

## APPENDIX B: Procedures by Emergency Type

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## MEDICAL EMERGENCIES

This procedure guides staff in managing medical emergencies. In the event that a medical emergency occurs, proper response is essential. Proper response can make a critical difference in saving a life, relieving pain and preventing further injury or infection.

### What to do

- Immediately notify the Office Manager and/or an available supervisory staff person of a medical emergency. They will manage the emergency situation as follows:
  - Assess the situation and don't panic.
  - Have an Emergency Team member access office staff with Emergency Resource certifications, as appropriate. See Appendix E: Staff Resources by Office.
  - Check for breathing problems or injuries; look for signs of shock and broken bones.
  - Look for an emergency medical identification tag on the individual. Check wrists, ankles, neck and wallet.
  - Instruct staff to call for emergency medical assistance by dialing 911.
  - Loosen any clothing that may restrict the victim's breathing or interfere with circulation.
  - Do not move injured persons, unless the surrounding environment is life-threatening. Keep the victim still, quiet and warm.
  - Apply necessary first aid until medical help arrives. Use an available emergency medical kit and first aid guide, if appropriate.
  - Assign an Emergency Team member to wait at the building entrance to direct emergency personnel to the injured.
  - Notify the Administrator of the situation, as soon as possible.

### After a medical emergency

- Gather information about the incident, including: the injured person(s) name and address, ambulance or medical unit, time and type of injury, location and any other facts about the incident.
- If the person is an employee, the employee should complete appropriate forms that can be provided through the Division's Personnel Officer.
- Notify appropriate personnel, family member(s) and state agencies.
- Evaluate the cause of the accident and determine areas of possible improvement with response.

### Preparing for Medical Emergencies

- Office Managers and supervisory staff should receive training in first aid and CPR, if feasible or necessary, due to response time of local emergency medical units. (See Appendix E: Staff Resources by Office) **Does this present a liability problem?**
- Staff should be provided with the location of medical first aid kits and annual instruction on its use.
- First aid kits should be checked annually for completeness, and replenished whenever any material is used.

## **FIRE SAFETY AND EVACUATION**

This procedure guides office staff to ensure fire safety practices are maintained. In the event that such an emergency occurs, an office evacuation plan is essential for response operations. Immediate and proper response to a fire emergency is of vital importance to the health and safety of office staff and should have an impact on the extent of recovery needed by the Division.

Fire may occur and immediate and appropriate response is necessary to help ensure the safety of staff and the general public. The following describes how the Office Manager or a Supervisor will handle a fire and evacuation. *No administrative activity is a priority over saving lives and ensuring safety.*

### **Office Fire – What to do**

- Telephone the local fire department, using the emergency number 911.
- Direct staff to activate the fire alarm signal.
- Tell all staff and visitors by telephone, runner or other method needed, to evacuate the building and assemble in the prearranged, outdoor emergency area, leaving doors and windows shut.
- Pre-designated and trained personnel will assist persons with functional disabilities to evacuate.
- Check to make sure that all persons have vacated the area, all doors and windows are shut, and all vital information or valuables have been secured and shut off.
- Use the fire extinguisher if possible.
- Assign an Emergency Team member meet the fire department on arrival to identify the point of origin of the fire and/or any injuries to persons at the scene.
- Check and account for all personnel.
- Report any missing personnel to the fire department, Office Manager and Administrator.

### **Wildfire – What to do**

- If the wildfire is threatening the Office, immediately evacuate.
- If a wildfire is in the area, research and learn as many details as possible about the threat to the community, the fire's direction, roads that are blocked, etc. Contact the Administrator, or designee, with this information.
- Together, the Administrator and Office Manager will make a plan to manage an immediate danger, regarding whether to dismiss staff home on Administrative Leave, or to have some or all of them shelter in place.

### **Post fire and evacuation activities**

- Collect damage and injury information.
- Compile damages assessment and injury reports.
- Monitor recovery activities.
- Determine areas of possible improvement.

### **Fire prevention and safety measures**

- Train personnel to respond appropriately in a fire emergency and to assess damage.
- Identify staff with functional needs, who require assistance. Don't make assumptions; survey all staff to self-identify what assistance they may need in order to evacuate.

- Train three selected personnel to assist each staff person, who has functional needs that require assistance during an evacuation.
- Develop fire safety practices to be followed by all office employees.
- Each Office Manager must designate an Emergency Team and alternates to be responsible for the implementation of fire response procedures during an emergency.
- All fire doors in the corridors and stairwells are required to be closed at all times.
- Combustible materials must be stored at least 22 inches from any incandescent bulbs.
- The use of extension cords is prohibited. Power strips with built-in circuit breakers are permitted, but must have a breaker rated for the total electrical load of the appliances which are connected to it.
- Coffee pots, space heaters, cup warmers and other objects which generate heat or produce radiant heat must be plugged directly into a permanently wired outlet.
- Floor plans with escape routes are to be posted in conspicuous locations in each common area and near exits. These floor plans should indicate the location and type of fire extinguisher or hose racks, as well as the location of the exits. They are housed in Appendix H.
- Employees should be familiar with the escape routes for themselves and for the public they serve.
- Employees should be trained in the type and proper use of the available extinguishing devices and be able to find them quickly.
- All fire suppression and detection systems and fire extinguishers must be under service contracts for maintenance by licensed contractors and carry a current service tag.
- Flammable and combustible materials, such as copy machine solvents and toners, should be kept in a metal cabinet or receptacle.
- Cleaning materials that are health hazards or have flammable vapors or liquid should also be contained in a metal receptacle.
- The office building is designated a "No Smoking Facility." Designated smoking areas should have appropriate receptacles for disposal of smoking materials.
- Office Managers and Unit Supervisors should observe fire hazards in their areas and report them to the appropriate authorities (building manager).

## **PUBLIC DISTURBANCE / THREATS / ASSAULT**

This procedure guides office staff to ensure that all measures for the safety of employees and the public shall be used in the face of threats or possible violent acts. A serious threat that puts employees or the public in fear of harm to themselves or to state property should be *immediately reported to the Office Manager or an available supervisor*. Additionally, State policy requires that the incident be reported to the Attorney General's Office and local law enforcement.

The State of Nevada is committed to working with its employees to provide and maintain a work environment free from violence, threats of violence, harassment, intimidation, and other disruptive behavior.

Workplace violence issues generally arise from clients or customers, random acts from outside individuals or groups that are generally directed against the agency with or without apparent reason, from current or former employees, or from personal relationships such as a former spouse or partner, a relative or a friend.

Under all circumstances, violence, threats, harassment, intimidation, and other acts of aggression and disruptive behavior in the workplace will not be tolerated. Acts of aggression can include oral or written statements, gestures or expressions that communicate a direct or indirect threat of physical or mental harm, or indirect acts such as damage to personal property.

### **What to do**

- If anyone's safety is threatened, call local law enforcement by dialing 911 and report the incident to the most accessible supervisor, Office Manager or designated authority.
- To the extent possible, be prepared to relay the following to law enforcement and others:
  - Identification of who is making the threat.
  - A physical description of the person making the threat:
    - Gender
    - Hair color
    - Height
    - Approximate age
    - Color and type of clothing
    - Approximate weight or generally whether obese, heavy, medium or thin
- What may have been the cause of the threat
- If the threat is made from outside the workplace, for example by phone, mail or email, determine if a lock down of the building is warranted.
  - If a lock down is warranted, lock all building doors.
- If a threat is occurring from inside the building.
  - Evacuate work place or immediate work area, if feasible.

- Report all threats, harassment or physical confrontation of an employee to the Administrator and the Capitol Police, if the event occurs in Carson City.
- The Administrator, with guidance of the Attorney General, will determine the course of further action the agency should pursue.

### **After incident activities**

- Collect and compile reports for damage and injury information. See Appendix F, Report Forms, Workplace Violence Incident Report.
- The Administrator, with guidance of the Attorney General, may determine that a criminal complaint be filed and a restraining order requested.
- Monitor recovery activities.
- Determine areas of possible improvements.
- The employee should prepare any written statements required by law or at the request of the Administrator's office.

### **Preparing for threats and possible acts of violence**

- Require initial training and periodic refresher courses for staff related to violence in the workplace.
  - Ensure that all supervisory personnel attend training regarding the management of workplace violence. *Managing the Threat of Workplace Violence* is offered by Risk Management through NEATS.
  - All employees, regardless of level of risk, must be provided initial and periodic refresher training in the recognition of workplace violence. *Dealing with Difficult People* is offered by Risk Management through NEATS.
- In the event an employee is displaying behavior that indicates a potential medical or psychological condition that could result in a direct physical threat or liability, personally or to others at the worksite, the situation should be reported to a supervisor or the Office Manager. According to the State Administrative Manual, Section 0521(8), the Risk Management Division can coordinate a Fitness for Duty Evaluation with a qualified Occupational Medicine Physician, Psychologist or Psychiatrist.

## **WIND AND WINTER SNOW STORMS**

This procedure guides office staff to ensure that in the event of wind or winter snow storms, the office will react appropriately. Effects of major storms may threaten lives and property. Driving conditions may be hazardous and utility service may be interrupted. In extreme cases, it may be advisable for employees to remain inside the building until the immediate danger from the storm subsides.

### **What to do**

- Notify the Division Administrator or designee of major wind or winter snow storms; staff will be released on Administrative Leave and the office closed, as appropriate. This release or leave can only be given by the Governor, and is relayed down through the chain-of-command.
- Staff may obtain additional information about road conditions from the Nevada Highway Patrol. See Appendix D: Emergency Numbers by Office Location.
- The Office Manager or designee will secure the office, making sure doors and cabinets are locked, as appropriate, and appraise all of the action plan.
- In the event of high winds, power lines may be blown down and should be avoided. Any loose branches or blowing debris should also be considered when exiting the building.

### **When conditions return to normal**

- Through the Office Manager and the supervisory chain of command, notify employees of return schedules for work.
- Assess any damage and prepare appropriate reports.
- Determine areas of possible response improvement.

## UTILITY OUTAGES

This section details alternatives to be considered should an emergency, either natural or man-made, result in extended utility outages at the workplace.

The following events may generate utility outages: wildfire, winter storms, wind storms, earthquakes, floods, bomb and terrorist activities. The timely and accurate assessment of the cause and potential duration of the utility outage will have a great bearing upon the manner in which the situation is handled by the Office Manager, and whether or not to release employees to go home.

### General Instructions

- Situation analysis, planning, policy making, coordination, and ultimate direction and control will be carried out by the Administrator or designee and the Office Manager or designee.
- Learn as much as possible about the situation, its cause and expected duration. In certain situations, i.e. no heat in the building, the recommended course of action is to send employees home. In other situations, i.e. during electrical storms, it is advisable for employees to remain at the workplace in spite of the electrical outage until the storm subsides.
- In the event of a power outage, to include telephones, there are times when the fax telephone function is useable, as is texting by cell phone.
- Through the Office Manager and established chain of command, employees will be advised of their status relative to return to work, and the termination of the utility outage.
- Damage assessment (Procedure 5) and recovery procedures will be reported and followed in accordance with the procedures in the EOP.

# EARTHQUAKES

This procedure guides office staff response to an earthquake. Large earthquakes have occurred in Nevada in the recent past and more will occur in the future. Nevada is the third most seismic active state in the nation, following Alaska and California. This procedure provides steps that can be taken before, during and after an earthquake to minimize personal injury and property damage.

Earthquake related injuries are seldom caused directly by movement of the ground. Most frequently, injuries are caused by collapse of buildings, flying glass, overturned bookcases, furniture and appliances and fires. Response actions are critically important.

## What to do

- Act immediately when you feel the ground or building shake, keeping in mind that the greatest danger is falling debris.
- If indoors, take cover:
  - Under a desk or other sturdy furniture, or
  - Stand against a wall near the center of the building, or
  - Stand in a doorway.
  - Stay away from windows, which can shatter.
  - Do not use elevators.
  - Don't run in or out of buildings.
  - Wait for shaking to stop before moving out of the building.
  - Move slowly and watch for falling objects.
- If outdoors, stay in the open:
  - Stay away from buildings, electric wires and trees.
- Expect the electricity to go out, fire and burglar alarms to go off.
- Remain calm.

## After the earthquake subsides, Office Manager or designee will

- Check for injuries and provide first aid, if needed.
- Check for fires and fire hazards, gas, electric and water lines. Report these to utility companies and first responders. If gas leak occurs, open all windows and doors and leave building.
- Implement General Procedure 2 in Appendix B for Evacuation, as appropriate.
- Staff should shut off all machines and secure their work areas or any vital information or valuable securities. Staff should exit the building by the designated routes and proceed to the pre-designated outside assembly area and remain there until further instructed. (See Procedure 2, Evacuation Checklist.)
- Designated and trained staff will assist persons with functional disabilities.
- Do not touch power lines, electric wiring or objects in contact with them.
- Turn on a radio for emergency instructions.
- Do not use the telephone unless there is a severe injury.

## In the longer aftermath

- Expect aftershocks which may cause additional damage.
- Make initial reports to the Administrator.

- Collect damage and injury information.
- Compile damage assessment and injury reports.
- Monitor recovery activities.
- Determine areas of possible response improvement.

### **To prepare for an earthquake**

- Train personnel to respond appropriately in an earthquake emergency and to assess damage.
- Designate and train staff to assist persons with functional disabilities.
- Develop earthquake safety practices to be followed by all office employees.
- Supervisors should enforce the following safety steps:
  - remove heavy objects from high shelves and store them on the floor or bottom shelves
  - don't put hanging plants or light fixture where they can swing and hit a window or come off hooks
  - anchor high bookcases and shelves securely to walls
- Employees should check work areas to ensure potential hazards are removed or fixed and that exits are clear and accessible during an earthquake.
- Supervisors should observe earthquake hazards in their areas and report them to the Office Manager.
- Staff should be provided information on the safest and quickest escape routes.

## **HAZARDOUS MATERIALS**

This procedure guides office staff to ensure hazardous material safety practices are maintained. The use and transportation of hazardous materials is constantly increasing and is associated with agriculture, manufacturing, mining and office processes.

In the event that a hazardous materials emergency occurs, an office evacuation or in-house shelter is essential for response operations. Immediate and proper response to a hazardous material incident is of vital importance to the health and safety of office staff and should have an impact on the extent in which recovery is needed by the Division.

### **What to do**

- Notify the Office Manager or a supervisor, in the event of a chemical spill or incident that involves flammable or hazardous material.
- Immediately contact the local fire department by dialing 911. See Appendix D.
- Turn off all electrical or mechanical systems.
- Close exterior doors and windows to minimize exposure to external hazards.
- Close internal doors to contain vapors.
- If the hazardous material spill or incident occurred somewhere in the local community, employees should remain at assigned work stations until further details of the incident are reported. It may be necessary to utilize in-house emergency shelter to avoid exposure. Shelter in place, General Procedure 3 in Appendix B.
- Monitor local radio stations for information.

### **After the incident**

- Collect damage and injury information. See Appendix F.
- Compile damage assessment and injury reports. See Appendix F.
- Document response activities. See Appendix F: Report forms.
- Determine areas of possible response improvement.

### **To prepare for a hazardous material incident**

- Train staff to adequately identify these materials and who to contact to minimize exposure.
- Train personnel to respond appropriately in a hazardous material incident.
- Develop hazardous material safety practices to be followed.
- Supervisors will inventory areas of hazardous material storage and inform employees in proper use and storage.
- Unit supervisors should watch for improper storage of hazardous materials in their areas and report them to the Office Manager.

# FLOODS

Urban flooding can occur in many areas. Heavy rains anywhere in the state can result in flooding, especially when flooding occurs in tandem with spring thaws in Northern Nevada. The National Weather Service's flash flood warnings, watches and statements may advise of areas where flooding is most likely to occur. Early warning may or may not be received. If early warning is received, the Administrator or designee will release staff with adequate time to get to their homes, child care facilities, or other destinations prior to actual flooding.

A *FLASH FLOOD WATCH* is issued when flash flooding is possible within the designated watch area - be alert.

A *FLASH FLOOD WARNING* is issued when a flash flood has been reported or is imminent -- take necessary response measures as outlined below.

## What to do in flash flooding

- Notify the Administrator or designee, local emergency services, and the Division of Emergency Management on imminent point of flooding.
- Office Manager to work with Emergency Team to:
  - Close all windows, vents or other openings.
  - Review office to secure property and records from possible flood damage.
  - Coordinate with the building manager or building maintenance personnel to secure utilities (shut off electricity or gas).
  - Prepare personnel for possible evacuation; be ready to implement as needed. (See Procedure 2, Evacuation Checklist.)
  - Make certain that all employees and visitors in the office have assembled in a sheltered area and that a roll call is taken to account for them.
  - First aid kits, water and whatever clothing that is available should be taken to the sheltering area.
- Do not handle live electrical equipment in wet areas; electrical equipment should be checked and dried before being returned to service.

## After the incident

- Assess all persons' wellness.
- Release all persons who can be sent home safely.
- Notify employees of return schedules for work.
- Assess damage, inventory and prepare reports. See Appendix F.
- Compile damages assessment and injury reports. See Appendix F.
- Monitor recovery activities.
- Determine areas of possible response improvement.

## To prepare for flooding

- All personnel should understand their evacuation route and be advised of the possible flooding as far in advance as possible.
- If possible, monitor local weather or news services.

- Areas below grade should be surveyed to determine the effects of flooding and the possible damage loss.
- Personnel will be assigned to move the most valuable materials to higher ground.
- Supervisors will review locations and methods for shutting off gas, electricity or other utilities with the building manager.
- Personal and state property outside and vulnerable to flood will be moved or safety provisions made.

# **BOMB THREATS**

This procedure guides staff activity in the event of a telephone bomb threat or receipt of a suspicious letter or package in the mail.

## **What to do**

- Supervisors and staff should treat the receipt of a bomb threat as serious.
- Remain calm and document the details of the bomb threat using the form found on the following page and also in Appendix F.
- Complete the Telephone Bomb Threat Check List immediately after receiving the call.
- Instruct an Emergency Team member to immediately notify the Administrator, local emergency services by calling 911, and the Division of Emergency Management.
- Evacuate the office quickly and ensure all staff, the general public and those with functional needs are assembled in an area away from the building. (See Procedure 2 in Appendix B, Evacuation Checklist.)
- Supervisors and assigned personnel should be available to assist the first responders in conducting a search of the building.

## **After the threat concludes**

- Through the Office Manager and supervisory chain of command, notify employees of return schedules to work.
- Compile damages assessment and injury reports. See Appendix F.
- Monitor recovery activities.
- Determine areas of possible response improvement.

## **To prepare**

- Supervisors will establish notification methods and information channels to personnel and clients in the office and to the Administrator.
- Each telephone instrument will have a copy of the telephone check list immediately available.
- All possible precautions for safety will be implemented and all personnel should be trained to the extent possible to deal with this situation.
- All personnel should become familiar with the Bomb Threat Call Check List, found on the following page and in Appendix F.
- Train personnel to respond appropriately in a life-threatening or dangerous situation and assess danger. This training is provided by Risk Management through the Personnel training site.

# BOMB THREAT PHONE CALL CHECKLIST

KEEP CALM: Do not get excited or excite others.

Date and time call received \_\_\_\_\_ terminated \_\_\_\_\_.

Phone number, if displayed on your phone: (\_\_\_\_)\_\_\_\_\_

EXACT WORDS of caller:

\_\_\_\_\_

(Delay--ask caller to repeat)

QUESTIONS TO BE ASKED: Time bomb is set to explode?

\_\_\_\_\_

Where located? Floor \_\_\_\_\_ Area \_\_\_\_\_ Kind of bomb \_\_\_\_\_

Description? \_\_\_\_\_ Why kill or injure innocent people? \_\_\_\_\_

\_\_\_\_\_

DESCRIPTION OF VOICE: Male  Female  Calm  Nervous  Young

Old  Middle-Aged  Rough  Refined  Accent  Speech Impediment

(Describe) \_\_\_\_\_ Unusual phrases \_\_\_\_\_

Recognize voice? If so, who do you think it was? \_\_\_\_\_

BACKGROUND NOISE: Music  Running Motor (type?) \_\_\_\_\_ Traffic

Bells  Horns  Aircraft  Tape Recorder  Machinery

Other \_\_\_\_\_

ADDITIONAL INFORMATION: Did caller indicate knowledge of the facility? Yes  No

If so, how? \_\_\_\_\_ What line did call come in on? \_\_\_\_\_

PRINT NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

## **TERRORISM**

This procedure provides guidance to office staff to ensure that all measures for the safety of employees and the public shall be used in the face of threats of or possible terrorist acts. All staff will take terrorist threats against the office, Division, employees or the State seriously. A serious threat that puts employees or the public in fear of harm to themselves or to state property should be acted upon immediately.

The characteristics of terrorism are intimidation and mental assault, the physical damage or death of persons and the use of extreme measures for media attention. The majority of hostage situations are perpetrated by terrorist and criminal groups with the intention of achieving the objectives of their organizations. While the possibility of being taken hostage is almost non-existent for a state employee, the fact that it could occur must be considered.

### **What to do**

- In most cases, the persons involved in the incident do not have the time or ability to make any contacts.
- Any employees outside of the incident, or persons who have awareness of the situation should immediately notify local law enforcement and the Division Administrator or designee, who will notify the Division of Emergency Management.
- For any employees being held hostage, it is most important to remain calm and cooperate to the extent possible with captors.
- Division staff will stand by to aid the law enforcement agency with any information concerning the situation.
- Supervisor(s) should implement building evacuation procedures as deemed necessary. (See Appendix B, Procedure 2, Evacuation Checklist.)

### **After an incident**

- Collect damage and injury information.
- Compile damage assessment and injury reports.
- Monitor recovery activities.
- Determine areas of possible response improvements.

### **To prepare**

- Train personnel to respond appropriately in a life-threatening or dangerous situation and assess danger.
- Each Office Manager must designate an Emergency Team to be responsible for the implementation of response procedures during a terrorist situation.

## VOLCANIC ERUPTIONS

This procedure guides office staff to ensure that appropriate actions are taken in response to volcanic activity or eruption. Nevada has a history of volcanic action and is currently perceived to be threatened by the potential volcanic activities of the Mammoth Lakes area. Depending upon the winds and the force of a potential explosion from the active volcanic area, the primary effect on most of the state will be the ash fallout. The ash fall could last up to a week, or longer if the activity does not abate quickly. Pulmonary edema and other respiratory ailments can be directly attributed to breathing the ash.

### **What to do**

- Notify the Administrator of the pending situation.
- The Office Manager will coordinate with the building manager concerning the following:
  - At least one hour prior to ash fallout reaching the office, the building manager should shut off all heating, ventilation, air conditioning equipment or other mechanical utilities.
  - Close all windows, vents or other openings. If possible, place rags or towels around window or door seams.
- Obtain Administrator's approval for Administrative Leave for office staff.
- The Administrator or designee will determine the need to release staff to home, on Administrative Leave with notice to remain available for calls if possible.

### **After an ash fall has concluded**

- The Office Manager will make arrangements to resume operations, notify employees of return schedules for work, assess any damage and prepare appropriate reports. See Appendix F.
- Compile damages assessment and injury reports, housed in Appendix F.
- Monitor recovery activities.
- Determine areas of possible response improvement.