

Iron County Local Homeless  
Coordinating Committee

Emergency Preparedness  
Plan

2020

Plan developed by the  
Emergency Preparedness  
Plan Subcommittee

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# Introduction - Emergency Preparedness Plan Purpose and Summary



## **Introduction - Emergency Preparedness Plan Purpose and Summary**

The Iron County Local Homeless Coordinating Committee has developed this Emergency Preparedness Plan for two purposes.

1. The Emergency Preparedness Plan was developed by the Emergency Preparedness Plan Subcommittee of the Iron County LHCC to develop and assess annually a local Emergency Preparedness Plan in accordance with the terms set forth in S.B. 0168, which states that LHCCs will develop a nonbinding locally appropriate emergency response plan in coordination with the council of governments of the county in which the local oversight body provides.
2. To evaluate the abilities of local organizations to meet the needs of homeless persons during an emergency situation. To this end, it is necessary to evaluate the scope of the local homeless population, identify potential risks and needs of this population during an

emergency, and to assess the capacity of local organizations to respond effectively to these risks and needs.

## **Summary**

The Emergency Preparedness Plan for the Iron County LHCC is designed to provide guidance for homeless service providers in the event of an emergency or disaster.

The Emergency Preparedness plan consists of two (2) main parts:

1. Material developed by the Iron County LHCC Emergency Preparedness Plan Subcommittee. The purpose of this section is to bring forth issues specific to working with homeless individuals and families. To this end we emphasize a trauma-informed approach which is outlined in this part of the plan. Information for homeless service providers and advocates is also presented here.
2. An Emergency Action Plan developed by The Iron County Emergency Manager. This part details specific guidance for responding to an emergency or disaster. This section will provide information on who to contact in case of an emergency and steps to be taken to mitigate the effects, as well as how to stay safe in various situations. Pre-planning and preparation steps are also included.

## **Lessons from the COVID 19 Pandemic**

The Emergency Preparedness Plan was developed during the initial months of the COVID 19 Pandemic. The global health crisis showed that more is required to mitigate the effects of such emergency situations on the homeless population. To that end, we have identified seven key areas where local providers identified stresses at the organizational level.

1. Local preparedness.
2. Emergency Procedures.
3. Personal Protective Equipment (PPE) and necessary supplies.
4. Know who to contact for services/resources.
5. Rely on information provided by experts.
6. Communicating information to staff and clients.
7. Safety of clients and staff is first priority.

The Emergency Preparedness Plan was developed using the lessons learned during the initial response to the COVID 19 pandemic.

## **Trauma Informed Approach**

A key guiding principle during the formulation of the Emergency Preparedness Plan was that of using a Trauma Informed lens when finding solutions to gaps in emergency preparedness.

People experiencing homelessness have likely experienced some form of trauma. A trauma-informed approach to disaster response recognizes this history of trauma and how it may have a continued effect on those who come to us for services and access to resources. Knowledge of the effects of trauma can aid communication between shelter staff, medical staff, responders and the homeless population. Providing accurate information to homeless persons using a trauma informed approach will facilitate compliance with public health guidelines.

### **Emergency Plan will include:**

Network of local organizations within the LHCC's jurisdiction that will provide assistance to homeless persons during an emergency and what services they provide.

A list of Access Points where homeless persons can gain access to shelter, food and care.

Inventory of resources available to homeless persons. This will include material items (tents, sleeping bags, etc...) as well as organizations that will provide care and support.

Outreach component: Finding local homeless persons in order to direct them towards resources.

### **Annual Assessment**

Upon completion of the Emergency Preparedness Plan, yearly reviews will focus on the following elements:

- Annual Risk Assessment & Emergency Planning

- Policies & Procedures

- Communication Plan

- Training & Testing

The purpose of this yearly review is to identify new risks which may affect the local homeless population and allow the LHCC to update the Emergency Preparedness plan accordingly. Furthermore, this process will provide an opportunity to review and revise policies and procedures to ensure that we as a community are better able to provide assistance and care for the homeless during emergency situations.

“With limited resources and fewer connections to their communities, people experiencing homelessness are often the most vulnerable and at-risk in a disaster or other emergency situation. A community's capacity to prepare for and respond to a disaster or emergency affects

its ability to aid this population. Communities need a strong preparedness, response, and recovery plan to adapt to a dynamic event while continuing to serve one of the most vulnerable populations by ensuring that they receive essential services such as meals, prescription medicine management, housing, and other basic necessities. This page provides emergency preparedness, response, and recovery resources for CoCs, ESG recipients and subrecipients, shelters, and other homeless service providers.” - HUD Exchange

<https://www.hudexchange.info/homelessness-assistance/disasters/>

Accessed on 07/07/2020

# Section 1: Trauma Informed Approach to Disaster Planning

**Trauma Informed Approach:** People experiencing homelessness have likely experienced some form of trauma. A trauma-informed approach to disaster response recognizes this history of trauma and how it may have a continued effect on those who come to us for services and access to resources. Knowledge of the effects of trauma can aid communication between shelter staff, medical staff, responders and the homeless population. Providing accurate information to homeless persons using a trauma informed approach will facilitate compliance with public health guidelines.

**Assisting Homeless Persons in an Emergency Situation:** In an Emergency Situation the most vulnerable people will likely be affected most severely. During the first few months of the Coronavirus Pandemic local organizations dealing with homeless populations saw an increase in demand for services. Canyon Creek Services, a local Domestic Violence organization saw increased calls for shelter, housing and advocacy. Similarly, Iron County Care and Share received an increased number of calls for housing assistance and emergency shelter need.

With this information in mind, we would like to outline a basic approach to assisting homeless people during a crisis or emergency situation. The first steps taken should focus on safety and stabilization for homeless people.

## **First steps towards safety and stabilization:**

- Ensure that homeless individuals and families are physically safe.
- Provide basic emotional and tangible psychological support.
- Provide information regarding the National Domestic Violence Hotline (1-800-799-SAFE) and the Disaster Distress Helpline (1-800-985-5990) to sheltered persons.
- Keep families together during a disaster to help children and their parents maintain stability.
- Address a homeless individual or family's immediate and unique needs.
  - Arrange for food, shelter, and **transportation**.
  - Provide case management for homeless persons during an emergency situation. Provide referrals to local organizations that can aid them during the emergency situation. Referrals should focus on the specific needs of individuals and families (medical assistance, mental health services, domestic violence shelter and advocacy, access to state and federal resources).
  - Connect homeless disaster survivors with service providers who will provide ongoing care after their physical and psychological wellbeing has been safeguarded.

## Section 2 - Plan Guide and Terms

### DISASTER PLANNING TERMS

**Emergency/Disaster Situation/Disaster/Incident/Event:** Refer to natural or human-caused events that require a response to protect life and or property.

**Emergency Preparedness Plan:** For purposes of this manual, Emergency Preparedness Plan or EPP refer to the local response plan formulated by the Iron County Local Homeless Coordinating Committee (LHCC) Emergency Preparedness Plan Sub-Committee. The EPP is evaluated annually by the LHCC and provides strategies and a list of resources to meet the needs of the local homeless population during an emergency.

**Evacuation, Shelter-in-Place:** In the event of a disaster, residents have two choices: stay in their homes or other current location (shelter-in-place) or leave their homes to seek safer shelter elsewhere (evacuation). FEMA defines an evacuation as “the organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.” It further recognizes that there are three kinds of evacuation: a spontaneous evacuation(residents leave the threatened area without any official word of a threat or instructions to do so); a voluntary evacuation(residents are warned of a potential threat or risk to property or life and are encouraged to leave); and a mandatory evacuation(residents are told they must leave because of the severity of the threat).

For the LHCC Emergency Preparedness Plan, we must recognize that homeless persons may not have the ability to shelter-in-place, and that self-evacuation may not be possible. Shelter-in-place options for homeless persons may be provided at ICCS Emergency Shelter, or through ICCS at a second, off-site location.

**FEMA:** The Federal Emergency Management Agency (FEMA) is an agency of the U.S. Department of Homeland Security, initially created in 1978. The agency's primary purpose is to coordinate the response to a disaster that has occurred in the United States and that overwhelms the resources of local and state authorities.

**Preparedness, Response, Recovery:** These terms generally refer to the phases and/or different types of responses to a disaster. When used together in this Toolkit, these phases are meant to represent the full range of potential responses. FEMA describes these terms as follows:

**Preparedness** - Actions that involve a combination of planning, resources, training, exercising, and organizing to build, sustain, and improve operational capabilities. Preparedness is the process of identifying the personnel, training, and equipment needed for a wide range of



potential incidents and developing jurisdiction-specific plans for delivering capabilities when needed for an incident. The LHCC EPP will

**Response** - Immediate actions to save and sustain lives, protect property and the environment, and meet basic human needs. Response also includes the execution of plans and actions to support short-term recovery.

**Recovery** - The development, coordination, and execution of service and site restoration plans; the reconstitution of government operations and services; individual, private sector, nongovernmental, and public assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration

## **HOMELESS SERVICE DELIVERY TERMS**

Very precise definitions apply when operating a program funded under HUD's Continuum of Care (CoC) or Emergency Solutions Grants (ESG) homeless programs. This glossary provides simplified 'plain English

### **Supportive Services**

Supportive services assist homeless individuals and families in the transition from the streets or shelters into permanent housing and assist persons with maintaining housing. The term "supportive services" includes a range of services such as case management, health and mental health care, and transportation. They can be facility-based or provided as street outreach (e.g., mobile vans for health care).

### **Street outreach**

Street outreach programs proactively reach out to unsheltered homeless persons on the street and in places not meant for human habitation to connect them with emergency shelter, housing, or critical services. In cases where unsheltered homeless people are not willing or able to access emergency shelter, housing, or an appropriate health facility, the goal is to provide urgent, non-facility-based care.

### **Coordinated Entry**

Coordinated entry means a centralized or coordinated process designed to coordinate program participant intake assessment and provision of referrals. Each CoC designs their coordinated entry system to meet the needs of the community. Access points can vary from a single point of entry to multiple points, from physically going to a shelter to calling a referral number. The agencies charged with administering the coordinated entry system can range from homeless service providers to government social service agencies.

## **Homeless and Domestic Violence Shelters in Iron County**

**Iron County Care and Share (ICCS):** Emergency Shelter and Food Pantry located at 244 West 900 North Cedar City, UT 84721.

**Services Provided:**

Emergency Shelter

Food Pantry

Case Management

Outreach

Coordinated Entry

Day Services include device charging, showers, laundry, meals (M-F 9:00am to 3:00pm).

**Emergency Shelter Contact:** James Jetton, Emergency Shelter Manager - 435-586-5142

**Canyon Creek Services:** Domestic Violence Shelter in Cedar City, UT.

24-Hour Hotline: 435.233.5732

Survivor Services: 535 S Main St. Suite 11 Cedar City, UT 84720

**Services Provided:**

Emergency Shelter, Outreach and Advocacy

## Section 3: Scope of Homeless Population in Iron County and Surrounding Areas.

### Utah Homelessness Statistics

As of January 2019, Utah had an estimated **2,798** experiencing homelessness on any given day, as reported by Continuums of Care to the U.S. Department of Housing and Urban Development (HUD). Of that Total, **260** were family households, **211** were Veterans, **163** were unaccompanied young adults (aged 18-24), and **512** were individuals experiencing chronic homelessness.

Public school data reported to the U.S. Department of Education during the 2017-2018 school year shows that an estimated **13,838** public school students experienced homelessness over the course of the year. Of that total, **703** students were unsheltered, **967** were in shelters, **467** were in hotels/motels, and **11,701** were doubled up.

### Local Homeless Population

During the last fiscal year of 7/1/2019 to 7/1/2020 the Emergency Shelter at Iron County Care and Share has provided shelter to 453 people. Since March of 2020 the Emergency Shelter has seen a 14 percent increase in the number of homeless admitted to shelter. In addition, through Outreach efforts the organization has located homeless encampments in the vicinity of State Route 14 just outside of Cedar City. Other camps have been found behind Providence Center Drive and along Coal Creek in Cedar City. In addition, there are camps north of Cedar City near Love's Truck Stop on I-15. The Bureau of Land Management has identified camps north and northeast of Cedar City on BLM land. There has not been an accurate accounting of the number of people living in these camps, but estimates range from 50 to 100 persons depending on the time of year. During the winter months, some of the homeless population leaves the area due to cold weather and snowfall.

Identifying the scope of homelessness in Iron, Beaver and Garfield Counties is difficult due to a number of factors. Iron County alone covers 3,301 square miles. The total area covered by the Iron County LHCC, including Beaver and Garfield Counties, is 11,101 square miles. Much of this area is rural and mountainous. The geography of mountains and valleys makes surveying the homeless population difficult. The annual Point in Time (PIT) Count survey takes place in January, when the area is subject to inclement weather, including snow, further impeding the ability of local organizations to get accurate data.

ICCS is aware of many families and individuals living doubled-up or couch-surfing. There is a lack of attainable/affordable housing in Iron, Beaver and Garfield counties. The 2019 State of

Utah Affordable Housing Report shows that Housing Stability and Housing Cost Burdens are an ongoing problem, leading many to live with family and friends. This leaves people at risk of homelessness. A disaster or emergency situation would likely exacerbate this problem leading many more to become homeless.

In an effort to find a more accurate picture of the local homeless population, ICCS combines data from Outreach and Day Services programs, service numbers from the UHMIS Database and statewide Utah homelessness data.

## Section 4 - Emergency Resources - Emergency Contacts

This section contains information on Emergency Resources in the community and a list of Emergency Contacts for Homeless Persons in and out of shelter.

In the event of an Emergency Situation in our area, response and resources for homeless persons in or near ICCS Emergency Shelter will be coordinated by ICCS Shelter Manager, James Jetton, and ICCS Executive Director, Peggy Green.

### **Emergency Contact Numbers**

Peggy Green, ICCS Executive Director: 435-586-5142

James Jetton, ICCS Emergency Shelter Manager: 435-586-5142 or 661-440-9508 (cell).

### **Iron County**

- Cedar City Police Department Dispatch: (435) 586-2955
- Parowan Police Department: (435) 586-9445
- Iron County Sheriff: (435) 867-7550
- Iron County Search and Rescue: 911 or (435) 867-7550
- **Iron County Schools** Homeless Liaison: Stephanie Hulet [stephanie.hulet@ironmail.org](mailto:stephanie.hulet@ironmail.org)

### **Beaver County**

- Beaver Police Department: Dispatch 724-773-6709 x 120 (M-F 8-5). For weekends and emergencies, dial 911.
- Beaver County Sheriff:

### **Garfield County**

- Garfield County Sheriff: (435) 676-2678

In the event of an emergency, please call 911 for assistance. If you are reporting an emergency and feel that a homeless advocate should be present, please contact ICCS Emergency Shelter Manager, James Jetton.

# Section 6 - Emergency Transfer Plan - Evacuation Plan - Shelter Fire/Emergency Exit Plan - COVID-19/Pandemic Procedures.

## Emergency Transfer Plan

Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking – Covered Programs and Effective Dates:

Program	Activity	Effective Date
CoC RRH	Rental Assistance	6/1/2017

Iron County Care and Share

Model Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking

## Emergency Transfers

Iron County Care and Share (ICCS) is concerned about the safety of its tenants, and such concern extends to tenants who are victims of domestic violence, dating violence, sexual assault, or stalking. In accordance with the Violence Against Women Act (VAWA),<sup>1</sup> ICCS allows tenants who are victims of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from the tenant's current unit to another unit. The ability to

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<sup>1</sup> Despite the name of this law, VAWA protection is available to all victims of domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

request a transfer is available regardless of sex, gender identity, or sexual orientation.<sup>2</sup> The ability of ICCS to honor such request for tenants currently receiving assistance, however, may depend upon a preliminary determination that the tenant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, and on whether ICCS has another dwelling unit that is available and is safe to offer the tenant for temporary or more permanent occupancy.

This plan identifies tenants who are eligible for an emergency transfer, the documentation needed to request an emergency transfer, confidentiality protections, how an emergency transfer may occur, and guidance to tenants on safety and security. This plan is based on a model emergency transfer plan published by the U.S. Department of Housing and Urban Development (HUD), the Federal agency that oversees that Iron County Care and Share is in compliance with VAWA.

#### Eligibility for Emergency Transfers

A tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking, as provided in HUD's regulations at 24 CFR part 5, subpart L is eligible for an emergency transfer, if: the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant remains within the same unit. If the tenant is a victim of sexual assault, the tenant may also be eligible to transfer if the sexual assault occurred on the premises within the 90-calendar-day period preceding a request for an emergency transfer.

A tenant requesting an emergency transfer must expressly request the transfer in accordance with the procedures described in this plan.

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<sup>2</sup> Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity, or marital status.

Tenants who are not in good standing may still request an emergency transfer if they meet the eligibility requirements in this section.

#### Emergency Transfer Request Documentation

To request an emergency transfer, the tenant shall notify ICCS's management office and submit a written request for a transfer to Canyon Creek Women's Crisis Center or another acceptable location if needed. ICCS will provide reasonable accommodations to this policy for individuals with disabilities. The tenant's written request for an emergency transfer should include either:

1. A statement expressing that the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant were to remain in the same dwelling unit assisted under ICCS's program; OR
2. A statement that the tenant was a sexual assault victim and that the sexual assault occurred on the premises during the 90-calendar-day period preceding the tenant's request for an emergency transfer.

#### **Confidentiality**

ICCS will keep confidential any information that the tenant submits in requesting an emergency transfer, and information about the emergency transfer, unless the tenant gives HP written permission to release the information on a time limited basis, or disclosure of the information is required by law or required for use in an eviction proceeding or hearing regarding termination of assistance from the covered program. This includes keeping confidential the new location of the dwelling unit of the tenant, if one is provided, from the person(s) that committed an act(s) of domestic violence, dating violence, sexual assault, or stalking against the tenant. See the Notice of Occupancy Rights under the Violence Against Women Act For All Tenants for more



information about ICCS's responsibility to maintain the confidentiality of information related to incidents of domestic violence, dating violence, sexual assault, or stalking.

### **Emergency Transfer Timing and Availability**

ICCS cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. ICCS will, however, act as quickly as possible to move a tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking to another unit, subject to availability and safety of a unit. If a tenant reasonably believes a proposed transfer would not be safe, the tenant may request a transfer to a different unit. If a unit is available, the transferred tenant must agree to abide by the terms and conditions that govern occupancy in the unit to which the tenant has been transferred. ICCS may be unable to transfer a tenant to a particular unit if the tenant has not or cannot establish eligibility for that unit.

If ICCS has no safe and available units for which a tenant who needs an emergency is eligible, HP will assist the tenant in identifying other housing providers who may have safe and available units to which the tenant could move. At the tenant's request, ICCS will also assist tenants in contacting the local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking that are attached to this plan.

### **Safety and Security of Tenants**

Pending processing of the transfer and the actual transfer, if it is approved and occurs, the tenant is urged to take all reasonable precautions to be safe.

Tenants who are or have been victims of domestic violence are encouraged to contact the National Domestic Violence Hotline at 1-800-799-7233, or a local domestic violence shelter, for assistance in creating a safety plan. For persons with hearing impairments, that hotline can be accessed by calling 1-800-787-3224 (TTY).

Tenants who have been victims of sexual assault may call the Rape, Abuse & Incest National Network's National Sexual Assault Hotline at 800-656-HOPE, or visit the online hotline at <https://ohl.rainn.org/online/>.

Tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

### **Services providers in Cedar City:**

Canyon Creek Women's Crisis Center  
95 N Main St. #22  
Cedar City, UT 84720  
24 hour crisis line: 435-233-5732

### **Evacuation of Emergency Shelter (Evacuation diagram, add to final document)**

**Shelter Fire/Emergency Exit Plan** - In the event of a fire or need for evacuation, shelter staff will direct residents to evacuate according to the Shelter Fire/Emergency Exit Plan. Residents and staff will meet in the parking lot across the street located at 895 N 150 W Cedar City, UT 84721. Staff must contact Emergency Services immediately, account for all shelter clients and then contact their Supervisor.

### **ICCS Shelter Fire/Evacuation Plan**

There are unobstructed exit doors around the building.

1. Main Lobby Entry Door
2. Emergency Exit from the Men's Side Dorms on the ground floor
3. Rear Exit Door in the Dining Area
4. Rear Exit Door in the Kitchen
5. Emergency Exit from the Women's Side Dorms on the ground floor
6. Emergency Exit from the Family Room Hallway.

### **Earthquake Safety**

If an earthquake occurs, protect yourself right away.

- If you are in a car, pull over and stop. Set your parking brake.
- If you are in bed, turn face down and cover your head and neck with a pillow.

- If you are outdoors, stay outdoors away from buildings.
- Do not get in a doorway.
- Do not run outside.

### **Drop, Cover and Hold On**

- **Drop:** Wherever you are, drop down onto your hands and knees. If you're using a wheelchair or walker with a seat, make sure your wheels are locked and remain seated until the shaking stops.
- **Cover:** Cover your head and neck with your arms. If a sturdy table or desk is nearby, crawl underneath it for shelter. If no shelter is nearby, crawl next to an interior wall (away from windows). Crawl only if you can reach better cover without going through an area with more debris. Stay on your knees or bent over to protect vital organs.
- **Hold on:** If you are under a table or desk, hold on with one hand and be ready to move with it if it moves. If seated and unable to drop to the floor, bend forward, cover your head with your arms and hold on to your neck with both hands.

### **What to do after an earthquake**

If an earthquake has just happened, there can be serious hazards such as damage to the building, leaking gas and water lines, or downed power lines.

- Expect aftershocks to follow the main shock of an earthquake.
- Check yourself to see if you are hurt and help others if you have training.
- If you are in a damaged building, go outside and quickly move away from the building.
- Do not enter damaged buildings.
- If you are trapped, protect your mouth, nose and eyes from dust. Send a text, bang on a pipe or wall or use a whistle instead of shouting to help rescuers locate you.
- Text messages may be more reliable than phone calls.
- Once you are safe, listen to local news reports for emergency information and instructions via battery-operated radio, TV, social media or from cell phone text alerts.
- Be careful during post-disaster cleanup of buildings and around debris. Do not attempt to remove heavy debris by yourself. Wear protective clothing, including a long-sleeved shirt, long pants, work gloves and sturdy, thick-soled shoes during cleanup.
- Register on the American Red Cross "Safe and Well" website so people will know you are okay.



## Section 6: EPP Annual Assessment Policy

### **Annual Assessment**

Upon completion of the Emergency Preparedness Plan, yearly reviews will focus on the following elements:

Annual Risk Assessment & Emergency Planning

Policies & Procedures

Communication Plan

Training & Testing

The purpose of this yearly review is to identify new risks which may affect the local homeless population and allow the LHCC to update the Emergency Preparedness plan accordingly. Furthermore, this process will provide an opportunity to review and revise policies and procedures to ensure that we as a community are better able to provide assistance and care for the homeless during emergency situations.

Annually, the LHCC Emergency Preparedness Plan Subcommittee will:

1. I perform a review of the Emergency Preparedness Plan annually. This review will include a risk assessment that will identify potential impacts of emergency situations on the local homeless population and will revise the EPP accordingly.
2. evaluate policies and procedures outlined in the EPP in order to assess their effectiveness and make appropriate revisions.
3. Evaluate the Communication Plan and revise where appropriate.
4. Implement a training and testing plan to ensure that the plan is implemented across the LHCC in a comprehensive manner.

## Section 7: Appendix of Resources and Emergency Response Contact List

This section contains information on Emergency Resources in the community and a list of Emergency Contacts for Homeless Persons in and out of shelter.

In the event of an Emergency Situation in our area, response and resources for homeless persons in or near ICCS Emergency Shelter will be coordinated by ICCS Shelter Manager, James Jetton, and ICCS Executive Director, Peggy Green.

### Emergency Contact Numbers

Peggy Green, ICCS Executive Director: 435-586-5142

James Jetton, ICCS Emergency Shelter Manager: 435-586-5142 or 661-440-9508 (cell).

In the event of an emergency, please call 911 for assistance. If you feel an advocate should be present, please contact ICCS Emergency Shelter Manager, James Jetton.

### 7.1 Iron County Emergency Operations:

Iron County Emergency Plan:

<https://www.ironcounty.net/wp-content/uploads/IC-EOPJan2018.pdf>

### Iron County Emergency Management

George Colson, Emergency Management Coordinator

581 N Main St.

Cedar City, UT 84721

Tel: (435) 267-1740

### Iron County Emergency Numbers

- Cedar City Police Department Dispatch: (435) 586-2955
- Parowan Police Department: (435) 586-9445
- Iron County Sheriff: (435) 867-7550
- Iron County Search and Rescue: 911 or (435) 867-7550
- Iron County Schools Homeless Liaison: Stephanie Hulet [stephanie.hulet@ironmail.org](mailto:stephanie.hulet@ironmail.org)

### 7.2 Beaver County Emergency Response

Beaver County Emergency Response is coordinated by the Beaver County Sheriff's Office.

**Beaver County Sheriff's Office**

2270 South 525 West

PO Box 391

Beaver, UT 84713

435-438-2862

<https://www.beaver.utah.gov/431/Emergency-Preparedness>

**7.3 Garfield County Emergency Response**

Garfield Emergency Response is coordinated by the Garfield County Sheriff's Office

**Garfield County Sheriff's Office**

75 North 700 West

Panguitch, UT 84759

435-676-2678

**7.4 Bureau of Land Management**

BLM Cedar City Field Office

176 DL Sargent Dr, Cedar City, UT 84721

435-865-3000

# Emergency Action Plan

November 30, 2020

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## EMERGENCY RESPONSE TEAM

### Administrator:

Name: James Jetton Phone: (Office: 435-586-5142. Cell: 661-440-9508)



**Emergency Response Director:**

1. Name: James Jetton Home Phone: (661-440-9508)  
Cell Phone: (661-440-9508) Work Phone: (435-586-5142)

**Coordinator:**

1. Name: James Jetton Phone: (661-440-9508)

**Public Relation Spokesperson:**

1. Name: Peggy Green Phone: (435-586-5142)

**Medical Coordinator:**

1. Name: \_\_\_\_\_ Phone: ( \_\_\_\_\_ )

**Shelter Coordinator:**

1. Name: James Jetton Phone: (661-440-9508)

**EMERGENCY PHONE NUMBERS**

**Fire Dept:** 911 Non-Emergency: 435-586-2964

**EMS - Paramedics:** 911 Non-Emergency: 435-586-2964

**Police – Sheriff - FBI:** 911 Non-Emergency: IC Sheriff Office: 435-867-7500.  
Cedar City Police Department: 435-586-2956.

**City Maint:** Cedar City Public Works (435) 586-2912. **County Maint:** \_\_\_\_\_

**Telephone Co:** \_\_\_\_\_ **Red Cross:** 6616 S. 900 E. Murray, UT, 84121  
(801) 323-7000

**County Emergency Manager:** George Colson 581 N Main Street, Cedar City UT 84721 (435) 267-1740

**National Guard:** (435) 867-6517

**Building Manager:** \_ICCS Emergency Shelter Manager: James Jetton 661-440-9508

## UTILITY COMPANIES

Note: If a tool is required for shut off, the tool must be readily available. Only trained personnel.

**Electric:** Rocky Mountain Power

Shut off Location: \_\_\_\_\_

**Water:** Cedar City Public Works: 716 N. Airport Rd. Cedar City, UT 84720. Phone: (435) 586-2912

Shut off Location: \_244w 900n Cedar City, UT 84721 - Sidewalk in front of Shelter Building

**Gas:** Dominion Energy

Shut off Location: \_\_\_\_\_

## DEFINITIONS:

**1. Emergency:** a sudden unforeseen crisis (usually involving danger) that requires immediate action. A situation which poses an immediate risk to health, life, property or environment,

- Mitigation may not be possible and agencies may only be able to respond. A situation such as a natural or man-made disaster requiring urgent assistance;
- Loss or disruption of an organization's normal business operations to such an extent that it poses a threat. An extraordinary situation where there are serious and immediate threats to human life as a result of disaster, imminent threat of a disaster, cumulative process of neglect, civil conflict, environmental degradation and social-economic conditions. (an act of God)

**2. Operations Center (EOC):** An emergency operations center is activated in response to a disaster. Staff within the EOC manage and coordinate the disaster response.

**3. Disaster:** A disaster is an event beyond the control of the individuals affected resulting in great harm, suffering, destruction and damage. It disrupts personal and community life, involves a significant number of people and causes physical, emotional, economic, social and/or spiritual crises.

- A disaster damages a community's ability to sustain life without outside assistance. ;  
A catastrophe: a state of extreme ruin and misfortune; is the impact of a natural or man-made hazard that negatively affects society or environment. ... An unexpected natural or man-made catastrophe of substantial extent causing significant physical damage or destruction, loss of life or sometimes permanent change to the natural environment;
- An unforeseen event causing great loss, upset or unpleasantness of whatever kind; A serious disruption of the functioning of a community or a society causing widespread human, material, economic or environmental losses.

**4. Natural disasters** involve the forces of nature and creation - flood, windstorm, fires caused by lightning, tornado, earthquake, etc.

**5. Human (caused) disasters** occur as a result of violent actions by individuals or groups against people and/or property. Human caused disasters includes such things as explosions, the collapse of a structure or the release of hazardous material.

**6. Presidentially declared disasters** impact ten thousand to several hundred thousand people. These major disasters require emergency relief efforts beyond the ability of local communities to respond. A presidentially declared disaster makes federal relief assistance available.

**7. Catastrophic disaster:** Catastrophic disasters involve an overwhelming demand on state and local response resources and mechanisms. Federal relief (FEMA) is available. People react differently and local authorities are often hard pressed to manage the impact of the disaster on the community.; extremely harmful; bringing physical or financial ruin; "a catastrophic depression".

**8. What Happens in a Disaster? (Rescue)** A disaster may strike with or without warning. In the moments, hours and days surrounding a disaster, the concern is for safety and preservation of life.

**9. What Happens After a Disaster? (Relief)** The relief process begins in the days following a disaster. Concerns for safety, life and health remain high priorities. Government and the American Red Cross are active. Other relief activities are organized.

**10. Long-Term? (Recovery)** “Focuses on the future”. Homes are being rebuilt and repaired. Community committees for unmet needs are set up. Plans are made for clothing, furniture and equipment while relief activities continue. Depending on the scope and scale of the disaster, recovery usually takes three to five years. Rebuilding continues but support diminishes as the event becomes old news.

**Emergency action plan:** An emergency action plan must be in writing, kept in the workplace, and available to employees for review. Must include at a minimum:

- Procedures for reporting a fire or other emergency; Procedures for emergency evacuation, including type of evacuation and exit route assignments; Procedures to account for all employees after evacuation; Procedures to be followed by employees performing rescue or medical duties; and The name or job title of every employee who may be contacted by employees who need more information about the plan or an explanation of their duties under the plan.

**Fire Extinguishers:** The shelter shall provide portable fire extinguishers and shall mount, locate and identify them so that they are readily accessible to employees without subjecting the employees to possible injury. Portable extinguishers shall be visually inspected monthly and employees trained.

**First-Aid CPR/Bloodborne Path.:** In the absence of an infirmary, clinic, or hospital in near proximity to the workplace which is used for the treatment of all injured employees, a person or persons shall be adequately trained to render first aid.

**First-Aid Kits:** Adequate first aid supplies shall be readily available.

**Exit routes:** must be free and unobstructed. No materials or equipment may be placed, within the exit route. Exit Doors: Must be marked and visible.

**Haz. Communication:** All chemicals need to be labeled and must have a MSDS.

## **EMERGENCY SUPPLIES:**

**Cold Weather:** It is possible that the power will be out and you will not have heat. Have warm clothing for each shelter member in your supply kit, including a jacket or coat, long pants, a long sleeve shirt, sturdy shoes, a hat and gloves. Have a sleeping bag or warm blanket for each person.

### **Recommended Supplies:**

- Food, at least a three-day supply of non-perishable food and can opener.
- Water, one gallon of water per person per day for at least three days.
- Dust mask or cotton t-shirt, to help filter the air. First aid kit & Local maps
- Garbage bags and plastic ties for personal sanitation. Moist towelettes for sanitation
- Plastic sheeting and duct tape to shelter-in-place
- Whistle to signal for help, Wrench or pliers to turn off utilities
- Radio-Battery-powered or hand crank radio and a NOAA Weather Radio plus batteries
- Flashlight and extra batteries

**Additional:** Utility knife, toilet paper, feminine hygiene products, soap, as well as extra cash and identification. **Special Items:** Pack diapers, formula, bottles, prescription medications, pet food, comfort items, books, paper, pens, a deck of cards or other forms of entertainment. Note: Periodically rotate your extra batteries to be sure they work when you need them.

### TYPES OF EMERGENCIES & DISASTERS:

- **MEDICAL** – First-Aid, Stroke, Heart Attack, Disease Pandemic (40%)
- **FIRE** – Minor - Major, Explosion, House, Building & Forest fires
- **NATURAL DISASTER** (Severe Weather) – Flood, Hurricane, Tornado, Wind, Earthquake, Extreme Temperature, Snow/Ice, Thunderstorms/Lightning,
- **TECHNOLOGICAL DISASTER** - Hazardous materials, Chemical spill/leak, Railroad-Highway- trucking, Radiological accidents, Economic and poverty issues (Stock Market, Bank, Agriculture, Fuel)
  - **VIOLENT ACTS** – Hostage, Bomb Threat, Hostage, Civil Unrest (Community, Family, Child Abuse, Spouse, Racism, Ethnic) Riots, Gangs
- **TERRORISM** – War, Nuclear, Biological
  - **UTILITY FAILURE** – Power Outage, Gas Leak, Downed Lines, Water Line breakage
- **INFORMATION SYSTEM** – Computer (Backup Files), Alarms, Phone
- **OTHER** (specify) \_\_\_\_\_

### EMERGENCY AND EVACUATION PROCEDURES

#### MEDICAL EMERGENCY

1. Assess the situation and if needed - Call 911 (EMS). Be prepared to give the following information:
  - Name and extension.
  - Location.
  - Number of people involved.
  - Nature of injury or illness.
2. Assign a person to direct EMS to your location.
3. While waiting for EMS:
  - Call Shelter “Emergency Response Team” who are trained in CPR/First Aid. List below.
  - Assist victim -do not move the ill or injured person unless in a dangerous situation (assess).

Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Note: First-Aid kits & Defibulator are located: \_\_\_\_\_

4. When EMS arrives:

- Allow responding units to take control of the situation.
- Emergency response team members will stand by to assist as needed

## **FIRE EMERGENCY**

*If you detect smoke:*

- Call 911.
- Give your name, telephone number, and location within the building.
- Describe the situation.
- Advise the building coordinator, incident coordinator, or emergency response team members.

*If you detect fire:*

- Activate the manual fire alarm and call 911
- Give your name, telephone number, location and describe the situation.
- Assess the situation: If you know how to use a fire extinguisher and feel the best course of action is to attempt to extinguish the fire, locate an extinguisher and, without risking injury attempt to extinguish the fire. Must be trained to use a fire extinguisher.
- If the fire is beyond the point of a safe attempt to extinguish it, isolate the fire by closing doors in the area before evacuating.
- Advise the emergency response team members of the situation.

*If the Fire Warning Alarm Sounds*

- Evacuate immediately, using the nearest exit. Walk quickly and do not run.

Note: Evacuation should be toward ground level. If you encounter smoke or heat in a stairwell, proceed across that floor to another stairwell and continue evacuation to ground level.

- Assist disabled persons in your area.
- If you encounter smoke, take short breaths through your nose and crawl along the floor to the nearest exit.
- Feel all doors with your hand before opening. If the door is hot, do not open it. If the door is cool, open it slowly, keeping behind the door in case you have to quickly close it to protect yourself from oncoming smoke or fire.
- Proceed to the ground level and outdoors.
- Move upwind of the building at least 75 feet away from the building and beyond designated fire lanes. Go to your designated assembly area (if possible).
- Do not go to your automobile or attempt to move it from the parking lot. This could hinder access by emergency vehicles.
- Do not congregate near building exits, driveways, or roadways.
- Do not reenter the building until an “all clear” is issued by the incident coordinator. (Note: The “all clear” should be initially issued by the Fire Department.)

When safe to do so gather at:

Primary Gathering Site: \_\_\_\_\_ Secondary Gathering Site: \_\_\_\_\_

## **BUILDING EVACUATION**

All Staff should know the emergency evacuation routes and procedures for the building, and their designated assembly area outside the building. Memorize the exit route closest to your work area or office.

1. The designated assembly area is located (*provide location here*).
2. Should the designated assembly area be deemed unsafe, an alternate assembly area will be located (*provide location here*).
3. Head count will be taken by Shelter staff. If anyone is missing, notify the fire department.

Notes: Ensure that (*identify appropriate leader here*) has planned a procedure to assist each disabled person in evacuating.

## VIOLENCE

### Suspicious individual:

1. Report a suspicious looking individual or activity.
2. Be ready to supply a physical description of the individual: age, weight, hair color and length, clothing, facial hair and any other distinguishing features.
3. If the individual is in a vehicle, attempt to get the vehicle make, model and color as well as the license plate number, if possible.
4. If you suspect the person is armed or see a weapon, contact the police and report the situation.
5. Do not approach a suspect individual yourself.
6. Contact Shelter Manager as quickly as possible while monitoring the location of the person if feasible.

### Disruptive individual:

1. Take appropriate action if:
  - An individual makes threats of physical harm to you, others, or themselves.
  - The individual has a weapon. Refer to weapons protocol.
  - An individual behaves in a bizarre manner or exhibits unstable behavior patterns.
  - The individual appears to be intoxicated or under the influence of a controlled substance.
2. Contact 911. Give your name and location with a brief explanation of the situation. Take note of the individual's age, personal appearance, clothing, vehicle or any other information that would help identify the individual.
3. Express your authority with non-verbal cues:
  - Sit or stand erect
  - Square your shoulders
  - Smile and make eye contact
  - Speak clearly and distinctly
  - Maintain a constant voice volume -- not too loud
4. Cues to avoid:
  - Do not touch your face
  - Observe the individual's personal space -- do not stand too close
  - Do not touch the person
  - Do not slouch, glare or sigh at the individual
5. Anger management tactics:
  - Get their attention: Use their name, ask them to sit down
  - Acknowledge their feelings: Paraphrase what they say so they will know you are listening

- Get them moving: Offer a chair, move them to a private area if possible
- Offer assistance: Use the word “we” to include them in the solution process
- Tell them exactly what you can do for them and when
- Offer an alternative if appropriate
- Advise co-workers of the potential problem if possible
- Call for aid immediately if you sense the situation is getting out of hand

### **PERSON WITH A GUN:**

Fight or flee, depending on the situation. Running away should be your first plan, when possible.

- At 20 feet from the gunman, you're still within a deadly range.
- at 40 feet, you're a difficult shot. If he starts to shoot as you're making your escape.
- Try to run in a zigzag or another unpredictable pattern.
- Most robberies, for instance, end without violence, so it may make sense to cooperate with the gunman.
- If you're confronted with a determined psychopath, fighting would be a better option.

### **Active Shooter:**

1. If you witness any armed individual in the Shelter at any time, immediately contact 911.
2. If the individual is acting in a hostile or belligerent manner, contact 911.
3. If the shooter is outside the building:
  - Turn off all the lights and close and lock all windows and doors.
  - If you can do so safely, get all Shelter tenants on the floor and out of the line of fire.
  - Move to a core area of the building if safe to do so and remain there until an “all clear” instruction is given by an authorized known voice.
  - If you do not recognize the voice that is giving instruction, they should not change their status.
  - Unknown or unfamiliar voices may be false and designed to give false assurances.
4. If the shooter is inside the building:
  - If it is possible to flee the area safely and avoid danger, do so.
  - Contact 911 with your location if possible.
  - If flight is impossible, lock all doors and secure yourself in your space.
  - Get down on the floor or under a desk and remain silent.
  - Get people on the floor and out of the line of fire. Wait for the “all clear” instruction.
5. If the shooter comes into your office:
  - There is no one procedure the authorities can recommend in this situation.
  - Attempt to get the word out to other staff if possible, and call 9-911 if that seems practical.
  - Use common sense. If hiding or flight is impossible, attempt to negotiate with the individual.
  - Attempting to overcome the individual with force is a last resort that should only be initiated in the most extreme circumstances. Remember, there may be more than one active shooter.
  - Wait for the “all clear” instruction.
  - Be careful not to make any changes to the scene of the incident since law enforcement authorities will investigate the area later.
  - In case you must flee, do not go to the normal gathering site for your building. Get as far away from the shooting scene as possible and then contact authorities.

## **SEVERE WEATHER AND NATURAL DISASTERS**



## Shelter-in-Place

There may be situations when it's simply best to stay where you are and avoid any uncertainty outside. In fact, there are some circumstances where staying put and creating a barrier between yourself and potentially contaminated air outside, a process known as sheltering in place and sealing the room, is a matter of survival. Plan in advance where you will take shelter in this kind of an emergency.

- Choose an interior room or one with as few windows and doors as possible.
- Consider pre-cutting plastic sheeting to seal windows, doors and air vents. Each piece should be several inches larger than the space you want to cover so that it lies flat against the wall. Label each piece with the location of where it fits.

Use available information to assess the situation. If you see large amounts of debris in the air, or if local authorities say the air is badly contaminated, you may want to shelter-in-place and seal the room. Quickly bring Shelter tenants inside, lock doors, and close windows, air vents and fireplace dampers. Turn off air conditioning, forced air heating systems, exhaust fans and clothes dryers. Take your emergency supplies and go into the room you have designated. Seal all windows, doors and vents with plastic sheeting and duct tape or anything else you have on hand. Listen to the TV, the radio, or check the Internet for instructions.

### Earthquake:

- Stay calm and await instructions from the Emergency Coordinator or the designated official.
- Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
- Assist people with disabilities in finding a safe place.
- Evacuate as instructed by the Emergency Coordinator and/or the designated official.

### Earthquake - Indoors

Duck or drop down to the floor. Take cover under a door frame, sturdy desk, table or other furniture. Hold on to it and be prepared to move with it. Stay where you are until the ground stops shaking and it is safe to move.

Stay clear of windows, fireplaces, wood stoves, heavy furniture or appliances or which may fall over. Stay inside to avoid being injured by falling glass or building parts. If you are in a crowded area, take cover where you are. Stay calm and encourage others to do likewise.

### Earthquake - Outdoors

If you are outdoors, get into the open, away from buildings and power lines. Stay low to the ground and do not try to stand until the ground stops shaking. Remain outdoors. Do not reenter houses or buildings as their stability may have been compromised during the quake.

Primary Gathering Site: \_\_\_\_\_ Secondary Gathering Site: \_\_\_\_\_

### Flood:

- If indoors:
  - Be ready to evacuate as directed by the Emergency Coordinator and/or the designated official. Follow the recommended primary or secondary evacuation routes.
- If outdoors:
  - Climb to high ground and stay there. Avoid walking or driving through flood water. If a car stalls, abandon it immediately and climb to a higher ground.

## **Adverse Weather Emergency Plan**

### **Blizzard:**

- Stay calm and await instructions from the Emergency Coordinator or the designated official. Stay indoors!
- If there is no heat: Close off unneeded rooms or areas. Stuff towels or rags in cracks under doors. Cover windows at night. Eat and drink. Food provides the body with energy and heat. Fluids prevent dehydration. Wear layers of loose-fitting, light-weight, warm clothing, if available.

## **EVACUATION ROUTES**

Evacuation route maps have been posted in each work area. The following information is marked on evacuation maps:

- Emergency exits
- Primary and secondary evacuation routes
- Locations of fire extinguishers
- Fire alarm pull stations' location
- Assembly points

## **PANDEMIC VIRUS**

A pandemic is a global disease outbreak. A flu pandemic occurs when a new influenza virus emerges for which people have little or no immunity, and for which there is no vaccine. The disease spreads easily person-to-person, causes serious illness, and can sweep across the country and around the world in a very short time.

Pandemic diseases have occurred throughout history. One of the worst on record, a strain known as the "Spanish influenza," caused the death of an estimated 40 to 50 million people worldwide in 1918. Less virulent pandemic influenzas occurred in 1957 and 1968, taking a combined 3 million lives. By contrast, in a more typical year, 250,000 to 500,000 people die from influenza or other respiratory-related illnesses.

There is a limit to what the government or the health care community can do in advance of a pandemic outbreak. The U.S. Federal Government, the World Health Organization, and others are monitoring the avian, as well as other pandemic threat sources closely. The United States has active national as well as international programs for manufacturing, pre-positioning, and stockpiling antiviral drugs, masks, and other supplies. However, work on a specific vaccine generally cannot take place until a virus strain that infects people is identified and isolated. From that point, most experts agree that the development of an effective vaccine can take six months or more.

The next pandemic event could result in 180 to 360 million fatalities (up to 1.9 million in the United States alone) over what could be an 18-month crisis. In addition, health care providers and other industries on which the economy depends (e.g., financial, transportation, information technology) could be crippled by the absence of up to 40 percent of their workforce as employees become ill.

### **Potential Impact to Homeless Shelters**

The impact of an influenza pandemic on Homeless Shelters could be substantial. A serious outbreak would cause significant absenteeism among staff, challenging the Shelters ability to remain open and to continue to function within the community. Traditional Shelter services would be dramatically altered as human contact would be limited and mass gatherings cancelled.

Many "at-risk" populations which the Shelter traditionally serves, such as children and the elderly, may be among the hardest hit by the virus. Economically-disadvantaged and single parent households may struggle to make ends meet if they must stay home to care for a loved one or if schools and businesses are ordered closed. In addressing these issues, one might consider the following:

## Human Resources

Establish mandatory staff leave for ill employees (or those caring for ill family members). This will reduce the possibility of spreading the infection among healthy co-workers.

Adopt "leave" policies that do not penalize workers for absenteeism during a pandemic when it is related to personal illness or care for sick family members.

Be prepared for heavy absenteeism in jobs that interact with "at-risk" populations, such as children, or the elderly. Workers may fear that working with these groups places them at a higher risk for exposure to infection.

## Disaster Services

Plan with local emergency management and public health officials prior to an outbreak. Predetermine, as much as possible, the role and expectations for the Shelter. Consult with local officials on the availability of priority vaccinations for emergency and critical needs staff.

## CHEMICAL SPILL

*When a Large Chemical Spill has occurred:*

- Immediately notify the designated Emergency Response Coordinator.
- Read and follow the MSDS. Located \_\_\_\_\_
- Assess the area: Contain the spill (per MSDS) with available equipment (e.g., pads, booms, absorbent powder, etc.).
- Secure the area and alert other site personnel.
- Do not attempt to clean the spill unless trained to do so.
- Attend to injured personnel and call the medical emergency number, if required.
- Call a local spill cleanup company or the Fire Department (if arrangement has been made) to perform a large chemical (e.g., mercury) spill cleanup.
- Evacuate building as necessary

Name of Spill Cleanup Company: \_\_\_\_\_

Phone Number: \_\_\_\_\_

*When a Small Chemical Spill has occurred:*

- Immediately notify the designated Emergency Response Coordinator.
- If toxic fumes are present, secure the area (with caution tapes or cones) to prevent other personnel from entering.
- Deal with the spill in accordance with the instructions described in the MSDS.
- Small spills must be handled in a safe manner, while wearing the proper PPE.

## TELEPHONE BOMB THREAT CHECKLIST

**INSTRUCTIONS:** BE CALM, BE COURTEOUS. LISTEN. DO NOT INTERRUPT THE CALLER.

YOUR NAME: \_\_\_\_\_ TIME: \_\_\_\_\_ DATE: \_\_\_\_\_

CALLER'S: Male \_\_\_\_\_ Female \_\_\_\_\_ Adult \_\_\_\_\_ Juvenile \_\_\_\_\_ APPROXIMATE AGE: \_\_\_\_\_

ORIGIN OF CALL: Local \_\_\_\_\_ Long Distance \_\_\_\_\_ Telephone Booth \_\_\_\_\_

VOICE CHARACTERISTICS	SPEECH	LANGUAGE
<input type="checkbox"/> Loud <input type="checkbox"/> Soft <input type="checkbox"/> High Pitch <input type="checkbox"/> Deep <input type="checkbox"/> Raspy <input type="checkbox"/> Pleasant <input type="checkbox"/> Intoxicated           _____ <div style="text-align: center;">Other _____</div>	<input type="checkbox"/> Fast <input type="checkbox"/> Slow <input type="checkbox"/> Distinct <input type="checkbox"/> Distorted <input type="checkbox"/> Stutter <input type="checkbox"/> Nasal <input type="checkbox"/> Slurred                _____ <div style="text-align: center;">Other _____</div>	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Foul                    _____ <div style="text-align: center;">Other _____</div>
ACCENT	MANNER	BACKGROUND NOISES
<input type="checkbox"/> Local <input type="checkbox"/> Not Local <input type="checkbox"/> Foreign <input type="checkbox"/> Region <input type="checkbox"/> Race	<input type="checkbox"/> Calm <input type="checkbox"/> Angry <input type="checkbox"/> Rational <input type="checkbox"/> Irrational <input type="checkbox"/> Coherent <input type="checkbox"/> Incoherent <input type="checkbox"/> Deliberate <input type="checkbox"/> Emotional <input type="checkbox"/> Righteous <input type="checkbox"/> Laughing	<input type="checkbox"/> Factory <input type="checkbox"/> Trains <input type="checkbox"/> Machines <input type="checkbox"/> Animals <input type="checkbox"/> Music <input type="checkbox"/> Quiet <input type="checkbox"/> Office <input type="checkbox"/> Voices <input type="checkbox"/> Machines <input type="checkbox"/> Airplanes <input type="checkbox"/> Street <input type="checkbox"/> Party <input type="checkbox"/> Traffic <input type="checkbox"/> Atmosphere

### BOMB FACTS

***PRETEND DIFFICULTY HEARING KEEP CALLER TALKING IF CALLER SEEMS AGREEABLE TO FURTHER CONVERSATION, ASK QUESTIONS LIKE:***

When will it go off? Certain Hour \_\_\_\_\_ Time Remaining \_\_\_\_\_

Where is it located? Building \_\_\_\_\_ Area \_\_\_\_\_

What kind of bomb? \_\_\_\_\_

What kind of package? \_\_\_\_\_

How do you know so much about the bomb? \_\_\_\_\_

What is your name and address? \_\_\_\_\_

If a building is occupied, inform the caller that detonation could cause injury or death.

Activate malicious call trace: Hang up phone and do not answer another line. Choose same line and dial \*57 (if your phone system has this capability). Listen for the confirmation announcement and hang up.

Call Police at \_\_\_\_\_ and relay information about the call.

Did the caller appear familiar with the plant or building (by his/her description of the bomb location)?

Write out the message in its entirety and any other comments on a separate sheet of paper and attach to this checklist.

**TRAINING - DRILLS**

The following people have been trained in this manual and the proper emergency procedures to be followed in the event of an emergency/disaster situation.

Name

Date

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