bleeds from the mouth, turn the person on their side to prevent choking.

Seizure

- Dial 911.
- Do not restrain the person having seizure or convulsions.
- Protect the victim during seizure. Place victim on their side and protect head and limbs.
- Do not force anything in victim's mouth.

Heat Emergency

- Move the person out of the sun and into a shady or air-conditioned space.
- Dial 911.
- Cool the person by covering them with damp sheets or spraying lightly with cool water. Direct air onto the person with a fan or newspaper.

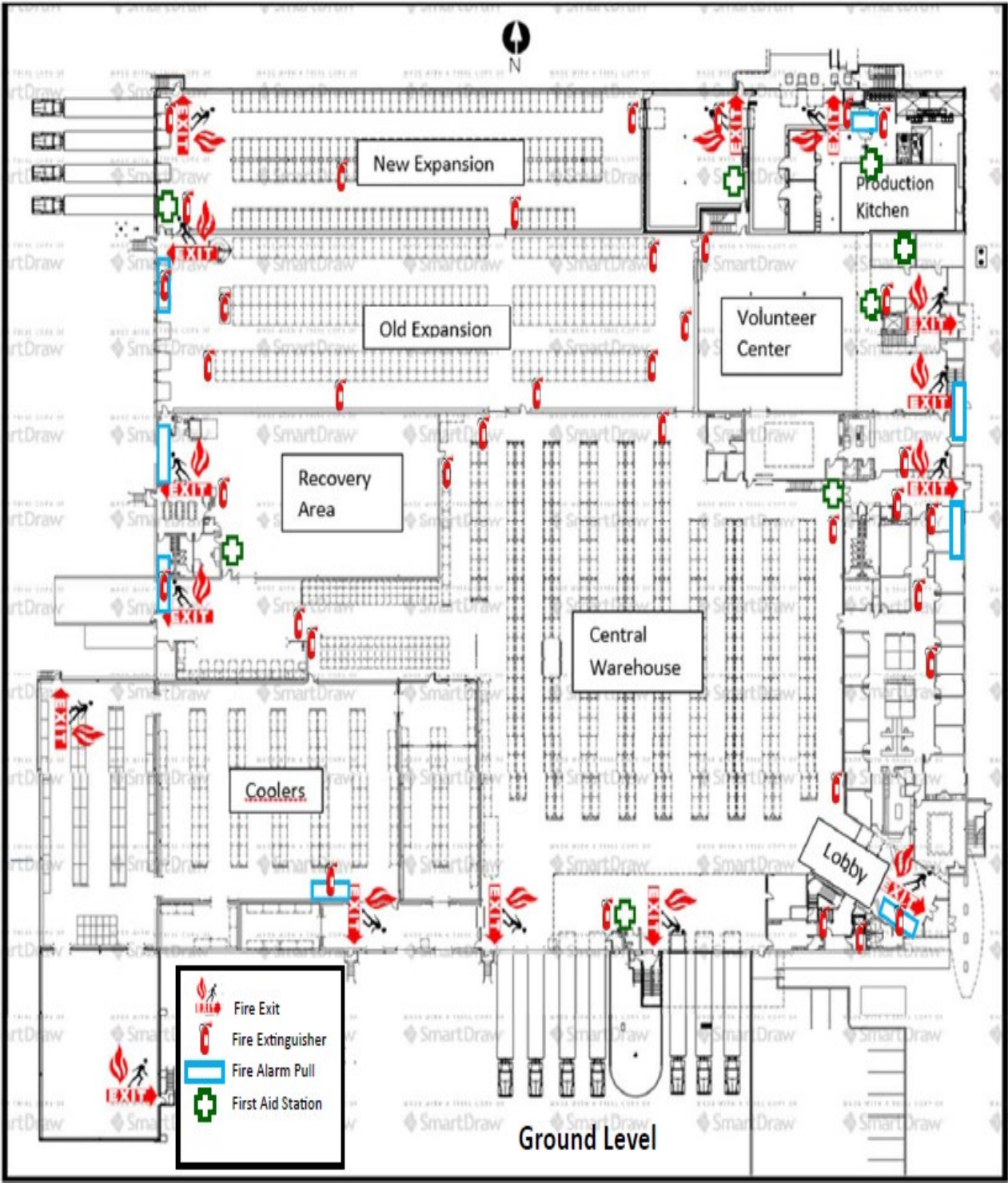
Hypothermia (Cold Exposure)

- Dial 911. While waiting for help to arrive, monitor the person's breathing. If breathing stops or seems dangerously slow or shallow begin CPR immediately if trained.
- Move the person out of the cold. If going indoors isn't possible, protect the person from wind, cover his or her head and insulate their body from cold ground.
- Remove wet clothing. Replace wet things with a warm, dry covering.
- Don't apply direct heat. Don't use hot water, a heating pad or a heating lamp to warm the victim. Instead, apply warm compresses to the neck, chest wall and groin. Don't attempt to warm the arms and legs.
- Offer warm nonalcoholic drinks unless the person is vomiting.
- Don't massage or rub the person.

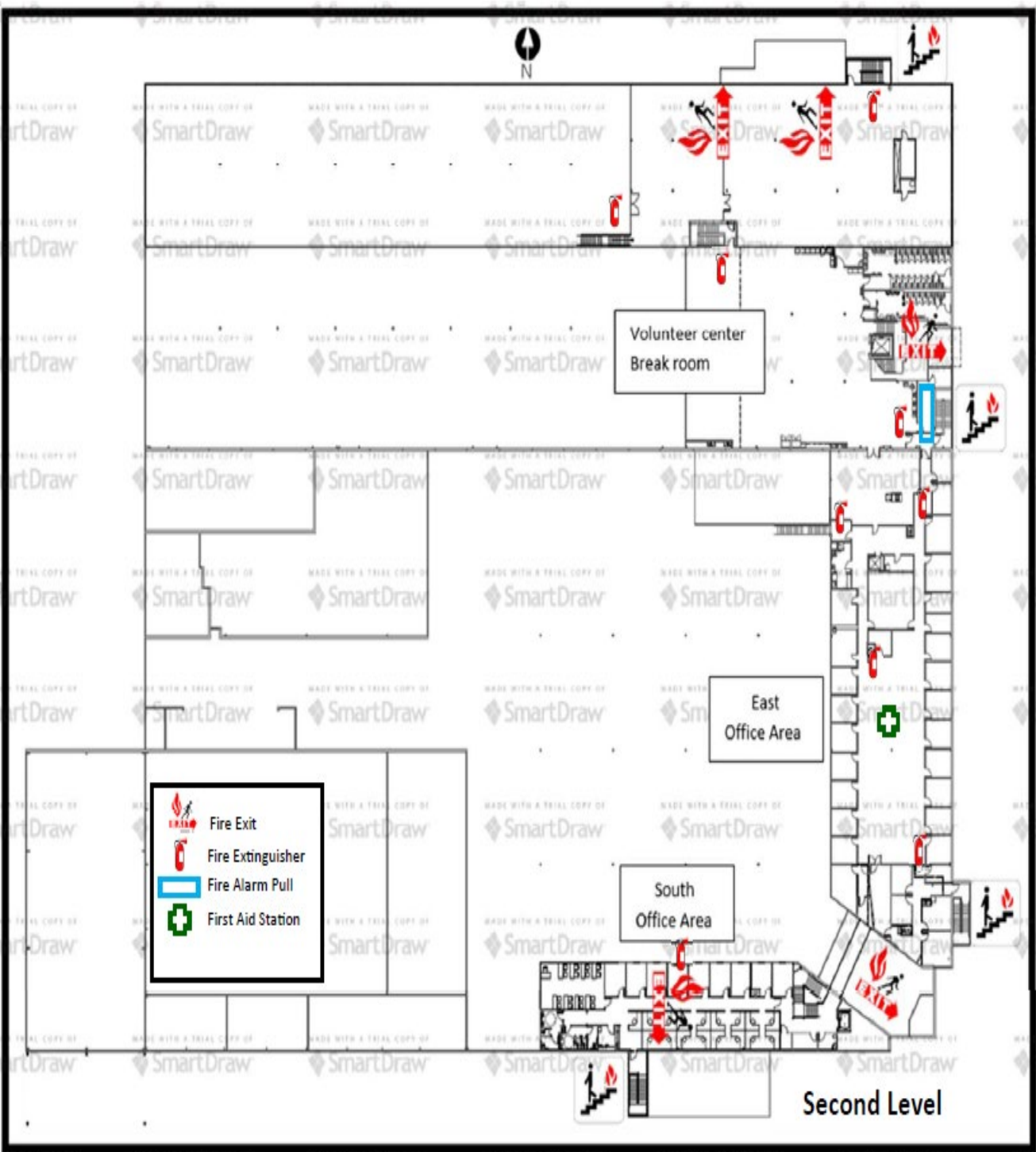
Fractures, Sprains and Dislocations

- Dial 911.
- Stop any bleeding. Apply pressure to the wound with a sterile bandage, a clean cloth, or a clean piece of clothing.
- Immobilize the injured area. Don't try to realign the bone, but if you've been trained in how to splint and professional help isn't readily available, apply a splint to the area.
- Apply ice packs to limit swelling and help relieve pain until emergency personnel arrive. Don't apply ice directly to the skin-wrap the ice in towel, piece of cloth or some other material.
- Treat for shock. If the person feels faint or is breathing in short, rapid breaths, lay the person down with the head slightly lower than the trunk and if possible, elevate the legs.

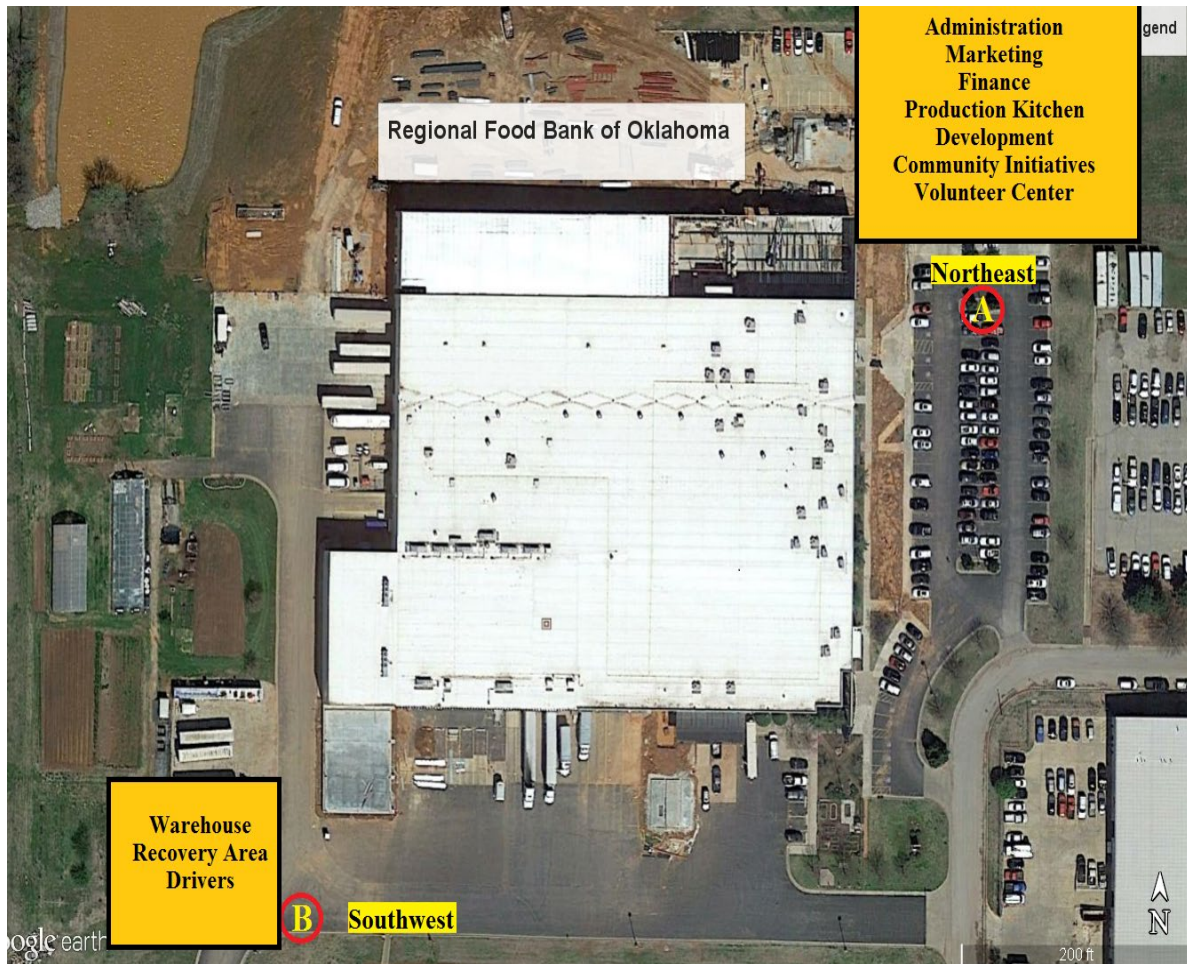
First Aid/Fire Pull/Extinguisher/Evacuation Exits: Ground Level



First Aid/Fire Pull/Extinguisher/Evacuation Exits: Second Level



Designated Assembly Areas



1. Trained Evacuation Personnel

Work area	Title	Workstation
Operations	Operations Support Manager	2 nd Floor Operations Area
Warehouse	Logistics Manager	Warehouse/Transportation
Volunteer Center	Volunteer Center Manager	VC 1 st & 2 nd Floors
Recovery Area	Recovery Manager	Recovery Area / Isle 12
Lobby	Front Desk Receptionist	Lobby/Board Room/Visitors
Human Resources/Executive	Director of HR	HR/Exec/Development/CE
IT	Senior IT Director	IT / Community Impact
Finance	Director of Finance/Admin	Accounting/Finance Offices

Fire Drill Evacuation Checklist

PRIOR TO DRILL:	YES	NO
Have Fire wardens been assigned and trained?		
Have persons with disabilities been identified and assigned help to assist in evacuation to an assembly area?		
Have assembly areas been designated and employees trained?		
Are Emergency plans/procedures posted throughout the facility?		
DURING THE DRILL:	Yes	No
Did the occupants evacuate the building immediately after the evacuation was initiated?		
Was evacuation orderly and quick?		
The Facility was evacuated in _____ minutes.		
Were instructions given to move to the designated assembly points?		
Were all restrooms, conference rooms and offices checked?		
Did fire doors (magnetic locks) operate correctly?		
Was everybody continuously kept informed regarding the situation?		
Was a communication system applied during the evacuation?		
AFTER THE DRILL:		
Were all employees and guest accounted for?		
Did alarms and magnetic door releases work properly?		
Any significant issues?		
Significant Issues		

Date:	Page(s) modified:	Modified by:	Description
1 Jun 2022	Entire plan	Stephen Rosebrook	Update of info
16 August 2024	All	Chris Eaton	Updated titles and area captains.