

EMPLOYEE SAFETY PLAN GUIDELINES

BUILDING CONTACTS

The Department has assigned a Building Safety Officer (BSO) and a backup BSO to each of our facilities. The Bureau of General Services (573) 751-6040, is the liaison to the building owners and the Office of Administration for all building matters. They will work with the Building Safety Officers to assure that emergency response and employee safety issues are communicated. If you are unsure about whom the BSO is in your building, please contact General Services.

WORK ENVIRONMENT

Please familiarize yourself with your office work area. It is important to know the location of the fire pulls, fire extinguishers, exit routes and severe weather shelters in your work area.

Exits, halls, and aisles must always be kept clear.

FIRE

The Department conducts fire drills on an annual basis. The drill is normally conducted during the month of October.

Please familiarize yourself with your building's fire evacuation procedures and the location of fire pulls and extinguishers in your building.

EVACUATION TIPS:

1. Prior to opening doors, feel them with the back of your hand. If warm, use another exit.
2. Smoke is the greatest danger in a fire, so stay near the floor where the air will be more breathable.
3. If you become trapped in the building during a fire:
 - Stay near the floor, where the air will be more breathable.
 - Shout at regular intervals to alert emergency personnel of your location.

TORNADO AND SEVERE WEATHER

Each building will be equipped with a severe weather warning radio. The Building Safety Officer will determine the location of the radio, and maintain the back-up battery. When the National Weather Service issues a tornado warning for your county, this is an indication that you need to seek shelter within one of the severe weather shelters in your building. The Building Safety Officer will inform

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building staff of what sounds to listen for in the event of severe weather. This information will be shared during a severe weather drill. The central offices will use air horns to alert staff.

The Department conducts severe weather drills on an annual basis. This drill normally occurs during the month of March.

Familiarize yourself with the locations of the severe weather shelters in your building.

Tornado Watches and Warnings:

- The National Weather Service issues a tornado watch when conditions are favorable for severe weather and tornadoes are possible in the area. You should remain alert for approaching storms and if possible listen to the radio for local updates. Tornadoes generally occur near the trailing edge of a thunderstorm.
- A ***tornado warning*** is issued when a tornado has been sighted or indicated by the weather radar.

EARTHQUAKE

Movement of the ground is seldom the actual cause of death or injury. Most casualties result from partial building collapse and falling objects and debris, like falling bricks, ceiling plaster, and light fixtures.

1. Stay away from glass.
2. Staff should assist visitors to the nearest non-windowed area.
3. Take cover under a heavy desk, table, bench, or doorway, or along an inside wall. (Non-windowed rooms toward the center of the building.)
4. Do not use candles or matches during or after the tremor because of possible gas leaks.
5. Be prepared for additional earthquake shocks called “after shocks”.
6. If the building is structurally damaged, evacuate after movement has stopped and reassemble at your designated area on the parking lot.
7. The Building Safety Officer will assist people with special needs.

BOMB THREAT

Most bomb threats are made over the phone. The overwhelming majority are hoaxes, often the work of malicious pranksters, although terrorists also make hoax calls. Please refer to the Threatening Call/Visitor Checklist located on the DHSS Intranet under Employee Information. You may also find the list by opening the following link. <http://dhssnet/PublicNotices/employinfo.html>

Any hoax is a crime and, no matter how ridiculous or unconvincing, shall be reported to the police.

The following bomb threat procedures were developed with input from Capitol Police and the Office of Administration.

BOMB THREAT PROCEDURES

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1. No threat or call relating to bombs will be disregarded.
2. All threats must be reported to the Department Situation Room (DSR) at (800) 392-0272.
3. In the event of a bomb threat, the determination whether to evacuate or not to evacuate the facility is a MANAGERIAL decision. The source of the threat, the frequency of threats, effectiveness of search procedures, and occupancy of buildings are factors that will be considered in this determination.
4. The DSR will report all threats, and request Capitol Police assistance for facilities located within Jefferson City.
5. Bomb threats received by offices outside of Jefferson City shall be reported to the local authorities by the local staff.

AUTHORITY TO IMPLEMENT SEARCH OR EVACUATION:

The Director of the Department shall order and direct a search.

The Director of the Department retains sole authority to:

- a) Order and direct evacuation
- b) Order and direct department shutdown
- c) Order and direct reentry or reoccupying after evacuation
- d) Order and direct release of publicity

In the event that the Director of the Department is not available, his authority will be exercised by the following:

- a) Department Deputy Director
- b) Director, Division of Administration
- c) Bureau Chief, Division of Administration-Bureau of General Services
- d) Coordinator, Department Situation Room

PROCEDURES FOR EMPLOYEES THAT RECEIVE A BOMB THREAT:

The majority of bomb threats are conveyed by telephone calls. The chances are that a bomb threat will not be directed at the specific individual that answers the call. However, the person who first answers the call is a critical link in obtaining essential information to determine the credibility of the call and how the department ultimately responds to it. Therefore, it is imperative that any DHSS employee who answers such a call be fully informed on how to handle threatening calls. The recipient of such a call shall:

Listen carefully

1. Note information that will help identify who is making the call and where it might be coming from. Please refer to the Threatening Call/Visitor Checklist located on the DHSS Intranet under Employee Information. You may also find the list by opening the following link.
<http://dhssnet/PublicNotices/employinfo.html>

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- Listen closely to the person and note the following: voice (male-female), voice quality, accents, and speech impediments.
 - Pay particular attention for any strange or peculiar background noises such as motors running, background music and the type of music, and any other noises, which might give even a remote clue as to the place from which the call is being made.
2. Obtain the exact message as given by the caller.
- Keep the caller on the line as long as possible.
 - On the Cisco phones you will need to press the “MORE” soft key until you see the “MCID” soft key.
 - Press the MCID soft key.
 - You will hear a confirmation tone.
 - The call will be logged by the system and a system administrator will be notified via an alarm.
 - Ask the caller to repeat the message.
 - Attempt to record every word spoken by the person making the call.
 - Attempt to gain more specific information about the location, type, size, and description of the explosive device and caller.
 - If the caller does not indicate the location of the bomb or the time of possible detonation, the person receiving the call should ask the caller to provide this information.
 - The recipient of the call should be available to be interviewed by the authorities.
 - Please refer to your phone book for “call trace” instructions if you’re your office is located outside of Jefferson City.
 - Notify your supervisor and the DSR at the termination of the call and provide whatever information is appropriate and requested. The Director’s Office, DSR, and Capitol Police, (or local authorities for offices located outside of Jefferson City) will determine the next steps. Therefore, employees should refrain from sharing information with anyone else. This can create confusion and chaos among staff.
 - If you are the recipient of an email bomb threat, do not close or delete the email. Notify your supervisor immediately.

PROCEDURES FOR DSR:

1. Log call.
2. Notify department director or designee.
3. Notify Capitol Police for offices located within Jefferson City.
4. Notify building security company when appropriate (i.e., Sonitrol).
5. Identify and notify appropriate staff about search procedures, as directed.
6. Notify appropriate staff about evacuation, if required.
7. Call in additional personnel, if required.
8. Receive updates about results of any search.

OPERATION OF SEARCH PROCEDURES:

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Law enforcement personnel have indicated that they may require the assistance of department employees to assist with a search. The office occupants are most familiar with their surroundings.

1. An employee will be designated as coordinator of the search. The coordinator shall:
 - Remain calm.
 - Avert panic in personnel at the site.
 - Maintain supervision of overall search.
 - Assume the responsibility for the effectiveness of the search.
 - Ensure that searches are conducted in a manner that will minimize disruption of normal work conditions or undue attention to the incident.
 - Conduct the search in a logical sequence.
 - Check off areas as they are reported being:
 - Clear of any suspected explosive
 - Containing a suspected explosive
 - Exercise the authority to evacuate the immediate area if circumstances so dictate.
 - Maintain liaison with law enforcement agencies and DSR.
 - Inform law officers assigned to the incident about developments as they are reported.
 - In the event a bomb or suspected explosive package is discovered, notify the DSR and Capitol Police (or local authorities for offices located outside of Jefferson City), and request bomb disposal support from Police to either deactivate, remove, or establish the object to be harmless.
2. Employees asked to conduct a search shall:
 - Remain calm.
 - Search unrestricted areas first.
 - Avert panic in personnel at the site.
 - Conduct the search in a manner that will minimize disruption of normal work conditions or undue attention to the incident.
 - Notify the coordinator of the search as areas are checked on whether they are:
 - Clear of any suspected explosive
 - Contain a suspected explosive
3. Employees asked to conduct a search shall NOT:
 - Smoke
 - Open or turn on any electrical switch or circuit except for required illumination.
 - Close or turn off any electrical switch or circuit, unless required to prevent loss or damage to equipment.
4. If a suspicious object is **found**:
 - Do not touch or disturb it.

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- Notify the search coordinator immediately.
- If possible, the following information will be recorded:
 - Shape of object
 - Size of object (dimensions)
 - Writing visible on object
 - If object emitting sound (ticking)

WORKPLACE VIOLENCE:

It is important to remember that even the most respectful environment can experience incidents of workplace violence. The environment may not always be the stressor that leads to the occurrence of an incident. An employee may be experiencing psychological problems, be under the influence of alcohol or drugs, or suffering from familial stress. He or she may be feeling overlooked in not receiving a desired promotion; and he or she may be experiencing rage due to the knowledge of a potential layoff.

In order to intervene in a timely and appropriate manner before a violent episode occurs, it is important to be able to identify the stages of workplace violence. Employees should have knowledge of these stages so that they can inform management of potential incidents. The following are indicators that can signal the risk potential of violent episodes:

- Sudden and persistent complaining about being treated unfairly
- Blaming of others for personal problems
- Sudden change in behavior, deterioration in job performance
- Statement that he or she would like something bad to happen to supervisor or another co-worker
- Paranoid behavior
- Sudden increased absenteeism
- Sexually harassing, or obsessing about a co-worker: sending unwanted gifts, notes, unwanted calling, stalking
- Increased demand of supervisor's time
- Alcohol or drug abuse
- Talking to oneself
- Instability in family relationships
- Financial problems combined with not receiving a raise or promotion
- Poor relationships with co-workers or management
- History of violent behavior
- Previous threats, direct or indirect
- Refusal to accept criticism about job performance
- Sudden mood swings, depression
- Sudden refusal to comply with rules or refusal to perform duties
- Inability to control feelings, outbursts of rage, swearing, slamming doors, etc.

If an employee begins demonstrating any or a combination of the above indicators, it is important that management refers him or her to the Employee Assistance Program (EAP) or other counseling services as soon as possible. It is imperative to respond in an empathic, caring and non-shaming manner, remembering that time is of the essence.

Oftentimes, violence in the workplace is committed by someone from outside the agency. The following situations indicate a potential threat:

- The spouse or partner of an employee who is in an abusive relationship
- Rejected suitors, partners involved in divorce or separation procedures
- Ex-employees who have been fired or laid off
- Disgruntled customers

It is the policy of the Department to promote a safe and professional environment for its employees. The Department is committed to working with its employees to maintain a work environment free from confrontational behavior, violence, threats of violence, harassment, intimidation and other disruptive behavior. Please familiarize yourself with the DHSS Workplace and Conduct Policy located in the Administrative Policy Chapter 11, section 11.16. This policy applies to all levels of Department employees and to all interactions between a Department employee and co-workers, supervisors, Department management, other state employees, clients of the Department and other members of the public encountered while performing the work of the Department.

MEDICAL EMERGENCIES:

In the event an employee or guest becomes seriously ill or injured, the following procedures should be followed.

1. An ambulance should be called immediately using the emergency number. **Central office staff will need to dial 911, or Capitol Police at 2-2222.** At the victim's request, an employee or family member may take the employee or guest to an appropriate place for care if the illness or injury is minor.
2. Employees trained in First Aid and CPR should be allowed to assist the victim.
3. If the victim is conscious, ascertain any allergies, heart or other conditions and current medications. Any medical information will assist the victim.
4. An employee should meet the ambulance at the building entrance to direct the emergency personnel to the victim.

FIRST AID TIPS:

- **Burns (Thermal or Chemical)** - Flush chemical burns with cool running water. Cover burn loosely with a dry, sterile bandage.
- **Poisoning or Overdose** - Determine what substance is involved and how taken. If choking, lower the victim's head.
- **Fainting, Unconsciousness, and Shock** - Have the victim lie down and elevate the feet. Cover with a blanket, jacket or other appropriate item.

- **Severe Bleeding and Wounds** - Apply direct pressure on wound using a clean cloth or hand. Keep pressure on wound until help arrives. Elevate body part (extremities without obvious fracture). Add more cloth if blood soaks through. Do not remove initial dressing.
- **Choking** - Check the victim's mouth; clear foreign matter. Remove dentures if present. Use abdominal thrusts (Heimlich Maneuver).
- **Fractures or Sprains** - Keep the victim still and the injured area immobile.

GENERAL EVACUATION PROCEDURES

When there is a building evacuation use the closet exit. Assist the physically challenged or wounded in exiting the building. If your evacuation exit is blocked, try the next closest exit. (Emergency exits are marked on the diagrams posted throughout the building.)

1. Remain calm. Walk quickly to the nearest exit and tell others to do the same. If possible, close office doors and turn off lights as you leave.
2. Do not return to the evacuated building unless directed to do so by emergency personnel. Remain in the assigned areas until given permission to enter the building, assemble at another location, or leave the premises.