



Target Community & Educational Services, Inc.

# Emergency Operation Plan

---

Policy #7

**Emergency Operation Committee**

*Carroll County Office*

*111 Stoner Avenue*

*Westminster, MD 21157*

*410-848-9090/Fax 410-848-7409*

*Montgomery County Office*

*438 North Frederick Ave. Suite 325*

*Gaithersburg, MD 20877*

*240-632-1434/ Fax 240-632-1189*

*November 15, 2007*

*Revised: September 14, 2009*

*October 18, 2012*

*March 2014*

*January 1, 2016*

## Plan Authorization

The Emergency Operation Plan (EOP) describes the procedures that will be followed by Target Community and Educational Services, Inc. (Target) to provide for the care and well-being of our clients and staff during an emergency. This plan is intended to address extraordinary circumstances that threaten lives and property and the operations and procedures outlined herein describe the measures that will be undertaken to prepare for and respond to any emergency situation.

This plan is hereby approved for implementation and replaces all previous editions.

\_\_\_\_\_  
Facility Administrator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Facility Administrator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Facility Administrator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Facility Administrator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Facility Administrator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Facility Administrator

\_\_\_\_\_  
Date

Blank page

## Forward

The goals of Target Community and Educational Services, Inc. (Target) Emergency Operation Plan committee members are:

- I. To reduce the vulnerability of our clients to injury and loss resulting from natural or human imposed emergencies and disasters, whether internal or external to the facility.
- II. To provide prompt and efficient rescue, care and treatment of persons threatened or victimized by an emergency or disaster.
- III. To provide for rapid and orderly restoration and recovery following disasters.
- IV. To educate staff and clients regarding their responsibilities in preparing for and responding to the emergencies or disasters that may affect our facility.
- V. To train staff in the effective implementation of our Emergency Operation Plan and in the special needs of our clients, which are relevant to an emergency plan.

This plan describes the organizational and general operational concepts and procedures to be implemented at our facilities in order to maximize the effectiveness of emergency assistance, to minimize the loss of life and property, and to expedite recovery from disaster. It is an all-hazards plan and is applicable to any natural or human imposed disaster.

**The plan is organized into three sections:**

1. **Basic emergency plan**
2. **Hazard information**
3. **Functional procedures**

The Basic Plan describes the general organizational and operational concepts of Emergency Management at our facilities. The Hazard Information provides specific details to a variety of potential emergencies, and the Functional Procedures describe the protective actions to be followed by Target employees during specific emergencies.

We are committed to training our staff in their emergency responsibilities and to regularly testing the emergency functions described in this plan.

This plan will be reviewed and revised as indicated by our Emergency Operation Plan committee members.

Within the document, “*Work Site*” will refer to Target owned and operated facilities.

Blank page

## Record of Changes

Date of Change	Description of Change	Pg.. #
1. 07/01/2008	<b>Record of Changes</b> added.	
2. 07/01/2008	<b>Call-Down list revised</b> to include Cell Phone <i>Texting</i> capability and <i>Email Address</i> . In addition, the progression of calls is clarified to be initiated by the CEO, Dr. Zirpoli or his designee.	pg. 2
3. 07/01/2008	<b>Client Listing and Family Contacts:</b> <i>This information will be maintained by each director and updated as indicated</i> , instead of posting with the existing EOP at each work site.	pg. 2
4. 07/01/2008	<b>Role of the Family / Legal Representative</b> added to “Situations and Assumptions.” <i>In the event of evacuation, the role of the family/legal representative will be determined by the manager providing direct care to the individual during the emergency and this will include notification in a timely manner.</i>	pg. 2
5. 07/01/2008	<b>Weather Radio</b> information added; Kelli Fox and Julie Develin will monitor the <b>Weather Radio</b> during off hours, will call the Administrator on-call during emergency radio WARNINGS, and the Administrator on-call (as well as Kelli and Julie) will share the responsibility to phone appropriate sites to notify the employees/clients of the pending warnings.	pg. 3
6. 07/01/2008	An <b>After Action Report</b> will be generated by the committee members after events or drills to identify areas that require improvement in the plan in order to take corrective action.	pg. 6
7. 07/01/2008	<b>Hazard #5 Fire:</b> Smoke Alarm <i>battery will be changed annually</i> . Also revised, information concerning <b>Fire Drills:</b> Conduct fire drills and submit the necessary paperwork to the site supervisor, <b>while performing the drills at intervals as decided for each work site.</b> (i.e. Carroll County Vocational will perform monthly, Montgomery County Vocational will perform quarterly fire drills.)	pg. 20
8. 07/01/2008	<b>Hazard #9 Flooding:</b> web site added: <a href="http://www.floodsmart.gov">www.floodsmart.gov</a>	pg. 25
9. 03/13/2009	The <b>EOP will be reviewed and revised</b> as indicated by our EOP committee members, instead of annually.	pg. iv
10. 03/13/2009	<b>Functional Procedure #1- Evacuation:</b> The following sites (with back-up generators) added as examples – within Carroll County: Century High, Shiloh Elementary, and Winters Mill High Schools.	pg. 39

Date of Change	Description of Change	Pg. #
11. 03/13/2009	<b>Functional Procedure #6:</b> The inclement weather policy was incorporated, as well as the statement, “Employees on duty should not leave the work site until the next shift arrives in order to maintain a safe environment for the clients.”	pg. 46
12. 08/10/2009	<b>Hazards reorganized</b> (not alphabetical): <b>1.</b> Communication Failure, <b>2.</b> Electrical Utility Failure, <b>3.</b> Transportation Accident, <b>4.</b> Pandemic Flu <b>5.</b> Fire Prevention, <b>6.</b> Carbon Monoxide Poisoning, <b>7.</b> Heat Wave/Ozone Action Days, <b>8.</b> Severe Thunderstorms/Tropical Storms/Hurricanes, <b>9.</b> Flooding, <b>10.</b> Tornadoes, <b>11.</b> Winter Storms/Extreme Cold, <b>12.</b> Sewer / Utility Failure, <b>13.</b> Water Utility Failure, <b>14.</b> Aviation Accident / Explosion, <b>15.</b> Bomb Threat, and <b>16.</b> Terrorism, <b>17.</b> Earthquake.	pp. 12-37
13. 08/10/2009	<b>Training and Exercises:</b> EOP committee members adapted changes related to testing requirements. A one-time training will be utilized, as opposed to annual testing, with the addition of all employees required to view the documentary DVD “Higher Ground” within three months of hire (or by 9/1/2009 for existing Target employees). A monthly topic will be discussed at “First Friday Director Meetings” and forwarded to Target employees during mandatory staff meetings in order for hazard topics to be reinforced throughout the year.	pg. 6
14. 08/10/2009	<b>Client Trainings: Target clients</b> (or advocate) will be informed of the policy related to Target’s EOP upon request by disseminating appropriate material and providing opportunities for questions. The EOP will be posted in a PDF file on Target’s “HR On-Line” ( <a href="https://eservices.paychex.com/secure/">https://eservices.paychex.com/secure/</a> ) and the Target website ( <a href="http://www.targetcommunity.org">www.targetcommunity.org</a> ) so that all interested parties have electronic access.	pg. 6
15. 08/10/2009	Target has received “ <b>Emergency Communication Radios</b> ” which will serve as a source of communication with government officials during a disaster situation. Target will provide proper security for the radios and address appropriate protocols related to the use of the <b>Emergency Communication Radio</b> within the agency.	pg. 4
16. 08/10/2009	<b>Hazards added to EOP: #4 Pandemic Flu, #6 Carbon Monoxide Poisoning, and #10 Tornadoes</b>	pp. 17, 22, 27
17. 08/14/2009	<b>Functional Procedure added: #7 Pandemic Flu</b>	pg. 48

Date of Change	Description of Change	Pg. #
18. 08/14/2009	<b>Authority</b> details clarified: In compliance with DDA regulations, Target’s EOP has been shared with local government emergency management personnel and we will continue to provide updated revisions to the appropriate personnel.	pg. 1
19. 08/26/2009	<b>Face Masks / Duct Tape</b> added to Shelter-in-Place kits.	pg. 4
20. 09/10/2009	<b>Hazard #3 Transportation Accident:</b> Comment added to remain calm, assess the situation and call the local emergency number if medical services are required. If medical services are not required, request a police report number for insurance purposes.	pg. 15
21. 09/10/2009	<b>Forward addition:</b> Within the document, “ <b>Work Site</b> ” will refer to Target owned and operated facilities.	pg. iv
22. 05/28/2010	<b>Client Listing and Family Contacts:</b> A “Site Specific Client Roster” and Family Contact List will be maintained by the Director at each work site and copied in the necessary vehicle(s) and the EOP kits. An all-inclusive “Client Roster” will be maintained by the Administrative Assistant at both Carroll County and Montgomery County offices and kept with each Director in case of emergency.	pg. 2
23. 05/28/2010	<b>Shelter in Place Kits</b> updated: Copy of the “Site specific Client Roster” and family contact information added to the kit.	pg. 4
24. 05/28/2010	<b>Hazard #10) Tornadoes:</b> Comment added; refer to Functional Procedure for Evacuation as indicated.	pg. 27
25. 09/09/2010	<b>Functional Procedure #1) Evacuation-</b> After the Target agency drill at the Westminster Fire Department on May 7, 2010, the following scenarios were clarified in the EOP: Identify Crisis and determine if <b>Isolated Evacuation</b> or <b>Global Evacuation</b> is indicated. Immediately call supervisor or administrator on-call, who will determine if CEO must be contacted for the situation. The Director/CEO will determine if maintenance personnel will be called for the emergency situation. <b>Isolated Evacuation:</b> Go to nearby Motel or safe ALU, as directed. <b>Global Evacuation:</b> Go to shelter as assigned by government officials for your geographic region. A director will designate the most optimal staff person to assist with the medical needs of the clients to the best of their ability during a crisis situation. A director will designate one employee to represent Target during communications with a Command Post during a crisis.	pg. 39



Date of Change	Description of Change	Pg. #
26. 4/24/12	<i>EOP testing requirements revised</i> to annually, effective August 2012.	pg. 6
27. 8/1/12	<i>Hazard #17 Earthquakes</i> added to the EOP	pg. 37
28. 9/17/12	<i>Hazard #16 Terrorism</i> information revised to correlate to the current system. The color coding alerts are no longer in use and replaced with a much simpler system known as the National Terrorism Advisory System. The new alerts will include a clear statement that there is an "Imminent Threat" or "Elevated Threat" along with clear and concise information about the danger.	pg. 35
29. 9/25/12	The <i>Weather Radio</i> is no longer in use and Kelli Fox will receive weather alerts on her cell phone and notify the agency accordingly. In addition, Julie Develin is no longer available to monitor for weather alerts.	pg. 3
30. 9/25/12	Carroll Community College is the Carroll County site for shelter from tornadoes.	pg. 39
31. 9/25/12	For either shelter-in-place or both types of evacuation [ <i>isolated or global</i> ], staff will understand Target's position is that we believe employee's family members are welcome at the work site in order to encourage Target employees to assist with an emergency.	pp. 39, 41
32. 10/18/12	Target's Emergency Operation Plan is posted on the agency's website: targetcommunity.org	pg. 6
33. 10/18/12	Call-Down List revised to exclude employee's home and email address.	pp. 2, 11
36. 1/1/16	<i>Hazard #18 Active Shooter</i> added to the EOP	pg.39
37. 1/1/16	<i>Functional Procedure #8 Active Shooter</i> added to the EOP	pg.50

## Table of Contents

Plan Authorization .....	i
Forward .....	iii
Record of Changes .....	v
Basic Emergency Plan .....	1
Purpose.....	1
Authority.....	1
Situations and Assumptions.....	1
Call-Down List.....	2
Client Listing and Family Contacts .....	2
Role of the Family / Legal Representative .....	2
Direction and Control to Emergency Planning and Response Structure .....	3
Shelter-in-Place Kits .....	4
Organization and Responsibilities: Emergency Management Team .....	4
Director Responsibilities.....	5
Administration and Logistics .....	5
Reporting.....	5
Training and Exercises.....	7
List of Functional Procedures .....	7
Organizational Chart.....	8
I.    Hazard #1) Communication.....	12
II.   Hazard #2) Electrical Power Outage.....	13
III.  Hazard #3) Transportation Accidents .....	15
IV.   Hazard #4) Pandemic Flu.....	17
V.    Hazard #5) Fire Prevention .....	20
VI.   Hazard #6) Carbon Monoxide Poisoning .....	22
VII.  Hazard #7) Heat Wave / Ozone Action Days .....	23
VIII. Hazard #8) Severe Thunderstorms / Tropical Storms / Hurricanes.....	24
VIII. Hazard #9) Flooding Preparedness .....	25
IX.   Hazard #10) Tornadoes.....	27
X.    Hazard #11) Winter Storms and Extreme Cold .....	28
XI.   Hazard #12) Sewer / Utility Failure.....	30
XII.  Hazard #13) Water Utility Failure .....	31
XIII. Hazard #14) Aviation Accident/Explosion Preparedness .....	32

**Target Emergency Operation Plan**

---

XIV. Hazard #15) Bomb Threat Preparation ..... 33

XV. Hazard #16) Terrorism..... 35

XVI. Hazard #17) Earthquake..... 37

XVII. Hazard 18) Active Shooter ..... 39

XVIII. Functional Procedure #1) Evacuation ..... 40

XIX. Functional Procedure #2) Shelter-In-Place ..... 43

XX. Functional Procedure #3) Electrical Power Outage..... 44

XXI. Functional Procedure #4) Heat Wave/Ozone Action Days..... 45

XXII. Functional Procedure #5) Transportation Accidents/Medical Emergencies ..... 46

XXIII. Functional Procedure #6) Winter Weather..... 48

XXIV. Functional Procedure #7) Pandemic Flu ..... 50

XXV. Functional Procedure #8) Active Shooter ..... 52

## Basic Emergency Plan

### Purpose

- I. To provide clear guidelines for the protection and safety of staff and the individuals we serve in the event of an emergency or disaster.
- II. To assure coordination and cooperation with municipal and county government and with emergency services in the pursuit of our shared goals in effective emergency mitigation, preparedness, response, and recovery.

### Authority

- I. The Developmental Disability Administration (DDA) requires agencies to develop preparation in the event of emergencies/disasters and Target Community and Educational Services, Inc. is demonstrating compliance with the rules through documentation of our Emergency Operation Plan.
- II. In compliance with DDA regulations, Target's EOP has been shared with local government emergency management personnel and we will continue to provide updated revisions to the appropriate personnel, as indicated.

### Situations and Assumptions

- I. **Facility Profile, Location, and Description.** See the **page eight** of the Emergency Operation Plan (EOP) for a sample Facility Profile, to be completed and maintained with the EOP.
  - A. **Summary of Potential Hazards / Hazard and Vulnerability Analysis**
  - B. The exercise to assess Target's Hazard and Vulnerability Analysis was reviewed by the EOP committee members and potential hazards were given a score of 0-9, with nine being the greatest threat to the agency. The team concluded events with a score of seven or greater will be incorporated into Target's EOP. See the Hazard and Vulnerability Analysis on **page nine-ten**. Target's Hazard list includes the following potential emergencies/disasters and you will find further training material within the EOP.
    - i. Hazard #1) Communication Failure
    - ii. Hazard #2) Electrical Utility Failure
    - iii. Hazard #3) Transportation Accident
    - iv. Hazard #4) Pandemic Flu
    - v. Hazard #5) Fire Prevention / Fire Alarm Failure
    - vi. Hazard #6) Carbon Monoxide Poisoning
    - vii. Hazard #7) Heat Wave/ Ozone Action Days
    - viii. Hazard #8) Severe Thunderstorms / Tropical Storms / Hurricanes
    - ix. Hazard #9) Flooding
    - x. Hazard #10) Tornadoes
    - xi. Hazard #11) Winter Storms / Extreme Cold

- xii. Hazard #12) Sewer / Utility Failure
- xiii. Hazard #13) Water Utility Failure
- xiv. Hazard #14) Aviation Accident / Explosion
- xv. Hazard #15) Bomb Threat
- xvi. Hazard #16) Terrorism
- xvii. Hazard #17) Earthquake
- xviii. Hazard #18) Active Shooter

## **Call-Down List**

- I. In compliance with Target’s Emergency Operation Plan (EOP), all staff will list the necessary information including name, telephone contact number, and ability to text message in case of emergency. Copies will be maintained with the EOP at each work site, at the Carroll County (CC) / Montgomery County (MC) main offices, and on-line with Google documents. *See page eleven for a sample Call-Down List.* In the case of emergency, the progression of calls will most likely be initiated by the CEO, Dr. Zirpoli, or his designee by making four (4) calls:
  - A. Call to Allison Rutland (CC Vocational Director), who will call Keturah Buchanan (MC Vocational Director); they will call supportive employment and vocational staff.
  - B. Call to Jon Joseph (Residential Director), who will call Kelli Fox (Residential Director), Caitlin Carter (Residential Director), and Jessica Mussleman (Residential Director); they will call their CLM’s and CLA’s.
  - C. Call to Jenna Gladfelter (Personal Supports Director), who will call Lisa Daigle (Personal Supports Director), they will call Personal Support Managers and CLA’s.
  - D. Call to Amy Murphey (Vice President of Administration), who will call CC office personnel.

## **Client Listing and Family Contacts**

- I. “Site Specific Client Roster” and Family Contact List will be maintained by the directors at each work site and copied in the necessary vehicle(s) and the EOP kits.
- II. An all-inclusive “Client Roster” will be maintained by the Administrative Assistant at both Carroll County and Montgomery County offices and kept with each director in case of emergency.

## **Role of the Family / Legal Representative**

- I. In the event of evacuation during a disaster, the role of the family/legal guardian will be determined by the manager providing direct care for the individual during the emergency and this will include notification in a timely manner.

## Direction and Control to Emergency Planning and Response Structure

- I. Target operates **six Carroll County Alternative Living Units (ALUs), and two Montgomery County ALUs**, which are residential sites in operation twenty-four hours per day for **twenty-five clients**.
- II. During typical work hours, Target provides **vocational services to fifty Carroll County clients and seventy-one Montgomery County clients**.
- III. Target provides services through the **Personal Supports program** for **seventeen Carroll County clients and thirty-five Montgomery County clients**.
- IV. The emergency responses specific to Target will follow the chain of command, as demonstrated in the organizational chart on **page seven**, and the CEO, Dr. Tom Zirpoli (or in his absence the administrator on-call) will authorize and control all aspects of an emergency response. Functional Procedures, as well as the EOP will be utilized to communicate and train Target employees of emergency situations and provide protective actions to take during emergencies i.e. shelter-in-place, evacuation, transportation accident, winter storms etc.
- V. Kelli Fox will monitor ***Weather Alerts*** during off hours, will call the Administrator on-call during emergency WARNINGS, and the Administrator on-call will share the responsibility to phone appropriate sites to notify the employees/clients of the pending weather warnings.
- VI. The first Emergency Responder on the scene of an emergency will establish an Incident Command Post, a central location from which to manage emergency operations. If necessary, a representative from Target will report to the Incident Command Post as a liaison for the facility.
- VII. “Shelter-in-Place Kits” will be maintained at each work site and include the supplies listed in the following section. The ALU kits will also contain client “Face Sheets” and copies of vital information related to health history, bank accounts, and social security numbers. The ALU kit will serve two purposes: for shelter-in-place and for mandatory evacuation ordered by government officials, it will be the “Go Kit” to take with you to the nearby safe place.

## Shelter-in-Place Kits

- I. Kits include:
  - A. One gallon of water per day (for 3 days) for the number of individuals residing/working at the ALU. i.e. 3 clients + 2 staff = 5 gallons of water per day x 3 days = 15 gallons of water to be maintained at the ALU near the “Shelter-in-Place Kit”
  - B. Canned foods, enough to serve 5 people for 3 days
  - C. Can opener – non-electric, matches in waterproof container
  - D. First Aid supplies – band aids, ace bandage, CPR face shield, face masks, 4x4 gauze pads, triple antibiotic ointment, medical tape, cold pack, sunscreen, scissors, gloves, thermometer, tweezers, acetaminophen
  - E. Sanitation supplies – feminine hygiene supplies, wet wipes, toilet paper
  - F. Battery operated radio
  - G. Duct tape
  - H. Plastic garbage bags available to cut and use as “plastic sheeting”
  - I. Flashlight and extra batteries
  - J. Whistle
  - K. Documents maintained in a waterproof container – copy of insurance cards, “Face Sheets,” copy of Social Security Cards/bank account information, copy of immunization records, and copy of the “Client Roster” with family contact info.
  - L. A note as a visual reminder for staff to take these items in case an emergency evacuation is ordered – an extra set of clothing for each client, prescription medication, bedding, and water (except for the vocational/day programs).

## Organization and Responsibilities: Emergency Management Team

- I. The emergency responsibilities and functions listed within the EOP require actions that are common to all types of major emergencies or disasters. The Emergency Management Team will prepare, maintain and be guided by the EOP and Functional Procedures. Individuals assigned to these functions are required to coordinate their actions with the CEO or administrator on-call, who will coordinate the overall action with the local emergency management coordinator and with any other agencies involved.
- II. It is important to understand Target is preparing for potential disasters before they occur and pre-planning to manage the incidents if they should occur. The Emergency Operation Plan committee consists of Chairperson, Jenel Casey and committee members Amy Ensor, Kelli Fox, Kelli Kemp, Allison Rutland, Jenna Gladfelter, Andrew Brewster-McCarthy, Lauren Minnich, and Jess Musselman.
- III. Carroll County’s Health Officer, Larry L. Leitch of the Carroll County Health Department (410-857-5000, P.O. Box 845, Westminster, Maryland 21158) is addressing the potential communication gap of agencies serving vulnerable populations if the primary means of communication is ineffective during a disaster. Target has received emergency communication radios, which will serve as a source of communication with government officials during a disaster situation. Target will provide proper security for the radios and

address appropriate protocols related to the use of the Emergency Communication Radio within the agency.

## **Director Responsibilities**

- I. Directors provide continuity of instruction amongst their employees by performing the following tasks.
  - A. Secures necessary in-service/trainings of the EOP for supervised staff and ensures in-house completion of monthly fire drills and annual EOP tests.
  - B. Keeps clients and staff informed of the EOP revisions.
  - C. Arrange for the procurement, storage, and maintenance of emergency supplies and equipment to be used in an emergency and verifies adequate supplies on a quarterly basis. (see “Shelter-in-Place Kits”)
  - D. Supervise periodic safety checks on a quarterly basis of the ALUs, office space, equipment, and vehicles.
  - E. Maintain ALU/work site Emergency Operation Plan and current “Call-Down List.”
  - F. Provide staff support and resources in the execution of Functional Procedures.
  - G. Participate in exercises/in-service training programs.
  - H. Provide leadership and offer assistance for staff to initiate activities for clients during a period of enforced confinement during an emergency.
  - I. Verify information is posted at the work site concerning shut off valves and switches for gas, oil, water, and electricity.
  - J. Verify facility layout/emergency evacuation is posted at the work site.

## **Administration and Logistics Reporting**

- I. Incident/Injury Reports will be used as the form of documentation related to the reporting of emergency actions, damage assessment, and situation reports.
- II. Expenditures and Obligations
  - A. Target is a non-profit organization and expenditure/obligations are available upon request.
- III. Non-discrimination Policy
  - A. There will be NO discrimination on the grounds of race, color, religion, nationality, disability, sex, age, or economic status in the execution of disaster preparedness or disaster relief and assistance functions.
  - B. Aid Agreements
    - i. Should the facility’s resources prove to be inadequate during an emergency response, requests will be made for assistance from Carroll/Montgomery County government or from the Maryland Emergency Management Agency (MEMA) or Federal Emergency Management Agency (FEMA). Resources may also be obtained from local companies/agencies in the form of equipment, supplies, personnel, transportation, or other available capabilities.



- ii. The Carroll County Target office currently works closely with the nearby day program facility (CHANGE) and we will continue to have a cooperative effort to assist during any emergency / disaster situation.

C. Plan Development and Maintenance

- i. The Emergency Operation committee members will coordinate the development and maintenance of the EOP and this plan will be reviewed and revised as indicated by our Emergency Operation Plan committee members.
- ii. Whenever portions of this plan are implemented in an emergency event or exercise, a review will be conducted to determine the necessary changes. An After Action Report will be generated by the committee members to identify areas that require improvement in the plan in order to take corrective action.

## Training and Exercises

I. Staff Trainings

- A. Target employees will be required to review the EOP as a self-learning packet and ***complete the EOP Test annually, once*** within the first three months of hire. The employee must understand **Target's Emergency Operation Plan (EOP)**; view the current video on emergency preparedness, in addition, completes the EOP training test with at least 80% or greater accuracy. This will demonstrate the employee's comprehension of Target's Emergency Operation Plan and results will be filed with the employee's training records. All employees will receive via Gmail the monthly *Hazard topic*, as this will reinforce the material/appropriate response expected from Target employees.

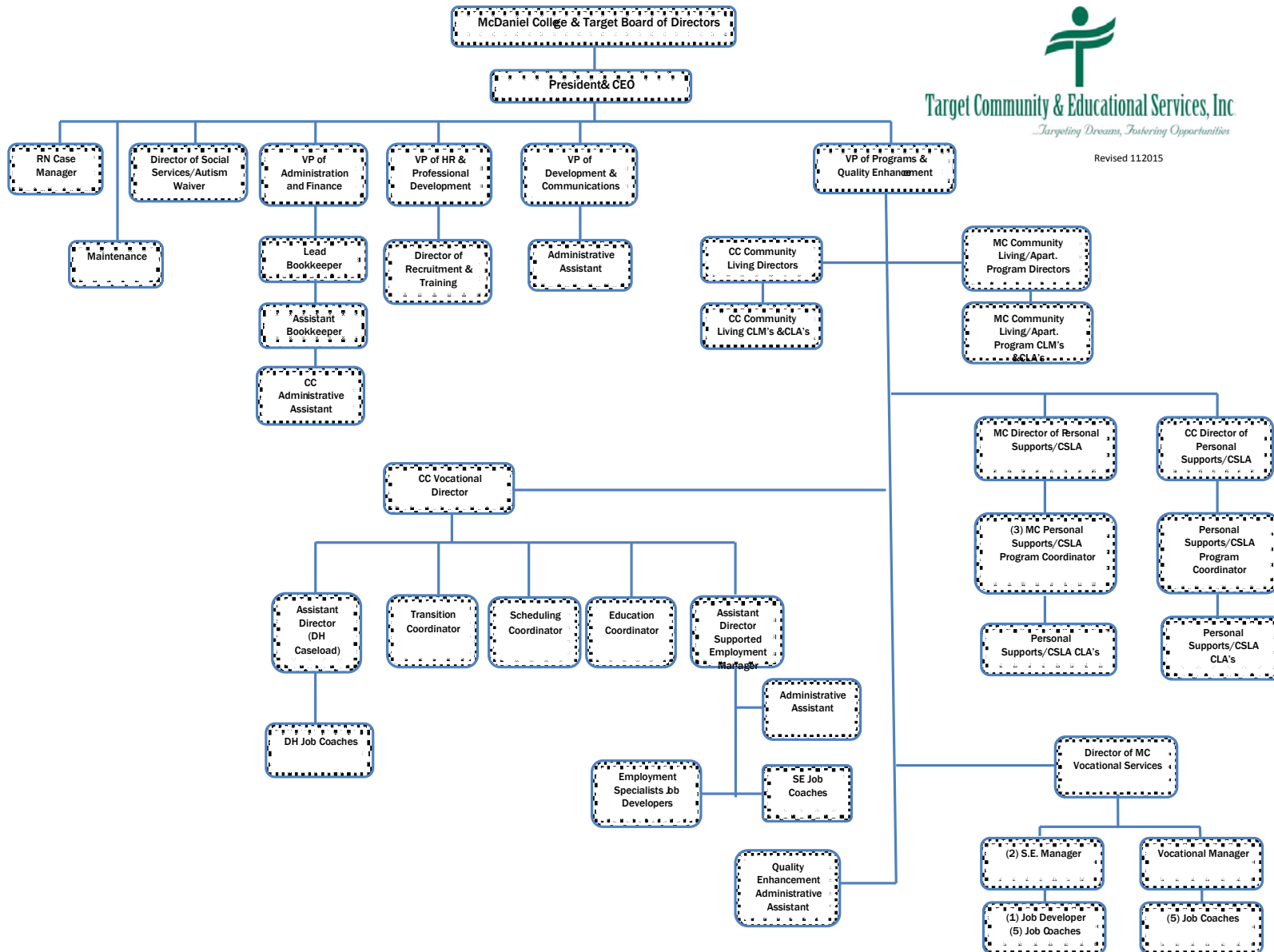
II. Client Trainings

- A. Target clients (or advocate) will be informed of the policy related to Target's EOP upon request by disseminating the material and providing opportunities for questions.
- B. The EOP is posted on the website ([www.targetcommunity.org](http://www.targetcommunity.org)) for electronic access.

## List of Functional Procedures

I. Details of the Functional Procedures provided within the EOP

- A. Functional Procedure #1) Evacuation
- B. Functional Procedure #2) Shelter-In-Place
- C. Functional Procedure #3) Electrical Power Outage
- D. Functional Procedure #4) Heat Wave / Ozone Action Days
- E. Functional Procedure #5) Transportation Accident / Medical Emergency
- F. Functional Procedure #6) Winter Weather
- G. Functional Procedure #7) Pandemic Flu
- H. Functional Procedure #8) Active Shooter



Target Community & Educational Services, Inc  
*Targeting Dreams, Fostering Opportunities*

Revised 11/2015



**Target Community & Educational Services, Inc.**

*...Targeting Dreams, Fostering Opportunities*

**EMERGENCY OPERATION PLAN**

**FACILITY PROFILE**

**Work Site:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_  
**Telephone:** \_\_\_\_\_

**This facility provides the following services:**

Residential – Clients: 1) \_\_\_\_\_ 2) \_\_\_\_\_ 3) \_\_\_\_\_  
Community Living Manager: \_\_\_\_\_ Contact Number: \_\_\_\_\_  
Community Living Manager: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Vocational / Supportive Employment (Director will provide client listing upon request)  
 Other \_\_\_\_\_

**Special Needs**

**List Client's Name** (attach lined paper for more space)

\_\_\_\_\_ # of persons who regularly use a manual wheelchair \_\_\_\_\_  
\_\_\_\_\_ # of persons who regularly use a battery operated wheelchair \_\_\_\_\_  
\_\_\_\_\_ # of persons who walk only with assistance \_\_\_\_\_  
\_\_\_\_\_ # of persons on oxygen \_\_\_\_\_  
\_\_\_\_\_ # of persons with dementia or Alzheimer's disease \_\_\_\_\_  
\_\_\_\_\_ # of persons with hearing impairment \_\_\_\_\_  
\_\_\_\_\_ # of persons with sight impairment \_\_\_\_\_  
\_\_\_\_\_ Other Special Needs \_\_\_\_\_

**Geographic Description:**

This facility is (X if applicable):

- Located within a 100-year flood plain
- Located in a hurricane evacuation zone
- Located within 50-mile Emergency Planning Zone of a Nuclear Power Facility
- Located in a geographic area prone to severe winter storms
- Located within a tornado-prone area
- Other Potential Hazard \_\_\_\_\_
- Non-Applicable



**Target Community & Educational Services, Inc.**  
*...Targeting Dreams, Fostering Opportunities*

**EMERGENCY OPERATION PLAN**

**HAZARD AND VULNERABILITY ANALYSIS**

EVENT	Probability				Human Impact		Impact on Facility			Preparedness			Total
	High	Med	Low	None	Life Threat	Health Safety	High Impact	Mod Impact	Low Impact	Poor	Fair	Good	
Score	3	2	1	0	1	1	3	2	1	3	2	1	
Aviation Accident													
Bomb Threat													
Civil Unrest/Strike													
Dam Failure													
Explosion													
Fire													
Wild land fire													
Flooding													
Hazardous Material													
Ice Storm/Freezing Rain													
Heat Wave/Extreme Cold													
Kidnapping/Hostage													
Earthquakes													
Mine Subsidence													
Landslides													
Nuclear Plant Emergency													
Ozone Action Days													
Radiological Emergencies													
Severe Thunderstorms													
Winter Storms													
Terrorism													
Biological													
Nuclear Plant Emergency													

**Target Emergency Operation Plan**

---

EVENT	Probability				Human Impact		Impact on Facility			Preparedness			Total
	High	Med	Low	None	Life Threat	Health Safety	High Impact	Mod Impact	Low Impact	Poor	Fair	Good	
Score	3	2	1	0	1	1	3	2	1	3	2	1	
Incendiary													
Chemical													
Explosive													
Utility Failure													
Electrical													
Natural Gas													
Water													
Sewer Failure													
Steam Failure													
Fire Alarm Failure													
Communication Failure													
Transportation Accident													
Tropical Storms													
Hurricanes													



## I. Hazard #1) Communication

- I. Effective Communication is key to following through with the Emergency Operation Plan. It is imperative for staff to follow appropriate channels for communicating information to their supervisor, which will ensure appropriate and effective communication within the agency.
- II. Public Emergency Shelters: When conditions warrant, the Public Safety office may establish community-based shelters for local residents who may be required to evacuate their homes or work places. Typically, shelters are set up at locations where residents can seek refuge, as well as sleep and eat. The Central Maryland Chapter of the American Red Cross operates shelters, and information and locations of shelters are issued via radio and television.
  - A. Carroll County: WTTR 1470 AM, WGRX FM, 97.9 WIYY FM, 1090 WBAL AM, a preprogrammed NWS weather radio, or television stations WMAR Channel 2, WBAL Channel 11, WJZ Channel 13, and WBFF Channel 45. Call 1-888-5 GET EOC (1-888-543-8362) to obtain emergency information on available county programs and services.
  - B. Montgomery County Emergency Activation Radio Stations: WMAL 630 AM, WTOP 1500 AM, WWRC 1260 AM, WKYS 93.9 FM. EMERGENCY MANAGEMENT | Box 4177 | Gaithersburg, MD 20885, 240-777-2300.

## III. Important Contact and Phone Numbers

Maryland Emergency Management Agency	<a href="http://memama.maryland.gov">http://memama.maryland.gov</a>
Federal Emergency Management Agency	<a href="http://www.fema.gov">http://www.fema.gov</a>
Emergencies (Fire/Emergency Medical Services/Police)	9-1-1
Local Emergency Center Contacts: <b>Carroll County</b>	(410) 386-2260
Local Emergency Center Contacts: <b>Montgomery Co.</b>	(240) 777-2300
Health Department: <b>Carroll County</b>	410-857-5000
Health Department: <b>Montgomery County</b>	240-777-3120
Maryland Tips Line (To report suspicious activity)	1-800-462-TIPS (8477)
Fire Marshall	410-552-0154
Poison Center	1-800-492-2414
American Red Cross	410-848-4334
United Way's First Call for Help	1-800-492-0618
Baltimore Gas and Electric	1-877-778-2222



## II. Hazard #2) Electrical Power Outage

- I. Disruption of electrical service can occur as a result of several factors, including lightning, high winds, ice, heavy snow, and equipment failure and usually service is restored in a short time. However, major power outages can occur for extended periods of time. Refer to the Functional Procedures for Shelter-In-Place or Evacuation, as indicated. When power is lost, you should:
  - A. Check to see if your neighbors have power. It may only be in your home, a blown fuse, or a tripped circuit. If your neighbors are also without service, call your local power company. If you must go outside to assess the situation, take a flashlight and watch for downed power lines that could still be energized. If downed lines are located, do not go near them or touch anything of which they may be in contact. Report downed power lines immediately. (BGE #=1-877-778-2222)
  - B. Turn off major appliances. Leave two or three light switches on in the home and leave on the front porch light. When major appliances (refrigerators, electric water heaters, air conditioners and pumps) are left on, they could overload electric lines when power is restored, causing a second outage.
  - C. Keep refrigerator and freezer doors closed. Food can be kept cold enough for a day or two if the doors are kept closed. During the winter, you may be able to store some items outside in a proper container. If temperatures are below freezing, it is possible to freeze water outside in containers and place them inside your refrigerator to help keep food cold. Partially frozen foods can be refrozen as long as they contain ice crystals or are no warmer than 40° F. Consider purchasing a thermometer for both the refrigerator and freezer. Do not refreeze seafood, poultry, ice cream, cream sauces, or anything susceptible to spoilage. Remember, when in doubt, throw it out.
  - D. During times of prolonged outages, your power company may provide dry ice at a designated location. Bring an ice cooler or suitable container to transport it back home. As a rule of thumb, 25 pounds of dry ice will keep a 10-cubic-foot freezer at the proper temperature (32° F) for three to four days.
  - E. Flashlights or battery operated lanterns should be used to illuminate the site. Candles and kerosene lanterns are not recommended for lighting because of the inherent fire safety hazards and fumes.
  - F. Portable emergency generators can be used to provide limited electrical power during an outage. Take care to ensure that they do not pose a threat and never fuel or run a portable generator in the home or garage, as gas-powered generators pose a serious fire and carbon monoxide threat. Always operate according to the manufacturer's instructions. For additional information on the proper use of emergency generators, call your local power company.
  - G. Water systems with electric pumps, such as wells or cisterns, will not operate when the power is out. Use alternate source of water until power is restored.

Continued,

**Hazard #2) Electrical Power Outage:**

- H. Gas appliances may not work if the electricity is off because the equipment may require electricity for ignition or valve operation.
- I. Plumbing can freeze when power is lost during cold weather periods. If applicable, turn the pump off and then drain supply lines at the lowest point in the house, water heaters, boilers, and traps in drains of tubs, sinks, toilets, washing machines, and dishwashers. To avoid major flooding when temperatures rise, turn off supply lines to outside spigots.
- J. Water heaters that are drained to prevent damage from freezing must have their power circuit shut off as well. Failure to do so could result in the loss of the heating element when power is restored. NEVER turn on a water heater unless the tank is full.
- K. Life support equipment required for persons who depend on these devices (respirators, ventilators, oxygen equipment, or other life-sustaining devices) should be listed with the power company, with the primary doctor's approval. Target will have a contingency plan to include an alternate power source for the device and relocating the individual, should the need arise.
- L. Trees are a primary cause of power outages and power companies have regularly scheduled programs for trimming trees. When planting and/or trimming trees on the property, always seek professional help in trimming limbs or branches that are close to power lines.
- M. **Keeping Warm:** Select a single room in the home in which the entire staff can live, ideally, a room that gets sunlight during daylight hours. Use fireplaces and wood-burning stoves with care and always supervise them when burning. Make sure the fireplace is in proper working condition and has been inspected before use. Wear layers of clothing, including sweaters and coats, which entraps warm air and helps to maintain body heat for longer periods. For homes with natural gas heaters, keep meters and vents clear of ice and snow.

### III. Hazard #3) Transportation Accidents

- I. Remain calm, assess the situation and call the local emergency number if medical services are required. If medical services are not required, request a police report number for insurance purposes. Refer to the Functional Procedure for “Transportation Accident.”
  - A. To ensure proper handling of all claims, always call the local police when an accident occurs. At the accident scene, be sure to get the name, address, phone number, and insurance information of the other driver(s) involved. An auto accident report must be filled out within 24 hours of the accident. The Target office will report the accident to the insurance carrier.
  - B. Contact your supervisor or the **Administrative Cell Phone = 443-536-8808**. You (and the director on-call), and if indicated the paramedics will assess the situation and determine if any individuals need to be taken to the nearest hospital emergency department.
  - C. Complete the appropriate paperwork in the company vehicle and submit to Julie Develin in Human Resources within 24 hours.
  - D. The police should be called regardless of how minor the accident is. If the accident is more serious, a Target director will meet staff at the hospital to help assist the medical personnel with evaluating and or providing treatment for the clients.
- II. Accident Procedure
  - A. Towing of the vehicle, appraisal, and repairs will be handled by Target administration. Mechanical work on a Target vehicle CANNOT be authorized by staff, as appraisals are done by the insurance company and towing and repair work is done by an authorized company.
  - B. It will be necessary for the employee to discuss the accident in detail with administration for a proper investigation of the accident. A letter will be sent to the employee stating the findings of the investigation and any corrective action necessitated by those findings.
  - C. The information from the investigation will also be used when preparing the employee’s annual performance evaluation. Safe driving is as much a part of employment as is high productivity and good work habits.
  - D. The (on-call) director responsibilities will include the need to assess the situation over the phone to determine if support is required at the site of the accident. If it is a fender bender and staff reports they can handle the situation while indicating no injuries to the individuals, the director will most likely not visit the scene.

Continued,

**Hazard #3) Transportation Accidents**

III. Disabled Vehicles

A. Carroll County - (24 hour towing 800-782-2378) Directors will prompt staff to call a towing company and get the vehicle towed to the nearest Chrysler or Toyota dealership. Directors will assist staff to acquire another vehicle. Cars from the CC office may be utilized in the interim. If staff is given a vocational vehicle, the car must be RETURNED NO LATER THAN 8:00AM MONDAY MORNING.

B. Montgomery County - (24 hour towing-Luxury Towing 301-253-3192); Directors will prompt staff to call the towing company and have vehicles towed to the MC office. Directors will assist staff to arrange with the MC vocational department to borrow a company car.

IV. Remember the 4/12 Rule: Maintain four (4) car lengths behind the car in front of you and allow 12 feet for stopping.

## IV. Hazard #4) Pandemic Flu

- I. Seasonal Flu is a contagious respiratory illness caused by influenza viruses. It can cause mild to severe illness, and at times can lead to death. The best way to prevent the flu is by receiving a flu vaccination each year and using good hand washing technique. October or November is the best time to receive the vaccine as this gives the body time to build up defenses against the viruses.
- II. Avian Flu (Bird Flu) is an infection caused by avian influenza viruses, also called H5N1 and occurs naturally among birds. This is not the same as pandemic flu, but is a virus that affects wild birds and farm birds. Usually, bird flu does not spread easily to other animals or to people, but infections with this strain have occurred in humans. The U.S. restricts the import of birds or bird products from certain areas at high risk of avian flu.
- III. H1N1 Flu is a novel influenza virus of swine origin that was first detected in April 2009. This virus is thought to be spread in the same way that regular seasonal influenza viruses spread; mainly through people who are sick with the virus and cough and sneeze exposing others.
- IV. Pandemic Flu is a global disease outbreak and occurs when a new influenza virus emerges for which people have little or no immunity and for which there is no vaccine. The most reliable source of information on pandemic flu is public health authorities and the government Web site at [www.pandemicflu.gov](http://www.pandemicflu.gov). If a flu pandemic develops, the Centers for Disease Control (CDC) will give the outbreak an official rating on a scale of 1 to 6 (similar to the hurricane category rating system)
  - A. Category 1 indicates the least severe geographic pandemic
  - B. Category 6 indicates the most severe geographic pandemic
- V. How to Prevent the Flu: A vaccine is available to protect against seasonal influenza. There are everyday actions that can help prevent the spread of germs that cause respiratory illnesses like influenza.
  - A. Washing your hands often will help protect you from germs.
  - B. Use antibacterial hand sanitizer if a sink with running water is unavailable.
  - C. Avoid close contact with people who are sick.
  - D. Cover your mouth/nose with a tissue when coughing or sneezing (or cough into your sleeve)
  - E. Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.
  - F. If possible, stay home from work and school when you are sick.
  - G. If symptomatic (fever of 100 degrees with cough or sore throat) stay home for at least 24 hours after the fever is gone (**without the use of fever reducing medications**).

Continued,

**Hazard #4) Pandemic Flu**

- VI. Know How the Flu Spreads: Human flu germs spread easily, especially through coughs and sneezes since droplets can spray through the air and into the mouth or nose of people nearby or onto surfaces or things that people touch before touching their nose, mouth or eyes.
  - A. People with the flu can leave the flu virus on objects they touch if the germs are on their hands (for example, right after using a tissue or rubbing their nose). Objects may include doorknobs, faucets, switches, telephones, tables, and keyboards.
  - B. Flu germs may also spread through close contact between people or sharing personal items such as utensils, cups or straws, towels, washcloths or lip balm.
  - C. A person who has the flu can infect others even before feeling sick from one day before symptoms start and up to five (5) days after developing symptoms.
  
- VII. Cold Symptoms
  - A. Develop gradually; stuffy or runny nose, sore throat, cough, sneezing, severe headaches or extreme exhaustion, and rarely causes high fever.
  
- VIII. Flu Symptoms
  - A. Develop very suddenly and may become severe; fever 101° F or higher, chills, headache, tiredness and weakness, dry hacking cough, stuffy or runny nose, sore throat, chest discomfort, muscle and body aches, eye irritation, diarrhea and vomiting (more common in children).
  - B. If you have any illness within 10 days of returning home from traveling abroad, call your health care professional and describe your trip and symptoms.
  
- IX. Be Ready if the Flu comes your way and follow proper hand-washing steps:
  - A. Lather both hands with soap and scrub for at least 20 seconds.
  - B. Rinse thoroughly and dry hands on a clean towel, while using the towel to turn off the faucet, if possible.
  - C. Use antibacterial hand sanitizer if a sink with running water is unavailable.
  - D. Disinfect objects and areas that are frequently touched.
  - E. Clean bathrooms and frequently touched surfaces more often, daily if possible.
  - F. Follow Universal Precautions (using a barrier i.e. gloves) if you come in contact with bodily fluids and wash hands directly afterwards.
  - G. Encourage individuals with cold symptoms to follow cough and sneeze etiquette: cough or sneeze into your upper sleeve if you don't have a tissue and wash your hands right away afterward. When caring for individuals with the flu, have them throw away used tissues right away and provide a bag for disposal next to the bed.
  - H. Wash dishes in a dishwasher or use hot water and soap to help kill the germs.
  - I. In communities hit by the flu, health care visits may be difficult to schedule. Unless you are at high risk for flu complications or are experiencing very severe symptoms, try to recover at home.
  - J. During a flu pandemic consider using a medical face mask if you can't avoid being in a crowded setting.

Continued,

**Hazard #4) Pandemic Flu**

- X. When to Call for Medical Help during Flu Season
  - A. Employees must follow the Medical Policy related to *Guidelines for Contacting the Nurse* for changes in a client's medical condition.
  - B. If an individual has a productive cough with mucus that is thick, yellow-green, or has visible blood in it.
  - C. If an individual develops new symptoms after about five days.
  - D. If an individual has symptoms that seem very severe.
  - E. If an individual displays signs of dehydration (increased thirst, dry or sticky mouth, no tears, little or no urination for eight or more hours).
  - F. If an individual is vomiting that is severe or lasts longer than 24 hours.
  - G. If the individual is not getting better after about a week or two.

## V. Hazard #5) Fire Prevention

- I. Check electrical wiring and appliances. Report worn or frayed cords. Do not overload circuits with too many appliances. Do not string extension cords under rugs. Use irons, curling irons, and other heat appliances with caution.
  - A. Flammable liquids should be stored in approved containers. Never use flammable liquids indoors or near flames. They ignite readily from a spark. Dispose of rags soaked with flammable liquid in metal containers. Improper disposal could lead to fires.
  - B. Prevention: Do not put paper, magazines, or other flammable materials on radiators, near stoves or fireplaces. Do not let light bulbs touch lampshades or other objects.
  - C. Do not use grills indoors or on balconies.
  
- II. Fire Safety: Develop a safe escape route for your site in case of a fire. Check site location for visual evacuation route. Plan two ways of escape in the event one path is blocked by fire. Establish a meeting place outside for everyone. This will help firefighters know who is or is not safe.
  - A. Fire Drills: Conduct fire drills and submit the necessary paperwork to the site supervisor, while performing the drills at intervals as decided for each work site. (i.e. Carroll County Vocational and Target residential sites will perform monthly drills, Montgomery County Office will perform quarterly fire drills)
  - B. Fire Drill (Manual Activation Carroll County office; vocational wing)
    - i. Notify Northwest Alarm Service (central monitoring system) @ 410-363-2111, acct. # 3545E prior to conduction fire drill.
    - ii. Sound alarm by pressing DRILL key or by pulling up on wall pull station (silence outside cover of pull station by sliding button over on the casing).
    - iii. Evacuate area immediately; director must time the event.
    - iv. Staff must take a head count at predetermined area outside & report to director
    - v. Manager to instruct staff & clients to return to building.
    - vi. Manager to press ACK/STEP key & ALARM SILENCE key & RESET Key.
    - vii. Manager to reset pull stations by pulling down lever if set. Reset the control panel by pressing RESET.
    - viii. Manager to lock alarm panel box and return key to top of panel.
    - ix. Manager to document fire drill on Fire/Evacuation Drill Report Form and file in Fire Drill folder.
  - C. Smoke Alarms
    - i. Smoke alarms can warn there is a fire. Maintain smoke alarms in proper working order. Target's maintenance staff will **replace the batteries annually**. Some units will beep when the batteries need to be replaced, at which time the employee must notify the maintenance staff if chirping is heard.
    - ii. It is important to clean the alarm annually to keep out dust that can damage the unit. Test the alarm monthly, by pushing the test button. The National Bureau of Standards Test shows that alarms lose approximately half of the dependability in about 10 years. It is recommended that the alarm be replaced every 10 years.



Continued,

**Hazard #5) Fire Prevention**

D. General Guidelines in Case of Fire:

- i. Stay low. If you are in bed, roll out and crawl on the floor under the smoke.
- ii. Crawl to the door, using the wall as a guide. Check the door for heat with the back of your hand before opening.
- iii. If the door is cool to the touch, open slowly so that it can be shut quickly if flames or smoke is on the other side.
- iv. If the door is hot or smoke is seeping underneath, do not open the door. Put a blanket, towel, robe, or heavy clothing in the crack.
- v. Using the wall as a guide, crawl to a window and open it. Take a sheet or large piece of cloth, wave it, and shout for help if you are unable to climb out of the window to the ground to safety.
- vi. Take short breaths to avoid breathing in fumes and smoke.
- vii. Shout "FIRE" once outside the heavy smoke to signal to others. While still inside the house, you can signal to others in the home by pounding on wall or floors.
- viii. Once out of the fire, do not go back in the building, while alerting the firefighters if anyone is missing.

E. ESCAPE FIRST. If firefighters are not on the scene, call or tell someone to call 911 and do not go back inside to make the call.

## VI. Hazard #6) Carbon Monoxide Poisoning

- I. Carbon monoxide (sometimes referred to as CO) is a colorless, odorless gas produced by burning material containing carbon. Carbon monoxide poisoning can cause brain damage and death. You can't see it, smell it, or taste it; but carbon monoxide can kill you. Carbon monoxide is produced by common household appliances and improper ventilation of the following appliances may lead to carbon monoxide poisoning:
  - A. Gas water heaters
  - B. Kerosene space heaters
  - C. Charcoal grills
  - D. Propane heaters and stoves
  - E. Gasoline and diesel powered generators
  
- II. Early symptoms of carbon monoxide poisoning such as headaches, nausea, and fatigue, are often mistaken for the flu because the deadly gas goes undetected in a home. Prolonged exposure can lead to brain damage and even death.
  - A. Other symptoms of Carbon Monoxide Poisoning include:

i. Shortness of breath	ix. Abdominal pain
ii. Impaired judgment	x. Drowsiness
iii. Chest pain	xi. Visual changes
iv. Confusion	xii. Fainting
v. Depression	xiii. Seizure
vi. Hallucinations	xiv. Memory Loss
vii. Agitation	xv. Walking problems
viii. Vomiting	
  - B. If you have any of the signs and symptoms of carbon monoxide poisoning, go to a hospital emergency department, particularly if several people in the household are affected.
  - C. Signs and symptoms of carbon monoxide poisoning are not specific, but a blood test to look for the poisoning is the best way to make the diagnosis.
  - D. The treatment for carbon monoxide poisoning is high-dose oxygen, usually using a face mask attached to an oxygen reserve tank.
  - E. Carbon monoxide levels in the blood may be periodically checked until they are low enough to safely send you home.
  - F. In severe poisoning, if available, a hyperbaric pressure chamber may be used to give higher doses of oxygen.
  - G. It is important to find the source of the carbon monoxide. Your local fire department or Public Service Company will help find the source of carbon monoxide and make sure the building is safe for your return.
  
- III. Carbon Monoxide Alarms are currently installed at the following sites due to the presence of *Natural Gas*: College Square, Main Street, Pembroke, Wisely, and an *Oil Burning Stove* at Houck.

## VII. Hazard #7) Heat Wave / Ozone Action Days

- I. Precautions to avoid painful sunburn, heat exhaustion, or a heat stroke:
  - A. If an individual is planning to be out in the sun for a long period, use number 45-50 sunscreen with UVA/UVB protection.
  - B. If the individual is swimming, reapply sunscreen after each swim.
  - C. Avoid being in the sun between 11am and 3pm, when the sun's rays are the most damaging.
  - D. Wear a wide brimmed hat and other protective clothing on sunny days, preferably cotton clothing and a straw hat. Also, sunglasses to protect the eyes.
  - E. Drink plenty of fluids and keep well hydrated. Carry water with the individual(s) on trips longer than one hour.
  - F. Do not leave individual(s) in a hot car for any period of time.
  - G. If the individual must be in the sun, seek cool shade every hour for approximately 15 minutes to rest.
  - H. Avoid strenuous activities during extremely hot weather.
  
- II. Beware of heat exhaustion. This results from loss of fluids and salts when the body is unable to cool itself sufficiently through perspiration.
  - A. Refer to the Functional Procedure for "Heat Wave / Ozone Action Days, as indicated.
  - B. Symptoms of Heat Exhaustion Include:
    - i. Nausea
    - ii. Clammy skin
    - iii. Rapid heartbeat
    - iv. Fainting
  
- III. If Heat Exhaustion Occurs:
  - A. Quickly move the individual into an air conditioned room, or at least into the shade
  - B. Have the individual lie down with feet elevated
  - C. Seek medical help
  - D. Signs of Heat Stroke Include:
    - i. Hot, red complexion
    - ii. Extremely high body temperature
    - iii. Rapid pulse
    - iv. Confusion / Unconsciousness
  
- IV. If Heat Stroke Occurs:
  - A. Seek medical help at once
  - B. Do not give the individual anything to drink
  - C. Remove the individual to a cool area and lower the body temperature with cold sponges
  - D. Call 911

\*REMEMBER: Indoor conditions can become extremely hot if the area is poorly ventilated or lacking air conditioning and this can have an adverse effect on an individual. Air conditioning, fans, and opened windows should be utilized to keep indoor temperatures comfortable and the area well ventilated. Frequent short periods of rest and plenty of fluids throughout the day can help keep an individual cool, comfortable, and healthy.

## VIII. Hazard #8) Severe Thunderstorms / Tropical Storms / Hurricanes

### I. Hurricane Season is from June 1 – November 30

#### A. Definitions

- i. Tropical Storm Watch - Tropical storm conditions are possible in the specified area of the watch, usually within 36 hours. (Tropical storm conditions exist when there is an organized system of strong thunderstorms with a defined circulation and maximum sustained winds of 39-73 mph).
- ii. Tropical Storm Warning – Tropical storm conditions are expected in the specified area of the Warning, usually within 24 hours.
- iii. Hurricane Watch – Hurricane conditions are possible in the specified area of the Watch, usually within 36 hours. During a Hurricane Watch, prepare to take immediate action to protect everyone in the household and property in case a Hurricane Warning is issued. (Hurricane conditions exist when there is an intense tropical weather system with a well-defined circulation and maximum sustained winds of 74 mph or more).
- iv. Hurricane Warning - Hurricane conditions are expected in the specified area of the Warning, usually within 24 hours. Complete all storm preparations and evacuate if directed by government officials.

#### B. General Hurricane Evacuation Preparation before a Storm:

- i. Plan an evacuation route and refer to the Functional Procedure for evacuation.
- ii. Learn the location of emergency shelters and be prepared to drive at least 20 miles to locate a safe place.
- iii. Have disaster supplies on hand, including flashlights, batteries, a portable battery-operated radio, a first aid kit, emergency food and water, emergency telephone numbers, and cash and credit cards.
- iv. Prepare ahead for your medical needs such as insulin, oxygen, and any prescription drugs. The emergency refill law now allows you to obtain a 30-day supply of medications when an emergency is announced.
- v. Turn off electricity and water.
- vi. Protect the exterior of the home, secure lawn furniture, and garbage cans.
- vii. Take important documents such as insurance cards, medical face sheets, essential medications / equipment, photo ID, and important telephone numbers.

#### C. During a Storm:

- i. Tune to local television and radio stations for emergency information.
- ii. Stay inside a well-constructed building, away from windows and doors.
- iii. If the “eye” of a storm passes over your area, be aware that wind conditions will return with winds from the other direction in a very short time.

#### D. After a Storm:

- i. Wait until an area is declared safe before entering and do not drive in flooded areas.
- ii. Check electrical appliances and water supply for damage before using them.
- iii. Avoid using candles and other flames indoors; use a flashlight to inspect for damage.

## IX. Hazard #9) Flooding Preparedness

- I. Avoid building residences/office buildings in a floodplain unless they are elevated and reinforced.
  - A. Ensure that the furnace, water heater, and electric panel are elevated if they will be susceptible to flooding. Install check valves in sewer traps to prevent floodwater from backing up into the drains. Construct barriers (levees, beams, floodwalls) to stop floodwater from entering the facility. Seal walls in basements with waterproofing compounds to avoid seepage.
  - B. Train all staff in the preparedness, response, and recovery of flooding.
  - C. The website [www.floodsmart.gov](http://www.floodsmart.gov) provides a flood risk profile for individual addresses.
  
- II. Flooding Response
  - A. All staff should listen to the radio or television for information.
  - B. Be aware that flash flooding can occur. If there is any possibility of a flash flood, staff and clients need to move immediately to higher ground. They should not wait for instructions to move.
  - C. Be aware of streams, drainage channels, canyons, and other areas known to flood suddenly. Flash floods can occur in these areas with or without such typical warnings.
  - D. Secure each ALU/building. If there is time, bring in outdoor furniture. Move essential items to an upper floor.
  - E. Turn off utilities at the main switches or valves if instructed to do so. Disconnect electrical appliances. Do not touch electrical equipment if you are wet or standing in water.
  - F. Do not walk through moving water. Six inches of moving water can make you fall. If you have to walk in water, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.
  - G. Do not drive into flooded areas. If floodwaters rise around the car, abandon the car and move to higher ground if you can do so safely. You and the vehicle can be quickly swept away.
  - H. When driving, remember that six inches of water will reach the bottom of most passenger cars causing loss of control and possible stalling.
  - I. Keep in mind that a foot of water will float many vehicles.
  - J. Two feet of rushing water can carry away most vehicles including sport utility vehicles (SUV's) and pick-ups.
  - K. Listen for news reports to learn whether the community's water supply is safe to drink.
  - L. Avoid floodwaters; water may be contaminated by oil, gasoline, or raw sewage. Water may also be electrically charged from underground or downed power lines.
  - M. Be aware of areas where floodwaters have receded. Roads may have weakened and could collapse under the weight of a car.
  - N. Stay away from downed power lines, and report them to the power company.
  - O. Refer to the Functional Procedure for evacuation, as indicated.
  - P. Return home only when authorities indicate it is safe.
  - Q. Stay out of any building if it is surrounded by floodwaters.

Continued,

**Hazard #9) Flooding Preparedness**

- R. Use extreme caution when entering buildings; there may be hidden damage, particularly in foundations.
- S. Service damaged septic tanks, cesspools, pits, and leaching systems as soon as possible. Damaged sewage systems are serious health hazards.
- T. Clean and disinfect everything that came in contact with floodwaters, as mud remaining can contain sewage and chemicals.

**III. Flood Recovery**

- A. A flood can cause emotional and physical stress. It is important to look after yourself and your clients as you focus on cleanup and repair.
- B. Ensure that your clients rest often and eat well. Keep a manageable schedule. Make a list and do jobs one at a time.
- C. Discuss your concerns with others and seek help. Contact Red Cross for information on emotional support available in the area.
- D. The American Red Cross can help by providing you with a voucher to purchase new clothing, groceries, essential medications, bedding, essential furnishings, and other items to meet emergency needs. Listen to the radio to find out where to go for assistance, or call the American Red Cross (410-848-4334).
- E. The Red Cross can provide the agency with cleanup kits: Mop, broom, bucket, and cleaning supplies.
- F. The insurance agent will need to be contacted to discuss claims.
- G. Listen to your radio for information on assistance that may be provided by the state or federal government or other organizations.
- H. The agency may hire cleanup or repair contractors that are qualified to do the job. It is important to be wary of people who drive through neighborhoods offering help in cleaning up or repairing the ALU/work site.

## X. Hazard #10) Tornadoes

- I. Tornadoes have been reported in every state, and though they generally occur during spring and summer, they can happen any time of the year. While tornadoes can occur at any time of the day or night, they are most likely to occur between 3:00 pm and 9:00 pm.
- II. Definition: A tornado is a violently rotating column of air extending from a thunderstorm to the ground. The most violent tornadoes have rotating winds of 250 miles per hour or more. They are capable of causing extreme destruction, including uprooting trees and well-made structures, and turning normally harmless objects into deadly missiles. Most tornadoes are just a few dozen yards wide and only briefly touch down, but highly destructive violent tornadoes may carve out paths over a mile wide and more than 50 miles long.
- III. While tornadoes can be highly destructive and are potentially deadly, timely precautions can save lives and reduce property damage. During active weather, stay alert of the forecast by listening to radio or television or by using a NOAA Weather Radio.
  - A. National Weather Service (N.W.S.) WATCH is a message indicating that conditions favor the occurrence of a certain type of hazardous weather. For example, a severe thunderstorm WATCH means that a severe thunderstorm is expected in the next six hours or so within the area.
  - B. N.W.S. WARNING indicates that a hazardous event is occurring or is imminent in about 30 minutes to an hour. Local N.W.S. forecast offices issue warnings on a county-by-county basis.
  - C. When selecting a *Tornado Safe Place* look for a place on the lowest level and away from windows, preferably in a small room (closet or bathroom) in the center of the house. Closer walls will help provide more support to the roof, and each wall between you and the outside will provide further protection.
  - D. Previous advice suggested going to the southwest corner for safety; however, the southwest corner of a house is no safer than any other corner. Historical information has shown that any corner on the lowest level away from windows is as safe as any other corner. If tornado winds enter the room, debris has a tendency to collect in corners.
  - E. Pick a safe place in your home where everyone could gather during a tornado. The safest place to be is underground, or as low to the ground as possible, and away from all windows. If you have a basement, make it your safe place. If you do not have a basement, consider an interior hallway or room on the lowest floor.
  - F. If you are in a high-rise building, pick a place in a hallway in the center of the building. You may not have enough time to go to the lowest floor. Center hallways are often structurally the most reinforced part of a building.
- IV. Discuss tornadoes with all staff and clients. Everyone should know what to do in case all household members are not together. Discussing disaster ahead of time helps reduce fear and will let everyone know how to respond during a tornado.
  - A. Refer to Functional Procedure for Evacuation as indicated.

## **XI. Hazard #11) Winter Storms and Extreme Cold**

- I. Heavy snowfall and extreme cold can immobilize an entire region. Winter storms can result in flooding, storm surge, closed highways, blocked roads, downed power lines, and hypothermia.
- II. Know Your Winter Storm Terms:
  - A. Freezing Rain – Rain that freezes when it hits the ground, creating a coating of ice on roads, walkways, trees, and power lines.
  - B. Sleet – Rain that turns to ice pellets before reaching the ground. Sleet also causes moisture on roads to freeze and become slippery.
  - C. Winter Storm Watch – A winter storm is occurring or will soon occur in your area.
  - D. Blizzard Warning – Sustained winds or frequent gusts to 35 miles per hour or greater and considerable amounts of falling or blowing snow (reducing visibility to less than a quarter mile) are expected to prevail for a period of three hours or longer.
  - E. Frost / Freeze Warning – Below freezing temperatures are expected.
- III. Before Winter Storms and Extreme Cold, keep the following supplies on hand:
  - A. Rock salt to melt ice on walkways.
  - B. Sand to improve traction.
  - C. Snow shovels and other snow removal equipment.
- IV. Prepare the home
  - A. Have sufficient supplies, including medication and food.
  - B. Learn how to shut off water valves in case a pipe bursts.
- V. Prepare the car
  - A. Verify antifreeze levels are sufficient to avoid freezing.
  - B. Check for serviceability of lights and flashing hazard lights.
  - C. Maintain adequate windshield washer fluid level.
  - D. Maintain at least a half tank of gas during the winter season.
  - E. Keep an emergency kit in the car that includes:
    - i. Windshield scraper
    - ii. Flashlight
    - iii. Water
    - iv. First Aid Kit
    - v. Blankets
- VI. Dress for the Weather
  - A. Wear several layers of loose fitting, lightweight; warm clothing rather than one layer of heavy clothing.
  - B. Wear mittens, which are warmer than gloves.
  - C. Wear a hat.
  - D. Cover your mouth with a scarf to protect your lungs.



Continued,

**Hazard #11) Winter Storms and Extreme Cold**

**VII. Guidelines During A Winter Storm**

- A. Listen to the radio or television for weather reports and emergency information.
- B. If pipes freeze, remove any insulation and wrap pipes in rags. Completely open all faucets and pour hot water over the pipes, starting where they were most exposed to the cold.
- C. Refer to the Functional Procedure for “Winter Weather” as indicated.

**VIII. If You are Outdoors**

- A. Avoid overexertion when shoveling snow.
- B. Cover your mouth to protect your lungs from extremely cold air.
- C. Keep dry and change wet clothing frequently to prevent a loss of body heat.
- D. Watch for signs of frostbite
  - i. Loss of feeling
  - ii. White or pale appearance in extremities such as fingers, toes, ear lobes, and the tip of the nose.
- E. If symptoms are detected, call for medical help immediately.
- F. Watch for signs of hypothermia
  - i. Uncontrollable shivering
  - ii. Memory loss
  - iii. Disorientation
  - iv. Incoherence
  - v. Slurred speech
  - vi. Drowsiness, and apparent exhaustion

**IX. If Symptoms of Hypothermia are Detected:**

- A. Move the person to a warm location.
- B. Remove wet clothing.
- C. Dress the person in dry clothing and wrap the entire body in a blanket.
- D. Warm the center of the body first.
- E. Give warm beverages if alert to swallow.
- F. Call for assistance as soon as possible.

## **XII. Hazard #12) Sewer / Utility Failure**

- I. Sewer Failure:
  - A. Sewer failure can occur because of many reasons such as clogged sewage line, clogged toilets, lack of electricity service, etc. Depending on the situation, sewer service can be restored in a short period of time, or a few days. When sewer failure occurs, you should:
  - B. Conduct a visual test: Walk through the site and see if you observe clogged toilets or overflowing sewage lines (outside).
  
- II. Sewage Systems: You will be unable to flush the toilets if the electricity is out. The operation of flushing a toilet and depositing the waste into the sewage system may require electricity. To avoid major sewage overflow, contact your supervisor to determine if it is safe to flush toilets during an electrical outage.
  
- III. Reporting Sewage failure: Staff must speak to the site supervisor or call the administrator on-call to determine if you should contact a licensed plumber to assist with the situation.
  - A. How long should you go with sewage failure? Depending on when the situation occurs, you may provide shelter-in-place for the evening and contact plumbing services the next business day. If your staff and clients are unable to remain at the work site due to sewage failure, alternative shelter may be required in the interim, i.e. hotel accommodations. Contact your supervisor and/or after business hours the administrator on-call to report the information and obtain guidance for your situation.
  - B. Report all sewage failure to your supervisor within 24 hours. Document the sewage failure on an incident report and submit to your supervisor within 24 hours.

### **XIII. Hazard #13) Water Utility Failure**

#### **I. Water Failure:**

- A. Water failure can occur because of many reasons such as droughts, frozen water pipes; electrical water pumps unable to operate due to electricity off, broken water lines, and equipment failure. Depending on the situation, water can be restored in a short period of time, or a few days. When water is lost, you should:
- B. Conduct a visual test: Walk through the site and see if any faucets have water leaks or if there are running water concerns. If you see a pipe leaking or running water, attempt to turn the water valve off. Report running water or lack of water to your supervisor. If the situation occurs beyond normal business hours, contact the administrator on-call (443-536-8808) to report the situation.
- C. Turn off major water valves: If running water is visual or if you can hear it, attempt to turn off water at the major valves.
- D. Water systems with electric pumps, such as wells or cisterns, will not operate when the power is out. Use an alternate source of water until power is restored.
- E. Plumbing can freeze during cold weather periods. Turn the pump off and then drain supply lines at the lowest point in the house, water heaters, boilers, and traps in drains of tubs, sinks, toilets, washing machines, and dishwashers. To avoid major flooding when temperatures rise, turn off supply lines to outside spigots. Only allow a licensed plumber to perform this task.

#### **II. Water supply: A three-day water supply should be available at each location.**

- A. How long should you go without water? Depending on when the situation occurs, you might be able to provide shelter-in-place for the evening and contact a plumbing service the next business day. If there is running water and you are unable to turn off or stop the water flow, consult the administrator on-call to determine if a licensed plumber is required immediately.
- B. Report all water outages to your supervisor and submit the Incident Report within 24 hours.
- C. Refer to the Functional Procedure for Shelter-in-Place, as indicated.

## **XIV. Hazard #14) Aviation Accident/Explosion Preparedness**

- I. Immediately take cover under tables, desks, or other such objects, which will give protection against falling glass or debris.
  - A. As soon as possible, notify 911
  - B. If possible, obtain medical Face Sheets and medications before exiting the building.
  - C. When you are told to leave by the Building Coordinator, or when you feel it is safe to leave, walk quickly to the nearest marked exit and alert others to do the same.
  - D. ASSIST THE CLIENTS IN EXITING THE BUILDING. Remember that elevators are reserved for disabled persons' use only. DO NOT USE ELEVATORS IN CASE OF FIRE.
  - E. Once outside, move to an assigned clear area away from the affected building(s). Keep streets and walkways clear for emergency vehicles and personnel. Stay with your group in assigned areas and await further instructions.
  - F. If requested, assist the Security Officer, the Emergency Response Team, or the Building Coordinator.
  - G. An On-Site Command Post may be established near the emergency site. Keep clear of the On-Site Command Post unless you have important information to report.
  - H. DO NOT RETURN TO AN EVACUATED BUILDING unless directed to do so by authority personnel.
  
- II. Aviation Accident/Explosion Recovery
  - A. Be aware of new safety issues created by the disaster. Watch for contaminated buildings, contaminated water, gas leaks, broken glass, damaged electrical wiring, and slippery floors.
  - B. Inform local authorities about health and safety issues, including chemical spills, downed power lines, washed out roads, smoldering insulation, and dead animals.
  - C. Returning home can be both physically and mentally challenging. Above all, use caution.
  - D. Keep a battery-powered radio with you so you can listen for emergency updates and news reports.
  - E. Use a battery-powered flashlight to inspect a damaged home. (Note: The flashlight should be turned on outside before entering - the battery may produce a spark that could ignite leaking gas, if present.)
  - F. Use the phone only to report life-threatening emergencies.
  - G. Stay off the streets. If you must go out, watch for fallen objects, downed electrical wires, and weakened walls, bridges, roads, and sidewalks.
  - H. Walk carefully around the outside and check for loose power lines, gas leaks, and structural damage. If you have any doubts about safety, have the residence inspected by a qualified building inspector or structural engineer before entering.
  - I. Do not enter if you smell gas, floodwaters remain around the building, or the ALU/work site was damaged by fire and the authorities have not declared it safe.
  - J. Contact maintenance personnel to repair damages to the ALU/work site.
  - K. Relocate all clients to the designated back-up living locations, if needed.

## **XV. Hazard #15) Bomb Threat Preparation**

- I. Employees will be trained using the “Bomb-Threat Checklist” indicating actions to take upon receipt of bomb threat and response procedures.
  - A. A “Bomb-Threat Checklist” form (page 34) will be utilized in the event of a bomb threat.
  - B. Employees should receive awareness training on the topic of bomb threats and extortion. Higher risk areas, such as data processing facilities, utility and storage rooms, loading docks, or parking structures, should be reasonably secured using adequate lock and key, access control, alarm, lighting and surveillance systems, and guard applications.
  - C. The local law enforcement and fire officials should be consulted, when indicated.
  - D. A crisis management team should be designated.
  
- II. Bomb Threat Response
  - A. If a bomb threat is received, get as much information from the caller as possible.
  - B. Take good notes when talking to the person on the telephone. Keep the caller on the line, and write down everything that is said.
  - C. Be aware of background noise, special voice characteristics, music, machinery, or other sounds.
  - D. Call 9-1-1 and building security immediately.
  - E. If you receive a bomb threat, do not touch any suspicious packages.
  - F. Clear the area around the suspicious package, and notify police immediately.
  - G. While evacuating a building, avoid standing in front of windows or other potentially hazardous areas.
  - H. Do not block sidewalks or other areas used by emergency officials.
  - I. If you find a bomb, do not touch it or attempt to move it. Call for help and evacuate the area immediately.
  
- III. Bomb Threat Recovery
  - A. Every bomb threat should be investigated to determine who conducted the bomb threat and take appropriate action.
  - B. Encourage staff to tell you of any knowledge they may have including who made the threat, and then report it to the police.
  - C. Support services for staff and clients should be provided after a bomb threat.



**Target Community & Educational Services, Inc.**

*...Targeting Dreams, Fostering Opportunities*

**EMERGENCY OPERATION PLAN**

**BOMB THREAT CHECKLIST**

Date:

Exact time of call:

Exact words of caller:

**QUESTIONS TO ASK:**

1. When is the bomb going to explode?
2. Where is the bomb?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. Where are you calling from?
9. What is your address?
10. What is your name?

**CALLER'S VOICE** (Mark an X for all that apply)

- Calm
- Stutter
- Giggling
- Stressed
- Disguised

- Slow
- Deep
- Accent
- Nasal
- Sincere

- Crying
- Loud
- Angry
- Lisp
- Squeaky

- Slurred
- Broken
- Rapid
- Excited
- Normal

If voice is familiar, whom did it sound like?

Were there any background noises?

Remarks:

Person receiving call:

Telephone number call received on:

## XVI. Hazard #16) Terrorism

- I. Homeland Security Advisory System utilizes the National Terrorism Advisory System. The alerts include a clear statement that there is either an "Imminent Threat" or "Elevated Threat" along with clear and concise information about the threat.
  - A. **Imminent** warns of a credible, specific and impending terrorist threat against the United States.
  - B. **Elevated** is defined as a credible terrorist threat against the United States.
  - C. The public will be informed of what the government is doing to mitigate the threat and what it can do deal with the threat.
  - D. This guide also urges the public to become familiar with the Department of Homeland Security's (DHS) public awareness campaign called *See Something-Say Something* that has the public alert law enforcement and security to suspicious events.
  - E. The new system, unlike the old one, will have specified end dates when there is an alert, but DHS officials say the alert can be extended if new threat information becomes available about a specific or developing threat if new intelligence is obtained or discovered.
  - F. Alerts will be issued by the Homeland Security Secretary who will make the final call after consulting with the U.S. Intelligence and law enforcement community.
  - G. In some cases, alerts will be sent directly to law enforcement or affected areas of the private sector, while in others alerts will be issued more broadly to the American people through both official and media channels.
  - H. The administration will get the word out using traditional media — but also Facebook, Twitter and potentially other social media.
  - I. Alerts will also be seen at transportation hubs like airports and subways, and government buildings.
- II. Chemical Threats:
  - A. Chemical terrorism involves the deliberate or threatened release of agents in the form of poisonous vapors, aerosols, liquids, or solids that have toxic effects on people, animals, or plants.
  - B. Chemical weapons may be developed specifically as weapons of mass destruction or they may be common agricultural or industrial chemicals.
  - C. They can be released by bombs, sprayed from aircraft, boats, vehicles, or used as a liquid to create a hazard.
  - D. They can have an immediate effect – a few seconds to minutes – or a delayed effect – several hours to several days.
  - E. In case of a chemical attack, authorities will advise you of the best course of action. You may need to evacuate the area immediately to seek shelter at a designated location, or shelter in place.
- III. If you are instructed to shelter-in-place:
  - A. Close all doors that lead to the outside
  - B. Turn off all ventilation including furnaces and air conditioners, vents, and fans.

Continued,

**Hazard #16) Terrorism**

- C. Seek shelter in an internal room, preferably without windows. Seal the room with duct tape and plastic sheeting.
  - D. Remain in protected area and be sure to take your battery-operated radio with you.
- IV. If you are caught in an unprotected area:
- A. Attempt to get upwind of the contaminated area.
  - B. Attempt to find shelter as quickly as possible.
  - C. Listen to your radio for official instructions.
- V. Immediate symptoms of chemical exposure may include:
- A. Runny nose and tearing eyes, blurred vision, drooling, cough, difficulty breathing, and nausea. If you are exposed to a chemical agent and immediate attention by professional medical personnel is not available, decontaminate yourself:
  - B. Remove all clothing and other items in contact with the body. Avoid pulling contaminated clothing over face and eyes. Place clothing in a plastic bag.
  - C. Decontaminate your body by using soap and water.
  - D. Remove contact lenses. Eyeglasses should be removed and soaked in a bleach solution.
  - E. Flush eyes with water.
  - F. Change into uncontaminated clothing. (Clothing in a closed closet or drawer is most likely not contaminated).
  - G. When advised to do so, proceed to a medical facility for screening.



## XVII. Hazard #17) Earthquake

- I. What to do *during* an Earthquake:
  - A. Stay as safe as possible during an earthquake. Be aware that some earthquakes are actually foreshocks and a larger earthquake might occur. Minimize your movements to a few steps to a nearby safe place and if you are indoors, stay there until the shaking has stopped and you are sure exiting is safe.
  - B. If indoors, DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.

Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
  - C. Stay in bed if you are there when the earthquake strikes. Hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
  - D. Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, loadbearing doorway.
  - E. Stay inside until the shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
  - F. Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on. DO NOT use the elevators.
  - G. If outdoors, stay there.

Move away from buildings, streetlights, and utility wires.

Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Many of the 120 fatalities from the 1933 Long Beach earthquake occurred when people ran outside of buildings only to be killed by falling debris from collapsing walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.
  - H. If in a moving vehicle stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires. Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.
  - I. If trapped under debris, do not light a match.

Do not move about or kick up dust.

Cover your mouth with a handkerchief or clothing.

Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available.

Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

Continued,

**Hazard #17) Earthquake**

II. What to do *after* an Earthquake

- A. Expect aftershocks. These secondary shockwaves are usually less violent than the main quake but can be strong enough to do additional damage to weakened structures and can occur in the first hours, days, weeks, or even months after the quake.
- B. Listen to a battery-operated radio or television. Listen for the latest emergency information.  
Use the telephone only for emergency calls.
- C. Open cabinets cautiously. Beware of objects that can fall off shelves.
- D. Stay away from damaged areas. Stay away unless your assistance has been specifically requested by police, fire, or relief organizations. Return home only when authorities say it is safe.
- E. Be aware of possible tsunamis if you live in coastal areas. These are also known as seismic sea waves (mistakenly called "tidal waves"). When local authorities issue a tsunami warning, assume that a series of dangerous waves is on the way. Stay away from the beach.
- F. Help injured or trapped persons. Remember to help your neighbors who may require special assistance such as infants, the elderly, and people with disabilities. Give first aid where appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.
- G. Clean up spilled medicines, bleaches, gasoline or other flammable liquids immediately. Leave the area if you smell gas or fumes from other chemicals.
- H. Inspect the entire length of chimneys for damage. Unnoticed damage could lead to a fire.
- I. Inspect utilities.  
Check for gas leaks. If you smell gas or hear blowing or hissing noise, open a window and quickly leave the building. Turn off the gas at the outside main valve if you can and call the gas company from a neighbor's home. If you turn off the gas for any reason, it must be turned back on by a professional.
- J. Look for electrical system damage. If you see sparks or broken or frayed wires, or if you smell hot insulation, turn off the electricity at the main fuse box or circuit breaker. If you have to step in water to get to the fuse box or circuit breaker, call an electrician first for advice.
- K. Check for sewage and water line damage. If you suspect sewage lines are damaged, avoid using the toilets and call a plumber. If water pipes are damaged, contact the water company and avoid using water from the tap. You can obtain safe water by melting ice cubes.

## XVIII. Hazard 18) Active Shooter

An Active Shooter is 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. Active shooter situations are unpredictable and evolve quickly. The incident will be a dynamic situation that evolves rapidly and demands immediate response from law enforcement to terminate the life-threatening situation. The immediate response of the first patrolman on scene is to take aggressive action to find and stop the shooter(s). Rescue efforts will be delayed until the danger can be either mitigated or eliminated.

### I. Warning signs

#### A. Someone may need help if:

- a. Their behavior is unusually aggressive, odd or scary.
- b. They make threats of violence or retribution (serious or joking)
- c. They are distraught or show signs of suicide
- d. They are overheard making comments of planned/intended violence on the installation.
- e. There is a presence of weapons (guns, knives, or suspicious objects)

### II. Risk of danger

#### A. When you are not in immediate danger:

- a. Shelter in place and mitigate the vulnerabilities to the room.
- b. Lock doors and windows. Turn off the lights and make your location appear unoccupied. Monitor communications with your phone, computer, or radio.
- c. Contact your supervisor about your location, status and personnel present.
- d. Stay in place until authorities instruct you to move or you have been released.  
Persons milling about increase confusion and the likelihood of injury.

#### B. Immediate danger

- a. If you find yourself in immediate danger during a shooting incident within your work place; **Evacuate** from the scene or **Hide Out**.
- b. When you evacuate, plan your route, leave your belongings behind and exit with your hands visible. Security force personnel may mistake you for the shooter.
- c. If Evacuation is not possible; find a place to hide from the shooter.
  - i. Silence your cell phone or any source of noise.
  - ii. Contact 911 as soon as possible.
  - iii. Your hiding place should be out of the active shooter's view.
  - iv. You should have protection if shots are fired in your direction
  - v. Do not restrict your options for movement.
  - vi. Lock the door
- d. As a last resort, if you find yourself in imminent danger; take action to incapacitate the shooter or act with physical aggression and throw items at the active shooter.

III. When help arrives

- A. Remain calm and follow instructions.
  - a. Raise hands and spread fingers.
  - b. Keep hands visible at all times.
  - c. Avoid pointing, screaming or yelling.
  - d. Do not stop to ask response forces for help or directions when evacuating.
- B. Account for all personnel in your group and contact supervisor.

---

## XIX. Functional Procedure #1) Evacuation

- I. Emergency Shelters: Evacuation, as a protective action, is more common than you may realize. Hundreds of times each year, transportation or industrial accidents release harmful chemicals that force nearby residents to leave their homes. Fires and floods force people from their homes even more often, and almost every year residents along the coast must evacuate for approaching hurricanes. Evacuation planning has been ongoing for many years across the country and in Maryland.

Follow the guidelines below if an Evacuation is called for in your region.

- Become familiar with your work area and exit locations.
- Turn on your radio or television to the local Emergency Alert System (EAS) station for emergency instructions.
- IDENTIFY THE CRISIS: **ISOLATED EVACUATION** vs. **GLOBAL EVACUATION**  
Isolated Evacuation examples include flooding or losing power for an extended period in a small town or local area. Global Evacuation examples include a catastrophic episode that involves a large region and is more wide spread than a local community event.
- For either type of evacuation, staff will understand Target's position is that we believe the employee's family members are welcome at the work site in order to encourage Target employees to assist with an emergency.
- ISOLATED EVACUATION:** The Director will determine if Target's maintenance personnel will be called for your emergency situation. Go to a nearby Motel or safe ALU if directed by your supervisor.
- GLOBAL EVACUATION:** If an evacuation is called for in your neighborhood, you will be given specific information through the Emergency Alert System (EAS), radio, television, and

local officials. Government agencies will provide emergency shelters that have back-up generators when necessary i.e. Century High, Shiloh Elementary, and Winters Mill High Schools are potential locations for evacuation in Carroll County. Carroll Community College is the Carroll County site for shelter from tornadoes.

- Call your supervisor or administrator on-call and the supervisor will provide further directions and determine if the CEO is called for the evacuation.
- A Director will designate the most optimal staff person to assist with the medical needs of the clients to the best of their ability during either Isolated or Global Evacuation.

Continued,

**Functional Procedure #1) Evacuation**

- A Director will designate one employee to represent Target during communications with the Command Post during a Global Evacuation.
- Pack only what you need. Gather critical medicines, appropriate clothing for the weather conditions, portable radio, flashlight, and spare batteries, checkbook, credit cards, the “Go Kit” and other essential items.
- Persons needing shelter are asked to bring a sleeping bag or bedroll, change of clothing, bathing and sanitary supplies, pre-filled prescriptions and other medical needs, denture and eye care supplies, and special dietary supplies or requirements. With the exceptions of guide dogs, pets are not permitted in shelters.
- Before leaving your work site, lock all doors and windows. If there is time, unplug appliances.
- If the fire alarm sounds or other notification to evacuate is given, prepare to evacuate immediately.
- Follow the evacuation routes posted in the room unless otherwise advised. Do not panic, but walk quickly to the designated emergency exit.
- Let your out-of-state contact know where you are going, if applicable. Always follow specific evacuation routes. DO NOT take short cuts, as they may be blocked. Before returning home, continue to listen to the radio for information and instructions.
- Do not use elevators.
- Walk in a single file to the right through corridors and stairwells.
- Avoid unnecessary talking and keep the lines moving.
- Individuals requiring assistance in evacuation should proceed to stairwell entrance area and wait for assistance.
- If you encounter smoke, drop to the floor and crawl along the wall to the nearest exit.
- In a fire evacuation, when approaching a closed door, feel the door with the back of your hand. If the door is cool, carefully open the door and (if safe) proceed with the evacuation. DO NOT OPEN A DOOR THAT IS HOT TO THE TOUCH. Proceed to another exit.
- You may return home as soon as the emergency is declared over, and have been instructed to return.

## XX. Functional Procedure #2) Shelter-In-Place

I. Sheltering may take many forms since it depends on the type of disaster or situation. There may be times where you and the individual(s) may need to “shelter-in-place” meaning you stay wherever you are (home, school, work or car) until weather passes or local authorities say it is safe to come out.

### II. Communications

- A Shelter-in-Place will be announced by siren or other voice communication through the Emergency Alert System (EAS), radio, television, local officials, or government agencies.
- If a situation that may require a Shelter-in-Place is discovered, the individual making the discovery shall immediately move to a safe location and provide as much information as possible using the chain of command.
- Staff will understand Target’s position is that we believe the employee’s family members are welcome at the work site in order to encourage Target employees to assist with an emergency.

### III. Shelter-In-Place Procedures

- Immediately go inside.
- Close and lock all windows and doors, as a better seal is created.
- Stay calm. Stay off the telephone.
- Turn off lights, heating, and cooling systems.
- Go to an interior room with no or few windows.
- Seal all openings into the room with plastic sheeting and tape.
- Turn on a radio to a local EAS station for information and directions.
- Stay tuned to the station until you are given instructions that the emergency is over.
- If told to protect breathing, cover your nose and mouth with a wet cloth, if possible.
- After the emergency is over, you may be instructed to air out your house.
- In the event of a tornado, everyone should proceed to interior hallways or designated shelter areas.
- Utilize your shelter-in-place kit as indicated and refer page four (4) for details.

## XXI. Functional Procedure #3) Electrical Power Outage

- I. Disruption of electrical service can occur as a result of several factors, including lightning, high winds, ice, heavy snow, and equipment failure and usually service is restored in a short time. However, major power outages can occur for extended periods of time. When power is lost, you should:
- Check to see if your neighbors have power to determine if the power outage is an isolated incident.
  - If downed power lines are located, do not go near them, or touch anything of which they may be in contact. Report downed power lines immediately (BGE # = 1-877-778-2222)
  - Turn off major appliances.
  - Keep refrigerator and freezer doors closed. Food can be kept cold enough for a day or two if the doors are kept closed.
  - During times of prolonged outages, your power company may provide dry ice at a designated location. Bring an ice cooler or suitable container to transport the dry ice back home.
  - Flashlights should be used to illuminate the site. Candles and kerosene lanterns are not recommended for lighting because of the inherent fire safety hazards and fumes.
  - Water systems with electric pumps, such as wells or cisterns, will not operate when the power is out. Use alternate source of water until power is restored.
  - Gas appliances may not work if the electricity is off because the equipment may require electricity for ignition or valve operation.
  - Water heaters that are drained to prevent damage from freezing must have their power circuit shut off as well. Failure to do so could result in the loss of the heating element when power is restored. NEVER turn on a water heater unless the tank is full.
  - Plumbing can freeze when power is lost during cold weather periods. Turn the pump off and then drain supply lines at the lowest point in the house, water heaters, boilers, and traps in drains of tubs, sinks, toilets, washing machines, and dishwashers. To avoid major flooding when temperatures rise, turn off supply lines to outside faucets.
  - Keeping Warm: Select a single room in the home in which the entire group can live, ideally, a room that gets sunlight during daylight hours. Wear layers of clothing, including sweaters and coats, which entraps warm air and helps to maintain body heat for longer periods.
  - For homes or office space with natural gas heaters, keep meters and vents clear of ice and snow.



## XXII. Functional Procedure #4) Heat Wave/Ozone Action Days

- I. Precautions to avoid painful sunburn, heat exhaustion, or a heat stroke:
- If an individual is planning to be out in the sun for a long period, use number 45-50 sunscreen with UVA/UVB sun block.
  - If an individual is swimming, reapply sunscreen after each swim.
  - Drink plenty of fluids and keep well hydrated. Carry water with the individual(s) on trips longer than one hour.
  - Do not leave individual(s) in a hot car for any period of time.
  - If the individual must be in the sun, seek cool shade every hour for approximately 15 minutes to rest.
  - Beware of heat exhaustion. This results from loss of fluids and salts when the body is unable to cool itself sufficiently through perspiration.
  - Symptoms of Heat Exhaustion include:
    - A. Nausea
    - B. Clammy skin
    - C. Rapid heartbeat
    - D. Fainting
  - If Heat Exhaustion Occurs:
    - A. Quickly move the victim into an air-conditioned room, or at least into the shade
    - B. Have him/her lie down with feet elevated
    - C. Seek medical help
  - Signs of Heat Stroke include:
    - A. Hot, red complexion
    - B. Extremely high body temperature
    - C. Rapid pulse
    - D. Confusion / Unconsciousness
  - If Heat Stroke Occurs:
    - A. Call 911
    - B. Do not give the victim anything to drink.
    - C. Remove him/her to a cool area and lower the body temperature with cold sponges or water

**REMEMBER:** Indoor conditions can become extremely hot if the area is poorly ventilated or lacking air conditioning. Air conditioning, fans, and opened windows should be utilized to keep indoor temperatures comfortable and the area well ventilated. Frequent short periods of rest and plenty of fluids throughout the day can help keep an individual cool, comfortable, and healthy.

## XXIII. Functional Procedure #5) Transportation Accidents/Medical Emergencies

- I. An individual medical emergency, such as a heart attack, stroke, or serious accident, can happen without warning, at any time. Advance preparation and quick action on the part of those present can determine the difference between life and death.

If you are present when a medical emergency/accident occurs, follow these procedures:

- Remain calm, assess the situation and call the local emergency number if medical services are required. If medical services are not required, request a police report number for insurance purposes.
- After determining this is a serious emergency, provide as many details to EMS as possible: what happened, how many are involved, the individual's current state (consciousness, breathing or not, color, bleeding, etc.)
- Remember the "A-B-C's" of CPR and provide care, as indicated.
- Do not move the individual(s) unless there is danger of further injury.
- If the individual(s) is/are conscious, reassure him/her that help is on the way. Try to make the individual(s) as comfortable as possible (cover with a blanket, provide a pillow or head support).
- At the accident scene, be sure to get the name, address, phone number, and insurance information of the other driver(s) involved. An auto accident report must be filled out within 24 hours of the accident. The Target office will report the accident to the insurance carrier.
- Contact your supervisor and/or after business hours contact the **Admin Cell Phone = 443-536-8808**. You, the director on-call, and possibly paramedics will assess the situation and determine if any individuals need to be taken to the nearest hospital emergency department.
- Complete the appropriate paperwork in the company vehicle and submit to Julie Develin in HR within 24 hours, as well as Injury and Incident Reports to the supervisor within 24 hours.
- The police should be called regardless of how minor the accident is. If the accident is more serious, a Target director will meet staff at the hospital to help assist the medical personnel with evaluating and/or providing treatment for the clients.

Continued,

**Functional Procedure #5) Transportation Accidents/Medical Emergencies**

- Directors will assist staff after an accident to obtain a loaner vehicle and will assist with the towing process to the appropriate location. **Carroll County** - (24 hour towing [800-782-2378](tel:800-782-2378)); tow to the nearest Chrysler or Toyota dealership. **Montgomery County** - (24 hour towing-Air Pane Towing 301-948-7997 or tow to the MC office. Cars from the vocational department may be utilized in the interim as loaner vehicles. If staff is given a vocational vehicle, the car must be RETURNED NO LATER THAN 8:00AM MONDAY MORNING.
- Keep in mind the 4 / 12 rule: Keep four (4) car lengths behind the car in front of you and allow 12 feet for stopping.

## XXIV. Functional Procedure #6) Winter Weather

- I. A winter storm watch is issued when severe winter conditions, such as heavy snow and/or ice are forecasted to occur within the next 24 hours. Upon receiving notification that the area surrounding our facility is under a Winter Storm watch, activate the following procedures.
    - A. This Checklist will be forwarded to staff and posted on the exits in the office buildings notifying employees that they should follow the procedures listed below during inclement weather.
- Employees should verify materials are on hand to treat the effects of the event (shovels, salt, and sand).
  - Employees are advised to stock up on supplies that they may need in the event they are unable to leave the work site, including medical supplies and medication. Notify all available staff on duty.
  - Managers / Directors must address staffing issues using the “Call-Down List” in the event that employees report off or cannot make it to work. Employees on duty should not leave the work site until the next shift arrives in order to maintain a safe environment for the clients. Staff will understand Target’s position is that we believe the employee’s family members are welcome at the work site in order to encourage Target employees to assist with an emergency.
  - Employees should notify the individuals / clients of the storm watch.
  - Employees are advised to use caution when traveling or remain indoors until the threat passes.
  - Keep in mind the 4 / 12 rule (keep 4 car lengths behind the car in front of you and allow 12 feet for stopping).
  - Managers/Directors must address scheduled events during inclement weather in case they need to be cancelled.
  - Employees should monitor the radio weather station or the local news stations for changing conditions.
  - The CC vocational program will determine the operating status and will communicate this information to individuals and staff. Additionally, the operating status will be posted on a voicemail accessed at this number: **443-789-7382**. The MC office and vocational program will follow the Montgomery County College closings for inclement weather.

Continued,

**Functional Procedure #6) Winter Weather**

- Regarding office and other salaried employees: **Carroll County employees:** The VP of Administration will send an email regarding office delays or closures. **Montgomery County employees:** the Vocational Director or designee will post a phone message on MC extension 10 for closings and delays, allowing staff to call in and hear the announcement.
- During inclement weather, if the office is open all or part of the day, employees may take leave or comp time if they do not feel safe driving given the weather conditions or need to stay home with children who are home from school. However, you are asked to let your supervisor know your plans by sending an email or making a phone call.
- Target trainings: If vocational programs are closed, **trainings will be cancelled and rescheduled** (MC and CC).
- Dimensional trainings: call **410-654-1010**, select option #7 to hear messages regarding the status of a training.

---

## XXV. Functional Procedure #7) Pandemic Flu

- I. Employees will be aware of Flu Variations as Noted in Hazard #4:  
Seasonal Flu, Avian Flu (Bird Flu), H1N1Flu (Swine Flu), and Pandemic Flu
- Employees and clients are encouraged to receive the flu vaccination annually, as this action is the best way to prevent the flu illness.
  - Employees should be aware it is recommended that anyone who cares for people "at risk" should be vaccinated.
  - Employees can prevent transmission of germs by using good hand washing techniques:
    - A. Lather both hands with soap and scrub for at least 20 seconds.
    - B. Rinse thoroughly and dry hands on a clean towel, while using the towel to turn off the faucet, if possible.
    - C. Use antibacterial hand sanitizer if a sink with running water is unavailable.
  - Employees should disinfect objects and areas that are repeatedly touched. Clean bathrooms and frequently touched surfaces more often, daily if possible, including doorknobs, faucets, switches, telephones, tables, keyboards
  - Employees should follow *Universal Precautions* (wear gloves) if you come in contact with bodily fluids and wash hands directly afterwards.
  - Employees should avoid sharing of personal items such as utensils, cups, straws, towels, washcloths or lip balm.
  - Employees should encourage individuals with cold symptoms to follow cough and sneeze etiquette: Cough or sneeze into your sleeve if you don't have a tissue, and wash your hands directly afterward. When caring for individuals with the flu, throw away used tissues right away and provide a bag for trash next to the bed.
  - Employees should wash dishes in a dishwasher or use hot water and soap to help destroy the germs.
  - In communities hit by the flu, health care visits maybe difficult to schedule. Unless you are at high risk for flu complications or are experiencing severe symptoms, try to recover at home.

Continued,

**Functional Procedure #7) Pandemic Flu**

- Employees should be aware if you become symptomatic (fever of 100 degrees with cough or sore throat) the Center for Disease Control (CDC) recommends that you stay home for at least 24 hours after the fever is gone (without the use of fever reducing medications).
- Employees should be aware that during a flu pandemic, they should consider using a medical face mask if it is difficult to avoid being in a crowded setting.
- Employees will be aware when to call for medical help. Employees must follow the medical policy related to “Guidelines for Contacting the Delegating Nurse” for changes in a client’s medical condition.
  - A. If an individual has a productive cough with mucus that is thick, yellow-green, or has visible blood in it.
  - B. If an individual develops new symptoms after about five (5) days or the symptoms are severe.
  - C. If an individual displays signs of dehydration (increased thirst, dry or sticky mouth, no tears, little or no urination for eight (8) or more hours).
  - D. If an individual has vomiting that is severe or lasts longer than 24 hours.
  - E. If the individual is not getting better after about a week or two.

## XXVI. Functional Procedure #8) Active Shooter

I. An active shooter is 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. Active shooter situations evolve rapidly and demand immediate response from law enforcement to terminate the life-threatening situation.

### II. When not in immediate danger

- When you are not in immediate danger; shelter in place, **silence your cell phone** and mitigate the vulnerabilities to the room.
- Contact your supervisor about your location, status and personnel present.
- Target's established code word is 1983, do not open a door without hearing the correct code word.
- Lock doors and windows.
- Turn off lights and make your location appear unoccupied.
- Monitor communications with your phone, radio or computer.
- Stay in place until authorities instruct you to move or you have been released.
- Persons moving about increase confusion and the likelihood of injury.

### III. When in immediate danger

- Call 911.
- Silence your cell phone or any source of noise.
- If you are in immediate danger during a shooting incident within your work place; evacuate or hide out.
- When you evacuate, plan your route, leave your belongings behind and exit with your hands visible. Security forces personnel may mistake you for the shooter.
- Find a location to gather your group.
- Account for all personnel in your group and contact supervisor.
- If evacuation is not possible, find a place to hide from the shooter.
- Your hiding place should be out of the active shooter's view.
- You should have protection if shots are fired in your direction, a wall, and heavy furniture, etc. Do not restrict your options for movement.
- Lock your door.



- As a last resort, if you find yourself in **imminent** danger; take action to incapacitate the shooter or act with physical aggression and throw items at the active shooter.

**IV. When help arrives**

- When help arrives, remain calm and follow instructions.
- Avoid pointing, screaming or yelling.
- Account for all personnel in your group and contact supervisor.