



Target Community & Educational Services, Inc.

...Targeting Dreams, Fostering Opportunities

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 Avenue, Suite 325

Gaithersburg, MD 20877

240.632.1434 / Fax: 240.632.1189

Developed November 15, 2007

Revised: September 14, 2009

October 18, 2012

March, 2014

January 1, 2016

June, 2020

Plan Authorization

The Emergency Operation Plan (EOP) describes the procedures that will be followed by Target Community & Educational Services, Inc. (Target) to provide for the care and well-being of our individuals 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.

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

Facility Administrator

Date

Facility Administrator

Date

Forward

The goals of Target Community & Educational Services, Inc.'s (Target) Emergency Operation Plan (EOP) committee members are:

1. To reduce the vulnerability of our individuals to injury and loss resulting from natural or human imposed emergencies and disasters, whether internal or external to the facility.
2. To provide prompt and efficient rescue, care, and treatment of persons threatened or victimized by an emergency or disaster.
3. To provide for rapid and orderly restoration and recover following disasters.
4. To educate staff and individuals regarding their responsibilities in preparing for and responding to the emergencies or disasters that may affect our facility.
5. To train staff in the effective implementation of our Emergency Operation Plan and in the special needs of our individuals, 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 Emergency 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 describes the protective actions to be followed by Target employees during specific emergencies.

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

The Emergency Operation Plan committee members will review and revise this plan as needed.

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

Record of Changes

Date of Change	Description of Change	Page #
1. 07.01.2008	Record of Changes added.	
2. 07.01.2008	Call-Down list revised to include cell phone <i>texting</i> capabilities and <i>email address</i> . In addition, the progression of calls is clarified to be initiated by the CEO, Dr. Zirpoli, or his delegate.	Pg. 2
3. 07.01.2008	Client Listing and Family Contacts: <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	Role of the Family / Legal Representative added to “Situations and Assumptions”. <i>In the event of evacuation, the manager providing direct care to the individual during the emergency will determine the role of the family / legal representative and this will include notification in a timely manner.</i>	Pg. 2
5. 07.01.2008	Weather Radio information added: Kelli Fox and Julie Develin will monitor the Weather Radio 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 / individuals of the pending warnings.	Pg. 3
6. 07.01.2008	The committee members will generate an After Action Report 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	Hazard #15 Fire: Smoke Alarm <i>battery will be changed annually</i> . Also revised, information concerning 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 will perform monthly fire drills. Montgomery County Vocational will perform quarterly fire drills.)	Pg. 20
8. 07.01.2008	Hazard #9 Flooding: web site added: www.floodsmart.gov	Pg. 25
9. 03.13.2009	The EOP will be reviewed and revised as indicated by our EOP committee members, instead of annually.	Pg. iii
10. 03.13.2009	Functional Procedure #1 – Evacuation: The following sites (with back-up generators) added as examples – within Carroll County: Century High, Shiloh Elementary, and Winters Mill High Schools.	Pg. 39
11. 03.13.2009	Functional Procedure #6: The committee incorporated the inclement weather policy, 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 individuals.”	Pg. 46

Date of Change	Description of Change	Page #
12. 08.10.2009	Hazards reorganized (not alphabetical): 1. Communication Failure, 2. Electrical Utility Failure, 3. Transportation Accident, 4. Pandemic Flu, 5. Fire Prevention, 6. Carbon Monoxide Poisoning, 7. Heat Wave / Ozone Action Days, 8. Severe Thunderstorms, 9. Flooding, 10. Tornadoes, 11. Winter Storms / Extreme Cold, 12. Sewer / Utility Failure, 13. Water Utility Failure, 14. Aviation Accident / Explosion, 15. Bomb Threat, 16. Terrorism, 17. Earthquake	Pg. 12 – 37
13. 08.10.2009	Training and Exercises: 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	Client Trainings: Target individuals (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” (https://eservices.paychex.com/secure/) and the Target website (www.targetcommunity.org) so that all interested parties have electronic access.	Pg. 4
15. 8.10.2009	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.	Pg. 4
16. 8.10.2009	Hazards added to EOP: #4 Pandemic Flu, #6 Carbon Monoxide Poisoning, and #10 Tornadoes.	Pg. 17, 22, 27
17. 8.14.2009	Functional Procedure added: #7 Pandemic Flu.	Pg. 48
18. 8.14.2009	Authority 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. 8.26.2009	Face Masks / Duct Tape added to Shelter-in-Place kits.	Pg. 4
20. 9.10.2009	Hazard #3: Transportation Accident: 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. 9.10.2009	Forward addition: Within the document, “ Work Site ” will refer to Target owned and operated facilities.	Pg. iv

Date of Change	Description of Change	Page #
22. 5.28.2010	Client Listing and Family Contacts: The director will maintain a “Site Specific Client Roster” and Family Contact List at each work site and will make sure they are in the necessary vehicle(s) and the EOP Kits. The Administrative Assistant at both Carroll County and Montgomery County offices will maintain an all-inclusive “Client Roster”. Each director will be keep this with them in case of emergency.	Pg. 2
23. 5.28.2010	Shelter in Place Kit updated: Copy of the “Site Specific Client Roster” and family contact information added to the kit.	Pg. 4
24. 5.28.2010	Hazard #10: Tornadoes: Comment added – refer to Functional Procedures for Evacuation as indicated.	Pg. 27
25. 9.9.2010	Functional Procedure #1: Evacuation: After the Target agency drill at the Westminster Fire Department on May 7, 2010, the following scenarios were clarified in the EOP: <ul style="list-style-type: none"> • Identify crisis and determine if <u>Isolated Evacuation</u> or <u>Global Evacuation</u> 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 • <u>Isolated Evacuation:</u> Go to nearby motel or safe ALU, as directed. • <u>Global Evacuation:</u> 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 individuals to the best of their ability during a crisis. • A director will designate one employee to represent Target during communications with a Command Post during a crisis. 	Pg. 39
26. 4.24.2012	EOP testing requirements revised annually, effective August, 2012.	Pg. 6
27. 8.1.2012	Hazard #17: Earthquakes: added to the EOP.	Pg. 37
28. 9.17.2012	Hazard #16: Terrorism: 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. 9.25.2012	The Weather Radio 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. 9.25.2012	Carroll Community College is the Carroll County site for shelter from tornadoes.	Pg. 39

Date of Change	Description of Change	Page #
31. 9.25.2012	For either shelter-in-place or both types of evacuation (<i>Isolated</i> or <i>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.	Pg. 39, 41
32. 10.18.2012	Target's Emergency Operation Plan is posted on the agency's website: www.targetcommunity.org .	Pg. 6
33. 10.18.2012	Call Down List revised to exclude employee's home and email address.	Pg. 2, 11
34. 1.1.2016	Hazard #18: Active Shooter: added to the EOP.	Pg. 39
35. 1.1.2016	Functional Procedure #8: Active Shooter: added to the EOP.	Pg. 50
36. 3.6.2018	Added an addendum to Hazard #14: Bomb Threat – Nuclear attack	Pg. 52
36. 5.14.2020	Changed Hazard #4: Pandemic Flu to just Hazard #4: Pandemic , in light of the COVID-19 Pandemic of 2020.	Pg. 24-28

Table of Contents

Plan of Authorization.....	i
Forward.....	ii
Record of Changes.....	iii
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
EOP Kits.....	3
Organization and Responsibilities: Emergency Management Team.....	4
Director Responsibilities.....	4
Agency Organizational Chart.....	6
Administration and Logistics.....	7
Training and Exercises.....	8
Facility Profile Form.....	9
Call Down List Form.....	10
EOP Kit Checklist Form.....	11
Primary Functional Procedure A: Communication Failure.....	14
Primary Functional Procedure B: Evacuation.....	15
Primary Functional Procedure C: Shelter-in-Place.....	17
Hazard #1: Electrical Power Outage.....	18
Hazard #2: Transportation Accidents.....	21
Hazard #3: Pandemic	24
Hazard #4: Fire Prevention.....	29
Hazard #5: Carbon Monoxide Poisoning.....	32
Hazard #6: Heat Wave / Ozone Action Days.....	34
Hazard #7: Severe Thunderstorms / Tropical Storms / Hurricanes.....	36
Hazard #8: Flooding Preparedness.....	38
Hazard #9: Tornadoes.....	41
Hazard #10: Winter Storm and Extreme Cold.....	43
Hazard #11: Sewer / Utility Failure.....	46
Hazard #12: Water Utility Failure.....	47
Hazard #13: Aviation Accident / Explosion Preparedness.....	49
Hazard #14: Bomb Threat Preparedness/Nuclear Attack.....	52
Hazard #15: Terrorism.....	55

Hazard #16: Earthquake.....	58
Hazard #17: Active Shooter.....	61

I. Emergency Plan Introduction

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 Disabilities Administration (DDA) requires agencies to develop preparation in the event of emergencies/disasters and Target Community & Educational Services, Inc. (Target) is demonstrating compliance with the rules through documentation of our Emergency Operation Plan (EOP).
- 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 **page eight (8)** of the EOP for a sample Facility Profile, to be completed and maintained with the EOP.
 - A. **Summary of Potential Hazards / Hazard and Vulnerability Analysis**
 - B. Target's Hazard and Vulnerability Analysis was reviewed by the EOP committee members and potential hazards were given a score of zero – nine, 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 **pages nine and ten**. Target's Hazard list includes the following potential emergencies/disasters. 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
 - 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 / Tropic Storms / Hurricane
 - 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 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) offices, and online with Google documents. ***See page eleven for a sample Call Down List.*** In case of emergency, the CEO/President will initiate the progression of calls, most likely, or his/her designee by making four (4) calls:
 - A. Call to the CC Vocational Directors, who will call the MC Vocational Director; both Vocational Directors will call employment services and vocational staff.
 - B. Call a Residential Director and have them call the other three Residential Directors. All of the Residential Directors will call their Community Living Managers (CLMs) and Direct Support Professionals (DSPs).
 - C. Call to the CC Community Personal Supports (CPS) Director who will call the MC CPS Director. Both CPS Directors will call their CPS Coordinators and DSPs.
 - D. Call to Vice President (VP) & Chief Financial Officer (CFO), who will call CC office personnel.

Client Listing and Family Contacts

- I. The director will be maintain "Site Specific Client Roster" and Family Contact List at each work site and copies will be included in the necessary vehicle(s) and the EOP Kits.
- II. The Administrative Assistant at both Carroll County and Montgomery County offices will maintain an all-inclusive "Client Roster" which will be kept with each director in case of emergency.

Role of the Family / Legal Representative

In the event of evacuation during a disaster, the manager providing direct care for the individual during the emergency will determine the role of the family/legal guardian. This will include notification in a timely manner.

While in Target's care, the family/legal guardian will follow Target's procedures and protocols regarding any emergency situation. The family/legal guardian will be notified as to Target's plan regarding the emergency when it occurs.

II. Organizational and Assignment of Responsibilities

Direction and Control to Emergency Planning and Response Structure

- I. Target operates eight Carroll County Alternative Living Units (ALUs), which are **residential sites** in operation 24 hours per day for **24 individuals**.
- II. During typical work hours, Target provides vocational services to approximately 60 Carroll County individuals Montgomery County individuals.
- III. Target provides services through the **Community Personal Supports (CPS)** program for approximately 30 Carroll County individuals and approximately 50 Montgomery County individuals – ten of these individuals are in the Apartment program, under CPS.
- IV. The emergency responses specific to Target will follow the chain of command, as demonstrated in the organizational chart on **page seven**, and CEO/President (or in his/her 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 regarding emergencies and provide protective actions to take during emergencies. i.e. shelter-in-place, evacuation, transportation accident, winter storms, etc.
- V. The VP of Programs & QA will monitor **Weather Alerts** during off hours and call the Administration on-call during emergency WARNINGS. The Administrator on-call will share the responsibility to phone appropriate sites to notify the employees / individuals 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. EOP Kits will be maintained at each work site and include the supplies listed in the following section. The ALU EOP Kits will also contain client “Face Sheets” and copies of vital information related to health history, bank accounts, and social security numbers. The ALU EOP 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.

Emergency Operation Plan (EOP) Kits

Kits Include:

1. One gallon of **water** per day (for three days) for the number of individuals residing / working at the ALU. i.e. three individuals + two staff = five gallons of water per day for three days = 15 gallons of water to be maintained at the ALU near the “EOP Kit”. – NOTE: Bottled water does have an expiration date
2. Enough **canned foods** to serve five people for three days
3. Non-electric **can opener** and **matches** in a waterproof container

4. **First Aid Supplies:** adhesive bandages (i.e. BAND-AID, etc.), elastic bandage (i.e. ACE, etc.), CPR face shield, 4x4 gauze pads, triple antibiotic ointment, medical tape, cold pack, sunscreen, scissors, thermometer, tweezers, acetaminophen
5. **Sanitation supplies:** feminine hygiene supplies, wet wipes, toilet paper, paper towels
6. **Battery Operated Radio**
7. **Duct Tape**
8. **Plastic garbage bags,** available to cut and use as “plastic sheeting”
9. **Flashlight** and extra batteries
10. Whistle
11. **Personal Protective Equipment (PPE):** face masks, gloves (at least three boxes), gowns
11. **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 information
12. 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)

Organizational 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 EOP committee consists of the chairperson: the VP of Programs & QA and the committee members: Executive Assistant, Director of Autism Waiver, CC Director of Vocational Services (Employment Services), CC Director of Community Personal Supports, Director of Recruitment & Training, a Residential Director, MC Employment Development Manager, Director of Apartment Program.
- III. Carroll County’s Health Office (Carroll County Health Department: 410.876.2152, 290 South Center Street, Westminster, MD 21157) is addressing potential communication gap of agencies serving vulnerable populations if the primary means of communication is ineffective during a disaster.

Director Responsibilities

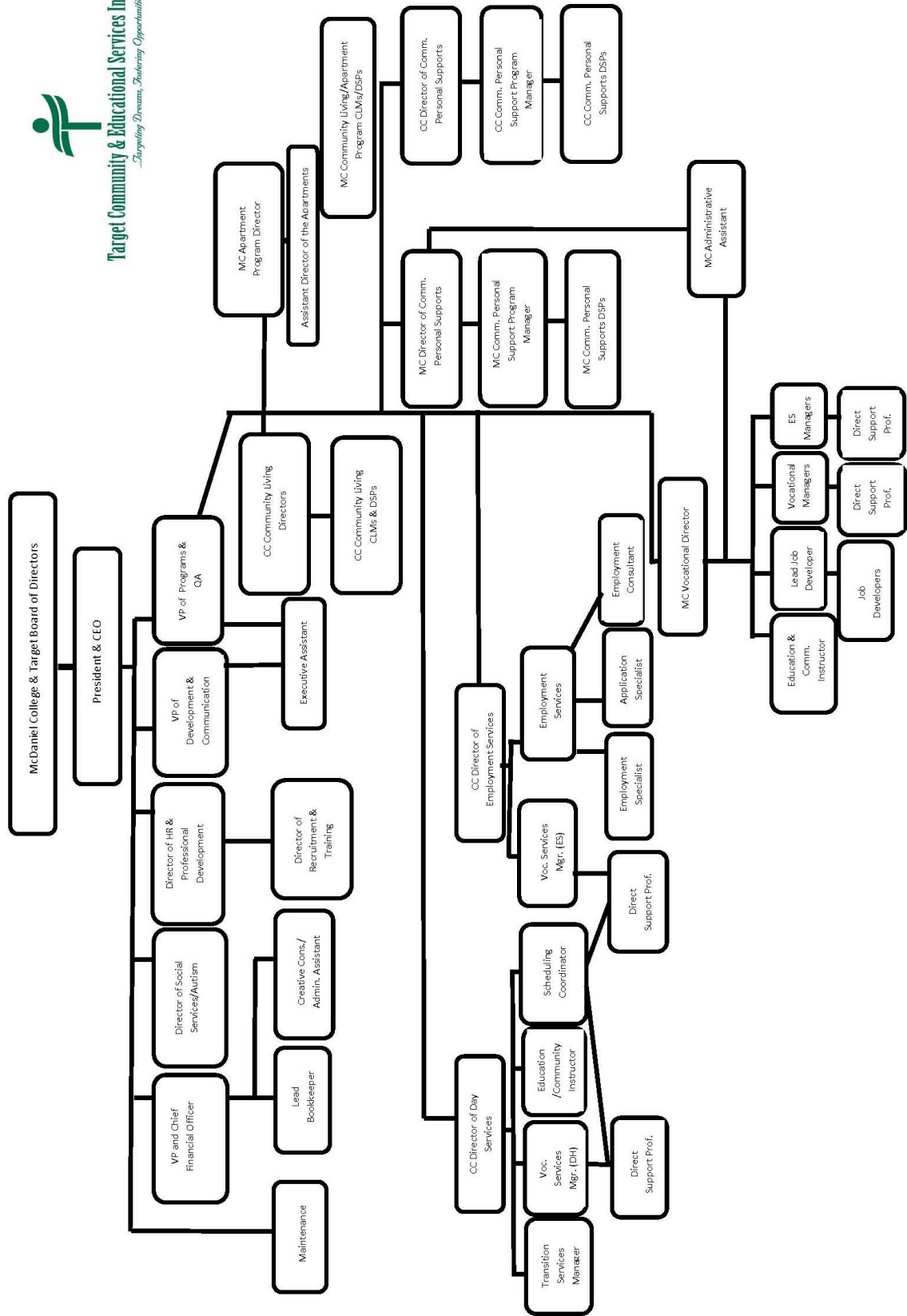
- I. Directors provide continuity of instruction amongst their employees by performing the following tasks:
 - A. Secures necessary in-service/trainings of the EOP for supervised staff and ensures in-house completion of monthly fire drills and annual EOP tests.

- B. Keep individuals 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 verify adequate supplies on a quarterly basis. (See “EOP Kits”)
- D. Supervise periodic safety checks on a quarterly basis of the ALUs, office space, equipment, and vehicles.
- E. Maintain ALU/work site EOP 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.

Role of the Family / Legal Representative

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.

While in Target’s care, the family/legal guardian will follow Target’s procedures and protocols regarding any emergency situation. The family/legal guardian will be notified as to Target’s plan regarding the emergency when it occurs.



III. 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 expenditures/obligations are available upon request.
- III. Non-discrimination Policy
 - A. There will be NO discrimination on the basis of race, color religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military 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, Inc.) and will continue to have a cooperative effort to assist during any emergency/disaster situation.
 - C. Plan Development and Maintenance
 - i. The EOP committee members will coordinate the development and maintenance of the EOP and this plan will be reviewed and revised as indicated by the members of the committee.
 - ii. Whenever portions of this plan are implemented in an emergency event or exercise, a review will be conducted to determine the necessary changes, if needed. 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***, and **once** within the first three months of hire. The employee must understand **Target's Emergency Operation Plan**; view the current video on emergency preparedness, in addition, complete the EOP training test with at least 80% accuracy. This will demonstrate the employee's comprehension of Target
 - B. All staff will participate in an Annual Agency-wide drill, as well as department specific drills throughout the year. This will reinforce proper protocols during emergency situations.
- II. Client Trainings
 - A. Target individuals (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) for electronic access.

IV. Emergency Operation Plan Blank Documents

EMERGENCY OPERATION PLAN

FACILITY PROFILE

Work Site: _____ Date: _____

Address: _____ City: _____ State: _____ Zip: _____

Telephone: _____ Email: _____

This facility provides the following services:

- ☐ Residential – Clients: 1) _____ 2) _____ 3) _____
Community Living Manager: _____ Contact #: _____
Community Living Manager: _____ Contact #: _____
- ☐ Vocational: Day Habilitation & Employment Services (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 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-miles of 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 _____
- ☐ Not Applicable



CALL DOWN LIST

Date: _____ **Site Location:** _____

[illegible]

Emergency Operation Kit Checklist

Site: _____

Complete the form below quarterly (submitted in January, April, July and October) to ensure the proper items are in the site's EOP Kit. If items are missing, please inform your site supervisor to replace items.

A. Canned Foods – 4 canned food items (i.e. ravioli) * In the event of a shelter-in-place event, canned items from site kitchens will be used. NOTE: If a client has diet restrictions (i.e. low sodium, diabetic, etc.) accommodate with food items.

- | | |
|--------------------------------------|---------------------|
| <input type="checkbox"/> Item: _____ | Expired Date: _____ |
| <input type="checkbox"/> Item: _____ | Expired Date: _____ |
| <input type="checkbox"/> Item: _____ | Expired Date: _____ |
| <input type="checkbox"/> Item: _____ | Expired Date: _____ |
| <input type="checkbox"/> Item: _____ | Expired Date: _____ |
| <input type="checkbox"/> Item: _____ | Expired Date: _____ |

B. Water

- ☐ Water- **one gallon of water per person in the home (# of staff on shift plus clients) for three days.** For example, a double coverage ALU with three clients will need 15 gallons (5 people x 3 days). Expiration Date: _____

C. Agency Kit Items

- ☐ Can Opener (non-electric)
- ☐ Battery operated radio
- ☐ Waterproof matches or matches stored in a waterproof container
- ☐ First Aid supplies
- ☐ Feminine Hygiene supplies (if applicable)
- ☐ 4 rolls of duct tape
- ☐ 2 plastic garbage bags
- ☐ 1 package of wet wipes
- ☐ 2 rolls of paper towels
- ☐ 4 rolls of toilet paper
- ☐ Flashlight and extra batteries
- ☐ Whistle
- ☐ 1 pair of scissors
- ☐ Copy of each client's Social Security Card
- ☐ Copy of each client's insurance cards
- ☐ Copy of each client's immunization records
- ☐ Clients face sheets

Personal Protective Equipment (PPE)

- ☐ Masks (Amount: _____)
- ☐ Boxes of gloves*(Amount: _____)
- ☐ GOWNS (Amount: _____)

***Note: You must have a minimum of 3 boxes of gloves in the kit.**

List any missing items to be replaced: _____

In the event of an emergency evacuation, staff are responsible for gathering the following:

- Extra sets of clothing for clients
- Prescription medications
- First Aid Kit
- Bedding
- Water

Name / Title of staff completing form: _____ Date: _____

Director's Signature: _____ Date: _____

Target Community & Educational Services, Inc.
Vocational Emergency Operation Kit Checklist

Site: _____

Complete the form below quarterly (submitted in January, April, July and October) to ensure the proper items are in the site's EOP Kit. If items are missing, please inform your site supervisor to replace items.

A. Canned Foods – 4 canned food items (i.e. ravioli) * In the event of a shelter-in-place event, canned items from site kitchens will be used. NOTE: If a client has diet restrictions (i.e. low sodium, diabetic, etc.) accommodate with food items.

- | | |
|--------------------------------------|---------------------|
| <input type="checkbox"/> Item: _____ | Expired Date: _____ |
| <input type="checkbox"/> Item: _____ | Expired Date: _____ |
| <input type="checkbox"/> Item: _____ | Expired Date: _____ |
| <input type="checkbox"/> Item: _____ | Expired Date: _____ |
| <input type="checkbox"/> Item: _____ | Expired Date: _____ |
| <input type="checkbox"/> Item: _____ | Expired Date: _____ |

B. Water

- ☐ Water- **one gallon of water per person at the site (# of staff on shift plus clients) for three days.** *Vocational departments in CC and MC will use the water cooler jugs located in their offices.

Expiration Date: _____

C. Agency Kit Items

- ☐ Can Opener (non-electric)
- ☐ Battery operated radio
- ☐ Waterproof matches or matches stored in a waterproof container
- ☐ First Aid supplies
- ☐ Feminine Hygiene supplies
- ☐ 4 rolls of duct tape
- ☐ 2 plastic garbage bags
- ☐ 3 package of wet wipes
- ☐ 2 rolls of paper towels
- ☐ 6 rolls of toilet paper
- ☐ Flashlight and extra batteries
- ☐ Whistle
- ☐ 1 pair of scissors
- ☐ Water- **one gallon of water per person at the site (# of staff on shift plus clients) for three days.** *Vocational departments in CC and MC will use the water cooler jugs located in their offices.

Personal Protective Equipment (PPE)

- ☐ Masks (Amount: _____)
- ☐ Boxes of gloves*(Amount: _____)
- ☐ Gowns (Amount: _____)

***Note: You must have a minimum of 3 boxes of gloves in the kit.**

List any missing items to be replaced: _____

In the event of an emergency evacuation, staff are responsible for gathering the following:

- Extra sets of clothing for clients
- Prescription medications
- First Aid Kit
- Water

Name / Title of staff completing form: _____ **Date:** _____

Director's Signature: _____ **Date:** _____

V. Hazards and Functional Procedures

Hazards

The hazard information that follows outlines the types of emergencies that we may encounter. Each specific hazard will provide you with general information on the hazard, including definitions that may accompany the hazard. *For specific information on action steps during an actual hazard, refer to the Functional Procedures.*

Functional Procedures

Functional procedures will serve as a guide in the event that a hazard is occurring. The functional procedures will give you information on appropriate steps to take to minimize risk to you and the individual(s). *For general information about the type of emergency, refer to the hazard.*

This EOP includes the following Hazards and accompanying Functional Procedures:

Primary Hazards and Functional Procedures

- A. Communication
- B. Evacuation
- C. Shelter-in-Place

Specific Hazards and Functional Procedures

- 1. Electrical Power Outage
- 2. Transportation Accident/ Medical Emergency
- 3. Pandemic
- 4. Fire Prevention
- 5. Carbon Monoxide Poisoning
- 6. Heat Wave / Ozone Action Days
- 7. Severe Thunderstorms / Tropical Storms / Hurricanes
- 8. Flooding
- 9. Tornadoes
- 10. Winter Storms and Extreme Cold
- 11. Sewer Utility Failure
- 12. Water Utility Failure
- 13. Aviation Accident / Explosions
- 14. Bomb Threat
- 15. Terrorism
- 16. Earthquake
- 17. Active Shooter

Primary Funtional Procedure A: 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. **Communication via Radio** will be relied on to provide staff with important information regarding the present situation and available resources.
 - A. Carroll County: WTTR 1470 AM, WTTR 102.3 FM, 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.
 - B. Montgomery County Emergency Activation Radio Stations: WMAL 630 AM, WTOP 1500 AM, WWRC 1260 AM, WKYS 93.9 FM. **Emergency Management:** 240-777-2300.
 - C. Call 1-888-5 GET EOC (1-888-543-8362) to obtain emergency information on available county programs and services.
- III. **Important Contact and Phone Numbers**

Maryland Emergency Management Agency	1-800-MEMA-USA (1-800-636-2872) or mema.maryland.gov
Federal Emergency Management Agency	1-800-621-FEMA (1-800-621-3362) or fema.gov
Emergencies (Fire/Emergency Medical Services/Police)	9 1 1
Local Emergency Center Contacts: <i>Carroll County</i>	410-386-2260
Local Emergency Center Contacts: <i>Montgomery Co.</i>	240-777-2300
Health Department: <i>Carroll County</i>	410-876-2152 or cchd.maryland.gov
Health Department: <i>Montgomery County</i>	240-777-0311 or montgomerycountymd.gov/hhs
Maryland Tips Line (To report suspicious activity)	1-800-462-TIPS (8477)
Fire Marshal	410-653-8980
National Capital Poison Center	1-800-222-1222 or poison.org
American Red Cross	410-624-2000 or redcross.org
United Way's First Call for Help	2 1 1 or unitedway.org
Baltimore Gas and Electric	1-800-685-0123
Carroll County App	PrepareMe
Montgomery County Emergency website	Alert.montgomerycountymd.gov

Primary Functional Procedure B: 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 has been ongoing for many years across the country and in Maryland.

Follow the guidelines below if an Evacuation is issued 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 includes flooding or losing power for an extended period in a small town or local area. Global Evacuation includes 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 belief that 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 the emergency situation. Go to a nearby hotel or safe ALU if directed by your supervisor.
- ☐ ***GLOBAL EVACUATION:*** If an evacuation is issued 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 equipped with generators when necessary. Winters Mill and Century High Schools, as well as Shiloh Middle School are potential locations for evacuation in Carroll County. Carroll Community College is the Carroll County site for shelter from tornadoes.
Montgomery County emergency shelters:
 - Mid-County DHHS Building, 1301 Piccard Drive, Rockville
 - DHHS Silver Spring Center, 8818 George Avenue, Silver Spring
 - Up-County Regional Services Center, 12900 Middlebrook Road, Germantown
 - Neighborhood Svc. Ctr. At Catholic Charities, 12247 Georgia Avenue, Silver Spring
 - Takoma East Silver Spring (TESS) Center, 8513 Pine Branch Road, Silver Spring
 - Neighborhood Svc. Ctr. At Family Svcs., Inc., 620 E. Diamond Ave., Gaithersburg
- ☐ **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.

Continued: **Functional Procedure B: Evacuation**

- ☐ Call your supervisor or administrator on call who will provide further directions and determine if the CEO has called for the evacuation.
- ☐ A director will designate a staff person to assist with the medical needs of the clients during an Isolated or Global Evacuation.
- ☐ A director will designate one employee to communicate 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, 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 exception of service 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 notifications 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 emergency 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 the stairwell entrance area and wait for assistance. In a true emergency, a lift and carry technique will be used.
- ☐ 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 you have been instructed to return.
- ☐ In case of an emergency situation at Carroll Springs School, the staff will bring students to Target at 111 Stoner Avenue, Westminster.

Primary Functional Procedure C: Shelter-In-Place

- I. Sheltering may take many forms depending on the type of disaster or situation. There may be times where you and the individuals 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 Alert 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 requires 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 in 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.

Stay calm. Stay off the telephone.

Turn on a radio to a local EAS station for information and directions.

Stay tuned to the station until given instructions that the emergency is over.

Call or text your emergency contact. Let them know where you are, if any family members are missing, and how you are doing.

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 or apartment.

In the event of a tornado, everyone should proceed to interior hallways or designated shelter areas.

Sealing a Room: In some types of emergencies, you will need to stop outside air from coming in.

If officials tell you to “seal the room”, you need to:

Close and lock all windows and doors, as a better seal is created.

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.

Keep listening to your radio, television, or phone for updates. Do not leave your shelter unless authorities tell you it is safe to do so. If they tell you to evacuate the area, follow their instructions.

Utilize your EOP Kit as indicated and refer to pages **eleven and twelve** (11-12) for details.

Hazard #1: 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. Service is usually 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 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, Pepco: 1-877-737-2662)
 - B. **Major appliance:** During a power outage, turn off all appliances, including your furnace, air conditioner, and water heater to avoid overloading circuits. Leave one lamp on so you will know when your service is restored.
 - C. **Keep refrigerator and freezer doors closed.** The FDA says that food can be kept in a refrigerator for 4 hours, a full freezer for 48 hours, or half full freezer for 24 hours, if the door remains 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. Foodsafety.gov has important information on food safety.
 - 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. If available, **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. At this time (2020), College Square ALU is the only one with a generator, which they can share with Main Street, if needed.

Continued, **Hazard #1: Electrical Power Outage**

- G. **Water systems** with electric pumps, such as wells or cisterns, will not operate when the power is out. Walsh and Houck operate on electric pump systems. Use an alternative source of water until power is restored.
- H. **Gas appliances** may not work if the electricity is off and the equipment requires electricity for ignition or valve operation (Target ALUs do NOT have gas ovens/stoves).
- I. **Plumbing:** Because outside plumbing (outside faucets) can freeze due to exposure to the outside elements, the water supply to these faucets should be turned off at the end of the summer season when they will no longer be used to water plants, etc. Interior water supplies (toilets, pipes, sinks) will be safe unless there is an extended period of no heat in the house (more than three days and the temperatures outside have been consistently below 32°F). Otherwise, the only time the primary water supply into a house should be turned off is to stop a leak. Never drain the sprinkler system when there is no power in the house because the sump pump will not be able to pump the water out of the house and the basement will flood from the draining water.
- J. **Water heaters:** Water heaters do not need to be adjusted during a power outage. Moreover, any changes to a water heater should be completed by Target's maintenance director or by a professional plumber.
- 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 schedules for trimming trees. When planting and/or trimming trees on the property, always seek professional help when trimming 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. Make sure the fireplace is in proper working condition and has been inspected before use. Wearing layers of clothing, including sweaters and coats, 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. Keep HVAC units clear of snow and ice.

Functional Procedure #1: Electrical Power Outage

Disruption of electrical service can occur as a result of several factors, including lightning, high winds, ice, heavy snow, 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).
- ☐ During a power outage, turn off all appliances, including your furnace, air conditioner, and water heater to avoid overloading circuits. Leave one lamp on so you will know when your service is restored.
- ☐ Keep refrigerator and freezer doors closed. The FDA says that food can be kept in a refrigerator for 4 hours, a full freezer for 48 hours, and a half full freezer for 24 hours, if the door remains 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 an alternate source of water until power is restored. (Walsh and Houck ALUs)
- ☐ Gas appliances may not work if the electricity is off because the equipment may require electricity for ignition or valve operation.
- ☐ Interior water supplies (toilets, pipes, sinks) will be safe unless there is an extended period of no heat in the house (more than three days and the temperatures outside have been consistently below 32°F).
- ☐ 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.
- ☐ Refer to the Functional Procedures for Shelter-in-Place or Evacuation, as indicated.

Hazard #2: Transportation Accidents

- I. **Remain calm, assess the situation, and call 911 if medical services are required.** If medical services are not required, after ensuring the safety of all clients involved, request a police report number for insurance purposes. Refer to the Functional Procedure for Transportation Accidents.
 - 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. If driving your own personal vehicle, you will be responsible for filing the proper paperwork with your insurance company.
 - B. Contact your supervisor or the **Administrative Cell Phone 443-536-8808**. You (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 for evaluation.
 - C. **Complete the appropriate paperwork** located in the company vehicle and submit it to the Vice President of HR (Kathleen McCormac) within 24 hours. Also contact the Vice President and Chief Financial Officer (Amy Murphey) for insurance purposes. Paperwork is located in client books or staff can contact their supervisor to ensure timely reporting.
 - 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 assist the medical personnel with evaluating and or providing treatment for the individual(s).
- 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/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's 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 #2: Transportation Accidents**

III. Disabled Vehicles

- A. Carroll County (CC) – Leckron’s Towing, 410-848-0100 – Directors will prompt staff to call Leckron’s Towing and have 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 8:00 AM MONDAY MORNING.
- B. Montgomery County (MC) – Morton’s Towing (Rockville) 301-330-1170 – Directors will prompt staff to call the Morton’s Towing and have the vehicles towed to the MC office. Directors will assist staff to arrange with the MC Vocational program to borrow a company car. If staff is given a vocational vehicle, the care must be RETURNED NO LATER THAN 8:00 AM MONDAY MORNING or the following morning, whichever is appropriate.

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

Functional Procedure #2: Transportation Accidents / Medical Emergencies

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 Emergency Medical Services (EMS) as possible: What happened? How many are involved? List of current medications, allergies, and the individual's current state (consciousness, breathing or not, color, bleeding, etc.).
- ☐ Remember the "A-B-C's" (Airway, Breathing, and Circulation) 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, etc.).
- ☐ 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 for evaluation.
- ☐ The police should be called regardless of how minor the accident. If the accident is more serious, a Target director will meet staff at the hospital to assist the medical personnel with evaluating and/or providing treatment for the individual(s).
- ☐ 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** - Leckron's Towing, 410-848-0100 - tow to the nearest Chrysler or Toyota dealership; **Montgomery County** - Morton's Towing (Rockville) 301-330-1170 – tow to the nearest Chrysler or Toyota dealership or to the MC office. Cars from the Vocational program may be utilized in the interim as a loaner vehicle. If staff is given a vocational vehicle, the car must be RETURNED NO LATER THAN 8:00 AM MONDAY MORNING or the following morning, whichever is appropriate.
- ☐ Keep in mind the 4 / 12 rule: Keep four (4) car lengths behind the care in front of you and allow 12 feet for stopping.
- ☐ Refer to the **Functional Procedure for Shelter-in-Place or Evacuation**, as indicated.

Hazard #3: Pandemic

A **pandemic** happens when a new virus emerges to infect people and can spread between people sustainably. Because there is little to no pre-existing immunity against the new virus, it spreads worldwide. When a virus is declared a **pandemic**, please remain calm and follow all Centers for Disease Control (CDC) guidelines.

- 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 techniques. August and September are the best times to receive the vaccine, as this gives the body time to build up defenses against the viruses. If the vaccine is not available that early, getting the vaccine as early as possible is very important.
- II. **Pandemic Flu** is a global disease outbreak and occurs when a new influenza virus emerges for which people have little to 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 website at www.pandemicflu.gov. If a flu pandemic develops, the CDC will give the outbreak an official rating on a scale of one to six (similar to the hurricane category rating system).
- III. **How to Prevent the Flu:** A vaccine is available to protect against seasonal influenza, however, there are everyday actions that can help prevent the spread of germs that cause respiratory illness 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 sick people.
 - D. Cover your mouth / nose with a tissue when coughing or sneezing or cough into your elbow.
 - 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°F with a cough or sore throat), stay home for at least 24 hours after the fever is gone, **without the use of fever reducing medications**.
- IV. **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/nose of people nearby or on 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, 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 days after developing symptoms.
- V. **Cold Symptoms** develop gradually; stuffy or runny nose, sore throat, cough, sneezing, severe headache, or extreme exhaustion, and rarely causes high fever.

Continued, **Hazard #3: Pandemic**

VI. Flu Symptoms:

- A. Symptoms develop very suddenly and may become severe; fever 100°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 ten days of returning home from traveling abroad, call your health care professional and describe your trip and symptoms.

VII. COVID-19 Symptoms:

- A. Symptoms may appear two to 14 days after exposure to the virus. People with the following symptoms may have COVID-19: cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, loss of taste or smell.
- B. Look for emergency warning signs for COVID-19. If someone is showing any of the following signs, seek emergency medical care immediately: trouble breathing, persistent pain or pressure in the chest, confusion, inability to wake or stay awake, bluish lips or face.
- C. Call a health care provider for any other symptoms that are severe or concerning to you.

VIII. Be ready if the flu or a virus comes your way and follow **proper hand-washing steps:**

- A. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- B. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- C. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- D. Rinse your hands well under clean, running water.
- E. Dry your hands using a clean towel and, if possible, use the towel to turn off the faucet.
- F. Use antibacterial hand sanitizer, if a sink with running water is unavailable.

IX. Things to remember if the flu or a virus occur:

- A. Disinfect objects and areas that are frequently touched.
- B. Clean bathrooms and frequently touched surfaces more often, daily if possible.
- C. Follow Universal Precautions (using a barrier i.e. gloves, face masks) if you come in contact with bodily fluids and wash hands directly afterwards.
- D. Encourage individuals with cold symptoms to follow cough and sneeze etiquette: cough or sneeze into your elbow, if you don’t have a tissue, and wash your hands right away. When caring for individuals with the flu, have them throw away used tissues immediately and provide a bag for disposal next to the bed.
- E. Wash dishes in a dishwasher or use hot water and soap to help kill germs.
- F. In communities hit by the flu or a virus, health care visits may be difficult to schedule. Unless you are at high risk for flu or viral complications or are experiencing symptoms, try to recover at home.
- G. During a pandemic, consider using a medical face mask if you can’t avoid being in a crowded setting.

Continued, **Hazard #3: Pandemic**

X. When to Call for Medical Help:

- A. Employees must follow the Dimensional Health Care Associates (DHCA) policy related to contacting the nurse for changes in a client's medical condition.
DHCA's # 410-654-1010
- 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. Such as a temperature above 102°F.
- E. If an individual displays signs of dehydration such as increased thirst, dry or sticky mouth, no tears, and/or little or no urination for eight or more hours.
- F. If an individual has vomiting that is severe or lasts longer than 24 hours.
- G. If the individual is not getting better after a week.

Functional Procedure #3: Pandemic

Employees will be aware of Cold, Flu, and COVID-19 symptoms, as noted in Hazard #3

- ☐ Employees and individuals 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.
- ☐ Prevent transmission of germs by using good hand washing techniques:
 - A. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
 - B. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
 - C. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
 - D. Rinse your hands well under clean, running water.
 - E. Dry your hands using a clean towel and, if possible, use the towel to turn off the faucet.
 - F. Use antibacterial hand sanitizer, if a sink with running water is unavailable.
- ☐ 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 and keyboards.
- ☐ Follow *Universal Precautions* (wear gloves, face masks) if you come in contact with bodily fluids and wash hands directly afterwards.
- ☐ Avoid sharing personal items such as utensils, cups, straws, towels, washcloths, or lip balm.
- ☐ Encourage individuals with cold symptoms to follow cough and sneeze etiquette: cough or sneeze into your elbow, if you don’t have a tissue, and wash your hands immediately. When caring for individuals with the flu, throw away used tissues and provide a bag for trash next to the bed.
- ☐ Wash dishes in a dishwasher or use hot water and soap to help destroy the germs.
- ☐ In communities hit by a pandemic, health care visits may be difficult to schedule. Unless you are at high risk for flu or viral complications or are experiencing severe symptoms, try to recover at home.
- ☐ Be aware if you become symptomatic (fever of 100°F with a cough or sore throat). The CDC recommends that you stay at home for at least 24 hours after the fever is gone (**without the use of fever reducing medications**).
- ☐ During a pandemic, consider using a medical face mask if it is difficult to avoid being in a crowded setting.
- ☐ Know when to call for medical help. Employees must follow DHCA’s 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 days or the symptoms

Continued, **Functional Procedure #3: Pandemic**

are severe.

- C. If an individual displays signs of dehydration (increased thirst, dry or sticky mouth, no tears, little or no urination for eight 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 a week.

- ☐ During the pandemic, staff and individuals are required to follow all CDC, state, and federal guidelines regarding the pandemic.
- ☐ Social distancing (personal boundaries) should be practiced, with at least a six foot distance between you and another person.
- ☐ Contact your primary care physician (PCP) and follow his/her directions after you have come in contact with someone diagnosed with the pandemic or if you have contracted the pandemic.

Hazard #4: Fire Prevention

I. Fire Prevention Strategies:

- A. 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.
- B. 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.
- C. 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. Keep curtains or other objects clear of electric heating units.
- D. Do not use candles or space heaters.
- E. Do not use grills indoors or on balconies.

III. 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 at intervals as decided for each work site (i.e. Carroll County Vocational and Target residential sites will perform monthly drills).
- B. Fire Drill **Manual Activation Carroll County office:** Vocational wing
 - 1. Call Central Station and follow the menu prompts to notify them of non-emergency (alarm goes off but fire department does not need to send fire trucks): 1-800-836-0142 Monitoring #2289-5521
 - 2. Follow “**Deactivate Alarm**” (detailed below)
 - 3. Call Fireline to set up service call
- C. **Smoke Alarms**
 - 1. Smoke alarms can warn there is a fire. Maintain smoke alarms in proper working order. In Target owned properties, 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.
 - 2. 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 ten years. It is recommended that the alarm be replaced every ten years.

Continued, **Hazard #4: Fire Prevention**

3. The Carroll County office has yearly inspections to their fire alarms done by Fireline (800-553-3405).
4. The Montgomery County office has yearly inspections to their fire alarms done by the management company, Scheer Partners (301-337-4700).
5. The fire extinguishers are serviced yearly, in June, for both Carroll and Montgomery County offices, by Westminster Fire Extinguisher (410-876-9686).

Functional Procedure #4: Fire

- ☐ ESCAPE FIRST. If firefighters are not on the scene, call or tell someone to call 911. Do not go back inside to make the call.
- ☐ Stay low. If you are in bed, roll out and crawl on the floor under the smoke.
- ☐ Crawl to the door, using the wall as a guide. Check the door for heat with the back of your hand before opening.
- ☐ If the door is cool to the touch, open slowly so that it can shut quickly if flames or smoke are on the other side.
- ☐ 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.
- ☐ 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.
- ☐ Take short breaths to avoid breathing in fumes and smoke.
- ☐ Shout "FIRE" once outside to signal to others. While still inside the house, you can signal to others in the home by pounding on walls or floors.
- ☐ Once out of the fire, do not go back in the building. Alerting the firefighters if anyone is missing. Refer to the **Functional Procedure for Evacuation**, as indicated.

Hazard #5: 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:

Shortness of breath	Abdominal pain
Impaired judgement	Drowsiness
Chest pain	Visual changes
Confusion	Fainting
Depression	Seizure
Hallucinations	Memory loss
Agitation	Walking problems
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. 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 Detectors** are currently installed at all ALUs.

Functional Procedure #5: Carbon Monoxide Poisoning

- I. Be aware of the signs and symptoms of Carbon Monoxide Poisoning. Possible signs and symptoms are:

- A. Shortness of breath
- B. Impaired judgement
- C. Chest pain
- D. Confusion
- E. Depression
- F. Hallucinations
- G. Agitation
- H. Vomiting
- I. Abdominal pain
- J. Drowsiness
- K. Visual changes
- L. Fainting
- M. Seizure
- N. Memory Loss
- O. Walking problems

- II. If signs or symptoms are detected:

- ☐ Go to the emergency room.
- ☐ A blood test can determine if you are experiencing Carbon Monoxide Poisoning.
- ☐ Treatment is typically a high dose of oxygen, usually delivered via a face mask.
- ☐ Carbon monoxide levels will need to be monitored until they are low enough to allow for the individual to return home.
- ☐ If the poisoning is severe, treatment may be delivered in a hyperbaric pressure chamber to allow for higher levels of oxygen delivery.
- ☐ Find the source of the carbon monoxide leak. Work with your service provider or fire department personnel to find the source and stop the leak.
- ☐ Refer to the **Functional Procedure for Evacuation**, as indicated.

Hazard #6: Heat Wave / Ozone Action Days

I. Precautions to avoid painful sunburn, heat exhaustion, or heat stroke:

- A. If an individual is planning to be out in the sun for a long period, use SPF 45 – 50 sunscreen with UVA/UVB protection, 15 minutes prior to outdoor Activity.
- B. If the individual is swimming, reapply sunscreen after each swim.
- C. Avoid being in the sun between 11 am and 3 pm, 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 straw hat. Also, wear 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 of 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 Heath Wave/Ozone Action Days**, as indicated.
- B. Symptoms of Heat Exhaustion Include:
 - i. Nausea
 - ii. Clammy skin
 - iii. Rapid heartbeat
 - iv. Fainting

III. **Heat Stroke** is a life threatening condition resulting from overexposure to heat.

- A. Refer to the **Functional Procedure for Heath Wave/Ozone Action Days**, as indicated.
- B. Signs of Heat Stroke Include:
 - i. Hot, red complexion
 - ii. Extremely high body temperature
 - iii. Rapid pulse
 - iv. Confusion / Unconsciousness

* 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 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.

Functional Procedure #6: Heat Wave / Ozone Action Days

I. Precautions to avoid painful sunburn, heat exhaustion, or heat stroke:

- ☐ If an individual is planning to be out in the sun for a long period, use SPF 45-50 sunscreen with UVA/UVB sun block, 15 minutes prior to outdoor activity.
- ☐ If an individual is swimming, reapply sunscreen after each swim or every 60-90 minutes.
- ☐ Drink plenty of fluids and keep well hydrated. Carry water with the individual(s) on trips to rest.
- ☐ 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:
 - 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. Hydrate with water or a sports drink
 - C. Have him/her lie down with feet elevated
 - D. 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. Move 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.

Hazard #7: Severe Thunderstorms / Tropical Storms / Hurricanes

Hurricane Season is from June 1 – November 30

Watch: *Conditions are favorable or expected but not occurring or imminent.*

Warning: *Conditions are occurring or imminent.*

- 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 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.

Functional Procedure #7: Severe Thunderstorms / Tropical Storms / Hurricanes

I. General Hurricane Evacuation Preparations before a Storm:

- ☐ Review evacuation route and refer to the Functional Procedure for evacuation.
- ☐ Review the location of emergency shelters and be prepared to drive at least 20 miles to locate a safe place.
- ☐ 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.
- ☐ 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.
- ☐ Protect the exterior of the home, secure lawn furniture and garbage cans.
- ☐ Take important documents such as insurance cards, medical face sheets, essential medications/equipment, photo ID, and important telephone numbers.

II. During a Storm:

- ☐ Tune to local television and radio stations for emergency information.
- ☐ Stay inside a well-constructed building, away from windows and doors.
- ☐ 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.
- ☐ Refer to the **Functional Procedure for Shelter-in-Place**, as indicated.

III. After a Storm:

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

Hazard #8: 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, etc.) 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 provides a flood risk profile for individual addresses. None of Target's sites are in floodplains.
- II. **Flooding Precautions**
 - A. Be aware that flash flooding can occur. If there is any possibility of a flash flood, staff and individual(s) need to move immediately to higher ground. They should not wait for instructions to move.
 - B. 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.
 - C. When driving, remember that six inches of water will reach the bottom of most passenger cars causing loss of control and possible stalling.
 - D. Keep in mind that a foot of water will float many vehicles.
 - E. Two feet of rushing water can carry away most vehicles including sport utility vehicles (SUVs) and pickups.
 - F. Listen for news reports to learn whether the community's water supply is safe to drink.
 - G. Avoid floodwaters; water may be contaminated by oil, gasoline, or raw sewage. Water may also be electrically charged from underground or downed power lines.
 - H. Be aware of areas where floodwaters have receded. Roads may have weakened and could collapse under the weight of a car.
 - I. Stay out of any building if it is surrounded by floodwaters.
 - J. Use extreme caution when entering buildings, there may be hidden damage, particularly in foundations.
- III. **Flood Recovery**
 - A. It is important to look after yourself and your individuals as you focus on cleanup and repair.
 - B. Ensure that your individuals rest often and eat well. Keep a manageable schedule. Make a list and do jobs one at a time.

Continued, **Hazard #8: Flooding Preparedness**

- C. Discuss your concerns with others and seek help. Contact the American 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, Greater Chesapeake Region: 410-624-2000 or 1-800-RED-CROSS (1-800-733-2767).
- E. The Red Cross can provide the agency with cleanup kits: mop, broom, bucket, and cleaning supplies.
- F. Service damaged septic tanks, cesspools, pits, and leaching systems as soon as possible. Damaged sewage systems are serious health hazards.
- G. Clean and disinfect everything that came in contact with floodwaters, as mud remaining can contain sewage and chemicals.
- H. An assessment of the damages, if there are any, should be acquired and shared with the Vice President and Chief Financial Officer and the Lead Bookkeeper. They will contact the insurance agent to discuss the claim.
- I. Listen to your radio for information on assistance that may be provided by the state, federal government, or other organizations.
- J. 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.

Functional Procedure #8: Flooding Preparedness

I. General procedures for a *potential* flood:

- ☐ All staff should listen to the radio or television for information.
- ☐ If there is any possibility of a flash flood, staff and individuals need to move immediately to higher ground.
- ☐ Secure each ALU/building. If there is time, bring in outdoor furniture and move essential items to an upper floor.

II. General procedures *during* a flood:

- ☐ 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.
- ☐ 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.
- ☐ 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.
- ☐ Stay away from downed power lines, and report them to the power company.
- ☐ Return home only when authorities indicate it is safe.
- ☐ Refer to the **Functional Procedure for Shelter-in-Place** or **Evacuation**, as indicated.

Hazard #9: 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. **Precautions:** 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 (NWS) 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. NWS WARNING indicates that a hazardous event is occurring or is imminent in about 30 minutes to an hour. Local NWS 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. Refer to the **Functional Procedure for Evacuation**, as indicated.

Functional Procedure #9: Tornadoes

I. If you are *inside* during a Tornado:

- ☐ Go to a pre-designated area such as a safe room, basement, storm cellar, or the lowest building level.
- ☐ If there is no basement, go to the center of a small interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls.
- ☐ Put as many walls as possible between you and the outside.
- ☐ Get under a sturdy table and use your arms to protect your head and neck.
- ☐ In a high-rise building, go to a small interior room or hallway on the lowest floor possible.
- ☐ Do not open windows.
- ☐ Refer to the **Functional Procedure for Shelter-in-Place**.

II. If you are *outside* during a Tornado:

If you are not in a sturdy building, there is no single research-based recommendation for what last-resort action to take. Many factors can affect your decision. Possible actions include:

- ☐ Immediately get into a vehicle, buckle your seat belt, and try to drive to the closest shelter.
- ☐ If your vehicle is hit by flying debris while you are driving, pull over and park.
- ☐ Take cover in a stationary vehicle. Put the seat belt on and cover your head with your arms and a blanket, coat or other cushion if possible.
- ☐ Lie in an area noticeably lower than the level of the roadway and cover your head with your arms and a blanket, coat or other cushion if possible.
- ☐ Do not get under an overpass or bridge. You are safer in a low, flat location.
- ☐ Never try to outrun a tornado in urban or congested areas in a car or truck. Instead, leave the vehicle immediately for a safe shelter.
- ☐ Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries.

Hazard #10: 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. **Definitions:**
 - 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 will soon occur in your area.
 - D. **Winter Storm Warning** – A winter storm is occurring in your area.
 - E. **Blizzard Warning** – Sustained winds or frequent gusts up 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.
 - F. **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 or cat litter to improve traction.
 - C. Snow shovels and other snow removal equipment.
 - D. Fill gas canisters, if needed, to run snow blowers as well as generators.
- 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 levels.
 - 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 #10: 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, call a plumber to ask for direction on what to do next.
(Naylor Plumbing, Heating, & AC: 410-239-8141)
- 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 you detect any of the symptoms, 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
 - vii. Loss of consciousness

IX. If you detect symptoms of hypothermia:

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

Functional Procedure #10: Winter Weather

A **Winter Storm Watch/Warning** 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/Warning, activate the following procedures.

This checklist will be forwarded to staff and posted at 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). Refer to the **Functional Procedure for Shelter-in-Place or Evacuation**, as indicated.
- ☐ 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 in 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 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 in case they need to be cancelled.
- ☐ Employees should monitor the radio or local news stations for changing conditions.
- ☐ The Carroll County Vocational program will determine the operating status and will communicate this information to individuals and staff. Additionally, by calling 443-789-7382, you can access the operating status.
- ☐ The Montgomery County office and Vocational program will follow Montgomery College closings for inclement weather.
- ☐ Regarding office and other salaried employees: **Carroll County employees:** The VP and Chief Financial Officer will send an email and text message regarding office delays or closures. **Montgomery County employees:** the Vocational Director or designee will post a phone message on MC extension 10 and an email will be sent 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 and/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.

Hazard #11: Sewer Utility Failure

- I. **Sewer Failure:** Sewer failure can occur because of clogged sewage lines, 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 conduct a visual test by walking through the side to see if you observe clogged toilets or overflowing sewage lines (outside).
- II. **Sewage System:** 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.
- IV. A **Boil Water Advisory** or a **Boil Water Order** might be issued by public officials due to a water sewage failure OR due to a water-borne disease outbreak. See **Functional Procedures for Sewer and Water Utility Failure** for instructions.

Functional Procedure #11: Sewer Utility Failure

- I. **General Procedures for a Sewer Outage:**
 - ☐ Remain calm.
 - ☐ Notify the sewer utility company immediately if needed. Advise them of the severity and location of the problem. Indicate if any objects are in imminent danger.
 - ☐ Use extreme caution if any electrical appliances/outlets are near the water. Inform supervisor/maintenance of the electrical hazard.
 - ☐ If the source of the water is known and you are confident you can stop it safely (i.e. unclog the drain, turn off water), do so cautiously.
 - ☐ Protect objects as you are able.
 - ☐ If directed to evacuate, refer to the **Functional Procedure for Evacuation**.
- II. **General Procedures for a Boil Water Order:**
 - ☐ Place water in a heat-resistant container and bring water to a rolling boil for a minimum of one minute.
 - ☐ When it cools, refrigerate the water in clean containers.
 - ☐ If you do not or cannot boil water, you can disinfect it by adding 1/8 teaspoon of bleach per gallon of water. DO NOT use bleach containing perfume, dyes, or other additives.
 - ☐ Boil or disinfect all water used for drinking, preparing food, beverages, ice cubes, washing fruits or vegetables, and brushing teeth.

Hazard #12: Water Utility Failure

I. Water Failure:

- A. Water failure can occur because of droughts, frozen water pipes, electrical water pumps unable to operate due to electrical failure, broken water lines, and equipment failure. Depending on the situation, water can be restored in a short period, or a few days. When water is lost, you should:
 - i. 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.
 - ii. Turn off major water valves if you are certain there is a leak.
- B. 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.
- C. 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 (15 gallons) 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 an Incident Report within 24 hours.
- C. Refer to the **Functional Procedure for Shelter-in-Place**, as indicated.

Functional Procedure #12: Water Utility Failure

I. General Procedures in the event of a water line failure:

- ☐ Remain calm.
- ☐ Notify the water utility company immediately, if needed. Advise them of the severity and location of the problem. Indicate if any objects are in imminent danger.
- ☐ Use extreme caution if any electrical appliances/outlets are near the water. Inform your supervisor or maintenance of the electrical hazard.
- ☐ If the source of water is known and you are confident you can stop it safely (i.e. unclog the drain, turn off water), do so cautiously.
- ☐ Protect objects as you are able.
- ☐ If directed to evacuate, refer to the **Functional Procedures for Evacuation**.

II. General Procedures for a Boil Water Order:

- ☐ Place water in a heat-resistant container and bring water to a rolling boil for a minimum of one minute.
- ☐ When it cools, refrigerate the water in clean containers.
- ☐ If you do not or cannot boil water, you can disinfect it by adding 1/8 teaspoon of bleach per gallon water. DO NOT use bleach containing perfume, dyes, or other additives.
- ☐ Boil or disinfect all water used for drinking, preparing food, beverages, ice cubes, washing fruits or vegetables, bathing, and brushing teeth.

Hazard #13: Aviation Accidents / Explosion Preparedness

- I. Awareness:** Terrorists have frequently used explosive devices as one of their most common weapons. Terrorists do not have to look far to find out how to make explosive devices, the information is readily available in books and through other information sources. Explosive devices can be highly portable, using vehicles and humans as a means of transport. They are easily detonated from remote locations or by suicide bombers.

Conventional bombs have been used to damage and destroy financial, political, social, and religious institutions. Attacks have occurred in public places and on city streets with thousands of people around the world injured or killed.

Devastating acts, such as the terrorist attacks on Oklahoma City and the World Trade Centers have left many concerned about the possibility of future attacks.

- II. Risk from explosions:** Explosions can produce unique patterns of injury seldom seen outside combat.

When they do occur, they have the potential to inflict multi-system life-threatening injuries on many persons simultaneously. The injury patterns following such events are a product of the composition and amount of the materials involved, the surrounding environment, delivery method (if a bomb), the distance between the victim and the blast, and any intervening protective barriers or environmental hazards.

Because explosions are relatively infrequent, blast-related injuries can present unique triage, diagnostic, and management challenges to providers of emergency care.

Functional Procedure #13: Aviation Accident / Explosion Preparedness

I. *During an Aviation Accident or Explosion:*

Immediately take cover under tables, desks, or other such objects, which will give protection against falling glass or debris.

- ☐ As soon as possible, notify 911.
- ☐ If possible, obtain medical Face Sheets and medications before exiting the building.
- ☐ 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.
- ☐ ASSIST THE INDIVIDUALS IN EXITING THE BUILDING. Remember that elevators are reserved for disabled persons' use only. DO NOT USE ELEVATORS IN CASE OF FIRE.
- ☐ 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.
- ☐ If requested, assist the security officer, the Emergency Response Team, or the building coordinator.
- ☐ DO NOT RETURN TO AN EVACUATED BUILDING unless directed to do so by authority personnel.

II. *After an Aviation Accident or Explosion*

- ☐ 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.
- ☐ Inform local authorities about health and safety issues, including chemical spills, downed Power lines, washed out roads, smoldering insulation, and dead animals.
- ☐ Returning home can be both physically and mentally challenging. Above all, use caution.
- ☐ Keep battery-powered radio with you so you can listen for emergency updates and news reports.
- ☐ 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.
- ☐ Use the phone only to report life-threatening emergencies.
- ☐ Stay off the streets. If you must go out, watch for fallen objects, downed electrical wires, and weakened walls, bridges, roads, and sidewalks.
- ☐ 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.
- ☐ 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.

Continued, **Functional Procedure #13: Aviation Accident / Explosion Preparedness**

- ☐ Contact maintenance personnel to repair damages to the ALU / work site.
- ☐ Relocate all clients to the designated back-up living locations, if needed.
- ☐ Refer to the **Functional Procedure for Shelter-in-Place or Evacuation**, as indicated.

Hazard #14: Bomb Threat / Nuclear Attack

- I. **Bomb threat:** Employees will be trained using the **Bomb Threat Checklist** indicating actions to take upon receipt of a bomb threat and response procedures.
 - A. A **Bomb Threat Checklist**, following, 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. **Nuclear Attack**
 - A. **Make a plan:** If a nuclear attack does happen, you will not be able to go outside for food. You should stay sheltered for at least 48 hours, preferably longer. Having food, water, and medical supplies is a necessity and allows you to focus on other survival aspects. If an attack occurs, make sure to ration supplies.
 - B. **Stay informed:** Acquire a radio that is crank or solar powered. If you have to go with a battery-operated radio, make sure to have extra batteries. A whistle will alert others to your location and allow you to signal for help. Cell phone service may or may not be maintained. A solar cell phone charger would come in handy, if you can find one. Keep an eye on the news via television (if available) and/or radio.
 - C. **Assess your risk:** Consider evacuation if a nuclear exchange between nations is likely. Make sure to map out numerous exit routes from your location in case of traffic or other issues.
 - D. **Electromagnetic pulses:** If you are able, unplug all devices from electrical sockets and antennas to prevent against electromagnetic pulses (EMPs). EMPs can disable and destroy the electrical systems in devices.

Functional Procedure #14: Bomb Threat / Nuclear Attack

I. Bomb Threat Response

- ☐ If a bomb threat is received, get as much information from the caller as possible.
- ☐ Take good notes when talking to the person on the telephone. Keep the caller on the line, and write down everything that they say.
- ☐ Be aware of background noise, special voice characteristics, music, machinery, or other sounds.
- ☐ Call 911 and your supervisor immediately.
- ☐ If you receive a bomb threat, do not touch any suspicious packages.
- ☐ Clear the area around the suspicious package, and notify police immediately.
- ☐ While evacuating a building, avoid standing in front of windows or other potentially hazardous areas.
- ☐ Do not block sidewalks or other areas used by emergency officials.
- ☐ If you find a bomb, do not touch it or attempt to move it. Call for help and evacuate the area immediately.

II. Bomb Threat Recovery

- ☐ Every bomb threat should be investigated to determine who conducted the bomb threat and to take appropriate action.
- ☐ Encourage staff to tell you of any knowledge they may have including who made the threat, and then report it to the police.
- ☐ Support services for a staff and clients should be provided after a bomb threat.



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 call from? _____
9. What is your address? _____
10. What is your name? _____

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

- | | | | |
|------------------------------------|----------------------------------|----------------------------------|----------------------------------|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Slow | <input type="checkbox"/> Crying | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Stutter | <input type="checkbox"/> Deep | <input type="checkbox"/> Loud | <input type="checkbox"/> Broken |
| <input type="checkbox"/> Giggling | <input type="checkbox"/> Accent | <input type="checkbox"/> Angry | <input type="checkbox"/> Rapid |
| <input type="checkbox"/> Stressed | <input type="checkbox"/> Nasal | <input type="checkbox"/> Lisp | <input type="checkbox"/> Excited |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Sincere | <input type="checkbox"/> Squeaky | <input type="checkbox"/> Normal |

If voice is familiar, whom did it sound like? _____

Were there any background noises? _____

Remarks: _____

Person receiving call: _____

Telephone number call received on: _____

Hazard #15: 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 to 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 instructs the public to 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. DHS officials say the alert can be extended if new threat information becomes available about a specific or developing threat and if new intelligence is obtained or discovered.
 - F. Alerts will be used by the Homeland Security Secretary who will make the final call after consulting 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 other 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 agent 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 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. Immediate symptoms of chemical exposure may include:

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.

Continued, **Hazard #15: Terrorism**

- A. 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.
- B. Decontaminate your body by using soap and water.
- C. Remove contact lenses. Eyeglasses should be removed and soaked in a bleach solution.
- D. Flush eyes with water.
- E. Change into uncontaminated clothing. Clothing in a closed closet or drawer is most likely not contaminated.
- F. When advised to do so, proceed to a medical facility for screening.

Functional Procedure #15: Terrorism

I. General Precautions:

- ☐ Be aware of your surroundings. Review the “*See Something-Say Something*” campaign at <https://www.dhs.gov/see-something-say-something>.
- ☐ To report suspicious activity, contact your local law enforcement agency. Describe specifically what you observed, including:
 - **WHO** or **WHAT** you saw
 - **WHEN** you saw it
 - **WHERE** it occurred
 - **WHY** it’s suspicious
- ☐ If there is an emergency, call 911.
- ☐ Refer to the **Functional Procedure for Shelter-in-Place** or **Evacuation**, as indicated.

II. During a chemical terrorist attack: If you are instructed to shelter-in-place:

- ☐ Close all doors that lead to the outside.
- ☐ Turn off all ventilation including furnaces and air conditioners, vents, and fans.
- ☐ Seek shelter in an internal room, preferably without windows. Seal the room with duct tape and plastic sheeting.
- ☐ Remain in protected area and be sure to take your battery-operated radio with you. If you are caught in an unprotected area:
 - Attempt to get upwind of the contaminated area.
 - Attempt to find shelter as quickly as possible.
 - List to the radio for official instructions.

Hazard #16: Earthquake

- I. **Definition:** Earthquakes are sudden rolling or shaking events caused by movement under the Earth's surface. Earthquakes happen along cracks in the Earth's surface, called fault lines, and can be felt over large areas, although they usually last less than one minute.
- II. **Occurrences:** All 50 states and 5 U.S. territories are at risk for earthquakes. Earthquakes can happen at any time of the year.
- III. **Foreshocks:** 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. If you are indoors, stay there until the shaking has stopped and you are sure exiting is safe.
- IV. **Risk from debris:** 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.
- V. **Aftershocks:** Aftershocks are earthquakes that follow the largest shock of an earthquake sequence. They are smaller than the main shock. Aftershocks can continue over a period of weeks, months, or years. In general, the larger the main shock, the larger, more numerous, and longer the aftershocks will continue. Things to do during aftershocks:
 - A. Stay alert and avoid areas vulnerable to landslides.
 - B. Do not enter heavily damaged structures.
 - C. Seek temporary shelter. Residents in affected areas are advised to seek temporary shelter when there are cracks in the walls and ceilings of the home.

Functional Procedure #16: Earthquake

I. What to do *during* an Earthquake:

- ☐ Stay as safe as possible during an earthquake. If indoors, DROP to the ground; take COVER by getting under a 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 head and neck 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.
- ☐ 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.
- ☐ 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.
- ☐ Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on. DO NOT use the elevators.
- ☐ If outdoors, stay there. Move away from buildings, streetlights, and utility wires. Once in the open, stay there until the shaking stops.
- ☐ 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.
- ☐ If trapped under debris, be aware of the possibility of a natural gas leak.
 - 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.

II. What to do *after* an earthquake:

- ☐ 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. Secondary shockwaves can occur in the first hours, days, weeks, or even months after the quake.
- ☐ Listen to a battery-operated radio or television. Listen for the latest emergency information. Use the telephone only for emergency calls.
- ☐ Open cabinets cautiously. Beware of objects that can fall off shelves.
- ☐ 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.

Continued, **Functional Procedure #16: Earthquake**

- ☐ Be aware of possible tsunamis if you live in coastal areas. These are 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.
- ☐ 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.
- ☐ Clean up spilled medicines, bleaches, gasoline, or other flammable liquids immediately. Leave the area if you smell gas or fumes from other chemicals.
- ☐ Inspect the entire length of the chimneys for damage. Unnoticed damage could lead to a fire.
- ☐ Inspect utilities. Check for gas leaks. If you smell gas or hear blowing or a 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.
- ☐ 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.
- ☐ 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, if needed.

Hazard #17: 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

Someone may need a mental health intervention 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.
- E. There is a presence of weapons (guns, knives, or suspicious objects).

II. Risk of danger

- A. When you are not in immediate danger:
 - i. Shelter-in-place and mitigate the vulnerabilities to the room.
 - ii. Lock doors and windows. Turn off the lights and make your location appear unoccupied. Monitor communications with your phone, computer, or radio.
 - iii. Contact your supervisor about your location, status, and personnel present.
 - iv. 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
 - i. If you find yourself in immediate danger during a shooting incident within your work place; **Evacuate** from the scene or **Hide Out**.
 - ii. When you evacuate, plan your route, leave your belongings behind and exit with your hands visible. Security personnel may mistake you for the shooter.
 - iii. If Evacuation is not possible, find a place to hide from the shooter.
 - a. Silence your cell phone or any source of noise.
 - b. Contact 911 as soon as possible.
 - c. Your hiding place should be out of the active shooter's view.
 - d. You should have protection if shots are fired in your direction.
 - e. Do not restrict your options for movement.
 - f. Lock the door.
 - iv. 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.

Continued, **Hazard #17: Active Shooter**

III. When help arrives

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

Functional Procedure #17: 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 personnel may mistake you for the shooter.
 - ☐ Find a location to gather your group.
 - ☐ Account for all personnel in your group and contact your 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, 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 your supervisor.