



**Community Action of
Orleans & Genesee, Inc.**

EMERGENCY/DISASTER PLAN

2013

Approved by Board of Directors – April 15, 2013

Community Action of Orleans & Genesee, Inc. Emergency Response

The Agency's responsibilities during an emergency/disaster are to ensure the safety of employees and/or to assist in meeting the immediate needs of the community members we serve. This includes agency response to ensure individual safety, sanitation and nutrition needs.

When alerts are issued about the immediacy of an impending or potential disaster/emergency, it is the immediate responsibility of the program directors to activate a phone tree to communicate to staff the status of the emergency/disaster. Staff is advised to adhere to any local, county, and state warnings and notices.

The Executive Director will contact the Director's Team and/or other appropriate staff as necessary. Directors will be responsible to contact their direct staff. Depending on the situation, each staff member will receive instruction from Management regarding further action and responsibility.

Some Programs, like Head Start, have site-specific Emergency Plans and procedures. Please refer to these procedures if applicable.

What is an Emergency/Disaster?

An emergency is any unplanned event that can cause deaths or significant injuries to employees, customers or the public; or that can shut down businesses, disrupt operations, cause physical or environmental damage or threaten the facility's financial standing or public image.

Types of emergencies/disasters included in this plan:

Earthquakes

Fire Emergency

Bomb Scare/Threats

Severe Weather Conditions – Tornados, Thunderstorms, Flooding, Hurricane, Winter Storms

Chemical/Biological Attack or Hazardous Spill

Severe Medical Emergency, including Choking, Heat Illness

Violence in the Workplace

Vehicle Accidents

Facility/Program Restoration

If buildings are damaged or destroyed by a disaster, staff will be given instructions by the Executive Director and/or respective Director. Staff will not be required to report to sites if conditions are such that it will pose a health or safety risk.

Staff may be asked to work at different sites if conditions are such that pose a health or safety risks, depending on the length of time sites will be out of operation.

Management and Facilities staff will work to restore sites for safe working conditions and/or locate alternate facilities. Management and Technology staff will work with vendors to restore phone lines and computer services.

Emergency Evacuation Procedure

There are various types of emergencies when evacuation of the building is appropriate. Some general guidelines apply to all evacuations as follows:

- In an emergency, Sound the alarm as you leave the building by activating a pull station. Use of the fire alarm is appropriate for any emergency where the building is to be evacuated.
- Staff are to immediately evacuate the building by the nearest available exit. Staff should not delay to collect personal belongings. Know an alternate exit route in case the primary exit is blocked. Staff should direct visitors and customers to the nearest exit as they leave the building. Assign people to roles to ensure that all areas are covered for evacuation, i.e. bathrooms, kitchens, etc.
- Call 911 from a safe location outside the building. Provide emergency personnel with specific information including your name, location of the incident, and nature of the emergency.
- Feel doors before opening them. If they are hot, do not open them. Close doors as you exit. If you get caught in smoke, get down and crawl, as cleaner, cooler air will be near the floor.
- Each site has a designated location for people to gather once outside of the building, regardless of which exit was used.
- Sign-in books/attendance records are used at larger sites to assure all persons are accounted for. At smaller sites, staff should take responsibility for accounting for customers or other staff present. Provide information to emergency personnel regarding missing and/or disabled persons.
- The Director or Supervisor present will give additional directions once evacuation has occurred. If not present on site, the Director should be notified as soon as possible. Directions for further action will be provided, depending upon the circumstances. No one should leave the site until released to do so.
- AT NO TIME SHOULD ANY ONE RE-ENTER THE BUILDING UNTIL THE “ALL CLEAR” NOTIFICATION IS GIVEN by authorized personnel.
- When the authorized person gives the “all clear,” all persons may return to the building.

If unable to exit:

- Keep doors closed.
- Seal cracks and vents (if possible) to prevent smoke from entering the room.
- Signal for help by hanging an object out of the window, such as a towel or jacket, to attract attention.

If possible, call 911 to report the emergency, being sure to give your name, building, and specific location inside the building.

In order to assure that staff, customers and buildings are safe these procedures are to be followed:

- All staff are to be trained on the specific emergency evacuation plan for their location as a part of their orientation.
- Safe evacuation routes are posted at all sites - all staff are to familiarize themselves with the routes in buildings.
- Fire/evacuation drills are to be practiced and recorded at each site according to the specific program requirements, or annually at a minimum.
- The fire alarms are to be tested periodically and recorded on the monthly facility safety checklist.
- Fire extinguishers are to be placed at appropriate points throughout the buildings and are checked monthly as part of the facility safety checklist. Fire extinguishers are serviced annually by a third party vendor. Do not attempt to fight a fire unless you have received the appropriate training.
- Ensure that evacuation exits are clearly identified. If a light is out, replace or report it for replacement.

Earthquake

An earthquake is a “sudden slipping or movement of a portion of the earth’s crust, accompanied and followed by a series of vibrations. Earthquakes can cause buildings and bridges to collapse, disrupt gas, electric and phone lines, and often cause landslides, flash floods, fires, avalanches, and tsunamis. Larger earthquakes usually begin with slight tremors but rapidly take the form of one or more violent shocks, and are followed by vibrations of gradually diminishing force called aftershocks. The underground point of origin of an earthquake is called its focus; the point on the surface directly above the focus is the epicenter.

The Northeast US is earthquake country! Although it does not have the high frequency of earthquakes of California, the Northeast has experienced damaging earthquakes in the past and they will occur again in the future.

Safety Precaution:

- Shelves should be fastened securely
- Large or heavy objects should be placed on lower shelves
- Heavy items such as pictures should be hung away from desks and anywhere people sit.
- Overhead light fixtures should be braced.
- Electrical wiring and leaky gas connections should be repaired immediately.
- Cracks in ceilings and foundations should be taken care of.
- Flammable products should be safely secured in closed cabinets with latches and on bottom shelves.

Identify Safe Places Indoors and Outdoors:

- Under sturdy furniture such as a heavy desk or table
- Against inside wall
- Away from where glass could shatter around windows, mirrors, pictures, or where heavy bookcases or other heavy furniture could fall over.
- In the open, away from buildings, trees, telephone and electrical lines, overpasses, or elevated expressways.

What To Do:

If indoors:

- Drop to the ground; take cover by getting under a sturdy table or other piece of furniture; and wait until the shaking stops. If there isn’t a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall or tip over.
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load-bearing doorway.
- Stay inside until shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave. Follow normal evacuation process, proceed to Fire Drill meeting point and wait for direction. Do not leave meeting point until instructed.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

If outdoors:

- Stay there
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

If in a moving vehicle:

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under building, trees, overpasses and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

If trapped under debris:

- Do not light a match
- Do not move about or kick up dust.
- Cover your mouth with clothing.
- Tap on a pipe or walls so rescuers can locate you. Shout only as last resort. Shouting can cause you to inhale dangerous amounts of dust.

Fire Emergency

Please refer to the agency's Safety Manual for our detailed Fire Safety plan. Refer also to separate detailed evacuation plans for Head Start locations.

In the event of a fire:

Person discovering the fire shall **(RACE)**:

R – Rescue, if possible without endangering yourself, anyone in immediate danger; never enter an unknown (or unfamiliar) area, especially if smoke is visible.

A – Activate the fire alarm system: Dial 911 as soon as possible and report the incident.

C – Confine the fire by closing doors as you leave the building.

E – Evacuate the building and report the situation to the first arriving firemen or police.

- Do not use a fire extinguisher if you have not been trained or if the fire presents a personal safety hazard.
- Cover your nose and mouth with a wet cloth.
- When the fire alarm sounds – Immediately evacuate using the Emergency Evacuation Procedure (see pg. 3).
- Report anyone causing a false alarm to the emergency responding personnel. Report all fires, even those that are self-contained and extinguished to appropriate authorities. If a fire extinguisher has been discharged, notify appropriate personnel for servicing.
- Heavy smoke and poisonous gases collect first along the ceiling. Stay below the smoke at all times.

In the case of an Explosion:

Evacuate the building as quickly as possible following the emergency evacuation procedures (see pg. 3) for your location. Do not stop to retrieve personal possessions or make phone calls. If things are falling around you, get under a sturdy table or desk until they stop falling. Then leave quickly, watching for weakened floors and stairs and falling debris as you exit.

If you are trapped in debris:

- Do not light a match.
- Do not move about or kick up dust. Cover your mouth with a handkerchief or clothing.
- Rhythmically tap on a pipe or wall so that rescuers can hear where you are. Use a whistle if one is available. Shout only as a last resort when you hear sounds and think someone will hear you. Shouting can cause a person to inhale dangerous amounts of dust.

Bomb Scare/Threat Response Guidelines

The following guidelines are provided for the proper planning, training and implementation for responding to any acts or threats to ensure the protection and safety of children and staff. A bomb threat or evidence or threat of a suspicious article, package, or letter should be reported to proper authorities (Call 911) and to management immediately.

Receiving the Threat:

If you receive a bomb threat, the person answering the call should attempt to get as much information from the caller as possible. Try to record everything the caller has said i.e.;

- Where the bomb is located
- What is it made of?
- What does it look like?
- When will it go off?
- Why did you pick this building?
- What is your name?

Also, listen for background noises, gender and speech of the caller, accents and note the time of the call.

If you are notified of a bomb threat, do not touch any suspicious packages. Clear area around suspicious packages and notify the police immediately.

All threats must be taken seriously. All procedures must be followed unless notified otherwise by the proper authority. All threats must be considered real until the proper authorities deem otherwise.

If a written threat is received, staff should maintain custody of the note until it can be turned over to the police.

Building Evacuation:

The decision to evacuate the building should be immediate upon receipt of a call or direct threat.

Follow the emergency evacuation procedures (see pg. 3) for your location, with the following exceptions:

- In the event of a bomb threat, the designated safe meeting place will be moved to location at least 1,000 feet from the building. Follow the directions of management and proceed in an orderly fashion to the new meeting place.
- All two-way radios and pagers must be turned off until an "All-Clear" notification is given. Do not use cellular phones inside the building or within 300 feet of the building. The Executive Director should be notified as soon as it is safe to do so.

Severe Weather Conditions

Guidelines for Emergency Closings:

It is Community Action's policy to remain open during all normally scheduled work hours. Employees are expected to report to work during inclement weather conditions unless otherwise notified by the Agency.

Head Start:

Head Start programs will close in accordance with the School District closing for each specific program site. It is possible that some districts may declare an emergency closing while other districts remain open.

Other Programs:

Decisions to close programs are made on a location specific basis. The Executive Director will make the decision to close if necessary and use the Agency phone tree. Unless staff are notified, the site/program will remain open. It is likely that some locations and programs may close while others remain open.

Program closings are aired on most of the major local television or radio stations.

Staff Compensation:

(Refer to section 604 of the employee handbook)

Should the Executive Director deem it necessary to close the Agency or one particular site or department within the Agency due to extreme weather conditions, all affected employees will charge this time to emergency leave (not to exceed a total of five days each fiscal year).

Announcements regarding closings will be made via "phone tree" and on public radio.

Employees will be required to use vacation time when the Agency or department is open yet the employee is unable to make it into work.

Thunderstorms/Lightning:

- Postpone outdoor activities if thunderstorms are imminent.
- Stay away from tall objects such as towers, fences, telephone poles, and power lines.
- If lightning is occurring and a sturdy shelter is not available, get inside a hard top vehicle and roll windows up. Avoid touching metal.
- If caught outside away from shelter, find a spot away from trees, fences and poles.

Tornados:

- Move to the basement of the building (if possible).
- If underground shelter is not available, move to a small interior room or hallway on the lowest floor and get under a sturdy piece of furniture. Put as many walls as possible between you and the outside.
- Stay away from windows.
- Get out of automobiles.
- Do not try to outrun a tornado in a car; leave immediately for safe shelter.
- If caught outside or in a vehicle, lie flat in a nearby ditch or depression and cover your head with your hands.
- Be aware of flying debris.

Flooding:

- Conditions that cause floods include heavy or steady rain for several hours or days that saturate the ground, rapid snow melt, or other unpredictable causes (ex. breach of canal wall).
- If offices are affected by any flooding conditions, Facilities Staff should be contacted immediately to determine the extent of damages.
- It will be determined if the conditions are suitable for staff to function.
- If possible, important papers, computers and other equipment should be placed in areas that are not affected by the water.
- If there is a smell of gas, the fire department should be contacted immediately.
- During clean-up, employees should wear protective clothing, including rubber gloves and rubber boots.

Flood Planning:

- Identify potential program hazards and know how to secure or protect them before a flood strikes.
- Be prepared to turn off electrical power when there is standing water, fallen power lines, or before evacuation.
- Turn off gas and water supplies before evacuation.
- Develop communication systems to ensure that all staff, families and partners know what steps are being taken within the plan.
- Provide all programs with watch, warning, and evacuation information.
- If there is any possibility of a flash flood, move immediately to higher ground. Do not wait for instructions to move.
- Be aware of streams, drainage channels, canyons and other areas known to flood suddenly. Flash floods can occur in these areas with or without any typical warnings such as rain clouds or heavy rain.

If you must prepare to evacuate, you should do the following:

- Secure your building. If possible, move essential items to an upper floor.
- Turn off utilities at the main switches or valves if instructed to do so. Disconnect electrical appliances. Do not touch electrical equipment if you are wet or standing in water.

If you have to leave your building, remember these evacuation tips:

- Do not walk through moving water. Six inches of moving water can make you fall. If you have to walk in water, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.
- Do not drive into flooded areas. If floodwaters rise around your vehicle, abandon it and move to higher ground if you can do so safely. You and the vehicle can be quickly swept away.

The following are guidelines for the period following a flood:

- Listen for news reports to learn whether the community's water supply is safe to drink.
- Avoid floodwaters; water may be contaminated by oil, gasoline, or raw sewage. Water may also be electrically charged from underground or downed power lines.
- Avoid moving water.

- Be aware of areas where floodwaters have receded. Roads may have weakened and could collapse under the weight of a car.
- Stay away from downed power lines, and report them to the power company.
- Return only when authorities indicate it is safe.
- Stay out of any building if it is surrounded by floodwaters.
- Use extreme caution when entering buildings; there may be hidden damage, particularly in foundations.
- Clean and disinfect everything that got wet. Mud left from floodwater can contain sewage and chemicals.

Hurricanes:

Hurricanes are violent tropical storms with sustained winds of at least 74 mph. They form over warm ocean waters – usually starting as storms in the Caribbean or off the west coast of Africa. As they drift slowly westward, the warm waters of the tropics fuel them. Warm, moist air moves toward the center of the storm and spirals upward. This releases torrential rains. As updrafts suck up more water vapor, it triggers a cycle of strengthening that can be stopped only when contact is made with land or cooler water. Hurricane season is typically from June 1st to November 30th.

Hurricane Warnings:

- Tropical Storm Watch – issued when tropical storm conditions may threaten a specific coastal area within 36 hours and when the storm is not predicted to intensify to hurricane strength.
- Tropical Storm Warning – winds in the range of 39 to 73 mph can be expected to affect specific areas of a coastline within the next 24 hours.
- Hurricane Watch – a hurricane or hurricane conditions may threaten a specific coastal area within 36 hours.
- Hurricane Warnings – a warning that sustained winds of 74 mph or higher associated with a hurricane are expected in a specified coastal area in 24 hours or less.

When planning for a hurricane:

- Integrate community emergency plans, warning signals, evacuation routes and locations of emergency shelters.
- Identify potential program hazards and know how to secure or protect them before the hurricane strikes. Be prepared to turn off electrical power when there is standing water, fallen power lines, or before you evacuate.
- Stay indoors during the hurricane and away from windows and glass doors.
- Close all interior doors – secure and brace external doors.
- Keep windows, curtains, and blinds closed. Do not be fooled if there is a lull; it could be the eye of the storm – winds could pick up again.
- Take refuge in a small interior room, closet, or hallway on the lowest level.
- Lie on the floor under a table or another sturdy object.

Winter Storms:

Winter weather is a frequently occurring condition in our service area and can be very dangerous if appropriate precautions are not taken.

Planning and precautions for winter weather:

- Keep phone trees current and copies available to staff
- Dispatch will alert appropriate staff, including the Executive Director, when weather alerts are issued.
- If conditions are expected to worsen, check with Supervisor prior to travel. If you must drive, take appropriate precautions, including reduced travel speed, clear all windows and keep safety supplies in your vehicle.
- Dress appropriately, including footwear for winter weather.
- Sidewalks and parking lots may be slippery – use caution.
- Maintenance staff should clear and salt sidewalks and parking lots more frequently.

Severe Conditions during work hours:

- The CATS dispatch office will monitor weather conditions with a weather alert tracking system and communicate with the Executive Director if there is the potential for severe conditions.
- The Executive Director will make a determination of the severity of the conditions, as to whether the Agency will close early and not pose a threat to staff leaving.
- The Executive Director will notify Program Directors of early closing decisions.

Chemical/Biological attack or Hazardous Spill

The Executive Director and selected Agency staff will receive notification in text form if there is a local emergency like a spill. The Executive Director would then notify appropriate staff.

In the event of a chemical or biological emergency:

1. Listen to your radio for instructions from authorities such as whether to remain inside or to evacuate.
2. If you are instructed to remain in your home, the building where you are, or other shelter during a chemical or biological attack:
 - Turn off all ventilation, including furnaces, air conditioners, vents and fans.
 - Seek shelter in an internal room, preferably one without windows. Seal the room with duct tape or plastic sheeting.
 - Remain in protected areas where toxic vapors are reduced or eliminated.
3. If you are caught in an unprotected area, you should:
 - Attempt to get up-wind of the contaminated area.
 - Attempt to find shelter as quickly as possible.
 - Listen to your radio for official instructions.

What to do after a chemical attack:

Immediate symptoms of exposure to chemical agents may include blurred vision, eye irritation, difficulty breathing and nausea. A person affected by a chemical or biological agent requires immediate attention by professional medical personnel. If medical help is not immediately available, decontaminate yourself and assist in decontaminating others. Decontamination is needed within minutes of exposure to minimize health consequences. (However, you should not leave the safety of a shelter to go outdoors to help others until authorities announce it safe to do so.)

- Use extreme caution when helping others who have been exposed to chemical agents.
- Remove all clothing and other items in contact with the body. Contaminated clothing normally removed over the head should be cut off to avoid contact with the eyes, nose, and mouth. Put into a plastic bag if possible. Decontaminate hands using soap and water. Remove eyeglasses or contact lenses. Put glasses in a pan of household bleach to decontaminate.
- Flush eyes with lots of water.
- Gently wash face and hair with soap and water; then thoroughly rinse with water.
- Decontaminate other body areas likely to have been contaminated. Blot (do not swab or scrape) with a cloth soaked in soapy water and rinse with clear water.
- Change into uncontaminated clothes
- Proceed to medical facility for screening.

What to do after a biological attack:

In many biological attacks, people will not know they have been exposed to an agent. In such situations, the first evidence of an attack may be when you notice symptoms of the disease caused by an agent exposure, and you should seek immediate medical attention for treatment.

Severe Medical Emergencies

In the case of a severe medical emergency, call 911. Staff that are trained in First Aid techniques should administer emergency care until help arrives. Refer to the employee emergency information card for emergency contact information, primary care physician, hospital choice, and other provided emergency medical information.

Life Threatening Emergencies means that the patient requires immediate medical intervention to stabilize and prevent the medical condition from deteriorating. Examples of life threatening medical emergencies are: compound fractures; severe lacerations; internal bleeding; severe burns; difficulty in breathing; heart problems; shock; severe allergic reactions to insect bites/foods, medications; poisonous plant contact or animal bites; ingestion of chemicals/poisoning; and unconsciousness.

Procedure for Life Threatening Emergencies

Person finding injured or ill patient:

- Remain calm, render first aid, and call for help. Do not move the injured or sick person unless his/her safety and health are at risk.
- Call 911 for emergency medical services and report the incident or request someone else to call. Stay on line with the dispatcher and provide information as requested.

Choking:

Choking is when a person's airway is partly or completely blocked resulting in minimal or not airflow to the lungs. If the foreign body is removed and victim is not breathing, begin the primary survey for ABC:

- Airway – open the airway
- Breathing – if still no breaths, attempt rescue breathing
- Circulation – if no pulse, perform chest compressions

Signs of Choking:

Choking with a good air exchange:

- Able to speak
- Signs of distress – eyes are showing person is afraid
- Harsh coughing
- Wheezing and gagging between coughing
- Face is red
- Person is grabbing throat

Choking with poor or not air exchange:

- Not able to speak
- Signs of distress – eyes are showing person is afraid
- Weak or not able to cough with sound
- No noise when trying to breath or a high pitched sound
- Face discoloration – pale, blue lips and ears
- Person is grabbing at their throat
- Semi-consciousness or Unconsciousness

Prevention:

Adults:

- Cut food into small pieces
- Chew food slowly and thoroughly, especially if wearing dentures.
- Avoid laughing and talking during chewing and swallowing.
- Avoid excessive intake of alcohol before and during meals.

Children:

Keep marbles, beads, thumbtacks, and other small objects out of the reach of children and prevent children from walking, running or playing with food or toys in their mouth.

First Aid for Choking:

Ask the person “Are you choking?”. If the person can respond to you verbally, wait. Someone who is truly choking will not be able to speak. If they can speak, cough, breathe, or cry, the obstruction is partial. It is important that you do not use back blows on a person who has partial airway obstruction because there is a risk of lodging the previously semi-loose object even more deeply, potentially causing a total obstruction.

If the person responds:

- Reassure the person
- Encourage the person to cough. Do not use back blows.
- Keep monitoring the situation.
- Call an ambulance if the obstruction is not relieved, or you can hear wheezing or noisy breathing.

If the person cannot respond:

- Shout for help.
- If there is someone nearby, tell them to call for emergency services.
- If the person is conscious, communicate your intent to perform first aid. It’s best to make sure that someone who is conscious know what you plan to do; this will also give him/her an opportunity to let you know if your assistance is welcomed.
- Administer first aid as described in the following steps immediately. Do not waste time calling emergency services if you are the only person who can help the choking victim.

The following instructions apply to a person sitting or standing.

Administer up to 5 back blows using the heel of your hand:

- Take the bottom part of your hand and deliver 5 separate forceful strikes between the person’s shoulder blades.
- Keep the blows separate. Try to dislodge the object with each one.
- Look for improvement after each one.

If the back blows fail, perform 5 abdominal thrusts (aka, the Heimlich maneuver):

- Get behind the victim.
- Wrap your arms around the waist.

- Take the underside of one fist and place it near the middle of the person's abdomen, with the thumb-side against the abdomen, just above the navel and below the breastbone.
- Grasp that fist in your other hand.
- Give up to 5 separate, inward and upward thrusts. Continue until the obstruction is dislodged – check after each thrust. Stop if the victim becomes unconscious.
- If the obstruction has not been relieved, alternate between 5 back blows and 5 abdominal thrusts until the object becomes unstuck.
- Make sure the object is completely gone.
- If the person is able, look for him to spit it out and breathe without difficulty.
- Perform a finger sweep on an unconscious or incapacitated person to remove the object from his/her mouth. Grasp the person's tongue and lower jaw and lift open his/her mouth. Sweep the object out.
- Check to see if normal breathing has returned. Once the object is gone, most people will return to breathing normally. If normal breathing has not returned or if the person is unconscious, check the mouth and remove any visible solid obstruction and begin CPR. There may be some resistance to inflations until the object is dislodged. Alternate between abdominal thrusts, checking the airway, and performing rescue breathing until help arrives.

Heat Exhaustion/Heat Stroke:

Heat can be a real danger for workers during the summer, especially those who work outdoors. Heat illness should be viewed as a serious health problem – one that can even be fatal.

Heat illness is the result of the body overheating, much the way your car can overheat in hot weather.

Normally, your “coolant” system prevents overheating. You perspire, and as the perspiration evaporates, it cools your skin, cooling your body, and maintaining the proper body temperature. Blood vessels also play a role, bringing heat to the skin surface and releasing it from the body.

But when you're working or playing hard in the heat, and particularly when it's also humid, your coolant system can breakdown. It'll breakdown first if you're past middle age or if you have health problems. But eventually on hot days, even young, healthy people can be stricken.

When the body's cooling system can't keep up with the heat, heart rate rises along with body temperature, increasing the risk of heart attack in people with heart disease.

Heat also affects the brain. A rise in body temperature of as little as 2 degrees can negatively impact brain function, making heat an underlying cause of job accidents. As workers overheat, their diminished brain function can cause them to overlook hazards and make mistakes.

A five degree increase in body temperature can be fatal.

Signs of Trouble:

The hotter it gets, the more stress on the body. The first signs of trouble include symptoms like:

- Fatigue
- Thirst
- Discomfort
- Lightheadedness

Simple heat stress, however can quickly become heat exhaustion if early symptoms are ignored.

- Symptoms of heat exhaustion include:
- Pale or flushed appearance
- Moist, clammy skin
- Weakness
- Dizziness
- Headache
- Nausea

Untreated heat exhaustion can become heat stroke.

- The heat stroke victim:
- Stops sweating and has hot, dry reddish skin
- Has a rapid pulse and feels hot to the touch
- May become confused or delirious
- May suffer convulsions
- May become unconscious

Some Tips:

- Drink a glass of water every 15 to 30 minutes while working. This is the best way to replace lost body fluid and prevent overheating.
- Take breaks to cool down. A 10- or 15- minute break every two hours is effective when you're working in very hot conditions.
- Adapt work and pace to the weather.
- Be aware of any health conditions affected by the heat.
- Read medication labels to find out about any affects of heat and sun.
- Wear a hat and light-colored, loose fitting clothing that wicks away moisture.

In case of Heat Exhaustion:

Immediately contact a staff person at your location who is trained in First Aid.

Call 911 if the person:

- Has a very high, weak pulse rate and rapid shallow breathing
- Is unconscious, disoriented, or has a high body temperature
- Has warm, dry skin, elevated or lowered blood pressure, and is hyperventilating

First Aid for Heat Exhaustion:

Lower Body Temperature:

- Get the person out of the heat and into a cool environment
- If air-conditioning is not available, fan the person.
- Spray the person with a garden hose, get him into a cool shower, apply cool compresses, or give the person a sponge bath

Rehydrate:

- Give cool, nonalcoholic beverages as long as the person is alert.

Rest:

- Have the person avoid physical activity for the rest of the day.
- Give over the counter acetaminophen if the person has a mild headache.

See a Health Care Provider:

Untreated heat exhaustion can progress to heat stroke. See a doctor that day if:

- Symptoms get worse or last more than an hour
- The person is nauseated or vomiting

Violence in the Workplace

Policy Statement - Community Action considers the safety of its employees, vendors, suppliers, customers, visitors, and the general public to be of paramount importance. The Agency has zero tolerance for any employee or individual on Agency property who threatens, intimidates, or infers violence against any person or property associated with the Agency. The Agency considers any threat of violence or potential violence as legitimate, and takes immediate appropriate action, including the involvement of law enforcement.

Prohibited Behavior:

Violence in the workplace may include, but is not limited to the following list of prohibited behaviors directed at or by a co-worker, supervisor or member of the public:

- Direct threats or physical intimidation
- Implications or suggestions of violence
- Stalking
- Possession of weapons of any kind on (Company) property, including parking lots, other exterior premises or while engaged in activities for (Company) in other locations, or at (Company)-sponsored events, unless such possession or use is a requirement of the job
- Assault of any form
- Physical restraint, confinement
- Dangerous or threatening horseplay
- Loud, disruptive or angry behavior or language that is clearly not part of the typical work environment
- Blatant or intentional disregard for the safety or well-being of others
- Commission of a violent felony or misdemeanor on (Company) property
- Any other act that a reasonable person would perceive as constituting a threat of violence

Reporting Acts or Threats of Violence:

An employee who:

- Is the victim of violence, or
- Believes they have been threatened with violence, or
- Witnesses an act or threat of violence towards anyone else shall take the following steps:
 - If an emergency exists and the situation is one of immediate danger, the employee shall contact the local police officials by dialing 9-1-1, and may take whatever emergency steps are available and appropriate to protect himself/herself and others (customers, coworkers, etc.) from immediate harm.
 - If the situation is not one of immediate danger, the employee shall report the incident to the appropriate Supervisor or manager as soon as possible. The employee or employees should complete a detailed written statement as soon as possible.

Procedures – Future Violence:

Employees who have reason to believe they, or others, may be victimized by a violent act sometime in the future, at the workplace or as a direct result of their employment with the Agency shall inform their Supervisor so appropriate action may be taken. The Supervisor shall inform his/her Department Director, who will involve local law enforcement officials if appropriate.

Employees who have signed and filed a restraining order, temporary or permanent, against an individual due to a potential act of violence, who would be in violation of the order by coming near them at work, shall immediately supply a copy of the signed order to their Supervisor and Director.

Incident Investigation:

Acts of violence or threats will be investigated immediately in order to protect employees from danger, unnecessary anxiety concerning their welfare, and the loss of productivity. The employee's Director will initiate an investigation into potential violation of work rules/policies. Simultaneously, the Director will refer the matter to local police for their review of potential violation of civil and/or criminal law if appropriate.

Procedures for investigating incidents of workplace violence include:

- Visiting the scene of an incident as soon as possible
- Interviewing injured and threatened employees and witnesses
- Examining the workplace for security risk factors associated with the incident, including any reports of inappropriate behavior by the perpetrator
- Determining the cause of the incident
- Taking mitigating action to prevent the incident from recurring. – Recording the findings and actions taken

In appropriate circumstances, the Agency will inform the reporting individual of the results of the investigation. To the extent possible, the Agency will maintain the confidentiality of the reporting employee and the investigation but may need to disclose results in appropriate circumstances; for example, in order to protect individual safety. Community Action of Orleans and Genesee will not tolerate retaliation against any employee who reports workplace violence.

Mitigating Measures:

Incidents which threaten the security of employees shall be mitigated as soon as possible following their discovery. Mitigating actions include:

- Notification of law enforcement authorities when a potential criminal act has occurred
- Provision of emergency medical care in the event of any violent act upon an employee
- Post-event trauma counseling for those employees desiring such assistance
- Assurance that incidents are handled in accordance with the Workplace Violence Prevention policy
- Requesting Community Action's attorney file a restraining order as appropriate

Vehicle Accident

In the event of an accident in an agency vehicle or personal vehicle being used for agency business:

- Stop. Never leave the scene of an accident or incident, no matter how minor, until directed to do so by your supervisor. This includes incidents that do not involve collisions, such as on-board injury to a passenger.
- Assess the situation. Remain calm. Determine if there are injuries and whether or not the vehicle should be evacuated. Is there danger of fire, downed wires, or another collision?
- Call for help. If physically able, call 911. Cooperate with all law enforcement and emergency services personnel. Regardless of severity, all accidents must be reported immediately to the employee's supervisor. The supervisor shall notify an agency director as soon as possible. When injuries or vulnerable populations (children or disabled persons) are involved, the Director and/or Executive Director will report to the accident scene.
- Take any necessary steps to protect the lives of yourself and others. Begin first aid if necessary. Do not move injured passengers unless absolutely necessary. Attend to life-threatening injuries first: severe bleeding, not breathing, and shock.
- Do not move your vehicle unless directed to do so by authorities or if there is danger of another collision. If the vehicle must be moved, be sure to make a clear mental note of the exact location where the vehicle came to rest following the collision.
- The employee shall request that all parties (including potential witnesses) remain at the scene of the accident, if possible, until a law enforcement representative has released them. Jot down license plate numbers of vehicles at the scene, especially of potential witnesses who are leaving before police arrive.
- As soon as possible, make an accurate passenger list. If possible, document exactly where each passenger was located at the time of the accident. Make sure all passengers are accounted for. Do not release passengers until cleared by authorities.
- Each employee shall refrain from making statements regarding the accident to anyone other than the investigating officer, agency directors, and employer or personal insurance representatives. Statements shall be confined to factual observations. Refer other inquiries for information (insurance investigators, lawyers, media, etc.) to your Director or the Executive Director.
- If the accident involves serious injuries, property damage in excess of \$1,000, or the employee is ticketed for a moving violation, the driver must be supervised at all times and must be accompanied to Workfit for post-accident drug and alcohol testing.
- As soon as practical, complete the employee section of the accident report in detail.

In the event of an accident involving a bus (or CATS van), in addition to the above:

- The driver or monitor will notify dispatch staff immediately.
- The transportation manager or assistant will immediately go to the accident scene to support emergency personnel and to document the incident. Accident documentation forms available from PTSI (Public Transportation Safety Institute) will be used to record details of the incident. An agency incident report form will be used to document injuries.
- The bus must be cleared by a mechanic prior to being returned to service.