



# HOUSING AUTHORITY CITY OF YUMA

## EMERGENCY PREPAREDNESS PLAN

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420 S. MADISON AVENUE  
YUMA, AZ 85364

(928) 782-3823  
[WWW.HACY.ORG](http://WWW.HACY.ORG)

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# CONTACT INFORMATION

## BUSINESS OFFICES

### Business Hours

Monday – Friday: From 8AM to 5PM  
Closed to the Public every Friday

### Main Office (Headquarters)

Housing Authority of the City of Yuma (HACY)  
420 S. Madison Avenue,  
Yuma, AZ 85364

### Mesa Heights Community Resource Center

2150 S. Arizona Avenue,  
Yuma, AZ 85364

### Maintenance Office

HACY Maintenance Supervisor and Staff  
480 S. Madison Avenue,  
Yuma, AZ 85364

### HACY Emergency Numbers

Main Office (During Business Hours): (928) 782-3823  
Maintenance On-Call (After Business Hours): (928) 920-2363

### Other Emergency Numbers

Ambulance: 9-1-1  
Emergency (Fire, Police, or Medical): 9-1-1  
Poison Control: (800) 222-1222

# CONTACT INFORMATION

## EMERGENCY PERSONNEL

Christian Fernandez, Maintenance Manager  
(928) 782-3823 x102

Luz Acosta, Business and Development Officer  
(928) 782-3823 x154

Howard Tang, Deputy Director  
Work: (928) 782-3823 x127

Maria Moreno, Deputy Director  
Work: (928) 782-3823 x132

Raquel Sodari, Director of Compliance & Information  
(928) 782-3823 x123

Michael Morrissey, Executive Director  
(928) 782-3823 x128

# EMERGENCY PREPAREDNESS



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Emergencies, disasters, accidents, injuries and crime occur without warning at anytime. Being physically and psychologically prepared to handle unexpected emergencies is an individual, as well as an organizational responsibility.

This Emergency Preparedness Plan (EPP) has been developed to assist in minimizing the negative effects from such events. Please read this Plan thoroughly before an emergency occurs, become acquainted with the contents, and keep this Plan available in your office for immediate reference. **DO NOT FILE THIS DOCUMENT.** Once you are familiar with the information enclosed, you will be better prepared to protect yourself and your co-workers.

The Emergency Preparedness Plan has been developed for the Housing Authority of the City of Yuma (HACY). This plan provides core guidance on actions necessary for most all emergency situations which could cause hazard to life or property from accidental or natural disasters or criminal situations.

If you have questions concerning a unique situation not covered in this reference or need additional emergency information, please contact your Supervisor and/or the Administration and Human Resource Director.

**Any situation occurring outside business hours should be reported to the Police.**

*The following plan was developed through research of respective Western Arizona Council of Government and Arizona Western College Emergency Preparedness Plans.*



# COMMUNICATION

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## **EMERGENCY COMMUNICATIONS**

When an emergency condition exists, the Executive Director and/or Deputy Directors (unless someone else is assigned this duty at the time of the emergency) will notify the necessary personnel to respond to their area of assignment.

The methods of communication listed below in descending order will be used. Notifications will be given in plain language.

- Intercom
- Telephones
- Mobile Telephones (Cell)
- Runners

## **MEDIA RELATIONS**

The Executive Director and/or Deputy Directors will be prepared to deal with the media, if needed.

A separate staging location will be pre-identified for media briefings.

# MAIN OFFICE

Familiarize yourself with the floorplan of the office and identify the nearest exit.



# STATE OF EMERGENCY

## CLOSING POLICY

Although HACY will make every effort to remain open for business on scheduled workdays, there may be instances where conditions make it impossible to do so. These include but are not limited to, a declared state of emergency, pandemic, severe weather, utility disruptions, natural disasters and terrorist actions. In all cases employee safety will be the primary consideration. The following procedures will set forth employer and employee obligations regarding reporting to work when circumstances impact the organization's ability to be open for business.

### PROCEDURE

- 1.** HACY will follow the disaster information from local area emergency police/health/fire authorities, in addition to information reported on local news stations, for official guidance.
- 2.** The Executive Director will consult with department managers regarding emergency category events and after being informed of circumstances, the Executive Director will make the decision on whether individual HACY departments will be closed.
- 3.** If there is a declared state of emergency that prevents employees from being able to travel to work on a particular day, the Executive Director will make the decision on whether HACY or individual HACY departments will be closed.
- 4.** If a state of emergency site closure has not been declared, employees are expected to report to work on time as scheduled.
- 5.** Employees who are late or who choose not to report to work when the office is otherwise open will be subject to the provisions of the attendance/tardiness policy.
- 6.** HACY reserves the right to make decisions regarding emergency closings that are believed to be in the best interest of the safety of all employees.



# POWER OUTTAGE

The inherent danger during a major power outage is panic; therefore all personnel should attempt to remain calm. To report a minor or localized power outage, call Arizona Public Service.

## **STEPS TO TAKE BEFORE AND DURING AN OUTAGE**

- Remain Calm.
- Follow directions from on-site Supervisor for immediate action.
- If an evacuation is ordered, seek out person with special needs and provide assistance.
- When your power goes off, check your neighborhood/business. If you are the only one without power, check to see if a fuse is blown or the main circuit breaker has tripped.
- During any power interruption, immediately turn off or disconnect all major appliances (air-conditioner, dryer, washer, dishwasher, range). Also, disconnect any heavy duty motors such as pool pumps or water heaters.

When the electricity comes back on, a sudden surge of power caused by the high demand for electricity could complicate and delay power restoration efforts. A second outage is more likely to occur if you don't turn off major appliances when an outage occurs.

Leave on just a few lights so you'll know when power has been restored. Don't turn off the freezer or refrigerator as you might forget to turn them back on when power is restored. Please check out tips for keeping food safe.

Wait at least one minute after the power is restored before turning back on all equipment.

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**NEVER LEAVE  
CANDLES  
UNATTENDED.**

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Have several easy to find flashlights in familiar places throughout your business, and stock up on extra batteries.

A battery-operated radio should be a part of your emergency equipment. APS will keep the news media informed of when the electricity will be restored.

**CANDLES CAN BE FIRE HAZARDS**  
Never place them near curtains or other flammable material.

**ARIZONA PUBLIC SERVICE (APS)  
(800) 253-9405**

**LOCAL APS  
(928) 782-7151**



**SAFETY TIPS**

# NATURAL GAS LEAK

Natural gas lines exist throughout HACY building sites to provide fuel to a variety of sources. While natural gas is colorless and odorless, an additive is used to give it a distinct odor when released into the atmosphere.

In case of a gas leak inside a building: Remain calm. Evacuate the building immediately

- **Do not** turn off lights, equipment or use a cell phone
- **Do not** operate any electric switches or appliances
- **Do not** use the telephone inside the building
- **Do not** use matches, cigarettes, or possible sources of ignition
- **Do not** use the elevators (if present)

From a safe place, call Southwest Gas immediately, day or night; or call 9-1-1. Do not re-enter until instructed to do so by Southwest Gas or the HACY on-duty Supervisor.

## **IN CASE OF A GAS LEAK OUTSIDE A BUILDING**

Call Southwest Gas and provide location information. Stay clear of the area until the area is deemed safe by Southwest Gas or the HACY on-duty Supervisor.

**In case of emergency – or if you smell natural gas call:  
Southwest Gas (877) 860-6020**

# FIRE

All employees, especially those in certain occupations, should learn to use a fire extinguisher. A designated HACY supervisor will arrange training sessions.

## **IF YOU DISCOVER FIRE AT YOUR LOCATION**

- Manually activate the fire alarm system - if the alarm has not sounded, announce evacuation through the intercom system, or yell "FIRE" and evacuate the area.
- Immediately exit the building, closing all doors behind you.

## **ONCE FIRE ALARMS ARE ACTIVATED**

- Walk to the nearest exit. Do not use elevators, if applicable.
- Leave the building immediately by the closest exit. Do not go back to your office or area to retrieve your belongings.
- Call the Fire Department at 9-1-1.
- Assist persons with special needs.
- Notify fire personnel if you suspect someone is trapped inside the building.
- Gather outside at the designated safe zone, do not attempt to re-enter the building until instructed to do so by authorized personnel.

## **IF TRAPPED IN A ROOM**

- Check doors for heat before you open them.
- Use the back of your hand to feel for heat, never use the palm of your hand or fingers to feel for heat.
- If you open a door, open it slowly. Be ready to shut it quickly if heavy smoke or fire is present.
- If unable to escape due to door being hot, place a cloth material around or under the door to prevent smoke from entering the room.
- If able, escape through a window or if unable hang a light colored cloth at the window to alert fire fighters to your presence.
- Close as many doors as possible between you and the fire.

## **IF CAUGHT IN SMOKE**

- Drop to hands and knees and crawl toward exit- heavy smoke and poisonous gases collect first along the ceiling.
- Stay low, as smoke will rise to ceiling level.
- Hold your breath as much as possible.
- Breathe shallowly through nose and use a filter such as a shirt or towel.

# FIRE CONT.

## If Forced to Advance through Flames

- Hold your breath.
- Move quickly.
- Cover your head and hair.
- Keep your head down and your eyes closed as much as possible.
- If your clothes catch fire, stop, drop, and roll- stop immediately, drop to the ground, and cover your face with your hands. Roll over and over or back and forth until the fire is out.
- If you or someone else cannot stop, drop, and roll, smother the flames with a blanket or towel.

## Using a Fire Extinguisher

If you have been trained and it is safe to do so, you may fight small fires with a fire extinguisher.

Use the **PASS** acronym to effectively put out small fires.

## HOW TO USE A FIRE EXTINGUISHER



# FLOOD / WATER LINE BREAK

If water is detected in the buildings or if there is a threat of water entering any building contact the on-duty supervisor or Maintenance Manager immediately.

**During the evening or weekend hours, call the HACY Emergency Number at (928) 920-2363 and/or the City of Yuma Water Division at (928) 373-4500. If emergency call 9-1-1.**

## **IF INSIDE**

- If you are on dry ground, turn off the power and electrical equipment. If standing in water, do not touch electrical equipment.
- Do not attempt to move any equipment.
- Leave area and wait for further instruction from authorized personnel.

## **IF OUTDOORS**

- Move to higher ground.
- Six inches or more of water can cause you to fall. Do not drive in flooded area.
- If floodwaters rise around your vehicle, abandon your vehicle and move to higher ground if you can do so safely.
- Avoid walking or driving through flood waters. Turn Around, Don't Drown! Just 6 inches of moving water can knock you down and one foot of moving water can sweep your vehicle away.

## **SEVERE RAIN / LIGHTING / WIND STORM**

In the event an unexpected severe storm hits the building, stay indoors with the doors closed.

- Do not try to leave building during storm.
- Move away from windows and glass doors.
- Do not use the telephones, computers or other equipment during storm.
- If power goes out during the storm, remain indoors until storm subsides.
- Wait for instructions from authorized personnel.

## **IF OUTDOORS**

- Seek shelter immediately.
- Stay away from water sources.
- If unable to get indoors, go to a low lying open place away from trees, poles, or metal objects.
- Be a very small target. Squat low to the ground, place hands on your knees with your head between them. Do not lie flat on the ground.
- If you are in a wooded area, take shelter under the shorter trees

# EARTHQUAKE

An earthquake is the sudden, rapid shaking of the earth, caused by the breaking and shifting of subterranean rock as it releases strain that has accumulated over a long time. Initial mild shaking may strengthen and become extremely violent within seconds. Additional earthquakes, called aftershocks, may follow the initial earthquake. Most are smaller than the initial earthquake but larger magnitude aftershocks also occur. Earthquakes may cause household items to become dangerous projectiles; cause buildings to move off foundations or collapse, damage utilities, roads and structures such as bridges and dams, or cause fires and explosions. They may also trigger landslides, avalanches, and tsunamis.

The potential for an earthquake does exist in Arizona. If a Major earthquake were to occur, HACY must be prepared to provide its own resources for an unlimited period of time. Most earthquake-related injuries and casualties result from collapsing walls, flying glass, and falling objects.

## **IF INSIDE**

- Stay inside! Do not run outside during the earthquake. Do not use elevators.
- Drop down onto your hands and knees so the earthquake doesn't knock you down. Drop to the ground (before the earthquake drops you!)
- Take cover underneath a desk or table, protecting your head and neck.
- If no sturdy shelter is nearby, crawl away from windows, next to an interior wall. Stay away from glass, windows, outside doors and walls, and anything that could fall, such as light fixtures or furniture.
- Stay inside until shaking stops. Carefully leave the building and go to the safe zones, staying away from trees and poles.
- Be prepared for aftershocks.

## **IF OUTSIDE**

- Stay outside. Move to an open area away from buildings, walls, power lines, streetlights; and stay there.
- Drop to your knees and get into a fetal position, close your eyes and cross your arms over the back of your neck for protection.
- Stay in fetal position until the shaking stops.
- Stay outside and do not re-enter any buildings. Go to safe zones.

# EARTHQUAKE CONT.

## IF TRAPPED UNDER DEBRIS

- Do not light a match.
- Do not move about or kick up dust
- Cover your mouth with a cloth, handkerchief or clothing.
- Tap on a pipe or wall so rescuers can locate you. Use anything that makes noise to get attention. Shout as a last resort as shouting causes you to inhale large amounts of dust.

## AFTER SHAKING STOPS

- Expect aftershocks. Go to safe zones.
- Stay away from damaged areas and debris.
- Use phones only for emergency calls.
- Assist in the building evacuation of persons with special needs.
- Tune portable radios to an Emergency Broadcast Station, and follow instructions.
- Authorized personnel will provide instructions for immediate action.
- Do not enter any building for any reason unless authorized to do so.





# EVACUATION

In advance of an emergency, determine the nearest exit to your location and the best route to follow. Assist anyone with special needs. If time permits during evacuation, secure your workplace and take personal items such as keys, purse, medication and glasses. In fire conditions, evacuate immediately leaving personal items behind. Go to your designated safe zone. The on-duty supervisor will take an accounting of those present. No one is to leave the area until they have been accounted for.

In most emergencies, complete evacuation of premises is not necessary. If, however, there is a major hazardous materials release, flood, or other major incident, it may be necessary to relocate all personnel and clients to a safer location.

## **EVACUATION FROM A BUILDING**

- Walk, do not run. Do not panic.
- Do not use elevators.
- Assist people with special needs.
- Gather outside at a designated safe zone area. Once there, your supervisor will take roll and account for all personnel.
- If you cannot return to your building/office, wait for instructions from the on-duty supervisor.

## **ON AND OFF WORKPLACE STAGING AREA**

In the event of an immediate, life-threatening emergency during which the entire work place must be evacuated in a matter of minutes, an off-workplace staging area may be located at:

**HACY Maintenance Office  
480 S. Madison Avenue, Yuma, AZ 85364**

If the emergency evacuation is a city/county emergency management mandatory evacuation, and the above listed location is not available - police or fire department personnel will announce the appropriate location.

Take all necessary steps to get to the staging area. Once there, register with the on-duty Supervisor. It is important that everyone check in to ensure personnel are accounted for when family or friends call to determine the whereabouts of loved ones.

# SUSPICIOUS MAIL

## IMMEDIATELY CALL THE POLICE DEPARTMENT

### CHARACTERISTICS THAT SHOULD TRIGGER SUSPICION INCLUDE LETTERS OR PARCELS THAT

- Are unexpected or from someone unfamiliar to you.
- Are addressed to someone no longer with your organization or are otherwise outdated.
- Have no return address.
- Have a return address that can't be verified as legitimate. • Are of unusual weight, given their size, or are lopsided or oddly shaped.
- Are marked with restrictive endorsements, such as "Personal" or "Confidential".
- Have protruding wires, strange odors or stains.
- Show a city or state in the postmark that doesn't match the return address.

### WHAT SHOULD I DO IF I RECEIVE A SUSPICIOUS PARCEL IN THE MAIL?

- Do not try to open the parcel.
- Isolate the parcel.
- Evacuate the immediate area, and notify the on-duty supervisor.
- Call the police department to notify them that you have received a "suspicious" parcel.

### WHAT SHOULD I DO IF I RECEIVE AN ANTHRAX THREAT BY MAIL?

- Do not handle the mail piece or package suspected of contamination.
- Notify the police who will immediately contact the U.S. Postal Inspection Service and the appropriate response team to handle this package or mail piece.
- Make sure that damaged or suspicious packages are isolated and the immediate area is cordoned off.
- Ensure that all persons who have touched the mail piece wash their hands with soap and water.

If you have any further questions or concerns, please do not hesitate to contact the Police Department.



# HAZARDOUS MATERIAL INCIDENT

## **IMMEDIATELY CALL THE FIRE DEPARTMENT AT 9-1-1.**

Provide the fire dispatcher with type of spill, injuries, type of chemical, flammability of substance, if possible.

**ONLY TRAINED AND AUTHORIZED** personnel are permitted to respond to hazardous materials incidents!

### **FOR A MAJOR SPILL OR LEAK**

- Activate the nearest fire alarm or announce building evacuation.
- Immediately evacuate the building, closing doors behind you.
- Do not attempt to clean up the spill yourself.
- Provide clean-up/rescue personnel with the appropriate Material Safety Data Sheet(s) and other pertinent information.

### **FOR A MINOR/NON-HAZARDOUS SPILL OR LEAK**

- Attempt to contain the spill; do not allow anything to leak into the drains.
- Wear proper personal protection equipment while cleaning up.
- Notify your immediate supervisor or an on-duty supervisor.

### **FOR AN OUTDOORS SPILL**

- Stay upstream and upwind of the spill.
- Move as far away from the accident scene as possible and help keep others away.
- Do not walk into or touch any spilled liquids, airborne mists or condensed solid chemical deposits.
- Try not to inhale gases, fumes or smoke. If possible, cover mouth with a cloth while leaving the area.

# TERRORISM

## DEFINITION OF TERRORISM

The use of force or violence against persons or property in violation of the criminal laws of the United States for purposes of intimidation, coercion, or ransom.

Acts of terrorism include threats of terrorism; assassinations; kidnapping; hijacking; bomb scares; and bombings; cyber attacks (computer-based); and the use of chemical, biological, nuclear and radiological weapons.

Terrorists have been known to use a variety of methods to carry out their unlawful activities. In general, a terrorist incident could involve:

## INCENDIARY / EXPLOSIVE

### IN THE EVENT YOU COME UPON AN INCENDIARY DEVICE

- Do not touch it. Note where it is.
- Call the Police Department immediately at 911.
- Leave the area and check for other devices on the way out.
- Pull the fire alarm or announce a building evacuation and go to the designated safe zone.

## CHEMICAL / BIOLOGICAL

### SOME INDICATORS OF THE POSSIBLE USE OF CHEMICAL OR BIOLOGICAL AGENTS INCLUDE

- Unusual occurrence of dead or dying animals.
- Unusual numbers of people exhibiting serious health problems.
- Unusual odors, liquid, spray or vapor.
- Suspicious devices or packages.

## NUCLEAR / RADIOLOGICAL EVENT ANYWHERE ON SITE

Radiation is an invisible hazard. There are no initial characteristics or properties of radiation that are visible. Unless nuclear/radiological material is marked accordingly, it may be some time before the hazard is identified as such.

## THREE METHODS TO MINIMIZE EXPOSURE

1. Shielding - place heavy, dense materials between oneself and the radiation source.
2. Distance - place as much distance between oneself and the radiation source.
3. Time - limit the amount of time spent near a radiation source.

# ACTIVE SHOOTER

An individual actively engaged in killing or attempting to kill people in a populated area. Call 911; give location of the active shooter, number of shooters, physical description of the shooters, number and type of weapon the shooter has and number of potential victims.

When an active shooter is in your vicinity, you must be prepared mentally and physically to deal with the situation.

## WHAT YOU CAN DO

### RUN

- Leave your belongings behind
- Evacuate whether others agree to follow
- Help others escape, if possible
- Do not attempt to move the wounded
- Prevent others from entering an area where the active shooter may be
- Keep your hands visible
- Call 911 when you are safe

### HIDE

- Hide in an area out of the shooter's view
- Lock door or block entry to your hiding place
- Silence your phone and remain quiet

### FIGHT

- Fight as a last resort
- Attempt to incapacitate the shooter
- Act with physical aggression
- Improvise weapons of throw items
- Commit to your actions, your life depends on it



# BOMB THREAT

## BY TELEPHONE

### DO NOT HANG UP! REMAIN CALM!

The excitement generated by a bomb threat often causes the individual receiving the call to terminate the call prematurely. Unless you feel an immediate threat, try to prolong the conversation and extract as much information as possible. Take the caller seriously. Ask a lot of questions, using checklist below as a guide.

**NOTIFY THE POLICE DEPARTMENT AT 9-1-1 IMMEDIATELY.**

### BOMB THREAT CHECKLIST

Time: \_\_\_\_\_ Date: \_\_\_\_\_ # Where call was received: \_\_\_\_\_  
Sex of Caller: M or F Age: \_\_\_\_\_ Race: \_\_\_\_\_  
If known, name of caller or name used: \_\_\_\_\_

### QUESTIONS TO ASK

- When is the bomb going to explode?
- Where is the bomb right now?
- What does it look like?
- What kind of bomb is it?
- How is the bomb wrapped?
- Why did you place the bomb?
- Are you part of a group or organization?
- Did you place the bomb? What is your name?
- Is there more than one bomb? How many?
- What will cause the bomb to explode?

# BOMB THREAT CONT.

## USE DESCRIPTIVE WORDS THAT MAY HELP THE POLICE DEPARTMENT LOCATE THE SUSPECT

### CALLERS VOICE

Calm	Angry	Excited	Soft	Loud	Accent
Laughing	Crying	Slurred	Nasal	Stutter	Lisp
Raspy	Deep	Ragged	Clearing	Throat	Cracking
Voice	Disguised	Articulate	Nervous	Slow	Speech
Fast	Speech	Vulgar	Drunk	Familiar	

Is/Was the caller incoherent?

Is/Was the caller irrational?

### BACKGROUND SOUNDS

Street	Kitchen	Music	PA System	Voices	Static
Motor	Machinery	Animals	Clear	Office Sounds	
Sirens	People	Party			

Was the message taped?

Was the Message read?

Instructions or directives made by caller?

# SUICIDE THREAT

## **IF AN IMMEDIATE THREAT**

Notify the Police Department at 9-1-1.

## **IF NOT PERCEIVED AS AN IMMEDIATE THREAT**

Contact your direct supervisor immediately.

## **MENTAL HEALTH**

If a person starts exhibiting irrational behavior or threatens themselves or others, call the Police Department immediately at 9-1-1.

- Clear away as many people from the area as possible.
- If unable to leave the area, stay calm and try to keep the individual calm.
- When police arrive, follow their instructions, provide the necessary information, and leave the area as soon as practical.

**IF YOU OR SOMEONE YOU KNOW NEEDS HELP,  
CALL OR TEXT**





# WORKPLACE VIOLENCE

## **WORKPLACE VIOLENCE MAY TAKE A VARIETY OF FORMS, SUCH AS**

- Violence by Strangers: involves verbal threats, threatening behavior or physical assaults by an assailant who has no legitimate business relationship in the workplace.
- Violence by Customers or Clients: the assailant who either receives services from or is under custodial supervision of the effected employee.
- Violence by Co-Workers: the assailant has some employment-related involvement with the workplace, former employee, co-worker, supervisor or manager, for example.
- Violence by Personal Relationships: personal relations may include spouse, former spouse, friend, or acquaintance.

## **WARNING SIGNS**

- The person challenges authority
- Under the influence of drugs or alcohol while at work
- Makes verbal threats
- Takes obsessive interest in co-worker
- Blames others for own problems/failures
- Tries to intimidate
- Total disregard or extreme obsession with personal hygiene

## **PREVENTION**

- Report any threatening actions by anyone to your Supervisor
- Report any signs of harassment or any signs of violence by anyone to your Supervisor
- Set-up a "Buddy System" with a co-worker

## **REPORTING VIOLENCE**

- Call your Supervisor or the Police Department immediately
- Do not change or clean up anything at the scene until instructed to do so by the Police
- Do not touch anything handled by the attacker

## **WORKING ALONE AFTER DARK**

- Always let your Supervisor know when you are working late, and inform someone at home, so they know when to expect you.
- Park in an area with good lighting, and as close to the door as possible. You may need to move your vehicle while it is still light.
- If someone else is in the building, have that person see that you get to your vehicle safely.
- Have your vehicle keys ready as you leave the building.
- Always check around and underneath your car as you approach.
- Before you enter, check the floor and back seat.
- Lock all car doors as soon as you get in.

# CIVIL DISTURBANCE

## CIVIL DISTURBANCES

Civil disturbances include riots, threatening individuals, crimes in progress, or assemblies that have become significantly disruptive. If a gathering becomes disruptive, threatening and violent and blocks your entrance or egress from an office or building, please call the Police at 9-1-1.

## IN CASE OF A CIVIL DISTURBANCE

- Avoid provoking or obstructing demonstrators.
- Secure your area (lock doors, safes, files, vital records, expensive equipment, etc.)
- Avoid area of disturbance.
- Continue with normal routines as much as possible.
- If the disturbance is outside, stay away from doors and windows. **STAY INSIDE.**



# LOCK DOWN

A **lockdown** is an emergency protocol to prevent people or information escaping, which usually can only be ordered by someone in command. They are also used to protect people inside a facility from a dangerous external event.

## UPON ALERT TO LOCKDOWN

If you are in a classroom, room or office, stay there, secure the door and windows and await further instructions or escort from emergency personnel.

Authorized personnel will initiate and announce the lockdown over the intercom system (if applicable). The announcement will be repeated several times.

- Remain calm. Encourage others to remain calm.
- If the door does not lock consider barricading the door with tables and chairs.
- If you are in a corridor go into the closest office not already secured and lock or barricade the door and windows.
- Close curtains or blinds where possible.
- Stay away from windows and doors.
- Stay low and quiet.
- Phones should be put on quiet or vibrate mode. Do not make non-essential calls.

## ACTIONS TO AVOID

- Do not open the door once it has been secured until you are officially advised "all clear or are certain it is emergency personnel at the door.
- Do not use or hide in washrooms.
- Do not travel down long corridors.
- Do not assemble in large open areas (e.g. cafeterias).

Do not call 9-1-1 unless you have immediate concern for your safety, the safety of others, or feel you have critical information that will assist emergency personnel in the response.

## CONSIDERATIONS

- Follow instructions from authorized personnel only.
- During a lockdown, if the fire alarm is activated, remain where you are and await further instructions over the intercom system or portable radio.
- For their own safety, emergency personnel must initially consider all individuals as potential threats. It is important to follow instructions from police at all times to avoid harm and safety.

## FOLLOWING THE LOCKDOWN

- Cooperate with emergency personnel to assist in an orderly evacuation.
- Proceed to the designated assembly area if advised.
- The police may require individuals to remain available for questioning following a lockdown.

# MEDICAL EMERGENCIES

Don't second guess, **ALWAYS CALL 9-1-1 FOR ASSISTANCE.**

## **HANDS ONLY CPR**

Hands only CPR can be as effective as conventional CPR and can double that person's chance of survival.

## **WHEN AN ADULT SUDDENLY COLLAPSES, TRAINED OR UNTRAINED BYSTANDERS SHOULD**

- Call 9-1-1
- Push hard and fast in the center of the chest.
- Do not be afraid to help as your actions can only help.

## **TO GIVE CONVENTIONAL CPR**

- Call 9-1-1
- Find the notch where the lower ribs meet the breastbone.
- Place the heel of your hand on the breastbone and the other hand on top.
- Position shoulders over hands.
- Compress chest 15 times using a smooth, even rhythm.
- Give two (2) slow breaths - breath unto victim until chest gently rises.
- Do three more sets of 15 compressions and 2 breaths.
- Recheck pulse and breathing for about 5 seconds.
- If there is no pulse, continue sets of 15 compressions and 2 breaths.
- Continue until medical assistance arrives; or until the victim starts breathing or has a pulse.

## **TO STOP BLEEDING**

- Lay the person down and elevate their legs.
- If possible, elevate the site of the bleeding.
- Remove obvious dirt and debris from the wound. Gloves should be used if available. Do not remove any objects pierced into the victim
- Apply pressure directly on the wound with a sterile bandage, clean cloth or piece of clothing. Maintain pressure until bleeding stops then bind wound with dressing or cloth.
- If bleeding continues or seeps through bandage, do not remove bandage, but add more absorbent material on top of it.
- If bleeding continues, apply pressure to major artery that delivers blood to that area.
- Immobilize the injured body part once the bleeding has stopped. Leave bandages in place and seek medical assistance as soon as possible.
- Immediately wash your hands with soap and water and any other part of the body which has been exposed to blood. Rinse eyes and mouth out with water only.


# MEDICAL EMERGENCIES CONT.

## HEAT RELATED ILLNESS

- Get the victim to a shady place or an air conditioned / cool place.
- Loosen tight clothing.
- Apply cool, wet cloths to the skin.
- Fan the victim.
- If victim is conscious, give cool (not cold) water to drink.
- Call 9-1-1 if victim refuses water, vomits or loses consciousness.

## ABDOMINAL THRUSTS FOR CHOKING VICTIM

- Get behind the victim.
- Wrap your arms around the person's waist, just above their navel.
- Clasp your hands together in a double fist.
- Press in and up in quick thrusts. Be careful not to exert pressure against the victim's rib cage with forearms.
- Repeat procedure until choking stops.



## EXHAUSTION

### SYMPTOMS

- Profuse sweating
- Headache
- Weak, rapid pulse
- Irritability
- Shallow breathing
- Pale, cool, clammy skin
- Muscle cramps
- Nausea or vomiting
- Faint or dizzy

### TREATMENT

- Have casualty lie down in a cool shaded or air conditioned area.
- Drink water if casualty is conscious.
- Use caution when casualty stand up, apply cold compress.

## STROKE

### SYMPTOMS

- Strong, rapid pulse
- Confusion
- Convulsions
- Hot, red, dry skin
- Nausea or vomiting
- Absence of sweating
- Pulsating headache
- May lose consciousness
- High body temperature: above 103°F

### TREATMENT

- DIAL 911 or 112
- Take action to cool casualty by any means.
- Place casualty in a cool area, wrap in wet towel, sponge with cool water.

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# MOTOR VEHICLE ACCIDENT

If you are involved in a motor vehicle accident while conducting work-related business in either a HACY owned vehicle or your own vehicle, follow these steps:

- If anyone is injured, call for an ambulance immediately. Do not move the victim unless it is absolutely necessary – because of additional harm from a life threatening exposure (i.e. fire, traffic, etc.)

- **CALL THE POLICE AT 9-1-1**

- Take immediate action to prevent further damage at the scene of the accident.

- Do **NOT** discuss the accident or sign any papers from anyone except your Supervisor, Human Resource Manager, or the Police.

- Be sure to obtain all facts and information about the crash, such as date, time, location, vehicle and insurance information, driver information, names and addresses of witnesses.

- You must promptly contact your Supervisor and/or the Human Resource Manager if there is any injury or if the property damage is serious. A written incident report is to be submitted within 24 hours following the accident.

# PANDEMIC

Influenza viruses primarily cause infections of the respiratory tract (breathing tubes and lungs). In some persons, complications of influenza can be severe, including pneumonia. Pandemic influenza is a global outbreak of disease from a new influenza. A new Influenza virus is unlike past influenza viruses. Because people have not been infected with a similar virus in the past, most or all people will not have any natural immunity (protection) to a new pandemic virus. Pandemic flu may be more severe, affect more people, and cause more deaths than seasonal influenza. It is not possible to predict in advance the severity of a future influenza pandemic.

- Once a pandemic virus develops, it can spread rapidly causing outbreaks around the world.
- If the pandemic virus causes severe disease, many people may develop serious illnesses. Some of those who develop severe influenza will die.
- There is no vaccine available at this time for a pandemic flu, and it is expected to take approximately six to twelve months after a pandemic flu appears for the first doses to be manufactured and significantly longer before there is an adequate supply for the public.

## **HOW TO REDUCE SPREADING**

- If you are sick stay home
- Cover your mouth with tissues whenever you sneeze, and discard used tissues in the trash.
- Avoid people who are sick with respiratory symptoms.
- Remain 6 feet from person to person contact including visitors, tenants, and staff.
- Do not shake hands, or any other physical contact.
- Clean frequently touched surfaces.
- Conduct interviews over the phone
- Use latex gloves when dealing with documents, door handles, be vigilant.
- Wash your hands frequently with warm, soapy water for at least 20 seconds.
- HACY has provided alcohol-based hand sanitizer stations
- Avoid group meetings or events of more than 10 people.
- Lunch room capacity is 2 staff at a time; remember to keep 6 feet in distance.
- Keep the Human Resources Department updated with your contact information.
- Protect yourself as if everyone is infected.