

# **FEC Career Center Safety and Security Policy Manual**

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## INTRODUCTION

*It is the policy of the Full Employment Council (FEC) to strive for the highest safety performance. Safety does not happen by chance. It is the result of careful attention to all company operations. Employees at all levels must work diligently to execute the company's policy to maintaining safety and occupational health in everything we do.*

The Full Employment Council desires to promote a safe work environment for the employees and customers of the Missouri Career Centers. FEC will work together with our partners to maintain a work environment that is free from violence and other disruptive behavior; as well as one that is prepared for any emergency including medical, building/facility, and weather-related emergencies. The primary purpose of this Safety and Security Manual is to provide employees of the Missouri Career Centers with a **How To Resource** — A resource/instruction manual for managing most emergencies and threatening situations that occur in the workplace.

The intention of this is to provide a manual that augments the current safety/security plans of the career centers. The categories within each section of the manual represent the “**critical/required elements**” of a strong safety and security plan.

The safety and security plans of other agencies were used to develop the narrative in the manual including plans from the Missouri Career Centers and Local Workforce Investment Boards. The contributing committee members and agencies are listed in Section VII.

According to statistics kept by the Federal Emergency Management Agency list the following: Extreme Heat, Fires, Flood, Hail, Tornados, Wildfires and Winter Weather. And, according to the Bureau of Labor Statistics, Fatal Occupational Injuries for Missouri, in 2013 workplace violence accounted for the second most occupational fatalities. (See the report in Section III.)

The resources provided in the manual include links to state and federal agencies providing comprehensive safety and security information including:

- Online, fillable templates for planning and preparedness.
- Videos, a PowerPoint, statistics, and articles on Workplace Violence.
- Checklists and posters to display and distribute about how to prepare for disasters both in the workplace and at home.
- Excellent lists of *how to manage* many types of emergency situations.

## SECTION I: PLANNING for PREPAREDNESS

### Developing the Emergency Response Plan

Every facility should develop and implement an emergency response plan for protecting the lives of employees, customers and all others who may be in the career center at the time of an emergency. In order for people to be prepared, they must know what to do! To learn what we must do in the event of any emergency or life-threatening incident, managers and employees must engage in planning, implementing and training — for every type of emergency or disaster.

The U.S. Department of Homeland Security, Federal Emergency Management Agency offers a comprehensive website for emergency planning and preparedness: [Ready.gov](https://www.ready.gov). One of the features of Ready.gov is [Ready Business](https://www.ready.gov/business), which will assist businesses in developing a preparedness program by providing the tools to create a plan that takes an *all hazards approach*. Please see Attachment A for more detail about the five steps of developing an emergency response plan: 1. Program Management; 2. Planning; 3. Implementation / 4. Writing a Preparedness Plan; 5. Training / Testing and Exercises; and Program Improvement.

The first priority when an emergency occurs is *life safety*! Establishing policies and procedures prior to an emergency, will assist staff members (and staff will assist customers) in achieving a calm, orderly response to *all hazards*. The categories listed in this section are critical to every emergency:

- Calling 911 or Law Enforcement: Staff must know who is authorized to call and for what types of emergencies.
- Emergency Contact List: Staff must know who to call and have the number immediately available.
- Preparing for Evacuation, Sheltering, Shelter-in-Place and Lockdown: Staff must know what to do in any type of emergency.

### Calling 911 or Law Enforcement:

The policy/directive and procedures should be communicated to personnel. For example: A policy may state that any staff member that feels threatened by the behavior of a customer is authorized to call 911. However, in the event of a utility malfunction, only a supervisor/manager or functional leader has the authority to call for assistance.

### Emergency Contact List:

An emergency contact list should be developed and distributed to all staff members. It is a good idea to include alternate numbers for essential staff (director, manager, supervisor,) such as home and cell phone numbers. (Please see sample form in Attachment B)

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The list should include a description of the responsibilities of essential staff regarding emergency situations including contacting law enforcement and other emergency personnel, operating emergency equipment, medical assistance such as CPR, evacuation procedures and routes, and prevention activities. An Emergency Contact List should include the following:

- Local Law Enforcement: Police Department, Sheriff, Highway Patrol
- State Emergency Management Agency
- Hospital and Ambulance
- Fire Department
- National Weather Service / Radio, TV and Internet Sites
- Building Management and Maintenance
- Electric Company
- Gas Company
- Water and Sewer Districts
- Other Accountable Personnel

### Preparing for Evacuation, Sheltering, Shelter-in-Place and Lockdown:

- Evacuation: The major components of preparing for an evacuation include the following:
  - A warning system.
  - At least two exits on every floor of every building.
  - An evacuation team leader and employees assigned to assist.
  - Pre-planned assistance for persons with disabilities.
  - Method of accounting for every employee and customer to ensure that everyone has gotten out safely. (See [OSHA regulations](#))
  - Drills and training exercises.
  - Evacuation route maps that clearly shows the emergency escape routes.
- Sheltering: Providing a space in the building (basement, interior rooms) that can hold all employees and customers in the event of a tornado warning.
  - The space should include methods of access to news sources and/or an Emergency Alert System radio.
- Shelter-in-Place: Staying in the building due to a chemical spill, noxious fumes in the air, a near-by explosion, or an act of terrorism.
  - Move to the core of the building. Avoid occupying the basement. Close exterior doors and windows. Shut down the building's air handling system.
- Lockdown: Hiding under a desk or seeking refuge in a room of the building during a terrorist or active shooter event.

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## **Incident Reporting Procedures**

As soon as possible after an incident is over, a career center Functional Leader or Supervisor must complete a Incident Report Form and submit it to the Operations Manager. A copy of the Incident Report Form is attached in the manual, and the online [Incident Report Form](#) is located on WorkSmart.

## **Training Resources**

In addition to the following resources available on the Internet, seek guidance from your local fire department, police department, and emergency management agency.

- [Ready.Gov](#): Comprehensive website from Homeland Security for emergency planning and preparedness: [www.ready.gov/](http://www.ready.gov/)
- [Prepare My Business For An Emergency](#): Booklet from Homeland Security
- [Homeland Security Exercise, and Evaluation Program](#)
- *Preparedness Plan for Your Business*: <http://www.ready.gov/business>
- [Every Business Should Have a Plan](#) Booklet from FEMA:
- [Risk Assessment](#) Table to complete online
- [How to Plan for Workplace Emergencies and Evacuations](#):
- [Are You Ready? An In-Depth Guide to Citizen Preparedness](#), Federal Emergency Management Agency
- [Means of Egress](#) – U.S. Occupational Safety & Health Administration (OSHA) 29 CFR 1910 Subpart E
- [NFPA 101: Life Safety Code®](#) – National Fire Protection Association
- [Employee Alarm Systems](#) – OSHA 29 CFR 1910.165
- [Evacuation Planning Matrix](#) – OSHA
- [Evacuation Plans and Procedures eTool](#) - OSHA
- [Design Guidance for Shelters and Safe Rooms](#) – Federal Emergency Management Agency (FEMA 453)
- [Shelter-In-Place Information](#) – National Institute for Chemical Studies

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## **SECTION II: GENERAL SAFETY for INDIVIDUALS**

### **General Safety and Prevention Tips: Safety for Individuals:**

Be proactive in taking responsibility for your own safety and security! There are two vital elements common to all emergency situations: (1) Remain calm and (2) Call 911. The best way to “remain calm” is to **prepare**. Some tips to prepare as in individual are:

- Read the Safety and Security Policy Manual and study the information available in the resource links. Add local contacts and resources.
- Participate in all safety training available at your facility, and seek out training that may be available through the emergency agencies and personnel in your local area. If possible, take the Red Cross training available in your community to be prepared to assist others – including your family.
- Practice day-to-day safety through general housekeeping. Be aware of your environment and “stop and fix” potential hazards.
- Mop up wet spots and spills. Place a “CAUTION” sign in the area, to clearly mark wet or damp areas to prevent customers and employees from falling.
- Clear your desk of confidential documents and lock expensive equipment in a drawer or cabinet at the end of the day. Keep valuables out of sight to reduce the chance of theft.
- Learn about Workplace Violence, (see Section III) and how to handle an angry, threatening customer, or even a co-worker exhibiting threatening behavior.
- Be aware of ALL exits and Emergency Exits so you are prepared to use them to exit the facility in the event of an emergency. Make sure there is a diagram, or floor plan, of the facility, with exit routes clearly marked, displayed throughout the facility.
- Be aware of designated safe locations both inside and outside the facility.
- Discuss how to prepare for an emergency with any co-worker or customer that may need assistance during an emergency.
- Make sure that the facility has a complete First Aid Kit, and that it stays up to date. Also, consider keeping a personal kit in your work area that contains essentials such as medication, hygiene supplies, water, and non-perishable food.
- Refrain from working alone after business hours.



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## **Training Resources**

- Employee Assistance Program (EAP): Call Human Resources: 816-691-2286
- Ready. Gov: Comprehensive website from Homeland Security for emergency planning and preparedness: [www.ready.gov/](http://www.ready.gov/)
- FEMA Training: [www.fema.gov/training-1](http://www.fema.gov/training-1)
- Emergency Planning Exercises for Your Organization: <http://www.ready.gov/business/testing/exercises>
- [Emergency Supplies List](#)
- [Recommended Items to Include in Basic Emergency Supply Kit](#)
- [2015 National Seasonal Preparedness Calendar](#)
- [Preparing Makes Sense. Get Ready Now](#) Brochure
- Ready Rating Program for the Workplace: <http://www.readyrating.org/>

## **SECTION III: WORKPLACE VIOLENCE, THREATS and DISRUPTIONS**

### **Recognizing, Handling, and Preventing Work Place Violence**

#### Raising Awareness of Workplace Violence:

This section of the Safety Manual is dedicated to assisting employees in becoming more aware of the potential for violence in their workplace – the Missouri Career Centers. DED Human Resources offers the following definition of workplace violence:

- “An assault or other violent act / threat that occurs in or is related to the workplace and entails a substantial risk of physical or emotional harm to individuals or damage to company resources or capabilities.”

[The National Institute for Prevention of Workplace Violence, Inc.](#) defines workplace violence as:

- “Acts of aggression or violence, that occur in, or are related to the workplace, whether intentional or reckless, including assaults, threats, disruptive, aggressive, hostile, verbal or emotionally abusive behaviors that generates fear for one’s safety or entails a perceived risk of harm to individuals, or damage to an organization’s resources or capabilities.”

*In situations that immediately threaten safety and security at the centers, career center staff should contact law enforcement immediately for assistance by dialing 911.*

Career Center employees may not realize the extent of workplace violence in the United States, today. The quote in the paragraph below is from the [Bureau of Labor Statistics, Census of Fatal Occupational Injuries](#), Summary 2013.

“A preliminary total of 4,405 fatal work injuries were recorded in the United States in 2013, lower than the revised count of 4,628 fatal work injuries in 2012, according to results from the Census of Fatal Occupational Injuries (CFOI) conducted by the U.S. Bureau of Labor Statistics.” “Overall, 753 workers were killed as a result of violence and other injuries by persons or animals, including 397 homicides and 270 suicides. The work-related suicide total for 2013 was 8 percent higher than the 2012 total. The homicide total was lower in 2013, falling 16 percent to 397 from 475 in 2012. Shootings were the most frequent manner of death in both homicides (80 percent) and suicides (47 percent). Of the 302 fatal work injuries involving female workers, 22 percent involved homicides, compared to 8 percent for men.”

In Missouri, in 2013, there were 113 total fatal work injuries, of which, 23 were from workplace violence. A quote from the Bureau of Labor Statistics, Fatal Occupational Injuries for Missouri, follows: “Transportation incidents, which include roadway, non-roadway, air, water, and rail

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fatalities, and fatalities resulting from being struck by a vehicle, were the leading event or exposure of fatal work injuries in Missouri in 2013, as they had been in 2012, 2011, 2010 and 2009. Of the 113 total fatal work injuries, 45 were transportation incidents. Most (26) of the transportation incidents were roadway incidents involving motorized land vehicles. The event or exposure for the second most fatal occupational injuries was violence and other injuries by persons or animals accounting for 23 fatalities.” The complete reports can be found at: [Bureau of Labor Statistics, Fatal Occupational Injuries in Missouri](#) (Table): and [DOLIR: Missouri 2013 Census of Fatal Occupational Injuries \(Narrative\)](#):

There are many excellent training resources to assist career center staff with increasing their ability to recognize early warning signs of potentially violent situations, and to help them understand how to respond to actual incidents. The training resources at the end of this Section provide publications and videos that provide detailed information on recognizing the potential for violence, diffusing a violent situation, and what to do when violence occurs. A PowerPoint presentation from DED Human Resources, is attached.

### Examples of Behaviors That Threaten Safety and Security:

The following are examples of behaviors and situations that may be a threat to the safety and security of Career Center staff members.

- Throwing, kicking or pounding on objects in a threatening manner, or threatening gestures such as shaking a fist at others.
- Physical contact such as hitting, pushing, shoving, sexual harassment or inappropriate touching.
- Carrying or displaying an unauthorized weapon.
- Theft, attempted theft, or destruction of Missouri Career Center property.
- Possession or use of alcohol or illegal drugs, and suspected intoxication or actions that indicate impairment.
- Verbal or written threat to harm, or endanger the safety of an individual.
- Obscene, profane, or abusive language or remarks, which interrupt the ability to conduct business.
- Inappropriate bodily exposure.
- Stalking: Repeated, unwanted attention or contact.

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## Actions of Staff Members to Diffuse a Threatening Situation:

If a Career Center staff member encounters an immediate threat of violence such as a person with a gun, knife or other weapon, the following actions may help diffuse the situation:

- Stay calm and non-confrontational. Do not argue with, touch, or attempt to restrain an individual because this may further incite the individual's anger.
- Move and speak slowly, quietly and confidently. Do not attempt to bargain with the individual.
- If possible, try to arrange yourself so that you have an avenue of exit from the immediate area. Try to maintain three to six feet between you and the individual.
- Try to remember a description of the individual such as gender, race, approximate age, height and weight, hair color and style, tattoos or piercings, type of clothing, etc.
- Signal onsite security for assistance. If onsite security is not available, signal a co-worker or supervisor that you need help and have the co-worker or supervisor call the police. (Also, see Code Words or Phrase, in this section.)
- Do NOT call for help yourself if the individual is directly confronting you.
- As soon as safely possible, remove yourself and other individuals to a safe environment.

## Telephone or In-Person Threat:

If a Career Center staff member receives a telephone call, voice mail message, or is confronted by an individual who makes a verbal threat to harm any person or damage career center property:

- If by telephone, listen carefully and write down the date and time of the call as well as everything the individual says. Describe any background noise you may have heard during the call.
- Notify a supervisor immediately concerning the telephone call so that the supervisor can decide if it is appropriate to contact the police. If the message was left on voicemail, do not erase the message, until the police official reviews it.
- If confronted by an individual in the career center who makes a verbal threat to harm any person or threatens to damage career center property, immediately contact the police by dialing 911.

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## Letter, FAX or E-Mail Threat:

If a career center staff member receives a written document such as a letter, FAX or e-mail from an individual who makes a threat to harm any person, or damage career center property, staff should:

- Notify a supervisor, and the supervisor should contact police if specific information is provided such as the name of the person making the threat, when and how the threat will be carried out, and the name of the specific person against whom the threat is made.
- Do not allow anyone to handle the document; protect the document and/or envelope by placing it into a file folder or larger envelope and turn it over to the police when they arrive.

## Offensive Language Without a Verbal Threat:

If a Career Center staff member receives a telephone call from, or is confronted by, an individual who is using offensive, profane, or vulgar language, or yelling, but does not make a verbal threat to harm any person or damage career center property:

- Stay calm and do not take it personally.
- Listen attentively and do not interrupt or argue with the individual.
- Attempt to de-escalate situation by being courteous, empathetic and patient, and express a willingness to calmly discuss the matter with the individual. Try to offer a solution to the individual's problem or concern.
- Speak slowly, softly, and clearly. If the individual is yelling, gradually bring your voice down to a soft volume.
- If the interaction is in person, alert a supervisor and ask for assistance in trying to calm the individual down and assist the individual. If the individual does not calm down and is disrupting business, the supervisor should ask for assistance from contracted security staff or make the determination if the police should be contacted.
- If the interaction is on the telephone and the individual does not calm down, inform the individual that if the abusive or profane language continues you are required to terminate the call, and report it to your supervisor. Provide a second warning, and if not heeded, then terminate the phone call.
- Immediately inform the supervisor of the terminated phone call.

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## **Suicide Threat**

If a Career Center staff member receives a telephone call from, or is confronted by, an individual who is threatening to commit suicide, the staff member will need to use his/her own judgment in order to diffuse the situation:

- If in the staff person's judgment, there exists an imminent danger situation that the individual may attempt suicide, call 911. Make certain to provide the 911 operator with the address of the individual's current location and all other information about the situation that you may possess.
- If in the staff person's judgment, there is not an imminent danger that the individual may attempt suicide, and the individual is on the telephone, call and transfer the individual to a suicide prevention phone number posted at your office. If interacting with the individual in person, locate to a more private area with a telephone in the work location. Call a suicide prevention number and hand the telephone to the individual, and inform a supervisor of these actions.

## **Active Shooter**

The following information is taken from the U.S. Homeland Security publication (2008): [Active Shooter: How to Respond](#). Also, see the video "[Run, Hide, Fight](#)."

### **Profile of an 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." Good practices for coping with an active shooter situation:

- Be aware of your environment and any possible dangers.
- Take note of the two nearest exits in any facility you visit.
- If you are in an office, stay there and secure the door.
- If you are in a hallway, get into a room and secure the door.
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.
- CALL 911 WHEN IT IS SAFE TO DO SO!

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## How to Respond When an Active Shooter is in Your Vicinity:

Quickly determine the most reasonable way to protect your own life. Remember that customers are likely to follow the lead of employees and managers during an active shooter situation.

### **1. Evacuate:**

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands visible.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.
- Call 911 when you are safe.

### **2. Hide Out:**

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction (an office with a closed and locked door).
- Not trap you or restrict your options for movement.

If the shooter is nearby:

- Lock the door.
- Silence your cell phone.
- Turn off any source of noise (radios, televisions).
- Hide behind large items (cabinets, desks).
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm.
- Dial 911, if possible, to alert police to the active shooter's location.
- If you cannot speak, leave the line open and allow the dispatcher to listen.

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## **3. Take Action Against the Active Shooter:**

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her.
- Throwing items and improvising weapons.
- Yelling.
- Committing to your actions.

### Ways to Prepare for and Prevent an Active Shooter Situation:

Preparedness:

- Ensure that your facility has at least two evacuation routes.
- Post evacuation routes in conspicuous locations throughout your facility.
- Include local law enforcement and first responders during training exercises.
- Encourage law enforcement, emergency responders, SWAT teams, K-9 teams, and bomb squads to train for an active shooter scenario at your location.

Prevention:

- Foster a respectful workplace.
- Be aware of indications of workplace violence and take remedial actions accordingly.

For more information about how to respond when law enforcement arrives, and how to train your staff for an active shooter situation, please read pages 5 and 6 of the publication [Active Shooter: How to Respond](#).

### **Code Words or Phrase**

The use of code words or phrases can serve as an instant communication in the career center when there is a customer displaying threatening behavior. The following are actions staff members can take to alert co-workers of a dangerous situation:

- Upon seeing or recognizing a threat, if there is no panic button available, discreetly contact the supervisor or the nearest staff member that may assist in defusing the situation.
- If this is not possible, a code word or phrase may be used to alert others of the situation.
  - Examples of code words to alert others in the building include: “Code Yellow”, “Mr. Flag”, asking for a “Form 200”, or any other word(s) or phrase that alerts staff or management that there is a potential problem.
  - In addition, other code words or phrases can be used to alert staff or management to call 911 immediately.



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- Once a supervisor or staff member is aware of the situation, they will need to make a determination if the building should be evacuated or if the police should be summoned. Other staff members should observe from a distance and if the situation warrants, may call 911 for assistance.
- Any time a situation escalates to threats of physical violence, 911 should be contacted immediately.

### **Suspicious Package: Inside or Outside the Career Center**

Suspicious packages and other mail may contain chemical or biological substances or possibly bombs or explosives. If you suspect this:

- Isolate the package and do not handle; do not cover, open, touch, smell or taste the contents of the package.
- If the item has been opened and is threatening or appears to be suspicious, do not handle any further! Secure the area around the package and evacuate staff and customers from the immediate area.
- Contact Law Enforcement (Dial 911) and/or Local Fire Department/HAZMAT Unit. Keep everyone away from the area until the police arrive.
- If instructed to evacuate, use the stairs only. After exiting the building, staff should rally in a pre-determined, designated area.

Recognition points for letters, parcel bombs, chemical and biological substances include the following:

- Powdery substance on the letter or package.
- Foreign Mail, Air Mail and Special Delivery.
- Restrictive markings such as “Confidential” or “Personal.”
- Excessive postage and/or excessive weight.
- Handwritten or poorly typed addresses.
- Incorrect titles and/or titles but no names.
- Misspellings of common words.
- Oily stains or discolorations.
- No return address.
- Rigid envelope and/or lopsided or uneven envelope.
- Protruding wires or tinfoil.
- Excessive securing materials such as masking tape, string, etc.

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## **Bomb Threat**

While bomb threats are delivered in a variety of ways, the majority of threats are called in via telephone. Occasionally these calls are through a third party. Sometimes a threat is communicated in writing or by a recording. All bomb threats are to be taken seriously and handled in the following manner: [Homeland Security Bomb Threat Call Procedures](#)

- If a bomb threat is received by telephone refer to the Bomb Threat Checklist, if possible. Each employee should have a Bomb Threat Checklist by their telephone.
- Remain calm and do not interrupt the caller. Make written notes of the exact wording of the threat, regardless of the language used. If you have caller identification, write down the number that the call came from.
- DON'T HANG UP! Keep the caller on the line as long as possible. Ask them to repeat the message. Record every word spoken by the caller.
- Attempt to notify another staff member to contact a supervisor or manager while the caller is still on the line. If at all possible, have the supervisor or other staff person call 911 while you are still on the call.
- Do not use cell phones, pagers, radios, or walkie-talkies because radio signals have the potential to detonate a bomb. Use land-line phones only.
- Evacuate the building immediately if instructed to do so. Do not, under any circumstances, return inside the building until authorized to do so by proper authorities.
- If a suspicious object or potential bomb is observed in or around the career center: DO NOT HANDLE THE OBJECT! Notify your supervisor immediately. Do not open drawers or cabinets, or turn lights, computers or electronics on or off. (If it is on, leave it on; if it is off, leave it off.) Staff should observe their work areas for unfamiliar items. If any are seen, staff should not touch the item(s).
- If a person enters the building and states that they have a bomb: Remain calm and speak softly, slowly and clearly. Ask questions, be a good listener, and do not antagonize them. Anyone aware of the situation should notify a supervisor if at all possible. The supervisor will call 911 and contact the facility manager, or designated person, immediately.
- When there is the possibility that there is a bomb in the building, evacuation is not always the best course of action. Bombs could be planted at exits. Remain calm and wait for instructions from local law enforcement. Any unnecessary discussion about the threat or overreaction by employees could foster additional threats. Any course of action taken should receive the least amount of public attention as possible.
- If instructed to evacuate, staff and customers should do so and report to a designated area for roll call and further instructions. No one should go to their vehicle or leave the designated area. After evacuation, as soon as everyone has been accounted for, the

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supervisor or manager and the employee who received the call should make themselves available to assist law enforcement with any information that they may need. Law enforcement will check the building for the bomb.

- If an explosion occurs in the office, regardless of the circumstances: Check, if possible, to see if anyone is hurt and assist as needed. EXIT the building as safely and quickly as possible, unless instructed not to exit the building.
- Staff should not return to their work areas until instructed to do so by law enforcement personnel. (See Suspicious Packages, Mail, Etc. section of Handbook for signs of possible bomb.)

### **Criminal Activity Resulting in Staff Victimization**

Personal attacks on individuals or property damage, that occur within the career center or designated parking areas, must be reported immediately to a supervisor or manager. If there is reason to believe that a personal situation (stalking, restraining order, etc) involving staff or a customer, has the potential to escalate into a dangerous situation on the center premises, it is imperative that a confidential notice be given in advance to management. Management and appropriate staff (such as front line customer service workers) should be notified to stay on alert for individuals that are known threats to staff or customers.

### **Ex Parte Orders of Protection or Restraining Orders**

Employees and customers should be encouraged to obtain Ex Parte Orders of Protection or Restraining Orders from the courts against the person who is threatening or stalking the individual. If the subject of an Ex Parte or Restraining Order enters the career center, notify the employee involved, the individual's supervisor, and the functional leader and/or manager. If possible, the staff person should be taken to another part of the building that is safe while the subject is in the career center. Law enforcement personnel should be notified to "be on alert" in the event that the situation should become violent. The subject may not be denied services unless that person is displaying threatening or violent behavior. If such behavior occurs, the subject may then be considered a violent threat.

If an employee discovers evidence of, or suspects, a break-in or other criminal activity has occurred, the employee should immediately place a call to 911 and notify the supervisor/manager. The supervisor notified should call other concerned authorities (i.e. Landlord, fire department, etc.). All employees and customers should be restricted from entering the premises until authorized to do so by the policy or on-scene supervisor. This is to avoid potential danger or disturbing any evidence.

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The on-scene supervisor shall obtain a copy of any incident report (from fire, police, or other authority) and forward it to management. An Incident Report must be completed by the victim(s) and/or witness(es) as soon as possible following the incident.

## **Hostage Situation**

The primary concern in a hostage situation is the safety of staff, customers and guests in the career center. (Try to) remain calm, and if it is safe, dial 911. Be prepared to give the 911 operator the following information:

- Your name and location of the hostage taker(s).
- How many hostages are there.
- What do the hostage taker(s) look like: Gender, age, race, clothing, physical characteristics, etc.
- What types of weapons did you see.
- Is anyone is injured.

Staff members should alert supervisor(s) and others in the immediate work area, and supervisor(s) should alert their direct line of authority and/or the Local Safety Coordinator. Collect only necessary personal items and evacuate the building via nearest exit. (See “Evacuation Protocol” – evacuating to the farthest evacuation area.) Do this only if it is safe to do so. If it is *unsafe* to evacuate the building, stay in your work area or other safe area. If possible, conceal yourself by closing the door.

## **Take the Following Actions if You are a Hostage:**

- Remain calm.
- Cooperate with the hostage taker(s).
- Do your best to keep all those involved calm: Hostage taker(s), other staff, and customers.
- DO NOT overextend your role in the situation. DO NOT commandeer the situation and DO NOT antagonize the hostage taker(s).
- Be patient. Don’t make mistakes that could hazard your well-being or the well-being of others.
- *Avoid drastic or heroic actions.*
- Be alert. Follow instructions. Attempt to establish a rapport with the hostage taker(s).
- Don’t speak unless spoken to, and then say only what is necessary. Don’t talk down to the hostage taker(s) and avoid appearing hostile.
- Maintain eye contact with the hostage taker(s) at all times, but do not stare.
- Comply with instructions the best you can and avoid arguments.

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- Expect the unexpected.
- *Be observant.* You may be released or escape and the personal safety of others may depend on your memory.

If medications, first aid, or restroom privileges are needed by anyone, say so. The captor(s), in all probability, do not want to harm the hostage(s). Such action further implicates the captor in additional offenses. Be prepared to answer the police on the phone. In the event you should escape, or hostage(s) are freed, do not scatter or leave the area. If law enforcement is on the scene, a command post will be set up for you to report to immediately. Otherwise, report directly to the nearest official at the scene.

Law enforcement has provided the following information: “If at all possible, those who are taken hostage should try to stay seated on the floor. Law enforcement officials have indicated that individuals in a hostage situation are more likely to be considered for release if they urinate on themselves. Those taken hostage should try to remain calm while awaiting intervention from law enforcement. Intervention may not be immediate. Law enforcement may deliberately stall in order to increase effectiveness in assessing the psychological profile of the individual(s) holding others hostage. Interagency communication might not be possible in this situation and evacuation of the building will be determined by law enforcement.”

### **Suspicious Appearance or Behavior of a Customer**

If suspicious persons are discovered, either inside or outside, the building, contact law enforcement immediately by dialing 911, and be prepared to advise the dispatcher of the following information:

- The exact location of the situation
- How many individuals are involved?
- What the threatening individual(s) look like (i.e. sex, age, race, clothing, physical characteristics, etc.)?
- What threats are being made and to whom?
- What type of weapons have you seen (if any)?
- Is anyone injured?

The following are some signs and behaviors that may be considered suspicious:

- If the person is running and looking about furtively as if they were being pursued.
- If an unknown person is carrying property from the office or a person going door-to-door in an office building
- If an unknown person is carrying computer equipment or furniture from the office, this is a possible theft.

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- If there are unusual noises such as gunshots, screaming, sounds of fighting, an explosion, abnormally barking dogs, may signal danger or illegal activity.
- If a person is exhibiting unusual mental or physical symptoms, including inability to hold a cohesive conversation, or focus on a particular subject inappropriate attire,. Possible significance – the person may have need injured in an accident, is under the influence of drugs or medications, or otherwise needs medical or psychiatric assistance.

### **Restricting Violent / Disruptive Customers' Access to Career Center:**

Customers who access the career center to obtain employment and training services, and/or to utilize career center resources, and who display an abusive, violent or threatening behavior that creates a disruption (and threat) for staff and other career center customers, may need to be barred or restricted from entering the career center. The policy will need to be developed and implemented by the local board.

The customer's (prohibited) behavior includes, but is not limited to:

- Disruptive behavior, which includes disorderly conduct, physical abuse, abusive or threatening language.
- Theft, vandalism or other illegal acts during visit to the career center
- Displaying such violent or aggressive behavior that warrants alarm for the safety and health of other individuals.

The following actions should be taken regarding customers who exhibit unacceptable behavior during their visit to a Missouri Career Center:

- Immediately notify security personnel (if provided locally) and/or contact law enforcement (911).
- Notify immediate supervisor for assistance.
- Complete an Incident Report and include applicable witness statements, photographs, video, etc.
- NOTE: Incident Report will be submitted to Local Board Director.

The type and length of restriction may be permanent or temporary, and will be based on the severity and extent of the violent act or behavior as determined by legal authority.

### **Civil Demonstrators, Civil Disturbances, and Riots**

This situation is a form of refusal, non-compliance, defiant, or disobeying legal authority characterized by the employment of such non-violent techniques such as boycotting, picketing, demonstrating, or the employment of violent acts such as destruction of property, looting, burglary, etc.

Career Center staff should take the following action immediately:

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- Immediately contact law enforcement (911) and follow guidance of law enforcement personnel.
- Notify immediate supervisor

### **Training Resources**

- [Workplace Violence Training Video](#)
- [Flash Point – Recognizing and Preventing Workplace Violence](#)  
Employee Assistance Program: Call Human Resources
- [Active Shooter – How to Respond](#), Booklet
- [Run, Hide, Fight](#) Video
- [If You See Something, Say Something](#)™ Homeland Security Program
- [OSHA Fact Sheet : Workplace Violence](#)
- [OSHA Safety and Health Topics: Workplace Violence Poster](#)  
[www.osha.gov/SLTC/workplaceviolence/index.html](http://www.osha.gov/SLTC/workplaceviolence/index.html)
- [Department of Labor Workplace Violence Program](#) (Focus on Employee Violence)
- [The National Institute for the Prevention of Workplace Violence, Inc.,](#)” Prevention Outweighs Reaction” – 2013 The Workplace Violence Fact Sheet:  
[www.workplaceviolence911.com/](http://www.workplaceviolence911.com/)

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## **SECTION IV: MEDICAL EMERGENCIES and HAZARDOUS SUBSTANCES**

### **Medical Emergencies**

Career Center staff members should respond to all medical emergencies by assessing the victim and *reacting to the situation as quickly and calmly as possible*. If the staff member remains calm, it will help keep the victim calm. At the victim's request, an employee or family member may take them to an appropriate place for care if the illness or injury is minor. When an employee, customer, or other visitor becomes seriously ill or injured an ambulance should be called immediately by dialing 911. The checklist below will assist staff members in taking action:

- Provide the ambulance dispatcher with the exact location of the emergency including address, building name, floor level, and other identifying information.
- Describe the nature of the medical emergency and the symptoms of the victim.
- Call employees who are trained in First Aid and CPR to the emergency situation.
- If the victim is conscious, ascertain any allergies, heart or other conditions and current medications. This will assist medical responders if the victim loses consciousness. Check to see if victim is wearing a Medic Alert bracelet or necklace. Gather information about victim's name, address, phone number, and birth date if possible.
- Try to control any heavy bleeding using direct pressure on the wound. Use latex gloves for protection, which should be available in the First Aid Kit.
- Do not move the victim or allow the victim to move around until medical responders arrive. Stay with the victim, if possible, no matter how minor it seems.
- An employee should meet the ambulance at the building entrance to direct the medical responders to the victim.
- Ask employees and guests who are not assisting the victim to stay clear of the immediate area.
- Notify the family of the victim at the request of the victim.

### **A Guide to Preparing for Medical Emergencies:**

Place First Aid Kits with appropriate supplies in accessible locations. (Please see [Red Cross: List of Items in a First Aid Kit](#) for a list of appropriate supplies).

- The Kits should be accessible to all staff and checked frequently so that the supplies are replaced and items do not become out-dated. Consult the First Aid guide, located in the first aid kit, to become familiar with the supplies and how to use them.
- Identify employees who have First Aid, CPR or other medical training should be maintained by the career center supervisor and/or manager. The list should specify the



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type of medical and First-Aid training and the date the training was completed and updated.

- If in doubt about the seriousness of the injury or illness, call the ambulance service. An employee or family member may be asked to take the victim to an appropriate place for care if the illness or injury is minor.
- In the event of a major incident that results in multiple injuries or deaths, it is imperative to cooperate with local authorities. Local jurisdictions have plans for handling major incidents.

## **Hazardous Materials**

Hazardous materials can cause death, serious injury, long-lasting health effects and damage to buildings and property. Many products containing hazardous chemicals are used and stored routinely in homes and commercial buildings. These products are also shipped daily on the nation's highways, railroads, waterways and pipelines. Hazardous materials come in the form of explosives, flammable and combustible substances, poisons and radioactive materials. These substances are most often released as a result of transportation accidents or because of chemical accidents in plants.

### **Planning for Hazardous Materials Incidents**

Center staff members should prepare for possible spills and accidents, both inside and outside the facility. As a part of planning for [Hazardous Materials Incidents](#) career center staff should know the following:

- Emergency response plan for the facility and the procedure for reporting a hazardous materials incident.
- Locations of shutoff for utilities (HVAC, electric, gas, etc.).
- All means of egress (escape) from the building.
- Location of the designated staging area – a pre-designated safe area outside the building, where staff should go during an evacuation.
- Location of emergency stations that include print information about hazardous substances, personal protective equipment, fire extinguishers, etc.
- In-place sheltering requirements.

### **Incidents Outside the Facility**

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If the incident occurs outside the facility, and evacuation is not possible, take the following actions:

- Assist in preparing the building for in-place sheltering. Close all doors to the outside, close and lock all windows (windows seal better when locked).
- Seal gaps under doorways and windows with wet towels and those around doorways and windows with duct tape or similar thick tape.
- Set all ventilation systems to 100 percent recirculation in order not to draw outside air into the building. If this is not possible, turn off the ventilation system.
- Seal any gaps around window-type air conditioners, restrooms, and other spaces.
- Close as many internal doors as possible in the building.
- If an outdoor explosion is possible, close drapes, curtains, and shades over windows. Stay away from windows to prevent injury from flying glass.
- If you suspect that gas or vapor has entered the building, hold a wet cloth over your nose and mouth and go to a safe location.
- Listen to local radio or television stations for information concerning the hazardous material incident and in-place sheltering.
- If you are outside the facility, move indoors as quickly as possible.

## **Incidents Inside the Facility**

If the incident occurs inside the facility, determine if a hazardous condition exists. If cleanup of a hazardous material spill is beyond the level of knowledge, training or ability of the staff in the immediate spill area or the spill creates a situation that is immediately dangerous to the life and health of persons in the spill area or facility, then the following actions must be taken:

- Alert people in the immediate area of the spill and evacuate the room.
- Confine the hazard by closing doors as you leave the room.
- If an individual comes into contact with the hazardous substance, use eyewash, safety showers, or sinks as available to thoroughly rinse the affected area(s).
- Call 9-1-1 from a safe location, and provide details of the incident.
- Evacuate any rooms that may be affected, and if the hazard will affect the entire building, evacuate the entire building, following the general evacuation procedures.
- Move to the designated safe area for your floor (interior rooms or hallways).
- Close and lock windows and doors
- Contact facilities personnel to shut off HVAC (heating/cooling systems) to reduce both internal air movement and external air exchange.
- If available, monitor portable battery powered radios for updates and additional instructions.
- Do not use (land-line) phones unless absolutely necessary as available phone capacity will be needed by emergency responders.

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- Remain in the designated safe area until an all-clear determination is made.

Please see Attachment B for the “Reporting Instructions - Hazardous Materials Spill or Incident” form.

## **Blood-Borne and Airborne Pathogens**

A *pathogen* is a microorganism that is a disease-producing organism. Blood-borne and airborne pathogens/diseases are transmitted to others through blood and the air, causing *communicable diseases* – diseases that can be transmitted from one person to another.

### **Blood-Borne Pathogens**

A blood-borne disease is one that can be spread through contamination by blood and other body fluids. The most common blood-borne pathogens are HIV, Hepatitis B, Hepatitis C and viral hemorrhagic fevers. Since it is difficult to determine what pathogens any given blood contains, and some blood-borne diseases are lethal, standard medical practice regards all blood (and any body fluid) as potentially infectious.

Avoiding exposure to blood-borne pathogens is the most effective way to prevent contracting a disease. All staff has responsibility to use the proper infection control for the health of the customers, as well for themselves and fellow staff members.

For your safety, follow these guidelines while in the workplace:

- Treat all spills of body fluids as infectious, in order to avoid becoming infected with any possible germs or viruses.
- Wear disposable waterproof gloves when you expect to come into direct contact with body fluids (when treating bloody noses, handling clothes soiled by incontinence, or cleaning small spills by hand). Used gloves should be put in a plastic bag or lined trash can, and disposed of the same day.
- Wash your hands after removing gloves even if the gloves appear to be intact.
- If you have unexpected contact with body fluids or if gloves are not available (i.e., applying pressure to a bleeding wound), immediately wash your hands and other affected skin for at least 10 seconds with soap and water. Should eyes, nose or mouth come in contact with blood, bodily fluids or potentially infected materials, flush the affected eyes, nose, and/or mouth with running water as soon as possible.
- Wear any other applicable personal protective clothing for eyes and face protection and clothing for body protection. Dispose of contaminated clothing.

There may be situations where decontamination must occur in the work site following a spill. It should also be noted that the decontamination must be conducted for surfaces, equipment, and

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other objects that come in contact with blood or other potentially infectious materials. If a spill occurs:

- Wear appropriate personal protective equipment.
- Carefully cover the spill with paper towels.
- Pour a 10% solution of bleach over the towels – a standard recommendation is to use at least a quarter cup of bleach per one gallon of water and leave for at least 20 minutes.
- Disinfect all mops and cleaning tools after the spill is cleaned.
- Dispose of all contaminated materials appropriately.
- Wash your hands thoroughly with soap and water immediately after the clean-up is complete.

### Airborne Pathogens

An airborne pathogen, or disease is transmitted through the air. The pathogens include viruses, bacteria and fungi, and they may be spread through coughing, sneezing, the raising of dust, and spraying of liquids. The inhalation of airborne pathogens or allergens often cause inflammation in the nose, throat, sinuses and the lungs.

Some ways to prevent airborne diseases include washing hands, using hand disinfection (sanitizer), getting immunizations, wearing a respirator, and limiting time spent in the presence of a person likely to be a source of infection.

## **SECTION V: BUILDING EMERGENCIES**

### **Building, Parking Lot and Grounds**

It is important to document information about your building systems such as ventilation, electrical, water, sanitary systems, emergency power supplies, detection, alarms, communication and warning systems. Documentation of building systems may prove valuable when a specific system fails, or when public emergency service personnel must enter the building due to an emergency or incident.

The action of documenting systems and examining the safety and security aspects of the building, grounds and parking lot will provide valuable information for building owners, managers and occupants – and is a vital component of the career center’s emergency response plan.

### **Building Security**

As in other areas of maintaining awareness for the sake of safety and security for all people in the career center, staying vigilant about the building where you work is very important! The following list provides guidelines for keeping your building secure.

Report the following to your supervisor:

- Unknown individuals in the building who are not conducting center business.
- Any unlocked doors before or after business hours to your supervisor.
- Any unknown individuals in the building after business hours.

Staff members and managers should stay aware of the following:

- Do not work alone in the building after business hours.
- Discard waste materials properly.
- Keep work areas neat and orderly.
- Place files in cabinets when not being used.
- Keep hallways and exits clear.
- Mark outside exits with lighted signs.
- Post detailed floor plans with marked exits in all areas of the building.
- Place fire extinguishers on each level of the building. Keep access to fire extinguishers clear. Be aware of the location of fire extinguishers and learn how to use them.
- Place notices in the building that career centers are smoke free facilities.
- Close windows, turn off lights/lamps and coffee pot at the end of the work day.
- Check each exit to make sure all doors are locked at the end of the work day.

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## **Parking Lot and Grounds Security**

- Always lock your car upon arrival at work.
- Place all valuables out of sight, preferably in your trunk.
- Report any individual seen loitering in the parking lot.
- Upon departing your office, carry your car key in your hand.
- Examine the area around and beneath your vehicle as you approach. Make sure no one is hiding inside before getting in.
- Leave your vehicle in a lighted area if working after dark. Ask someone to accompany you to your vehicle.
- Upon entering your vehicle, always lock the doors for the trip home. An open door is an invitation to theft, assault, or a possible carjacking.
- Never leave your vehicle unlocked upon entering a convenience store, dry cleaner, etc.
- If there is snowfall during the day, all efforts should be made to keep paths clear.
- Icy areas should be treated with salt or snow melt to help prevent falls.
- Mow and weed the grounds surrounding the building to allow for optimal visibility and reduce the risk of any person tripping on objects.
- Keep outside steps and sidewalks cleared of any debris or snow and ice.

## **Fire, Smoke or Fumes in the Building**

Each year, more than 4,000 Americans die and over 25,000 are injured in fires. The direct property loss due to fires is estimated at \$8.6 billion annually.

Heat and smoke from fire can be more dangerous than the flames, and inhaling the super-hot air can sear your lungs. Fire produces poisonous gasses that make you disoriented and drowsy. Asphyxiation is the leading cause of fire deaths, exceeding burns by a three-to-one ratio.

## **Pre-Action Emergency Planning and Safeguards**

Every employee should be alert to potential fire hazards in their workplace such as frayed electric cords, defective power strips, electrical overloads, coffee pots left on, and many many more! Employees prohibited from having small electrical appliances, including space heaters, in their work area. Potential hazards should be reported to the safety coordinator, manager or functional leader. In order to prepare in the event of a fire, all personnel should know:

- The established procedures for reporting a fire (smoke or fumes).
- All means of exiting from the building, and the location of “safe areas” in the building.
- Location of staging area outside of the building (staging areas should not hamper emergency operations).

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- Location of each fire alarm and fire extinguisher in the building.
- How to operate a fire extinguisher. Remember **PASS**: **P** – Pull pin; **A** – Aim the nozzle at the base of the fire; **S** – Squeeze the handle; and **S** – Sweep the nozzle from side to side.
- Extinguishers are to be kept charged at all times and must be inspected for proper tags on an annual basis.
- Smoke alarms should be tested and the batteries changed each year.
- Employees should not risk their lives to protect career center property! Do not attempt to fight a fire unless it is small and reasonably well contained.

## Immediate Actions Upon Noticing Signs of a Fire

If a career center staff member notices signs of a fire such as flames, smoke or fumes, alert others, including supervisors, immediately. Any employee in the office is authorized to call Emergency (911), Police or Fire personnel as needed. Staff members should use the following checklist:

- Immediately notify the local fire department by calling 9-1-1.
- Notify the appropriate personnel listed on the Emergency Contact List.
- Give the 911 dispatcher your name, office address, number and type of injuries, and any other pertinent details.
- Alert other persons in the area.
- Activate the building's fire alarm system.
- Evacuate the building and report to your designated staging area. If evacuation is not possible, your safest action may be to stay inside and protect yourself from smoke until the fire department arrives.
- Take a head count to determine if everyone evacuated from the building.

## Emergency Escape Actions

When the fire alarm system is activated or personnel are notified of a fire emergency:

- Immediately stop what you are doing.
- Evacuate the building, leaving by the nearest exit, directing all visitors to follow you to the exits (walk, do not run).
- Provide assistance for disabled staff and customers after asking how best to assist them with evacuation.
- Assist visitors and customers during alarm/emergency situations. Visitors and customers may not be aware of exits/alternative exits and the procedures that should be taken during alarm situations. Employees should calmly inform visitors of the proper actions to be taken and assist them with the evacuation.

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- If you are aware of anyone that was unable to exit the building, notify supervisors and police or emergency response personnel immediately.
- Follow the established evacuation plan.
- Prior to opening doors, feel door with back of hand, and if it is warm, use an alternate escape route.
- Close, but do not lock, all doors as you leave to delay the spread of the fire.
- Use windows as alternate exits.
- The cessation of an alarm or departure of the fire department is not an “all clear” to re-enter the building as corrective measures may still be in progress. Stay clear of the building until you have been advised by authorized personnel that it is safe to re-enter the building.
- Personnel should report to the designated staging/safe area. Supervisors will conduct roll call to ensure all personnel have exited the building. Do not leave the staging/safe area or go to your car unless cleared to do so by your immediate supervisor or the manager in charge.
- If the center keeps a visitor log, and it is safe to do so, take the visitor logs with you when exiting in order to account for all customers/visitors.

If you are unable to easily exit the building due to smoke or flames:

- Remain calm, and do not panic. (Training drills and exercises prior to an emergency will help staff members remain calm.)
- Stay low to the ground and crawl if necessary.
- Place a cloth, wet if possible, over your mouth to serve as a filter.
- If your clothes catch fire, ***stop, drop and roll*** until the fire is extinguished. DO NOT RUN – running will make the fire burn faster!
- Close all doors between you and the fire.
- If possible, call the fire department (911) to report your location in the building.
- Signal for help from a window or balcony, using a towel, clothing, or sign. If smoke rushes in, close the window.
- In a multilevel building, the safest action may be to stay inside and protect yourself from smoke until the fire department arrives.
- Use an enclosed stairwell for evacuation from a second story or follow the evacuation route for your area. The last person entering the stairwell should close the door behind him/her. Be aware that fire fighters may be ascending the stairwell or using the prescribed corridor to gain access to the fire.



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## **Fire Drill Process**

The Safety/Security Coordinator or Supervisor should be in charge of implementing the fire drill or training exercise:

- Establish date and time for the drill.
- Identify staff members to act as monitors and assign them to stations or key areas of the building, to assist with the drill/training exercise.
  - Back Office/Classroom area – Stefan Townsend
  - HR area – Jennifer Moten
  - Link area – Dan Rainey
  - Front area – Kim Greene
  - Admin Offices – Michael Long
- Contact local fire department and alarm company to advise them of an impending fire drill.
- Notify other building tenants of planned fire drill.
- Set off alarm and begin the evacuation.
- Record the amount of time it takes for the evacuation process.
- When all persons have evacuated the building, announce “ALL-CLEAR.”
- Get feedback from monitors regarding the efficiency and effectiveness of the drill.
- Debrief with Safety/Security Team to identify areas of concern and adjust the process as needed.
- Notify staff of drill outcomes; file and maintain a report of the drill process.

## **Fire Aftermath Checklist**

- If there are injuries, follow medical emergency plan.
- Account for all employees and have them notify their families that they are okay.
- The supervisor or manager should be responsible for contacting the family of any injured employee.
- If there is any damage to the building or contents, supervisors/managers will make contact with appropriate parties.

## **Utility Malfunction and Power Outage**

### **Gas Leak:**

In the event of a gas release, or a smell being detected, call 911 and evacuate all employees and customers immediately. As soon as possible, call the utility company. Staff and managers should leave doors and windows open when exiting the building to help vent the gas. Do not turn electric lights and appliances on or off to avoid creating any spark.

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When everyone has been evacuated, account for all employees and have them notify their families that they are okay. If there are injuries, follow the medical emergency plan, and contact the family of any injured employee.

Prior to turning on any equipment, electrical devices or returning employees back into the building, make sure the structure is well-ventilated. Ask the utility company to have all lines checked and re-light the pilot on the hot water heater and furnace, if necessary.

### Water Leak:

Turn off the water with the main shut off valves, and call the Water Department. If the electrical system could be affected, turn it off at the main fuse box. Protect electrical equipment on floors by raising it onto desks and counters if possible.

If water is leaking heavily, or there is any danger to employees and customers, evacuate employees and customers immediately. Cordon off areas where water is leaking to prevent people from slipping and falling.

### Electrical Malfunction:

If there is a smell of burning from any piece of electrical equipment, unplug the equipment and move anything flammable away from the item if time permits. Contact the local fire department, or call 911 if there is smoke, flames, or fumes. Evacuate employees and customers immediately. Do not re-enter the building until emergency and professional personnel indicate that it is safe to do so.

### Power Loss

If the power to the facility goes out and does not come back on in a short amount of time, call (by cell phone) the electric company and notify them of the power outage.

A decision will need to be made regarding evacuation of employees and customers, based on the circumstances surrounding the power loss. If there is an active weather-related event or threat of an event, it may not be possible to evacuate. In this case, the plan for “sheltering in place” should be activated. If it is safe to evacuate, then do so.

Turn off any unnecessary electrical equipment and appliances including computers and servers. In the event that the power is not expected to be restored for an extended period of time, and the temperature is freezing, water should be drained from the water lines and toilets.

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Upon restoration of heat and power, electronic equipment should be brought up to ambient temperatures before energizing to prevent condensation from forming on the circuitry. The building should be brought to ambient temperature prior to turning on water. Check the pipes for leaks from freeze damage after the heat has been restored to the facility and the water turned back on.

### **Training Resources:**

- U. S. Fire Administration, Federal Emergency Management Agency:  
<http://www.usfa.fema.gov/>
- National Fire Protection Association: <http://www.nfpa.org/>

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## **SECTION VI: WEATHER-RELATED EMERGENCIES and THREATS**

### **Severe Thunderstorm Watch / Warning**

When there is a severe thunderstorm “watch”, conditions are favorable for severe thunderstorms to develop over the next several hours. There is usually no immediate threat to the area, but some preventive measures may be required. A “watch” may last for several hours.

When there is a severe thunderstorm “warning”, severe thunderstorms are in the area and protective action may need to be taken. A “warning” may last for a half-hour to an hour.

### **Winter Storm / Outlook / Advisory / Watch / Warning**

Winter Storm Outlook: Storm conditions are possible in the next two to five days.

Winter Weather Advisory: Winter weather conditions are expected to cause significant inconveniences and may be hazardous. When caution is used, these situations should not be life threatening.

Winter Storm Watch: Winter storm conditions are possible within the next 36 to 48 hours. People in a watch area should review their winter storm plans and stay informed about weather conditions.

Winter Storm Warning: Life-threatening, severe weather conditions have begun or will begin within 24 hours. People in a warning area should take precautions immediately.

### **Tornado Watch / Warning / Strike:**

#### **Tornado Watch**

When there is a tornado “watch” conditions are conducive to the development of tornados in and close to the watch area. Career Center Management should take the following actions:

- Designate one person to listen to a radio or consult the internet for updates on condition changes and/or warnings.
- Alert employees verbally of the watch and inform them that the situation is being monitored.
- Attempt to contact any employee(s) who is away from the building conducting business or attending meetings and keep them apprised of the situation. Efforts should be made to ensure they are aware of weather conditions so they can be

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prepared to return to the office immediately or take shelter where they are if conditions worsen.

- If a tornado warning is given, the individual monitoring the situation is responsible for informing the Management staff or designee so that appropriate actions can be taken.

### Tornado Warning

A tornado “warning” means that a tornado has been spotted in the area. If you are in the path of the storm, protective actions must be taken immediately:

- Weather alert sirens may be heard that protective action should be taken.
- Employees and customers will be notified immediately.
- Employees should shut down computer equipment if possible.
- If time permits, secure sensitive items such as files in a locked drawer or safe. *Office policy requires that all customer files are to be stored in a secure (locked) file cabinet. All personal computers should have the screen lock engaged when the employees leave their work area ONLY IF IT IS SAFE AND TIME PERMITS.*
- Stay calm and alert
- Employees of the Missouri Career Center will assist anyone on the floor who requires specific or special accommodations.
- Management staff or designee and designated staff will be responsible for flashlights and extra batteries, first aid kit, and a battery powered radio (all of which have been secured in a designated area) in case of power outage or injury.
- Individuals will proceed to the designated area which is indicated on the office floor plans posted throughout the building. Career Center Management or designee is to make sure lobby and all offices are cleared of clients/staff. The Career Center Management or designee should ensure compliance with the evacuation plan to the best of their ability and then evacuate him or herself.
- If time does not permit, individuals can take cover in bathrooms, interior walls/corridors, etc. Individuals should stay away from windows and glass walls. Individuals should get on the floor and cover their heads.
- Career Center Management or designee will account for all employees.
- Career Center Management or designee will attempt to contact any employee(s) who is away from the building by cell phone to check on their safety and inform them of local conditions.
- Everyone should remain in the designated area until an all clear is given.

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## **Tornado Strike**

- All individuals should wait for the tornado to pass before leaving the designated area of shelter.
- If there are injuries, follow the medical emergency plan. Do not move seriously injured individuals unless there is immediate danger from structures, electricity, gas, etc.
- Notify police/emergency rescue/fire department of injuries and damages.
- Career Center Management or designee will account for all employees,
- Employees will notify family members that they are OK.
- Career Center Management or designee will notify family members of employees who are injured.
- Once all clear is given, employees will evacuate building following evacuation procedures.
- If the building is damaged to the point that exiting is determined to be impossible or unsafe, individuals will remain until rescue arrives.
- If there is any damage to the building or contents, contact the insurance company and report a claim.

## **Tornado in the Area**

If a tornado is in the area and an employee is traveling to/from a meeting, the following precautions should be taken:

- Never try to outrun a tornado. Look for safe shelter immediately.
- If no shelter is available, lie flat in a nearby ditch or depression and cover your head with your hands.
- Do not get under an overpass or bridge.
- Be aware of the potential for flooding.
- Watch for flying debris which causes most fatalities and injuries.
- After tornado passes, attempt to call 911 on a cell phone if you are injured.
- If safe, contact Missouri Career Center to report and receive information about weather conditions still impacting the area in which you are located.
- Career Center Management or designee will contact emergency personnel to notify them of the employees last known location if the employee is not able to be contacted.

After a tornado the Career Center Management or designee will determine if an all clear has been given, and will make assessment of the damages (if any) and security

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requirements needed and contact authorities to request assistance if needed. Career center staff may not return to their work areas until instructed to do so by management or designee.

### **Minor / Moderate / Major / Catastrophic Earthquake:**

Minor Earthquake: Defined by the light shaking or swaying of the facility, and no items move or fall from desks, shelves, or walls.

Moderate Earthquake: Defined by shaking and swaying of the facility, and items on desks shift position or items fall from shelves or walls.

Major Earthquake: Defined by shaking and swaying that is significant and causes employees to have difficulty standing or walking. Desks items (and possibly the desk) shift position, and bookcases may tip over and items fall off shelves.

Catastrophic Earthquake: Defined by the inability of employees to remain standing and those seated fall out of chairs. Furniture is overturned, and there is significant cracking of the walls, floors, and ceiling.

***There will be no advanced warning for an earthquake!*** Damage may include:

- Broken windows, and falling ceilings and light fixtures.
- Overturning of cabinet and racks, and shifting of furniture.
- Complete disruption of electric, gas, water, sewage, and fuel.
- Failure and disruption of communication systems.

During an earthquake of any magnitude, Career Center staff members should:

- **Remain calm!** If you are indoors, stay inside. If you are outside, stay outside.
- **DROP, COVER, and HOLD ON!**
- If you are indoors, stand against a wall near the center of the building, stand in a doorway, or crawl under heavy furniture (a desk or table). Stay away from windows, exterior walls, and outside doors.
- **DROP** to your hands and knees. **COVER** your head and neck with your arms. This position protects you from falling and provides some protection for vital organs
- **HOLD ON** to sturdy shelter until the shaking stops.
- Do not use elevators.
- Do not use matches, candles, or flame because of the possibility of broken gas lines, which could cause an explosion.

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- If you are outdoors, stay in the open away from power lines or anything that might fall. Stay away from buildings (objects might fall off the building or the building could fall on you).
- If you are in a car, stop the car and stay inside the car until the earthquake stops. Avoid overpasses and bridges if possible.

### **After the Earthquake:**

- Remain calm and assist others as needed.
- Try to account for all occupants.
- Do NOT move injured victims, unless absolutely necessary. Contact emergency personnel when able to do so.
- DO NOT use matches, candles, or any flame as natural gas may be present.
- Be very cautious around fallen electrical wires and power lines.
- Structural weakness within the building and partial collapse may be present, so use caution when moving about the building. Do not force open jammed doors as they may be supporting damaged building structure. Aftershocks may occur. This may further weaken the integrity of the structure.
- Management staff or designee will be responsible for contacting the family of any injured employees.
- Evacuate the building when safe to do so using the evacuation protocol. Go to the designated area in the event of a disaster.
- Designated individuals/safety personnel will assess the structural damage of the facility and shut down utilities as needed. Management staff or designee will decide (after discussion with safety personnel) when and if it is safe to reenter the building.

### **Flood Watch or Warning and Flash Flood Watch or Warning:**

**Flood Watch:** Flooding is possible. Tune in to NOAA Weather Radio, commercial radio or television for information.

**Flash Flood Watch:** Flash flooding is possible. Be prepared to move to higher ground; listen to NOAA Weather Radio, commercial radio or television for information.

**Flood Warning:** Flooding is occurring or will occur soon; if advised to evacuate, do so immediately.

**Flash Flood Warning:** A flash flood is occurring; seek higher ground immediately.



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## General Flood Precautions:

- Know the area's flood risk.
- Be aware of weather conditions that could prompt flooding.
- Listen to radio or TV broadcasts for emergency information.
- Keep indoors and on the highest level of the building if conditions worsen.
- Unplug electrical appliances
- Move any material/equipment such as CPUs to desktops.
- If time allows, determine method to remove equipment/files from impacted areas utilizing commercial movers or agency employees as appropriate.
- Career Center Management or designee will contact Management staff in Central Office to determine if an alternate work site is available or needed for temporary relocation.
- Determine if a storage site is available or needed.
- Inform agency staff of forecast and plans.
- Follow directions given by local emergency personnel including evacuating the area if told to do so.
- Contact Building Manager's Office for shut off of electrical service and gas to the facility.

## State Policy for Inclement Weather:

Due to the importance of the services provided by state government, some State operation/facilities need to remain open even in extreme cases of inclement weather or resulting road/traffic conditions. Only the Governor's Office can close a Missouri Career Center.

In cases of extreme inclement weather, the Governor will implement the Hazardous Travel Policy. During this time, statewide critical service employees will be expected to report to work, though non-critical employees may use their leave in accordance with this policy. Most Department of Economic Development (DED) employees do not meet the "critical service" criteria. However, DED employees who are considered critical must be made aware of this designation by their Division Director or Manager.

Employees who are unable to report to work due to inclement weather need to report their immediate supervisor immediately so the supervisor can assure office coverage.

## Notification of Hazardous Travel Policy Effected:

- In consultation with the Missouri State Highway Patrol, the Governor will determine when the Hazardous Travel Policy is implemented.

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- The implementation of the Hazardous Travel Policy will be announced through local radio or television news.
- Office of Administration, Division of Facilities Management, Design & Construction will notify Department Directors and Human Resource Directors.
- FEC Human Resources will email all staff located in counties affected by the Hazardous Travel Policy.

### **Non-Critical Employee Hazardous Travel Guidelines:**

- An employee who is delayed or prevented from reporting to work due to inclement weather or who elects to leave work early due to worsening weather or road conditions will notify his/her supervisor of the absence, delay or early departure.
- An employee may account for an absence(s) incurred while the Hazardous Travel Policy is in effect by one of the following eligible methods, with the approval of his/her supervisor:
  - Charge absence to his/her accumulated compensatory leave balance.
  - Charge absence to his/her accumulated annual leave balance.
  - With supervisor approval, readjust the work schedule to make up the absence within the same work week, if determined feasible based upon the employee's work responsibilities. The employee may not incur overtime as a result of adjusting the work schedule to make up absences due to inclement weather.
- Charge absence to leave without pay only if the employee has insufficient accumulated compensatory and/or annual leave and the work schedule cannot be adjusted within the work week to make up the missed work time.

### **Training Resources**

- [Red Cross List of Items in a First-Aid Kit](#)
- Earthquake safety information for schools and the public, including videos demonstrating how to conduct a [Shake Out Drill](#):
- [SEMA Video for Earthquake Preparedness](#)
- [Earthquake Preparedness Poster](#)
- [Thunderstorm Preparedness Poster](#)
- [Power Outage Poster](#)
- [Tornado Preparedness Poster](#)
- [Workplace Safety Catalog](#)
- [Natural Hazards](#): Includes safety/preparedness information and U. S. maps of where tornados, floods and other natural hazards are most likely to occur.

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- [Natural Hazards](#): Includes safety/preparedness information and U. S. maps of where earthquakes, fires, and wildfires occur.
- Contact information for radar: [www.intellicast.com](http://www.intellicast.com).
- Add local television and local radio stations to resources list and the Emergency Contact List.

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## **SECTION VII: BIBLIOGRAPHY, AGENCIES, and FORMS**

### **Bibliography**

The safety and security plans of the following agencies were used in developing the Career Center Safety and Security Policy Manual:

Branson Career Center  
Boonslick Regional Planning Commission Emergency Action Plan  
Chillicothe Career Center  
Clinton Career Center, Henry County Family Support and Children's Division  
Columbia Career Center, Resource Center  
Full Employment Council  
Hannibal Career Center  
Independence Career Center  
Kinnett Career Center  
Kirksville Career Center  
Missouri Emergency Coordinator's Manual, Missouri Office of Administration  
Moberly Area Community College  
Nevada Career Center  
Poplar Bluff Career Center  
Springfield Career Center  
St. Charles County  
St. Louis Agency on Training and Employment  
St. Louis County Human Services, North Oaks Career Center  
St. Joseph Career Center  
Southwest Region WIB and Job Centers  
West Plains Career Center

### **Committee and Advisors for the Safety and Security Manual**

The Division of Workforce Development: Mike Gavura, Steve Reznicek, Cathy Collop, Donny Carroll, Shirley Click, Donna Frey, Valerie Moore, Mike Chittum, and Judy McQuitty; DED Human Resources: Rachel Potts and Laura Hoskins, and the Training and Employment Administrators of Missouri (TEAM).

### **State and Federal Agencies**

#### **Missouri Department of Administration:**

- Missouri Coordinator's Manual (see Attachment C, page 18):  
[http://oa.mo.gov/sites/default/files/tenant\\_handbook.pdf](http://oa.mo.gov/sites/default/files/tenant_handbook.pdf)

#### **Missouri Department of Public Safety:** <http://dps.mo.gov/>

- Missouri Crime Prevention Center:  
<http://dps.mo.gov/dir/programs/cjle/crimeprevention.asp>
- State Emergency Management Agency (SEMA): [www.sema.dps.mo.gov/](http://www.sema.dps.mo.gov/)

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- Missouri Office of Homeland Security: [www.dps.mo.gov/dir/programs/ohs/](http://www.dps.mo.gov/dir/programs/ohs/)

Missouri Occupational Health and Safety Administration: Offices in Kansas City and St. Louis: [www.osha.gov/oshdir/mo.html](http://www.osha.gov/oshdir/mo.html)

Missouri State Emergency Management Agency: [www.sema.dps.mo.gov](http://www.sema.dps.mo.gov)

[Missouri Bureau of Labor Statistics, Census of Fatal Occupational Injuries](#)  
[Missouri Bureau of Labor Statistics, Census of Fatal Occupational Injuries, 2013: Narrative](#)

Occupational Health and Safety Administration (OSHA): [www.osha.gov/index.html](http://www.osha.gov/index.html)

U. S. Bureau of Labor Statistics, Census of Fatal Occupational Injuries:  
[www.bls.gov/news.release/cfoi.nr0.htm](http://www.bls.gov/news.release/cfoi.nr0.htm)

Red Cross: [www.redcross.org/](http://www.redcross.org/).

Find Your Local Red Cross: <http://www.redcross.org/find-your-local-chapter>

U. S. Homeland Security: [www.dhs.gov/](http://www.dhs.gov/)

Federal Emergency Management Agency: [www.fema.gov/](http://www.fema.gov/)  
FEMA Publications: <http://www.ready.gov/publications>

## **Forms**

Developing an Emergency Response Plan: See Attachment A

Emergency Contacts List: See Attachment B

Hazardous Materials Incident Form: See Attachment C

Bomb Threat Questionnaire and Report Form: See Attachment D

Workplace Violence PowerPoint: See Attachment E

## ATTACHMENT A

### Developing an Emergency Response Plan

The U.S. Department of Homeland Security published the Preparedness Plan for Your Business. “Ready Business” will assist businesses in developing a preparedness program by providing tools to create a plan that addresses the impact of many hazards. This website and its tools utilize an *all hazards approach*, and follows the program elements within [National Fire Protection Association 1600](#), the Standard on Disaster/Emergency Management and Business Continuity Programs. NFPA 1600 is an American National Standard, and has been adopted by the U.S. Department of Homeland Security. The Ready Business program may be accessed at <http://www.ready.gov/business>, and provides the details of the five steps, listed below, in developing a preparedness program.

#### Program Management:

- Organize, develop and administer your preparedness program.
- Identify regulations that establish minimum requirements for your program.

#### Planning:

- Gather information about hazards and assess risks.
- Conduct a business impact analysis.
- Examine ways to prevent hazards and reduce risks.

#### Implementation:

- Write a preparedness plan addressing:
  - Resource management
  - Emergency response
  - Crisis communications
  - Business continuity
  - Information technology
  - Employee assistance
  - Incident management

#### Testing and Exercises

- Test and evaluate your plan
- Define different types of exercises
- Learn how to conduct exercises
- Use exercise results to evaluate the effectiveness of the plan

#### Program Improvement:

- Identify when the preparedness program needs to be reviewed.

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- Discover methods to evaluate the preparedness program.
- Utilize the review to make necessary changes and plan improvements.

The [Business Continuity Planning Suite](#) from Homeland Security offers videos and transcripts in the following training modules:

1. Prepare to Plan
2. Define Your Plan Objectives
3. Identify and Prioritize Potential Risks and Impacts
4. Develop Business Continuity Strategies
5. Identify Teams and Define Tasks
6. Test, Exercise, Evaluate and Update

### **Training Resources**

[Emergency Response Plan Template](#)

[Business Continuity Plan Template](#)

[U.S. Occupational Safety and Health Administration \(OSHA\): Emergency Action Plans](#)

[OSHA: Compliance Policy for Emergency Action Plans and Fire Prevention Plans](#)

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## Attachment B

### Emergency Telephone Numbers

<u>Contact Name</u>	<u>Telephone Number</u>
Emergency Coordinator .....	_____
Alternate Emergency Coordinator .....	_____
Agency Committee Member .....	_____
Ambulance Services .....	_____
Building Owner/Management Company .....	_____
Building Maintenance Supervisor .....	_____
Electric Company – Business .....	_____
Electric Company – Emergency .....	_____
Emergency Management Agency (Local) .....	_____
Gas Company – Business .....	_____
Gas Company – Emergency .....	_____
Fire Department – Business .....	_____
Fire Department – Emergency .....	_____
National Weather Service .....	_____
Police Department – Business .....	_____
Police Department – Emergency .....	_____
Sewer District .....	_____
Telephone Company – Emergency .....	_____
Water District – Emergency .....	_____
<u>Other Accountable Personnel</u>	
_____	_____
_____	_____



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## ATTACHMENT C

### Reporting Instructions Hazardous Materials Spill or Incident

Date of Release: \_\_\_\_\_ Time of Release: \_\_\_\_\_

Duration of Release: Hours: \_\_\_\_\_ Minutes: \_\_\_\_\_

Amount of Release: Lbs. \_\_\_\_\_ Gallons \_\_\_\_\_

Extremely Hazardous Chemical: Yes or No

Chemical Name: \_\_\_\_\_

Location: \_\_\_\_\_ City / County \_\_\_\_\_

Facility Name: \_\_\_\_\_

Facility Address: \_\_\_\_\_

Health Risks: \_\_\_\_\_ Acute / Chronic \_\_\_\_\_

Release Medium: Air Water Soil Sewer Drain

Precautions (Public Safety): \_\_\_\_\_

In-Place Sheltering \_\_\_\_\_

Evacuation \_\_\_\_\_

Incident Description: (Circle one) Fire Spill Drum Storage Tank

General Information: Four Digit ID#: \_\_\_\_\_

Placard / Label: \_\_\_\_\_

Shipper/Carrier Name: \_\_\_\_\_

NFPA 704 Symbol: Health (Blue) # \_\_\_\_\_

Flammability (Red) # \_\_\_\_\_

Reactivity (Yellow) # \_\_\_\_\_

Special Hazard Symbol (White): \_\_\_\_\_

Agencies Notified: \_\_\_\_\_

(Ensure the safety of all staff and visitors before notifying agencies.)

- Local Fire Department: Yes No Time: \_\_\_\_\_
- Dept. of Natural Resources: (573) 634-2436 Yes No Time: \_\_\_\_\_
- National Response Center: 1-800-424-8802 (Extremely Hazardous Substances)  
Yes No Time: \_\_\_\_\_

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## **ATTACHMENT D**

### **Bomb Threat Questionnaire and Report Form**

**Very Important:** If there is Caller ID on the phone, write down the number of the caller.

**Nature of Threat:**

Arson: \_\_\_\_\_ Personal: \_\_\_\_\_ Bomb: \_\_\_\_\_ Work Related: \_\_\_\_\_ Other: \_\_\_\_\_

**Provide the Exact Wording of the Threat:**

**Questions to Ask the Caller:**

When will the bomb explode? \_\_\_\_\_

Where is it right now? \_\_\_\_\_

What does it look like? \_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_

What will cause it to explode? \_\_\_\_\_

Did you place the bomb? \_\_\_\_\_

Why? \_\_\_\_\_

What is your address? \_\_\_\_\_

What is your name? \_\_\_\_\_

**Check the Following Characteristics of the Caller:**

<b>Callers Voice</b>	<b>Callers Voice</b>	<b>Background Sounds</b>	<b>Threat Language</b>	<b>About Caller</b>
Calm	Nasal	Street Noise	Foul	Age
Angry	Stutter	Other Voices	Incoherent	Race
Excited	Lisp	P.A. System	Irrational	Gender
Slow	Raspy	Music	Recorded	Length of Call

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Soft	Deep	Office or Industrial Machines	Message Read	Other: <i>Use comments section below</i>
Loud	Clearing Throat	Animal Noises	Educated	
Laughter	Deep Breathing	Vehicle or Other Motor Running	Articulate	
Crying	Disguised or False Tone	Other:	Other:	
Slurred	Accent			
Other:	Other:			

Phone number where call was received: \_\_\_\_\_

Time call came in: \_\_\_\_\_ Date: \_\_\_\_\_

Did you report call immediately to Police Department and the Career Center Manager?

\_\_\_Yes \_\_\_No

**Comments:**

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Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Homeland Security Bomb Threat Brochure:**

[http://emilms.fema.gov/is906/assets/ocso-bomb\\_threat\\_samepage-brochure.pdf](http://emilms.fema.gov/is906/assets/ocso-bomb_threat_samepage-brochure.pdf)