

One Step Ahead Series

Disaster Preparedness

***A Guide for
Human Service Providers
in Emergency Situations***

irwin siegel agency, inc.
risk management services
human service programs



Disaster Preparedness

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Human Service Providers
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Introduction

A major management responsibility for service provider agencies is to plan ahead for as many types of potential disasters as foreseeable in an effort to protect the agency's assets (personnel/consumers and property) and maintain service to its consumers. Disaster preparedness planning is a basic necessity for every safety and loss control program.

A DISASTER is defined as "any event that results in damage to equipment, premises, and/or injury to personnel or consumers which is serious enough to require immediate implementation of a Disaster Preparedness Plan (DPP)."

While a Disaster Preparedness Plan is often thought of as a plan for dealing with a fire at your agency, the plan should go far beyond just one situation. The plan should include any type of emergency situation that has the potential to occur at your agency.

SOME TYPICAL EMERGENCY SITUATIONS INCLUDE THE FOLLOWING:

Bomb Threat	Building Collapse	Civil Disturbance/Riot
Data Loss	Earthquake	Electrical Outage
Epidemic	Explosion	Fire
Flood	Hurricane	Sabotage
Snow Storm	Strike	Tornado
Wind Storm	Gas Leak	Chemical Leak/Spill
Communication Disruption		

While it may be difficult to estimate the destruction and disruption that may follow a major disaster, a DPP will significantly help to minimize the results of a disaster.

The following text will outline how your agency can develop a plan for responding to the different emergency situations that may occur (as listed above). Because it is impossible to effectively deal with all types of emergency situations in a single book, we will cover some of the most common ones.

This particular book is provided to you as part of a series of books to give you a starting point in developing a viable, company-wide safety program and philosophy. In addition to the books in this series, we have developed field-specific booklets that cover topics such as medication administration, passenger assistance, person-centered planning, behavior management, quality management and many others.

5 Steps

5 Steps to Developing an Effective Disaster Preparedness Plan

A Disaster Preparedness Plan should spell out a course of action that directs personnel in acting immediately and correctly in an emergency situation. On the next few pages, we will discuss the five key elements of a disaster preparedness plan.

These elements are:

1. The plan must be in writing.
2. The plan must be comprehensive.
3. The plan must identify objectives.
4. The plan must designate responsibility and authority.
5. The plan must include a schedule for periodic audits and drills.

STEP ONE, THE PLAN MUST BE IN WRITING

The DPP has to be written and function as a visible tool that:

- Enables staff to clearly understand procedures that should be followed in the event of a disaster
- Provides a base document that will be further developed based on changes in program, regulations, and needs

All departments of the agency should have a copy of the plan. The plan can be maintained electronically, but *hard copies should be available in the event of power failure*. Important items to include in the plan are a **diagram of the facility** showing construction, occupancy, emergency exits, utility shutoffs, hazardous materials, flammable liquids or gases storage and usage and fire protection equipment. The plan should also establish a meeting place for groups of people and designate someone to take a head count of **all employees and consumers**.

The plan must be revised and updated on an annual basis or as necessary! Reasons to revise the DPP will include program expansion, introduction of new types of programs, changes in organizational structure, changes in fleet size and revision of local emergency procedures, such as availability of shelter.

Ongoing training must be done so that all staff, new and experienced, are aware of their respective roles during a disaster and will be able to execute the plan accordingly.

S Step Two

Step Two, The Plan Must Be Comprehensive

Care should be taken in putting together a DPP, so that it does not end up becoming a huge binder that no one will care to read. However, there are many items to address regarding the planning and performance of the plan to minimize the effects of a disaster:

- 1. Identify the potential natural disasters** and other emergency situations that can occur in your geographical location.
- 2. Involve your local insurance broker** to ensure that your agency is properly protected (covered for the potential loss).
- 3. Contact your State or County Disaster Coordinator** and other emergency response agencies for assistance in developing your plan. This will also provide government officials with accurate information in determining the need for evacuation centers and supports, such as food. It will also give emergency response agencies, such as your local police and fire departments, a better understanding of your facility's layout and needs. The disaster coordinator should also address the issue of emergency shelter for persons with disabilities.
- 4. Upper management should prepare the initial plan.** They should include input from the Safety Committee Chairperson, Risk Management Department, Human Resources, Operational personnel, Systems personnel, Maintenance, Housekeeping and Legal Counsel.

It is unrealistic to protect every facet of an agency's operation against every conceivable disaster. The cost would be prohibitive and the probability of occurrence of some types of disaster may be minimal. It is important, however, to perform a comprehensive risk analysis at the outset to identify critical business functions and related disaster recovery applications, and match them to the type and magnitude of disasters that are most likely to occur at your agency.

Complete a "threat survey" (see sample in the back of this publication) to determine the likelihood of component failure, localized or regional disaster, and the potential cost of protecting against interruption of normal operations. The survey can be completed in the form of a matrix where, for each exposure and/or disaster potential, suitable control measures are developed. These control measures form the foundation on which the DPP stands.

Most DPP's

Most DPP's are designed and written with the following assumptions:

1. **The "worst case" scenario has occurred.** The agency is no longer operational.
2. **Use of alternative resources** that are available to the agency (e.g. moving participants from one facility to another) will make recovery from any degree of disaster, less than complete destruction, much quicker.
3. **The Disaster Coordinator and the Disaster Management Team** select the alternative resources after the damage has been assessed.
4. **The plan is not all-inclusive.** Decisions regarding situations, personnel, facilities, equipment, supplies and transportation not expressly mentioned in the DPP will need to be made and are not usually the responsibility of the Disaster Coordinator and the Disaster Management Team. It should be assumed that not all personnel would be available during the emergency. Even staff with specific duties during the course of an emergency could become unavailable due to the hardships of the disaster (e.g. taking care of their families, transportation difficulties, personal injury/death).

The DPP goes into effect upon the occurrence of a disaster and remains in effect until normal operational functions are resumed. Designation of "normal operational functions" is at the discretion of the Disaster Management Team.

Step Three, The DPP Must Identify Objectives

The DPP should address a number of objectives and responsibilities. These will vary based on agency preference and geography.

Objectives will include but are not limited to:

- a) Protection of employees and people served by agency programs
- b) Protection of agency property and resources, including electronic data
- c) Resumption of partial or complete agency activities. This includes administrative functions such as meeting payroll, accounting functions, completing attendance, etc.
- d) Orderly actions and decisions to control damage and loss
- e) Periodic rehearsals and drills
- f) Periodic review and updating of the plan

S Step Four

Step Four, The Plan Must Designate Responsibility and Authority

The DPP should indicate the various levels of responsibility and authority necessary to execute the plan quickly and smoothly. A policy statement should establish a hierarchy of decision-making, from which authority and accountability for the DPP development, initiation and review are identified. Priorities for safety, security, damage control and resumption of programs should be established.

The highest levels of responsibility are given to:

- Disaster Coordinator
- Disaster Management Team

Other teams have specific functions and report to the Disaster Management Team.

These typically include:

- Operations Team
- Transportation Team
- Computer Operations Team
- Support Team

The team approach is used in order to:

- Assign specific responsibilities among several employees
- Ensure back-up personnel who can fill in as alternates
- Coordinate the expertise and experience of individuals from different departments for a common purpose



S

tep Five

Step Five, The Plan Must Include a Schedule for Periodic Audits and Drills

Provider agencies face many forces of change in the course of operation; state and federal regulatory impact, program changes in the form of service delivery, staff turnover, restructuring and so on. These changes can have a profound impact on how the agency responds in emergency situations. Because of this, the DPP should be audited in response to changes that affects operations. In addition to auditing the DPP when changes occur, the DPP should be audited on at least an annual basis. This will be a helpful tool in identifying shortcomings in the plan.

Each program should conduct periodic drills to practice responses to the identified threats. Drills, and even simple walkthroughs, will help the participants understand the routine required during an emergency, much in the same way that fire drills may help evacuate participants in a calm manner during a real fire.

Disaster Teams

The primary objective of the DPP is to ensure the safety of all agency employees and consumers and a quick, effective recovery of the agency's operations. The most efficient way of doing this is to break that objective down to its component tasks and to assign those tasks to teams.

Although the types of teams and operations may vary according to each agency's needs, remember that each team should consist of:

- A Team Leader
- A roster of Team Members (team size depends on agency size)
- A roster of Alternates for each Team position.



Disaster Teams

The operation of each Disaster Team is defined by its objective, pre-planning responsibility and disaster function. These elements, highlighted below, will be discussed in detail later.

- **The Disaster Coordinator** maintains the DPP and takes the necessary actions dictated by the local emergency situation. The coordinator is the liaison between the Disaster Management Team, Agency management and local civil authorities.
- **The Disaster Management Team** coordinates the activities of all other teams and reports to the Disaster Coordinator.
- **The Support Team** appraises the damage resulting from the disaster, initiates procedures to minimize further losses and recovers what is salvageable. The team also prepares the recovery site for occupation and operation.
- **The Operations Team** sets up operations at the recovery site and meets minimum processing and operational requirements to resume business functions.
- **The Computer Operations Team** develops liaisons to obtain replacement hardware and software for processing needs, establishes data communications and restores the operating system. This team is also responsible for records and files.
- **The Transportation Team** addresses all needs for transportation between old and new sites, and for delivery of equipment, computer hardware, and other needed supplies.

The **Coordinator** is responsible for implementing the plan and activating the **Disaster Teams**. This can be accomplished using a network system of telephone communication. Each team member must have access to a cellular telephone in the event land telephone lines are inoperable, and a pre-published list of each member's cellular telephone number is necessary. Also, **Team Members** can be notified by telephone from sites not affected by the emergency or by announcement via a prearranged, designated radio station. Each **Team Leader** and **Team Member** should be assigned calling responsibilities to guarantee necessary notification of *all DPP participants*.

The following pages identify the Disaster Teams listed above. Each Team is outlined with its typical objective, pre-planning responsibilities and disaster functions. It is important to note that these outlines constitute samples of what a typical DPP should include as a minimum. Plans for specific program issues and addressing specific disasters warrant further evaluation to determine if additional objectives, pre-planning responsibilities, and disaster functions are needed in the DPP. Adequate planning, preparation, communication, and teamwork have proven to be the necessary ingredients for a successful DPP. Team members should be trained to handle any emergency situation. All employees and consumers should have general knowledge of the entire DPP and what is expected of them. Disaster team members should be available on every shift. Alternates should also be trained in the event that the regular team members are unavailable.

Although it is difficult to predict and develop recovery procedures before the occurrence of a disaster, the development of procedures in the midst of a disaster is far more difficult. Contingency planning is therefore the key to quick and effective recovery.

Disaster Coordinator

Disaster Coordinator

OBJECTIVE

Maintain the DPP and take the necessary actions dictated by the local emergency situation.

PRE-PLANNING RESPONSIBILITY

- Update the DPP
- Assign personnel to disaster recovery task responsibilities
- Select facility back-up site for data processing operations
- Confer with Team Leaders and review DPP procedures
- Identify designated representatives of key operations including Legal, Risk Management, Personnel and Loss Control
- Maintain list of staff and phone numbers, including cellular phone numbers
- Identify possible emergency housing sites (hotels, schools, etc.)

DISASTER FUNCTIONS

- Liaison with the Disaster Management Team, agency management and local civil authorities
- Contact all Team Leaders
- Supervise overall recovery following the DPP
- Notify Team Leaders as to where and when to report to alternate site
- Evaluate and report on extent of damage to management
- Advise management of the status of recovery efforts
- Provide the media with updates and releases, as appropriate
- Establish lines of communication for funding and support with insurance broker, insurance carrier, state, county or federal funding agencies

Disaster Management Team

OBJECTIVE

Coordinate the activities of all other Disaster Recovery Teams.

PRE-PLANNING RESPONSIBILITIES

- Establish job production priorities
- Implement the DPP
- Identify local Disaster Recovery emergency headquarters, police, fire and ambulance departments
- Maintain staff rosters and phone number lists, including cellular phone numbers

DISASTER FUNCTIONS

- Act as the liaison between the Disaster Coordinator and all other teams
- Approve emergency expenses
- Coordinate immediate site relocation
- Authorize all recovery operations when a disaster is reported
- Provide administrative assistance and technical, clerical and secretarial support
- Develop an estimate of total expenses/damages due to the disaster

Operations Team

OBJECTIVE

Set up operations at the recovery site and meet minimum processing and operational requirements to resume business functions.

PRE-PLANNING RESPONSIBILITY

- Maintain list of people served and emergency information for each individual, including current medications, precautions, special communication or personal assistance instructions and emergency contact phone numbers.
- Maintain list of major customers and suppliers and their phone numbers
- Maintain list of staff and phone numbers, including all cell phone numbers
- Maintain list of required manuals, references, etc.
- Maintain list of legal representatives, insurance/claim contacts
- Maintain list of computer output available from primary back-up site

DISASTER FUNCTIONS

- Update and reconstruct files, manuals and essential documents
- Inform major suppliers and customers of disaster and operational updates and provide phone numbers, postal addresses and contacts engaged in the recovery process
- Interface with Legal, Risk Management, Personnel, Loss Control and other Team Leaders to provide operational information
- Work with Computer Operations Teams to restore and rebuild critical files and documents
- Obtain supplies, equipment, forms, manuals, etc. required to conduct business and make them available to the teams
- Provide for manual data entry, typing, etc. to support recovery process

Transportation Team

OBJECTIVE

Address all needs for transportation between damaged and recovery sites and provide for delivery of hardware, equipment and other materials.

PRE-PLANNING RESPONSIBILITY

- Establish contacts with transportation companies
- Maintain driver list
- Plan car pool arrangements
- Plan for transportation of people, supplies, equipment, machinery, files, etc. to the back-up site(s) and to off-site storage
- Set up a scheduled and contingency courier/shuttle service between the damaged site and the recovery site

DISASTER FUNCTIONS

- Mobilize transportation companies to assist with relocation efforts
- Coordinate transportation needs and priorities with all other teams
- Facilitate the emergency and ongoing delivery of replacement equipment, furniture, supplies, etc.
- Maintain service by package carrier services and the U. S. Postal Service

Computer Operations Team

OBJECTIVE

Develop liaisons to obtain replacement hardware and software for processing needs. Establish data communications and restore the operating system. Provide replacements, salvaged and reconstructed manuals, documentation, records and files.

PRE-PLANNING RESPONSIBILITY

- Inventory present hardware, software and network configurations
- Consult with the systems group to establish minimal system and network needs to maintain operations
- Maintain list of staff and phone numbers off-site
- Institute security procedures for computer systems
- Store duplicate records of key information such as accounting data at off-site locations and back-up this data regularly
- Arrange for key staff members to use laptops or home-based computers to maintain essential agency data and records from remote sites, as needed

DISASTER FUNCTIONS

- Notify Systems liaison of disaster
- Salvage and protect hardware and media that is not destroyed.
- Notify back-up computer site
- Assist Systems liaison in locating/ordering computer and telecommunication equipment replacements
- Interface with facilities team on floor plans, wiring, air conditioning, etc.
- Advise Operations Team as to status of computer operations
- Arrange for data and phone lines
- Reconstruct damaged in-progress documentation
- Coordinate support activities of the back-up site, establish a processing schedule based on authorized priority job list
- Begin priority processing
- Obtain necessary support from vendors/manufacturers of computers
- Establish and maintain listings of file replacements

Support Team

OBJECTIVE

Appraise the damage resulting from the disaster, initiate procedures to minimize further losses, and recover what is salvageable. Prepare the local replacement site for occupation and operation. Provide equipment, food and fresh water, lodging, maintenance, etc.

PRE-PLANNING RESPONSIBILITY

- Maintain contact with local hotels for temporary lodging for consumers, Team Members, and other staff
- Establish directory of outside vendors and contractors
- Maintain contact with back-up/alternate site
- Maintain copy of floor plans, plant layout, design and personnel locations
- Maintain list of staff and phone numbers
- Determine power, cooling, heating and security requirements
- Determine space requirements, including computers
- Establish needs for equipment supplier list
- Plan security procedures for all sites
- Maintain lists of required standard forms, supply sources, material catalogs, etc.
- Maintain inventory lists of equipment, machinery, furniture, etc.
- Maintain contact with local hotels for temporary lodging for Team Members, other staff and consumers
- Understand how to report a claim to the local insurance agent and to the carrier

DISASTER FUNCTIONS

- Set up local Disaster Recovery emergency headquarters
- Identify equipment, machinery, furniture, files, documents, computers, etc. to be salvaged
- Take steps to prevent further damage, such as tarping a damaged roof
- Obtain generators, cranes, other auxiliary equipment, as needed
- Initiate claims process and work with claims adjuster
- Assist with planning of transportation of salvaged materials to new site, with assistance of claims adjuster and the Transportation Team
- Arrange crews for salvage and cleanup, with assistance of claims adjuster
- Participate in initial damage assessment
- Determine where equipment is not salvageable and replacement is needed
- Coordinate contracts for replacement equipment

Support Team

- Assist risk management in arranging for new site/equipment insurance
- Obtain and place equipment, machinery, computers, and furniture
- Set up catering arrangements
- Provide necessary maintenance and security at both the disaster site and the recovery site
- Assess the need for additional recovery site locations
- Provide for and activate the electrical, heating, communications, telephone and environmental services
- Coordinate with Building, Engineering and other facility-oriented services to prepare original site for occupation
- Work with Transportation and Operations Teams to arrange for delivery of required supplies to the temporary location
- Provide for storage facilities for salvaged equipment, machinery, records, etc.
- Coordinate activities with back-up sites
- Distribute emergency supplies to new site and arrange for ongoing supplies
- Set up internal mail arrangements
- Maintain emergency cost records
- Circulate telephone numbers, addresses, etc. of recovery center staff

Caution: Thought should be given to the fact that during a disaster, staff will be concerned about their family members as well, this could impact on your plan and designated staffing.



Be Prepared

Be Prepared...

Preparations for a disaster go beyond just knowing what to do and who will handle it. To be adequately prepared for disasters, you should also have emergency supplies ready and available.

How available your emergency supplies are will be as important as what they include. All staff needs to know where to locate such supplies and how to obtain them. Keep in mind that some supplies, such as bottled water, food, medications, first aid products and batteries, expire and should be replaced on an annual basis or when their expiration dates have passed.

YOUR EMERGENCY SUPPLIES SHOULD INCLUDE AT LEAST THE FOLLOWING:

- Bottled drinking water; plan on one gallon per day per person
- Food; high protein food such as granola bars and raisins, as well as a variety of canned foods (Note that the consumer's individual service plan may prohibit them from eating certain foods, so provisions must be made for them as well.)
- Non-electric can opener
- Clothing; rain gear, sturdy shoes or boots, rubber boots & rubber gloves, work gloves
- Blankets, sleeping bags
- First aid kit and manual
- Prescription medications
- Extra eye glasses
- Battery powered radio
- Battery powered NOAA Weather Radio
- Flashlights; Battery-powered lanterns
- Extra batteries
- If possible, credit cards & cash
- Extra set of keys to vehicles
- Fire extinguishers
- Tarps for shelter, duct tape, garbage bags
- Pre-cut plywood, nails/tools to board up windows, protect home
- Portable urinal
- Toilet paper
- Specialized items depending on clientele such as diapers, wipes, adaptive equipment



Be Prepared continued

- Emergency information binder with
 - Emergency telephone number list
 - Copy of disaster preparedness plan
 - Health insurance information on participants, e.g., copies of benefit cards
 - List of physicians and hospitals
 - Property & Casualty insurance information, including policy numbers and a claims reporting phone number
 - Broker/Agent's phone number
 - List of styles & serial numbers of specialized medical equipment, e.g., pacemaker
 - Instructions on how to turn off utilities, especially main gas shut-off
 - Emergency information for each person served

A smaller version of an emergency supply kit should be kept in each of your vehicles. For longer trips, a more complete version should be included.

If evacuation is warranted and ordered by civil authorities, staff should be able to take necessary items from the facility's emergency supplies to supplement the inventory already in the vehicles.

Vehicles should have at least the following:

- Battery-powered radio
- Extra batteries for above items
- Booster cables (*If staff are trained in their proper use*)
- Bottled water
- Non-electric can opener
- Emergency information binder *as previously detailed*
- Maps
- Equipment for tire repair
- Seat belt cutter
- Flashlight
- Blankets, Fire Blankets
- First aid kit & manual
- Non-perishable foods that are high in protein
- Fire extinguisher
- Emergency triangles
- Shovel
- Sand
- Flares

hree R's

The Three R's of Emergency Response

READINESS

Includes Mitigation and Preparedness

Mitigation

Any activity that will:

- Prevent a disaster
- Reduce the chances of the disaster occurring
- Reduce the damaging effects of a disaster

Examples of mitigation activity include:

- Purchasing appropriate insurance (reduces damaging effects)
- Reinforcing home to withstand hurricanes
- Learning about potential disasters
- Installing equipment (e.g. smoke detectors)
- Learning first aid, CPR

Preparedness

Knowing the warning signs of a disaster, knowing how to respond and having the necessary equipment to do so.

Examples of preparation include:

- Developing an evacuation plan
- Stocking emergency food and water
- Having a disaster preparedness plan
- Training staff on this plan.

RESPONSE

Taking appropriate actions to protect lives and property from the disaster. Response includes:

- Seeking shelter
- Turning off utilities when necessary
- Going to higher ground during a flood

RECOVERY

Actions taken in order to return to "normal" life after the disaster. Recovery includes:

- Making insurance claims
- Repairing damage

The following pages will cover the three "R's" for different emergency situations that could happen at your agency.

Disasters

Disasters and the Three R's for Each

NATURAL DISASTERS

- Floods and Flash Floods
- Hurricanes
- Tornado, Severe Windstorm or Thunderstorm
- Earthquake
- Structural Fire
- Forest Fire/Wild Fire
- Landslides and Mudflows
- Drought or Extreme Heat
- Winter Storms/Cold Weather
- Volcano
- Tsunami

OTHER EMERGENCY SITUATIONS

- Riots, Civil Disturbance and Bomb Threats
- Hazardous Materials and Radiation Release
- Resource Shortage



Floods and Flash Floods

A flood is defined as the rise and overflow of a body of water that covers land not usually under water, occurring over a long period of time.

Flash floods are quick-rising floods usually occurring as the result of heavy rains over a short period of time, often only several hours or even less.

Coastal flooding occurs when strong onshore winds push water from an ocean, bay or inlet onto land. This can take the form of storm surges associated with tropical storms and hurricanes, or can be associated with non-tropical storms such as "nor'easters." Flooding causes billions of dollars in damage each year. It also causes the greatest number of deaths of any natural disaster.

READINESS:

- Ask your insurance broker about flood insurance.
- Avoid building in a flood plain.
- Follow local building codes.
- Stockpile emergency building materials.
- Make evacuation plans.
- Keep vehicles fueled to ensure rapid evacuation.
- Store drinking water in jugs, bottles and pans.

RESPONSE:

- As flood waters rise:
 - Shut down utilities; turn off open flames; shut off main gas valve; and close all discharge valves on all tanks containing flammable liquids or dangerous chemicals.
 - Seal openings (doors and windows) or other vulnerable areas (cracked foundation) by using sandbags.
 - Secure all outdoor items, such as furniture, lumber, etc.
 - Move valuables to upper levels.
 - Move cars, machinery and livestock to higher ground.
 - Check emergency supplies.
- Do not attempt to drive on flooded roads or through underpasses.
- Do not cross streams where water is above your knees.
- If a flash flood warning is given, move immediately to higher ground.
- Listen for evacuation announcements.

Floods

Floods and Flash Floods continued

Recovery;

- Report damages to your insurance carrier.
- Clear drains of debris.
- Be aware that there may be fires, flooding, or impairment to your facility's fire protection system.
- Exercise care around damaged or submerged power lines.
- Do not use food that has come into contact with floodwaters.
- Have all drinking water tested.
- Check for structural damage before re-entering any building.
- Let buildings air out for several minutes before re-entering and do not use matches or lanterns inside.
- Shovel out mud while it is still moist.



Hurricanes

Hurricanes

Hurricanes are storms with pronounced rotary circulation and winds that exceed 74 mile per hour. They are normally accompanied by torrential rains and flooding. They typically occur from mid-June through mid-November.

READINESS;

- Reinforce facilities to withstand wind and flooding.
- Coastal homes should be above ground level and securely anchored.
- Avoid coastal areas during hurricane advisories.
- Purchase flood insurance, if available, through your broker.
- As hurricane season approaches, recheck window shutters, and supply of boards, tools, batteries, and non-perishable foods.
- If your area receives a hurricane warning, moor your boat securely or evacuate it to a safe area.
- Secure outdoor objects such as furniture, garbage cans, or bicycles.

RESPONSE;

- Monitor storm advisories issued by the National Weather Service.
- Take precautions and appropriate action as soon as a hurricane warning is announced.
- Mobile homes and low-lying coastal areas must be evacuated.
- Stay indoors only if you are in a sturdy structure on high ground and away from the shore - otherwise move to a designated shelter and stay there until the storm has passed.
- Follow state and community advisories as to evacuating the area, however, do not attempt to travel during high winds and storm surges.
- Do not be fooled into thinking the hurricane has passed while the eye of the storm is in your area - leave your shelter only after the "all clear" signal is broadcast over the radio or television.

RECOVERY;

- Report damages to your insurance carrier.
- A disaster assistance center may be established in severely damaged communities.
- Be aware that there may be fires, flooding, or impairment to your facility's fire protection system.
- Clear roof drains of debris to prevent water from pooling on the roof, which could lead to roof collapse.
- Avoid loose or dangling wires; report them to the power company.
- Report broken sewer or water mains to the water department.
- Protect against further damage by boarding broken windows, placing a tarp on a damaged roof, etc.

Tornadoes

Tornado, Severe Windstorm or Thunderstorm

Tornadoes are violent storms with whirling winds that can reach up to 300 miles per hour. They appear as rotating funnel-shaped clouds that range from gray to black in color. They extend toward the ground from the base of a thundercloud. Tornadoes can come one at a time, or in clusters, and they vary greatly in length, width, direction of travel, and speed. They can leave a path from 50 yards wide to over a mile wide. They may touch down for only seconds or remain in contact with the ground for over an hour.

Severe windstorms or thunderstorms, not accompanied by a tornado, can also cause severe damage or personal injury.

READINESS:

- Learn about tornadoes and your community's shelter and warning system.
- Understand the different terms associated with these storms.
 - Watch - atmospheric conditions are such that a severe storm or tornado is likely.
 - Warning - the storm is occurring in the area or tornadoes have been sighted.
- Be informed of daily weather conditions and storm alerts.
- Designate a safe area in each facility; usually the basement or lowest floor interior space is the safest. Stay away from windows or areas partitioned with glass.
- Plan tornado drills for each program.
- Teach all staff and consumers what to do in case of a storm and to report to designated shelters.
- Install lightning rods on all high risk buildings.
- Stock your shelter with a battery-powered radio, flashlights and extra batteries.

RESPONSE:

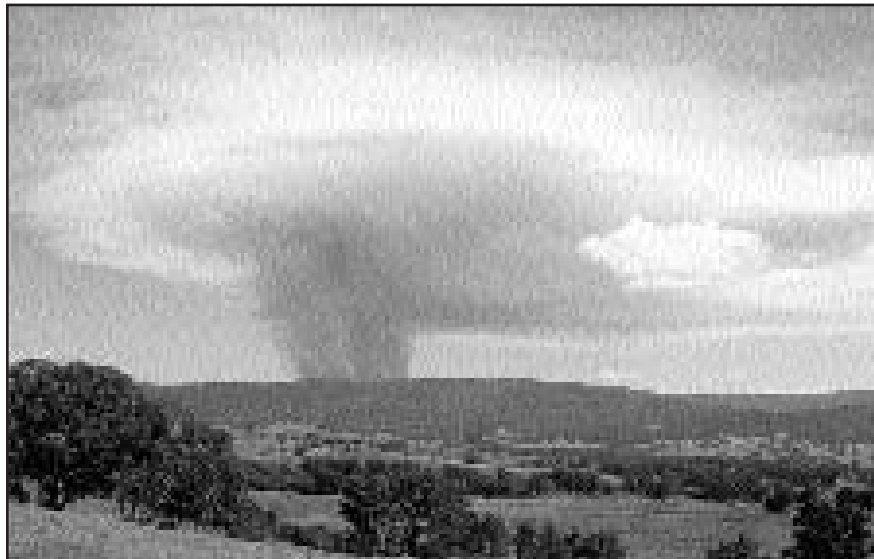
- Go to your designated shelter area or take cover under solid furniture or mattresses.
- Avoid large, poorly supported roofs.
- Stay indoors.
- If driving in open country, drive at a right angle to the tornado's path when it is safe to do so.
- If walking in the open, lie flat in a ditch or ravine.
- Get away from any body of water.
- Evacuate the building and call the fire department immediately if any fires start.
Only attempt to extinguish small fires.
- Give first aid and call emergency medical assistance for anyone struck by lightning.

Jornadoes

Tornado, Severe Windstorm or Thunderstorm continued

RECOVERY;

- Re-enter buildings with extreme caution.
- Be alert for fire hazards.
- Report damages to your insurance carrier.
- Clean up fallen trees, branches, and debris.
- Report any downed electrical wires to emergency personnel.





Earthquake

Earthquake

An earthquake is a "shaking or trembling of the earth that is volcanic or tectonic in origin."

Most earthquakes occur due to an abrupt rupturing of great masses of rock beneath the earth's surfaces that usually occurs without warning. Aftershocks can be as dangerous as the initial earthquake. In the United States, although thousands of earthquakes occur every year, most of these are too small to feel; however, 39 states in the U.S. have medium to high potential for a quake to occur.

READINESS;

- Support implementation of safe building codes and comply with these codes in your facilities.
- Organize and support programs to prepare for future earthquakes.
- Train staff and consumers on how to avoid injury and panic during an earthquake.
- Train staff on how to turn off water, gas and electricity at main switches & valves.
- Conduct earthquake drills.
- Check facilities for earthquake hazards.

RESPONSE;

- Indoors - stay inside against an inside wall or inside a stairwell.
- High-rise or large commercial building - get under a desk or heavy table. Do not try to leave the building.
- Turn off utilities at the main shut-off.
- Outside - get away from buildings, utility poles and trees.
- In vehicle - pull safely off the road and avoid bridges and overpasses.

RECOVERY;

- Check for injuries and fires and respond.
- Check for imminent hazard, leaking gas lines, downed electrical wires, etc.
- Clean up spilled medicines and other potentially harmful materials.
- Check chimneys, closets and all storage areas carefully.
- Report damages to your insurance carrier.

Structural Fire

READINESS;

- Develop and teach staff fire safety curriculum, consult state regulations.
- Install smoke detectors, and where appropriate, heat detectors.
- Follow safe building codes.
- Do not store combustible materials in closed areas or near a heat source.
- Keep fire extinguishers in facilities.
- Maintain fire insurance.
- Plan alternate escape routes from every room of each facility; conduct fire drills and be sure each participant knows each exit.
- Install metal or rope fire escape ladders from upper floors.
- Post fire department phone number.
- Teach participants what to do in case of a fire.

RESPONSE;

- Immediately report any fire after evacuating consumers.
- Contain the fire if possible (i.e. close the doors).
- Stay low in a burning building, away from smoke and toxic fumes.
- Check doors before opening; do not open a door that feels hot.
- If your clothing catches fire - stop, drop and roll.

RECOVERY;

- Report damages to your insurance carrier.
- If temporary housing is needed, see if your insurance will cover expenses or contact the Red Cross or the Salvation Army.



Forest Fire/Wildfire

Forest fires or wildfires often begin unnoticed and spread quickly, sometimes changing direction with the wind and igniting brush, trees, and homes. Weather conditions can directly contribute to the occurrence of wildfires through lightning strikes, or indirectly through an extended dry spell or drought that contributes to the availability of fuel.

READINESS;

- Learn how to recognize dangerous fire conditions.
- Use fire carefully and wisely.
- Keep chimneys clean and avoid open burning during dry weather.
- Plan several escape routes from forested areas.
- Clear an open space around your facilities.

RESPONSE;

- Leave immediately if officials are evacuating your area.
- If in the forest when a fire breaks out, note weather conditions and wind direction before planning appropriate escape routes.
- If caught in a fire, look for a body of water, rock outcropping, or cleared area to obtain shelter.
- Breathe through wet cloth; try to breathe air close to the ground where it is cooler and contains more oxygen and less smoke.
- Do not try to outrun a fire that is burning uphill - travel at right angles to the fire if possible.

RECOVERY;

- Report damages to insurance carrier.
- Check carefully for hot spots upon re-entering burned forest area.
- Replant burned area quickly to reduce soil erosion.





Landslides and Mudflows

Landslides include a wide range of ground movement, such as rock falls, deep failure of slopes, and shallow debris flows. Although gravity is the primary reason for a landslide, there are other contributing factors. Erosion, snowmelt or heavy rains, earthquakes, volcanic eruptions, vibrations from machinery, traffic, blasting, and even thunder may trigger failure of weak slopes.

Slope material that becomes saturated with water may develop a debris flow or mudflow. The resulting slurry of rock and mud may pick up trees, houses, and cars, thus blocking bridges and tributaries, causing flooding along its path. Landslides occur in every state and U.S. territory.

READINESS;

- Check with the county land commission or local office of the US Geological Survey for ground composition, drainage and stability information.
- Plant ground cover or build retaining walls on slopes.
- Reinforce the foundation and exterior walls of your facilities.
- Construct catch basins, dams, or channels for mudflow control.
- Purchase flood insurance if available, in mudflow areas.
- Be prepared to evacuate.
- Know whom to call at the first signs of a landslide.
- Evacuate quickly if you are warned of an impending landslide or mudflow.

RESPONSE;

- If inside a building during a landslide, stay inside and find shelter under a desk, table or sturdy piece of furniture.
- If outside in the open, roll into a tight ball and protect your head. Mudflows usually can only be survived by avoiding them. Move to higher ground at the first signs of a mudflow coming your way.
- If caught in a mudflow, try grabbing anything that is being carried along.

RECOVERY;

- Report damages to your insurance carrier
- Thoroughly check the foundation, chimney, and surrounding land for damage.
- Stabilize land as quickly as possible to avoid secondary slippage.
- Re-seed damaged land to help stop erosion.

Drought

Drought or Extreme Heat

Drought is caused by long periods of time with little or no rainfall. Extreme heat occurs when the temperature reaches excessively high levels or when the combination of heat and humidity causes the air to become oppressive. Drought or extreme heat can occur in any area of the country. Extreme heat is especially dangerous to medically frail individuals, the very young, and the very old. Pay particular attention to these individuals in times of extreme heat.

READINESS:

- Conserve water throughout the year.
- Insulate facilities to reduce need for air conditioning.
- Acclimate to heat.
- Be able to recognize and treat heat impairment symptoms.

RESPONSE:

- Use water only for essential purposes.
- Reuse water whenever possible.
- Avoid overexertion.
- Pace yourself while working, wear light-colored, loose-fitting clothing.
- Keep body fluid and salt level as close to normal as possible.
- Rest regularly.

RECOVERY:

- Put heat victim in the shade and give water to drink.
- Lower body temperature.
- Get immediate medical attention to anyone who faints from heat exposure.



W inter Storms

Winter Storms/Cold Weather

Cold weather and associated winter storms are common throughout most of the United States. However, shifts in the jet stream can force extremely cold, arctic air into warmer regions. Winter storms precipitation can include snow, sleet or freezing rain.

READINESS:

- Keep posted on weather conditions.
- Learn about the three types of storms: blizzard, heavy snowstorm, and ice storm.
- Assign specific tasks such as plowing, shoveling, sanding or salting, including roof areas, if necessary.
- Have heating systems inspected every fall.
- Provide adequate building heat during cold weather to prevent freeze up of sprinkler systems and other interior water piping. Pay particular attention to the temperature of crawl spaces or other areas that piping may run through that may not receive sufficient heat.
- Install alternate heat sources.
- Insulate your home.
- Keep an adequate supply of heating fuel on hand.
- Have a battery-powered radio, flashlight and extra batteries on hand.
- Know where to locate and how to use equipment needed to light a fire.
- Know how to use emergency heating and lighting equipment to prevent fires or dangerous fumes.

RESPONSE:

- Determine if early closing or delayed opening of your program sites is necessary.
- Avoid all unnecessary trips.
- Know when your body is tiring and do not overexert yourself.
- If you must be outdoors, wear several layers of loose-fitting clothing.
- Cover your mouth to protect your lungs from cold air.
- If your car breaks down during a winter storm, display a trouble signal.
- Do not leave your car unless you are certain there is help available within one hundred yards.
- While in your car awaiting assistance, run your engine to stay warm - but remember to keep snow away from the exhaust pipe and keep a window open for ventilation.

RECOVERY:

- Clear snow from paths, sidewalks, driveways, exits, fire protection equipment and utilities.
- Check roofs for damage from heavy snow.
- Inspect roof drains to ensure that there is no ice buildup.
- Avoid overexertion while clearing snow.
- Report any damages to your insurance carrier.
- Check sprinkler systems and other pipes for evidence of freeze damage, i.e. leaks or cracks.

V

Volcanoes

Volcanic Eruption

Volcanoes are mountains that are built by the accumulation of their own eruptive products - lava, ashflows and airborne ash or dust. An eruption is caused by the movement of molten lava or gases to the surface, where they can create lavaflows, mudflows, ashflows, etc. Most of the volcanoes in the United States are found in the Aleutian Islands, the Alaska Peninsula, the Hawaiian Islands, and the Cascade Range of the Pacific Northwest

READINESS;

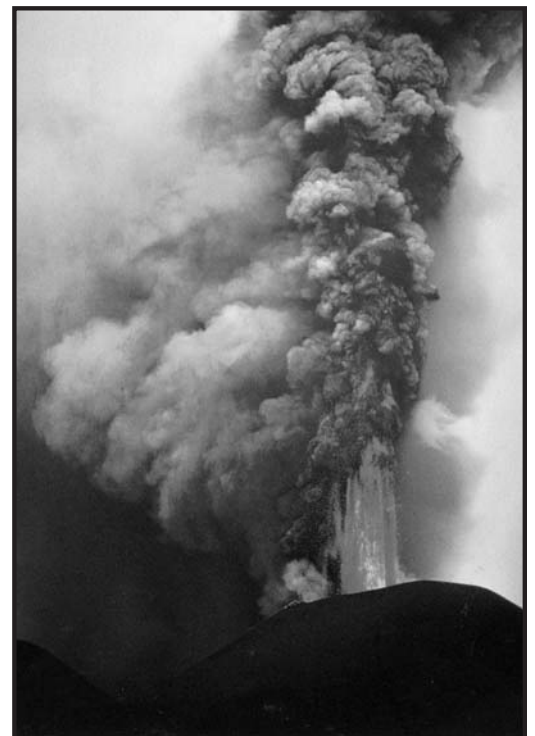
- Heed official warning of imminent volcanic eruptions.
- Learn methods of protecting participants, staff and facilities from ashfall.
- If heavy ashfall is predicted, close all windows, doors and chimney dampers; also, put machinery & livestock inside closed shelters.
- Have emergency lighting and heating supplies available.

RESPONSE;

- If directed to evacuate, leave area immediately.
- If caught in a rockfall, roll into a ball and protect your head.
- Avoid streambeds and valleys immediately following an eruption.
- Stay indoors. Close all doors and windows.

RECOVERY;

- Do not attempt to drive during or following heavy ashfall.
- Clear roofs of ash as soon as possible to avoid collapse.
- Keep mouth and nose covered to avoid inhalation of ash.
- Report any damages to your insurance carrier.



Tsunami

A tsunami (pronounced tsoo-nah-mee) is a series of waves generated in a body of water by an impulsive disturbance that vertically displaces the water column. Earthquakes, landslides, volcanic eruptions, explosions, and even the impact of cosmic bodies, such as meteorites, can generate tsunamis. Tsunamis can savagely attack coastlines, causing devastating property damage and loss of life.

READINESS:

- Do not build within several hundred feet of high tide line.
- Learn more about tsunamis.
- Be alert to tsunami warnings.
- Plan several evacuation routes.

RESPONSE:

- Move inland immediately, go to higher ground.
- Follow directions of local authorities.
- Respond to every warning issued by the Pacific Tsunami Warning System - they do not give false alarms.

RECOVERY:

- Properly bury or dispose of all dead animals to avoid spread of disease.
- Stay out of all dangerous areas until your local emergency manager issues an "all clear".
- Report any damages to your insurance carrier.



Riot, Civil Disturbance and Bomb Threats

Civil disturbance can range from acts of pranksters to mass armed aggression. Bomb threats, though they often turn out to be hoaxes, should always be taken seriously. If they are not, the results could be disastrous.

READINESS;

- Obtain crime insurance if in a high crime area.
- Install and use effective locks on all doors and windows.
- Install fire extinguishers in facilities, train staff in their use.
- Have facility plans for response to violence, including bomb threats.
- Contact local police to determine what services are available.
- Determine who will look for the bomb and identify likely places to hide a bomb. Bombs are usually placed in areas where they will be most likely to cause disruption, such as boiler rooms, electrical substations, computer rooms, etc.
- Train employees to report, but not handle suspicious packages, actions or conditions.
- Train telephone operators in how to handle calls from suspected bombers.
- Designate a safe place in each facility for shelter in violent situations.

RESPONSE;

- When violence or looting is threatened or erupts, leave the area immediately.
- Do not move any unidentified package in a building where there is a bomb threat, evacuate building and report threat to authorities, per your plan. (See sample telephone bomb threat checklist at the end of this publication).
- After receiving a bomb threat, turn off all portable radios including two-way radios as the signals can potentially detonate the bomb. Use the public address system or other means of communication to alert staff.
- Notify emergency services as needed for fire, ambulance, or police response.
- If a bomb is found, notify Disaster Coordinator immediately.
- Notify trained disposal experts and alert medical personnel to stand by.

RECOVERY;

- Report damages to your insurance carrier
- Obtain recovery information from your local emergency manager.
- Salvage undamaged goods and equipment and re-secure facility by boarding windows, changing locks, arranging for 24 hour guard service, etc.

Hazardous Materials and Radiation Release

Hazardous materials can include solids, liquids or gases. Unless properly handled, these materials can cause serious injury or death due to inhalation, fire, explosion or other serious accident. Radiation can cause serious illness or even death.

READINESS:

- Attend public information meetings to learn about the presence of dangerous chemicals and radioactivity, safety precautions, and mitigation measures being taken by the utility company, the local community, and the state.
- Learn about special dangers, especially to young children and elderly people.
- Know the locations of nuclear power plants, radioactive materials storage sites and radioactive waste dumps.
- Learn the major transportation routes through and around your community.
- Know the properties, hazards, and emergency procedures of any hazardous materials used within your own agency. Obtain Material Safety Data Sheets (MSDS) from the manufacturer.
- Plan several evacuation routes and conduct periodic drills.
- Ask your local emergency manager about correct responses to hazardous materials spills or radiological accidents.
- Learn specific dangers of the hazardous materials and radiological materials kept in your community.
- Know what to do and whom to call if you are exposed to radioactive materials.
- Keep an emergency supply of food, water and medicines.

RESPONSE:

- If an accident occurs that endangers one of your facilities, you will be contacted by a local emergency official.
- Move far away from the scene of the accident and help keep others away.
- Do not walk into or touch any spilled substances.
- Avoid inhaling of gases, fumes and smoke. Keep in mind that harmful gases may be colorless and odorless.
- Isolate your clothing and shoes after exposure to a radioactive substance; shower for 15 minutes with soap & water and seek emergency medical assistance.
- Evacuate immediately or stay indoors, depending on instructions from local emergency officials.
- In the event of a hazardous material spill, instruct maintenance staff to turn off all air and heating vents. Close all doors and windows and seal gaps under doorways and windows with wet towels.
- Avoid taking vegetables from your garden or milk from livestock until they can be inspected by a local emergency official.



Hazardous Materials

Hazardous Materials and Radiation Release continued

RECOVERY:

- Do not clean up strange spills or substances without consulting a qualified radiation authority. Consult local newspapers, radio and television for clean up and recovery instructions.
- Follow local instructions concerning locally produced food and water supplies.
- Clean up any residue carefully, follow instructions from local media or chemical manufacturer on cleanup methods.



Resource Shortage

Resource Shortage

Resource shortage can include water supplies, power outages, and food shortage.

READINESS;

- Use personal conservation measures.
- Reduce dependency on any single resource.
- Teach all staff and participants conservation methods.
- Keep a supply of emergency food, water and medicines.
- Stock wood or other fuels for your alternate heat source.
- Stock battery powered lamps and batteries.

RESPONSE;

- Consult local media for recommended conservation practices and sources of special assistance.
- Avoid opening your refrigerator often after power failure; food can be kept no longer than two days.
- Go to a local shelter if you have no heat; contact your local emergency manager for shelter locations.

RECOVERY;

- Take only what you need as a resource becomes available; do not hoard supplies.
- Continue conservation practices.

Threat Survey

Threat Survey

Disasters should be rated according to potential frequency and severity. The matrix, shown below, breaks down risks into four categories.

Auto accidents, for example, are typically classified in block "B" as the frequency is high but the severity of most accidents is low. Block "B" risks need to be treated with a great deal of effort, as the frequency will become costly.

		Frequency	
		Low	High
	Type A	Type B	Type D
	Low Severity Low Frequency		
	Type C	Type D	
	High Severity Low Frequency	High Severity High Frequency	

Earthquakes, on the other hand, will typically be classified in block "C" as the frequency is low but the severity can be high. Geography will more accurately dictate the frequency.

Frequency and Severity should be determined after consulting with your state's or county's emergency management office. The matrix should assist you in determining an appropriate response (taking into account effort, insurance and financial commitment) to each threat.

Threat surveys can be done for the organization as a whole, but should also be done for individual facilities. For example, one facility might be closer to a body of water and be more at risk for flooding or tsunamis. Another might be in a crime-ridden neighborhood and be predisposed to crime and domestic disturbance.

Universal Hazards That Can Affect Any Area:

1. Extreme Heat
2. Resource Shortage
3. Structural Fire
4. Domestic Disturbance



Questionnaire

Disaster Preparedness Questionnaire

Disaster Preparedness Plan Organization and Communications

1. Who is delegated decision making authority?

- a) Name
- b) Title
- c) Home address
- d) Home telephone number
- e) Cellular telephone number

2. List order of delegation as indicated in plan

- a) Name
- b) Title
- c) Home address
- d) Home telephone number
- e) Cellular telephone number

**Who is delegated authority after normal working hours and how is this person contacted?*

3. What are criteria for determining, at the time of the emergency, whether the location will be:

- a) Operated on a normal basis (possibly with some modification to guard and protect)?
- b) Operated on a limited basis (designate functions that will operate)?
- c) Closed down and manned solely by supervisory personnel?
- d) Closed down and unmanned for the duration of the emergency?

4. Is there a procedure for advising employees of the decision to activate the plan?

- a) What method is used?
- b) Describe.



Questionnaire

Questionnaire continued

5. What is the possibility of a disaster or emergency affecting your agency?

- a) What is the geographic proximity to troubled, sensitive or potentially hazardous areas that might cause emergencies or disasters?
- b) Is the agency located in a geographic area that is particularly susceptible to weather-related emergencies or disasters?
- c) What is the probability of an internal emergency or disaster?
- d) Can facility be reached by public transportation?

6. Have all sources of advance civil disturbance information been explored?

a) Local government agencies.

- Name
- Title
- Agency
- Telephone number

b) Civil Defense.

- Name
- Title
- Agency
- Telephone number

c) Local law enforcement and state police.

- Name
- Title
- Agency
- Telephone number

d) Local fire department.

- Name
- Title
- Agency
- Telephone number



Questionnaire

Questionnaire continued

7. Is location working with neighboring industry to form a mutual aid network?

- a) List neighboring industry involved.
- b) Who is the company's representative?
- c) What significant items have developed from these discussions?

Security Personnel

1. Are all security personnel fully instructed on their responsibilities prior to, during, and after the emergency, whether it is external or internal?

- a) Verbally?
- b) Written instructions?

2. Are training sessions scheduled so that personnel will be thoroughly familiar with all safeguards and protective devices provided in the plant?

3. Are security personnel sufficiently equipped for self-protection?

- a) Emergency lights?
- b) Battery operated megaphones? Public address system?
- c) Transceivers (walkie-talkies)?
- d) First-aid kits?
- e) Battery-powered AM/FM receiver tunable to police band?
- f) Other?

4. Have emergency procedures been established for both operating and non-operating hours? Do security personnel fully understand these procedures?

Interior Protection

Interior Protection

- 1. Are all areas protected by automatic sprinkler systems, including outside receiving and shipping platforms?**
 - a) What protection is afforded flammables?
 - b) Are flammables inaccessible from outside the building?
 - c) Are extra sprinkler heads on hand to meet any foreseeable replacement requirement?

- 2. Are control valves equipped with central station or proprietary supervision? Are these checked daily?**

- 3. Is there adequate distribution of fire extinguishers and hand hoses? Are locations accessible and distinctly marked?**

- 4. How are important services secured? (normal/emergency)**
 - a) Electricity
 - b) Gas
 - c) Water
 - d) Steam
 - e) Chilled water
 - f) Oil
 - g) Boiler equipment
 - h) Air conditioning equipment
 - i) Switchgear and transformers
 - j) Telephone equipment
 - k) Vital business records
 - l) Data processing and storage
 - m) Internal communications
 - n) Fire protection devices
 - o) Fire pumps



Interior Protection

Interior Protection continued

- 5. Has an emergency generator been installed? Does the generator have capacity to handle essential services?**
 - a) Elevators?
 - b) Lighting (emergency)?
 - c) Security systems? Closed circuit television? Intrusion alarms?
 - d) Public address systems?
 - e) Fire alarms?

- 6. Are supplies of plywood, lumber, etc. sufficient to repair broken doors, windows, roofs, and so forth?**

- 7. Does location have sensitive manufacturing operations?**
 - a) How would these be protected during a disorder?
 - b) Can areas be isolated?
 - c) Have plans been made to close off any area where an internal disaster has occurred?

Emergency Operations

- 1.** Has an alternate operating location been established away from the disaster area for use by key management personnel? Where?
- 2.** Has the emergency plan included diversion of incoming shipments to locations outside the disaster areas?
- 3.** Has an alternate means of carrying on critical functions been established?
- 4.** Has a means been established for emergency evacuations?
 - a) Have emergency routes been established for personnel access and egress?
 - b) Have employee entrances been designated?

S Sample Flood Checklist

Sample Flood Checklist

When preparing for a flood, a detailed checklist should be developed indicating the order in which processes are to be shut down and the facility secured. The length of time needed - expressed in hours or days - to accomplish these tasks should be determined in advance so that appropriate actions can be initiated at the proper time. Then, as each task is completed during either a flood watch or flood warning, check it off and move on to the next one.

<u>Action</u>	<u>Time Needed</u>	<u>Done</u>
1. Shut down processes safely?	_____	<input type="checkbox"/>
2. Brace unsupported structural members at construction sites.	_____	<input type="checkbox"/>
3. Update important backup records and move them to a location not vulnerable to flooding.	_____	<input type="checkbox"/>
4. Anchor outdoor items that can be moved by flood waters, such as trailers, lumber, outdoor furniture, etc.	_____	<input type="checkbox"/>
5. Assemble the following supplies and equipment at a central, secure location:	_____	<input type="checkbox"/>
__ Portable pumps and hose		
__ Mops and squeegees		
__ Emergency lighting		
__ Tarpaulins		
__ Lumber and nails		
__ Power and manual tools		
__ Sandbags		
__ Shovels and axes		
6. Ensure that emergency staff remaining on premises have the following:	_____	<input type="checkbox"/>
__ Non-perishable food		
__ Radio receivers		
__ First aid equipment		
__ Bottled drinking water		
__ Lighting		

Sample Flood Checklist

- 7. Fill emergency generator tanks. _____
- 8. Inspect all fire protection equipment to be sure it is in service.

- 9. Place sandbags at vulnerable opening. Divert water from critical areas, such as holes in foundations, doorway and sills.

- 10. Move important machinery, stock and reports to higher elevations. By knowing the past flooding history of the area, reasonably safe areas can be selected.

- 11. Shut off all flammable and combustible liquids lines at their source to prevent the discharge of such liquids from piping broken by floating debris. Support exposed piping properly.

- 12. Make sure above and below ground tanks are properly anchored to prevent flotation. Fill empty tanks with water or product and extend vent lines on active tanks above the anticipated maximum water level.

- 13. Lash down portable containers of flammable or combustible liquids.

- 14. Shut off electrical power at the main building. Disconnect when that building is in imminent danger of flooding.

- 15. Install flood doors/covers. _____

Add other items unique to your facility.

S Sample Hurricane Checklist

Sample Hurricane Checklist

When planning for hurricanes, a detailed checklist should be developed indicating the order in which processes are to be shut down and the facility secured. The length of time needed - expressed in hours or days - to accomplish these tasks should be determined in advance so that appropriate actions can be initiated at the proper time. Then, as each task is completed during either a hurricane watch or warning, check it off and move on to the next one.

<u>Action</u>	<u>Time Needed</u>	<u>Done</u>
1. Shut down processes safely?	_____	<input type="checkbox"/>
2. Inspect roof edging strips, gutters, flashing, covering and drains.	_____	<input type="checkbox"/>
3. Inspect sign and stack supports, guy wires and anchorages.	_____	<input type="checkbox"/>
4. Check for weak door and window latches or hardware and for insecure panel fastenings. Expedite repairs.	_____	<input type="checkbox"/>
5. Protect vulnerable windows from flying debris.	_____	<input type="checkbox"/>
6. Brace unsupported structural members at construction sites.	_____	<input type="checkbox"/>
7. Protect important record from wind, debris and rain.	_____	<input type="checkbox"/>
8. Update important backup records and move them to a location not vulnerable to the same incident.	_____	<input type="checkbox"/>
9. Fill aboveground tanks to capacity with product or water to minimize wind damage.	_____	<input type="checkbox"/>
10. Anchor outdoor items that can be moved by high winds, such as trailers, lumber, outdoor furniture, etc.	_____	<input type="checkbox"/>



Sample Hurricane Checklist

Sample Hurricane Checklist continued

11. Assemble the following supplies and equipment at a central, secure location:

- ___ Emergency lighting _____
- ___ Caulking compound _____
- ___ Tarpaulins _____
- ___ Lumber and nails _____
- ___ Power and manual tools _____
- ___ Sandbags _____
- ___ Shovels and axes _____
- ___ Roofing paper _____
- ___ Chain saws _____

12. Ensure that the emergency staff remaining on premises has the following:

- ___ Non-perishable food _____
- ___ Radio receivers _____
- ___ First aid equipment _____
- ___ Bottled drinking water _____
- ___ Lighting _____

13. Fill emergency generator tanks. _____

14. Inspect all fire protection equipment to be sure it is in service. _____

15. Clean out drains and catch basins. _____

16. Be sure to prepare the Flood Checklist, as well as the Hurricane Checklist. _____

Add other items unique to your facility.

S Sample Cold Weather Checklist

Sample Cold Weather Checklist

When planning for an arctic freeze, a detailed checklist should be developed indicating the order in which processes are to be shut down and the facility secured. The length of time needed - expressed in hours or days - to accomplish these tasks should be determined in advance so that appropriate actions can be initiated at the proper time. Then, as each task is completed during either a winter watch or storm warning, check it off and move on to the next one.

<u>Action</u>	<u>Time Needed</u>	<u>Done</u>
1. Restore any cutback of heat to buildings or processes?	_____	<input type="checkbox"/>
2. Provide additional heat for normally cold areas.	_____	<input type="checkbox"/>
3. Make certain there is an adequate supply of fuel for the heating systems.	_____	<input type="checkbox"/>
4. Expedite the completion of any postponed repairs to the heating system.	_____	<input type="checkbox"/>
5. Forgo any planned heating plan or boiler inspections until the danger of the severe cold has passed.	_____	<input type="checkbox"/>
6. Keep someone on the premises who will continually monitor all areas of the premises for signs of impending trouble and provide that person with an up-to-date list of emergency numbers to call should trouble be detected.	_____	<input type="checkbox"/>
7. Add heat tracing, such as heat tape and thermal panels, etc, to roofs and to pipes that might freeze, including protective system piping such as sprinklers.	_____	<input type="checkbox"/>
8. Check insulation on piping and structures to be certain it will protect them against extreme cold.	_____	<input type="checkbox"/>
9. Where processes are shut down, drain piping and tanks to prevent freezing damage.	_____	<input type="checkbox"/>

Add other items unique to your facility.



Sample Telephone Bomb Threat Checklist

Sample Telephone Bomb Threat Checklist

Instructions:

Be calm, be courteous and listen. Do not interrupt the caller when he or she is speaking, but when the caller stops talking, ask questions to get additional information.

Caller's Identity:

Male _____ Female _____
Adult _____ Juvenile _____ Estimated age _____ years

Origin of Call:

If you have Caller ID, record caller's phone number _____
Phone Booth _____ Local Call _____ Long Distance Call _____

Caller's Voice:

Calm _____ Angry/Upset _____ Nervous _____ Laughing _____
Clear _____ Slurred _____ Muffled _____ Loud _____ Soft _____
Speech Impediment _____ Accent _____
High Pitch _____ Low Pitch _____ Taped Message _____
Do you know who the caller is? _____

Threat Language:

Well-spoken _____ Incoherent _____ Abusive _____

Record any details given such as location of bomb, who is targeted, time of detonation, the reason for the threat, etc. Be as exact as possible.

Additional Questions *(keep caller talking to obtain as much information as possible).*

Where did you put the bomb? _____

What time will it explode? _____

What does the bomb look like? _____

What kind of a bomb is it? _____

What will make the bomb explode? _____

Have you notified anyone else? _____

Are there others involved? _____

Who do you represent? _____



Sample Telephone Bomb Threat Checklist

Sample Telephone Bomb Threat Checklist

Additional Questions *continued*

Did you place the bomb? Who did? _____

Where are you now? _____

Who are you? _____

What is your address? _____

When did you place the bomb? _____

How do you know so much about this facility? _____

Do you know there are innocent people who may be killed/injured? _____

Your Name & Phone Number _____ **Date/Time of call** _____

Resources

Irwin Siegel Agency, Inc.

Risk Management Department
25 Lake Louise Marie Road, Rock Hill, NY 12775
800-622-8272 or www.siegelagency.com

**Various resources are available to policy holders on many different topics, ranging from books, booklets, newsletters, bulletins and videos from the lending library. Contact*

Federal Emergency Management Agency

PO Box 70274, Washington, DC 20472
www.fema.gov

American Red Cross

National Headquarters, 17th & D Streets, NW, Washington, DC 20006
Or contact your local chapter or www.redcross.org

National Safety Council

1121 Spring Lake Drive, Itasca, IL 60143
800-621-6244 or www.nsc.org

United States Geological Survey

U.S. Department of the Interior
U.S. Geological Survey, Reston, VA, USA
www.usgs.gov

Safeside!

The Weather Channel and the American Red Cross provide helpful information on this website, including fact sheets on various natural disasters.
www.weather.com/safeside

Contact Your Local State/County Emergency Management Office

Contact Your Local Police/Fire Departments

