

EMERGENCY PREPAREDNESS & RESPONSE

This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation. Featured are:

INTRODUCTION: A brief description of the program and the subject that it addresses.

PROGRAM OUTLINE: Summarizes the program content. If the program outline is discussed before the video is presented, the entire program will be more meaningful and successful.

PREPARING FOR AND CONDUCTING THE PRESENTATION: These sections will help you set up the training environment, help you relate the program to site-specific incidents, and provide program objectives for focusing your presentation.

REVIEW QUESTIONS AND ANSWERS: Questions may be copied and given to participants to document how well they understood the information that was presented. Answers to the review questions are provided separately.

INTRODUCTION

While they may be rare, fires, severe weather, chemical spills or exposures, severe injuries, medical emergencies, workplace violence and other emergency situations often occur without warning. Employees have the responsibility to be prepared for and know how to respond should such an emergency occur at their workplace. Knowing the proper procedures to follow during an emergency could mean the difference between life and death. The purpose of this program is to familiarize viewers with basic emergency response practices that will help them be prepared for and respond to a crisis or an emergency.

Topics include general knowledge employees should have in preparation for emergencies, fire response, attending to sick or injured co-workers, responding to chemical spills, releases and exposures, severe weather preparation and response, staying safe during earthquakes and handling situations involving violent behavior.

PROGRAM OUTLINE

GENERAL PREPAREDNESS INFORMATION

- When an emergency arises, time is often your worst enemy. You must be able to react in a quick, yet calm, manner to minimize the adverse effects of an emergency situation.
- Training and preparation are critical to being able to respond in a calm, effective manner during an emergency.
- Workers should be familiar with the potential hazards presented by the equipment or materials in their work area. This includes being familiar with nearby chemicals and understanding the severity of the hazards presented in the event of a leak or spill.
- Employees should know how to shut down machinery, equipment and processes in their work area. Should an emergency occur, cutting the power or isolating processes may be essential in minimizing injuries or damage.
- You should also know the location of any emergency equipment in your work area and how to use it. This may include, but isn't limited to, alarms, fire extinguishers, safety showers or eye wash stations, spill response kits or emergency medical devices.
- Become familiar with exits, evacuation routes, storm shelters and designated meeting places that the facility uses should an emergency force an evacuation of the premises.
- Many facilities have a trained first response team to deal with injuries and medical emergencies. Make sure you know how to summon this team if needed.

- You should also know the closest location of a phone, which will allow you to contact 911 or other off-site emergency responders.
- Training and preparation help ensure a calm response to emergencies. This is why it is so important to participate in emergency drills and response training when they occur.
- Take all of your emergency response training seriously, ask questions and make sure you fully understand the training you receive.
- If your facility uses different alarm sounds or sequences to signify specific emergencies, make sure you know what each sound indicates and the proper response. This is critical because the proper response to one type of emergency may be the wrong response to another.
- Should an emergency occur, remember to stay calm and follow any instructions given to you by your supervisor or transmitted over intercoms, loudspeakers or other means of communication.

FIRE EMERGENCIES

- If you discover a fire, alert co-workers in the area immediately. If it's possible to reach a fire alarm safely, make sure to activate it.
- If the fire involves machinery or equipment, shut it down if it is safe to do so.
- If you are trained and authorized to use a fire extinguisher and there is one nearby that is rated for the class of fire you're facing, you must make two quick decisions.
- First, is the fire small enough that it can be safely extinguished with one extinguisher? Second, will you have a safe way out of the area should the fire get out of control?
- If you determine that you can fight the fire successfully, position yourself about eight feet from it and use the PASS method to operate the extinguisher.
- PASS stands for Pull the pin; Aim the nozzle at the base of the fire; Squeeze the trigger to discharge the extinguisher; Sweep the nozzle from side to side.
- It's a good idea to continue sweeping the fire until all the extinguishing agent has been used, even if the fire appears to be out before then, and then evacuate the area immediately.
- Don't try to find another extinguisher if you have been unable to extinguish the fire. Place the empty one on its side and evacuate to the meeting area designated for fire emergencies.
- If you decide you can't safely extinguish the fire or you aren't trained and authorized to use an extinguisher, evacuate the area immediately and go to the designated meeting area. Remain in the meeting area until you are given permission to leave.
- During a fire, you should always use stairways to reach lower levels instead of elevators.

MEDICAL EMERGENCIES

- Severe injuries and other health issues are another type of workplace emergency that we all may encounter at some point.
- Because medical emergencies can be quite distressing, it can be difficult to remain calm due to your concern for the injured or sick person, but it is critical that you don't allow your emotions to interfere with your ability to assess the situation and summon help.

- When you discover an injured or severely ill co-worker, immediately call out for help and then determine the nature and severity of the injury or illness so you can decide on the next course of action.
- Typically, the best course of action in these situations is to activate the facility's emergency plan for reporting injuries so first responders can arrive quickly and provide assistance.
- If the injured person is bleeding, you should avoid contact or take universal precautions to protect against bloodborne pathogens. Try to help calm the victim and reassure them that help is on the way.
- If the victim has stopped breathing, perform CPR if you're trained to do so; otherwise, stay with the victim until help arrives.
- Moving an injured person often makes his or her condition worse. Don't move a victim unless his location leaves him vulnerable to hazards.
- If outside assistance has been requested, make sure someone meets the responders outside to lead them to the emergency scene and to help them avoid any workplace hazards along the way.

CHEMICAL SPILLS, RELEASES & EXPOSURES

Spills & Releases

- Chemical spills, releases and exposures are another class of emergency that can occur in many facilities.
- In the event of a chemical spill or release, you must quickly assess the situation. You will need to decide if the chemical is hazardous, if you have the appropriate equipment and training to contain or clean up the spill and if you have the proper personal protective equipment available to prevent exposure.
- To respond properly and quickly, workers must be familiar with the chemicals in their work area. Safety Data Sheets and chemical labels are a good source for important chemical information.
- Keep in mind that only trained and authorized workers may conduct a spill control and clean-up operation involving hazardous chemicals.
- All other workers must follow the company's procedures for quickly reporting a chemical spill or release. When reporting the incident be sure to include the type of chemical or material that spilled, the quantity and the location of the spill or release.
- If you are certain the chemical does not present an immediate or severe hazard, mark the spill with a sign or erect a barricade. Notify affected co-workers of the spill and keep clear of the area until it has been properly contained and cleaned up by the spill response team.
- If you determine that the spill or release poses an immediate risk to you and your co-workers, don't attempt to mark it, contain it or clean it up. Leave the area immediately and follow the procedures outlined in your company's emergency plan.
- This may require taking appropriate action to prevent additional damage and injuries, such as shutting down machinery in nearby areas and removing ignition sources if the chemical is flammable, sounding alarms and alerting others to evacuate the area and closing doors and blocking off entrances to the spill area to prevent others from entering.
- Some spills or releases require the donning of emergency respirators to avoid breathing harmful fumes. When this is the case, it is important to don the respirator promptly and evacuate upwind. Many facilities have a visible windsock to help identify the wind direction.

- Evacuated workers should meet at the designated meeting area and should not reenter the affected area until given permission by those in charge.

Exposures

- Another type of emergency situation related to chemicals is that of exposure.
- When a worker's skin or eyes come into contact with harmful chemicals or substances, prompt action must be taken. This is why it is so important for workers to know the location of safety showers and eye wash stations in their work area and be trained in their use.
- Part of this training should include practicing the route to the closest safety shower or eyewash from your workstation with your eyes closed or while blindfolded.
- Being splashed in the eyes with a chemical may leave your vision impaired and unable to see. Practicing for this occurrence will allow you to calmly find your way.
- When skin or eyes are exposed to a hazardous chemical, flush the affected area for 15 to 20 minutes and then seek medical attention immediately.
- When using the safety shower, you should remove outer layers of clothing which have been exposed to the chemical.

SEVERE WEATHER EMERGENCIES

- All workplaces are susceptible to severe weather emergencies because severe weather can happen anywhere, at any time.
- Being prepared is crucial to staying safe in severe weather. Severe weather often strikes with little or no warning.
- Pay attention when your facility conducts severe weather response training. This training will instruct you where to go and what to do when severe weather strikes.
- Be sure you understand how weather watches and warnings are communicated at your facility. Often sirens, horns or verbal announcements are used for this purpose.
- Your employer has designated specific gathering places to be used as shelter in the event of severe weather. Make sure you know how to get to the shelter closest to your work area.
- During a severe storm, stay away from windows and outside doors.
- Upon receiving word to go to the storm shelter area, promptly shut off any running machinery or processes, if necessary, and walk calmly and orderly to the shelter. You should remain in the shelter until you are notified it is safe to exit.
- If the facility has sustained any damage from the storm or tornado, make sure to stay away any hazards that may have resulted.
- Should flooding accompany the storm, avoid walking through standing water. Standing water may be contaminated with harmful chemicals or may present an electric shock hazard if electrical equipment has been flooded.
- In these severe weather emergencies, always follow the instructions given to you by the company, which may include evacuating to a location away from company property.

EARTHQUAKES

- Some regions of the world are susceptible to earthquakes. If you work in such an area, you must know how to respond should an earthquake occur.
- Being involved in an earthquake can be frightening, but it is important to stay calm.
- At the onset of an earthquake, quickly take cover under a counter or sturdy table. Use your arms to cover your head and neck for protection.
- If a counter or table isn't readily available, brace your body against a wall or under an entranceway with no door attached.
- Avoid sheltering in doorways with doors attached because the shaking action of the earthquake can slam the door into your body. Also, avoid taking cover near windows or objects that could fall.
- You will also need to steer clear of such items after the earthquake ends because the shaking action may have caused them to be unstable.
- You should remain inside, under your shelter, until the earthquake is over.
- When exiting the building, do not use elevators to reach lower levels. Use the stairs, and proceed cautiously.
- Travel using designated walkways. Do not take shortcuts through areas that aren't routes for pedestrians.
- Be on the lookout for broken chemical or gas lines, downed power lines or obstructions that have fallen from above. Earthquakes often generate these types of hazards which must be avoided.
- Proceed cautiously to the designated meeting place so management can account for everyone. Stay in the area until instructed to leave by one of your supervisors.

WORKPLACE VIOLENCE

Indicators Of Potentially Violent Behavior

- It is not always possible to predict when a co-worker or other person is going to become violent, but you should know the indicators of potentially violent behavior and report it to the proper authority.
- One such sign is the increased use of alcohol or illegal drugs.
- Another indicator is an unexplained increase in absenteeism or a pattern of vague complaints about their physical well-being.
- Depression or withdrawal is also an indicator that someone has the potential to become violent, as are severe mood swings and noticeably unstable or emotional responses.
- Workers who are susceptible to violence often talk about their problems at home and make unsolicited comments about violence, firearms, other dangerous weapons and violent crimes.
- If you notice one or more of these indicators of potential violent behavior, you should alert your human resources department or other authority responsible for handling such matters.
- Of course, it's human nature to not want to get involved or report a co-worker to management, but doing so can get them appropriate help, if needed, and may also prevent a violent incident.

Responding To Violent Behavior

- If someone is displaying violent behavior to you directly, how you respond can help diffuse the situation.

- Remember to stay calm and keep your arms in a low, non-threatening position. Don't cross your arms or make fists.
- Try to stay at least five feet away from the other person and avoid contact.
- If the other person grabs you, try to break free and get away. If you can't get away, call out for help.
- When confronted, do not escalate the situation into a fight. Get away from the person by whatever means possible and immediately report the situation to your supervisor or security.

Active Shooters

- During the past few years, there has seemingly been an alarming increase in the number of workplace violence incidents that have involved an "active shooter."
- An active shooter can be defined as "an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims."
- In most workplace active shooter scenarios, the gunman is usually a disgruntled employee or former employee, or a family member of an employee or former employee.
- Knowing how to respond to the situation and then doing so often means the difference between life and death.
- If an active shooter is in your vicinity, quickly determine the most reasonable way to protect your own life.
- If you can get out without exposing yourself to additional danger, do so as quickly as possible.
- Leave your personal belongings behind and alert others to the danger as you exit.
- Do not sound a fire alarm, as this may put others in harm's way as they evacuate from a safe area to an area that is the path of the gunman.
- When evacuating, make sure to keep your hands visible to indicate to others that you are not the shooter.
- It may be safer for you to stay where you are and hide if you are in a secure area that isn't under immediate attack. Lock yourself in a room if possible and stay out of sight.
- If the door cannot be locked, block the door with large, heavy objects and turn out the lights.
- Stay calm and quiet if the shooter is in the vicinity. Turn off radios, computers and cell phones and close any blinds on windows.
- If you decide to hide, spread out and do not huddle with co-workers. It is much easier for a gunman to shoot a group of people rather than individuals.
- Whether you can evacuate safely or must hide, call 911 as soon as it is safe to do so. Keep in mind that others may be doing the same and tying up phone lines, so stay patient.
- When talking to authorities, report as much specific information as possible about your location, number of other people, any injuries and a description of the suspect. Report the shooter's identity if known and the number and types of weapons displayed.

- As a last resort, you may have to fight back in order to survive. Remember, the gunman will continue to kill unless he is stopped.
- If you are faced with this situation, and decide that your only choice is to fight, you must be as aggressive as you possibly can and do whatever it takes to survive.
- If others are with you, work together as a group to distract and overcome the attacker. Yell, throw objects and use whatever you can find as a weapon to disable or subdue the attacker. Remember, fighting back is your last resort but once you decide to do so you must make every effort to survive.
- It is also important to react appropriately when law enforcement arrives on the scene. You do not want law enforcement to mistake you for the shooter or perceive you as a threat.
- When you first notice an officer, raise your hands immediately and spread your fingers.
- Remain calm and follow the officers' instructions. Keep your hands visible at all times.
- Avoid making quick movements toward officers such as attempting to grab or hold onto them for safety.
- Remain calm when speaking to officers; avoid pointing or screaming.
- Don't stop to ask officers for help or direction when evacuating, just proceed in the direction from which the officers are entering the premises.
- Remember, law enforcement's primary objective is to immediately locate and stop the gunman. Victims and the injured will be evacuated only when the threat has been eliminated.

CONCLUSION

- Workplace emergencies come in many forms and occur due to a large variety of reasons. How we prepare for and respond to those emergencies largely determines whether the outcome is successful or tragic.
- Knowing your responsibilities, being prepared, remaining calm and following your training help ensure that you respond properly to a workplace emergency.

PREPARE FOR THE SAFETY MEETING

Review each section of this Leader's Guide as well as the program. Here are a few suggestions for using the program:

Make everyone aware of the importance the company places on health and safety and how each person must be an active member of the safety team.

Introduce the program. Play it without interruption. Review the program content by presenting the information in the program outline.

Copy the review questions included in this Leader's Guide and ask each participant to complete them.

Make an attendance record and have each participant sign the form. Maintain the attendance record and each participant's test paper as written documentation of the training performed.

Here are some suggestions for preparing your video equipment and the room or area you use:

Check the room or area for quietness, adequate ventilation and temperature, lighting and unobstructed access.

Check the seating arrangement and the audiovisual equipment to ensure that all participants will be able to see and hear the program.

CONDUCTING THE PRESENTATION

Begin the meeting by welcoming the participants. Introduce yourself and give each person the opportunity to become acquainted if there are new people joining the training session.

Explain that the primary purpose of the program is to familiarize viewers with basic emergency response practices that will help them be prepared for and respond to a crisis or an emergency.

Introduce the program. Play it without interruption. Review the program content by presenting the information in the program outline.

Lead discussions about your organization's policies and procedures for preparing for and responding to various emergencies.

After watching the program, the viewer will be able to explain the following:

- What general knowledge employees should have in preparation for emergencies;
- How to respond to fires;
- How to attend to sick or injured co-workers;
- How to prepare for and respond to severe weather;
- How to stay safe during an earthquake;
- Which behaviors may indicate the potential for workplace violence;
- How to respond to violent behavior;
- What actions to take should an active shooter be on the premises.

EMERGENCY PREPAREDNESS & RESPONSE
Review Quiz

Name _____ Date _____

Please circle the correct answer to show how well you understand the information presented during this program.

1. In preparation for an emergency, employees should become familiar with _____.
 - a. emergency equipment,
 - b. exits and evacuation routes,
 - c. storm shelters,
 - d. the facility's designated meeting place,
 - e. all of the above

2. What must you decide before using a fire extinguisher to put out a fire?
 - a. if the fire is small enough to be extinguished with one fire extinguisher
 - b. if there is a safe exit should the fire get out of control,
 - c. both answers a and b

3. How far should you position yourself from a fire should you decide to fight it?
 - a. 2 feet
 - b. 4 feet
 - c. 8 feet

4. Typically, the best course of action to take during a medical emergency is to _____.
 - a. begin first aid immediately
 - b. activate the emergency plan for reporting injuries
 - c. notify the person's family about the situation

5. What should you do if a chemical spill poses an immediate risk to you and your co-workers?
 - a. mark it with a sign or barricade,
 - b. clean it up immediately,
 - c. leave the area immediately

6. When exposed to a hazardous chemical, the affected area should be flushed for _____ minutes.
 - a. 5 to 10
 - b. 10 to 15
 - c. 15 to 20

7. All workplaces are susceptible to severe weather emergencies.
 - a. true
 - b. false

8. When exiting the building after an earthquake, you should use elevators to reach lower levels.
 - a. true
 - b. false

9. You should stay in the designated meeting area after an earthquake until _____.
 - a. you feel it is safe to leave
 - b. you see co-workers leaving,
 - c. you are instructed by a supervisor to leave

10. You should not report indicators of violent behavior if you don't want to get involved or if you are reluctant to report a co-worker to management.
 - a. true
 - b. false

ANSWERS TO THE REVIEW QUESTIONS

1. e

2. c

3. c

4. b

5. c

6. c

7. a

8. b

9. c

10. b