

EMPLOYEE EMERGENCY ACTION MANUAL



Main Office

514 E. Grace St, Punta Gorda, FL Ph: 639-1181
 18500 Murdock Circle, Pt Charlotte Ph: 743-1266
 6868 San Casa Rd., Englewood Ph: 474-3240
 410 Taylor Street, #A101, Punta Gorda, FL Ph:833-3050

The **Purpose** of this **EMPLOYEE EMERGENCY ACTION MANUAL** is to guide Employees' actions when faced with an actual or potentially hazardous event while in their respective building. Information in this document is to help the employee make the proper decisions during these events to protect lives and property.

Please review the contents of this manual carefully and go through a mental, or even physical, walk-through of actions that may need to be taken should one of these incidents occur. Make sure that you review these procedures on a regular basis.

Each employee shall know their Floor Captain and their Department Captain for the purposes of this manual. The Floor Captain is to make sure all departments on their floor of responsibility know these procedures and get emergency information in a timely manner. The Department Captain is responsible for getting Information from the Floor Captain and distributing it to their respective departmental employees.

Each employee should **know** and **fill-in** the following information:

Floor Captain	Department	Telephone No.	Room No.
Department Captain	Department	Telephone No.	Room No.

PURPOSE AND OBJECTIVES

This **Manual** has the following **Objectives**:

- Establish a means of communications for notifying employees, visitors, and local authorities of an emergency situation;
- Provide a safe and efficient set of actions for employees during an emergency situation; and,
- Enable each department to account for employees during and after an emergency event.

MEDICAL EMERGENCY

In case of a **Medical Emergency**:

1. If the injury is minor, provide first aid as necessary with a departmental First Aid Kit.
2. If the injury or condition is not minor call 9-1-1. Give the operator the following information.
 - Location of victim
 - Type of injury
 - Your name and call back number
3. Notify the Department Administrator of the situation
4. Follow any further instructions the 911 dispatcher or Department Administrator gives you.
5. Comfort victim until EMS arrives.

FIRE

In case of **Fire**:

1. If you discover the fire, do not try to put the fire out yourself.
2. Elevators will not be in use during a fire evacuation.
3. If you encounter smoke, stay low to the ground (crawl if needed) while evacuating.
4. Close doors behind you if feasible.
5. Before opening a closed door, feel it to see if it is hot. If it is, do not open it and look for alternative evacuation routes or stay put until help arrives.
6. Fire Evacuation routes are located in Appendix of this manual.
7. Identify an employee to provide assistance to any disabled person.

If a fire alarm is sounded, the following evacuation process shall take place

1. All Staff and Visitors shall:

- a. If building has more than one story, use stairwells to evacuate the building. Do not use elevators. Review Appendix - Fire Evacuation Routes for further guidance on evacuation.
- b. Employees will direct visitors to evacuate in the same manner.
- c. Once outside, immediately move away from the building. Move across all streets or driveways to the identified assembly point at least 300 feet from the building. DO NOT congregate directly in front of the building.
- d. Departments are to identify an area to meet (assemble) in order to assist in accounting for employees. Stay at these locations and await further instructions.
- e. Do not re-enter the building until authorized to do so by public safety officials.

2. Disabled Persons:

Proceed to the nearest exit. An employee should be identified to provide assistance.

Stay clear of stairwells due to others who are evacuating. If smoke is present, assistance will be provided by the Floor Captain to help you to an identified exit route and assembly point.

Upon reaching the ground floor, proceed to the nearest exit and move to the assigned assembly area at least 300 feet away from the building.

BOMB THREAT

In case of a **Bomb Threat**:

1. Stay calm and keep your voice calm.
2. Pay attention to the details of the call. Talk with the caller as long as possible in order to get as much information as possible. Make note of the conversation on the Bomb Threat Call Checklist –in Appendix of this manual.
3. As soon as the call is completed, the employee shall notify the Sheriff's Office by calling 9-1-1 to report the threat. The employee will then take the report to their supervisor, who will in turn notify the County Administrator's Office (if county building) or Health Department Administrator. Do not speak to anyone else about the call.
4. To assure that the threat has been properly communicated, the Sheriff's Office will also notify the County Administrator's Office (if county building) and make arrangements to have a senior law enforcement official meet with the ranking county official or Health Department Administrator (and possibly the call taker) outside the threatened building.
5. After consulting in person, or by phone, with the senior law enforcement official, the Administrator will authorize the initiation of a search and determine whether or not to activate building evacuation procedures.
6. Maintenance personnel and supervisory staff will work with law enforcement officials to visually search all hallways, exits, and buildings' grounds for presence of suspicious objects. Floor Captains and Department Captains may be asked to assist in the process.
7. As soon as exits and hallways are determined to be clear, an evacuation will be initiated by the County Administrator (or highest ranking Administrator). This will be done to all offices through use of the fire alarm or public address system.

NOTE: An evacuation of any building within a complex will result in evacuation of ALL BUILDINGS within that same complex (i.e. Evacuation of Building B will result in evacuation of Building A in Murdock).

IF YOU NEED TO EVACUATE:

1. Check your work area for unfamiliar items. Do not touch suspicious items.
2. Take your personal belongings with you.
3. Use stairs only. DO NOT use the elevators. (Note fire evacuation routes).
4. Once outside, immediately move away from the building. Move across all streets or driveways to parking lots, or to an area at least 300 feet from the building. DO NOT congregate directly in front of the building.
5. Department Heads will make themselves available to the official in charge. Sheriff's personnel may require their services in completing a thorough search of the building being threatened.

REMEMBER: DO NOT TOUCH A SUSPICIOUS OBJECT.

SUSPICIOUS MAIL / PACKAGE

In case of **Suspicious Mail or Package:**

Between September and October 2001, letters containing *Bacillus anthracis* were received by mail in several areas of the United States. As a result, CDC developed the following guidelines for recognizing and handling suspicious mail or packages.

Some characteristics of suspicious packages and envelopes include the following:

1. Inappropriate or unusual labeling
 - Excessive postage
 - Handwritten or poorly typed addresses
 - Misspellings of common words
 - Strange return address or no return address
 - Incorrect titles or title without a name
 - Not addressed to a specific person
 - Marked with restrictions, such as "Personal," "Confidential," or "Do not x-ray"
 - Marked with any threatening language
 - Postmarked from a city or state that does not match the return address
2. Appearance
 - Powdery substance felt through or appearing on the package or envelope
 - Oily stains, discolorations, or odor
 - Lopsided or uneven envelope
 - Excessive packaging material such as masking tape, string, etc.
 - Other suspicious signs
 - Excessive weight
 - Ticking sound
 - Protruding wires or aluminum foil

If a package or envelope appears suspicious, DO NOT OPEN IT.

Handling of Suspicious Packages or Envelopes

- Do not shake or empty the contents of any suspicious package or envelope.
- Do not carry the package or envelope, show it to others or have others examine it.
- Put the package or envelope down on a stable surface; do not sniff, touch, taste, or look closely at it or at any contents which may have spilled.
- Alert others in the area about the suspicious package or envelope.
- Leave the area, close any doors, and take actions to prevent others from entering the area. If possible, shut off the ventilation system.
- WASH hands with soap and water to prevent spreading potentially infectious material to face or skin.
- Seek additional instructions for exposed or potentially exposed persons.
- Notify a supervisor, a security officer, or a law enforcement official.
- If possible, create a list of persons who were in the room or area when this suspicious letter or package was recognized and a list of persons who also may have handled this package or letter.

HAZARDOUS MATERIAL

In case of a **Hazardous Material** spill:

If a spill involving Hazardous Materials occurs, some departments have personnel who are trained to clean up the chemicals. However, if your department does not have such personnel, or if the spill is a large spill, use the following guidelines:

FOR INTERNAL SPILLS (In Buildings)

1. Do not touch, smell, or taste the material involved.
2. If it is a solid substance (powder, etc.) isolate any people who may have been affected.
3. Notify departmental supervisor or department head.
4. In cases involving an office building complex, the supervisor or department head will notify its administration or building manager of the situation.
5. Call 9-1-1 and report the spill. When possible, give the 9-1-1 operator the following information:
 - Name of substance spilled?
 - Amount of substance spilled?
 - Who spilled it?
 - Type of container it's in / from?
 - Location of spill?
 - Has anyone become ill?
6. Follow directions of the dispatcher and await further instructions.

EVACUATION MAY NOT BE AN OPTION BECAUSE IT MAY PUT PEOPLE IN HARM'S WAY.

If you are asked to evacuate:

Once outside, immediately move away from the building. Move across all streets or driveways to parking lots, or to an area at least 300 feet from the building. DO NOT congregate directly in front of the building. Avoid the potentially contaminated area.

If you are asked to shelter in place:

- Shut all doors and seal them with tape, a towel, or other blocking mechanism.
- Shut all windows.
- Turn off any ventilation systems to avoid circulating contaminated air.
- Await further instructions.

FOR EXTERNAL SPILLS (Outside of Buildings)

1. Notify departmental supervisor or department head.
2. in cases involving an office building complex, the supervisor or department head will notify its administration /building manager of the situation.
3. Call 9-1-1 and report the spill. When possible, give the 9-1-1 operator the following information:
 - Name of substance spilled?
 - Amount of substance spilled?
 - Who spilled it?
 - Type of container it's in / from?
 - Location of spill?
 - Has anyone become ill?

Follow directions of the dispatcher and await further instructions.

EVACUATION MAY NOT BE AN OPTION BECAUSE IT MAY PUT PEOPLE IN HARM'S WAY.

HURRICANE / TROPICAL STORM

In case of **Hurricane or Tropical Storm:**

Hurricanes and Tropical Storms are normally slow-occurring events that provide you with ample time for preparedness activities. The Charlotte County Office of Emergency Management will advise you as Weather Watches and Warnings become available via fax and the County email system.

The following is a list of watches and warnings with which the employee should be familiar:

TROPICAL STORM WATCH: Issued for specific areas of the coast where tropical storm conditions could pose a threat within 36 hours. This includes winds of 39-74 mph with possible storm surge flooding and heavy rainfall.

TROPICAL STORM WARNING: Issued for areas of the coast where tropical storm conditions are expected within 24 hours. This includes winds of 39-74 mph with possible storm surge flooding and heavy rainfall.

HURRICANE WATCH: Issued for specific areas of the coast where hurricane conditions could pose a threat within 36 hours. This includes winds of over 74 mph and possible storm surge flooding and rainfall.

HURRICANE WARNING: Issued for areas of the coast where hurricane conditions are expected within 24 hours. This includes winds of over 74 mph with possible storm surge flooding and heavy rainfall.

When a tropical event threatens Charlotte County, Emergency Management will notify all County Departments of the threat and what can be expected. At this time, Departments shall take measures to protect their equipment and personnel from the impending storm.

Each Department should implement disaster proceedings per the Emergency Operation Plan. Actions include:

1. Notify and maintain communications with staff before, during, and after the storm; determine where staff may be during these phases of the event
2. Placement of pharmacy and other supplies to higher shelf areas to prevent water damage
3. Transfer of biological items to a designated alternate site, along with other records, equipment and computers as determined by management
4. Safeguard personnel files, medical records, vital statistics, monies and receipts, fiscal files and store items and equipment
5. Use personnel to perform emergency roles (staffing the Emergency Operations Center, staffing the Special Needs Shelter, staffing the department, etc.)
6. Utilize extra staff in auxiliary roles for Emergency Operations;
7. Continue business operations after the storm (thinking about what may not be available)

The Charlotte County Board of County Commission and Charlotte County Administration will give instructions to Department Heads and their staff in regards to closing of County buildings and ceasing of non-critical government operations prior to a storm. The Health Department Administrator will coordinate decisions regarding closing of buildings and ceasing of operations with state and local officials.

Staff should monitor area radio/TV stations for updates to warnings, notices, closings and ongoing status of emergency situations. The area stations are included with the Emergency Phone Numbers list in the Appendices.

FLOODING

In case of **Flooding**:

Charlotte County does not experience flash flooding due to the flatter terrain in the county. Charlotte County will experience more slow-flooding caused by runoff from overfilled canals, drainage structures, and general sheet flow. Flooding may occur faster during tropical events due to a rise in tides or a storm surge. There is typically enough time to make preparations and take preparatory actions well before flooding affects people or their property.

The following is a list of watches and warnings with which employee should be familiar:

FLOOD WATCH: Flash flooding or flooding is possible within the designated WATCH area. Be alert.

FLOOD WARNING: Flash flooding or flooding has been reported or is imminent. Take necessary precautions at once!

URBAN AND SMALL STREAM ADVISORY: Flooding of small streams, streets, and low-lying areas, such as railroad underpasses and urban storm drains, is occurring.

If an employee is caught in a flooding situation, the following actions should be taken:

1. Move to higher ground. This may mean moving to a higher floor of a building, or evacuating a building.
2. Protect equipment by elevating it and covering it.
3. Avoid driving through floodwaters. Six (6) inches of water can move a vehicle. Also, roads under water may be washed out.
4. If a county building experiences flooding, the employee shall notify their Department Head, who in turn will notify County Administration.
5. Emergency Management shall be notified in order that damages can be reported to State authorities.
6. Follow directions from Administration on further actions to take in regards to continuing governmental operations and other protective actions which may need to be taken.

Staff should monitor area radio/TV stations for updates to warnings, notices, closings and ongoing status of emergency situations. The area stations are included with the Emergency Phone Numbers list in the Appendices.

TORNADO

In Case of a **Tornado**:

Employees should know the following definitions:

TORNADO WATCH: Issued when conditions are favorable for the formation of funnel clouds

TORNADO WARNING: Issued when a funnel cloud has been reported within a specific area

Also,

FUNNEL CLOUD: A rotating cloud that produces a funnel that does not touch the ground

WATERSPOUT: A funnel cloud over water that actually reaches the water.

TORNADO: A funnel cloud that actually touches the ground.

A sighting of any of the above cloud formations should be reported either to the Charlotte County Office of Emergency Management or the Charlotte County Sheriff's Office.

If watches or warning are issued, the Charlotte County Office of Emergency Management will distribute these via the county email system and /or by fax.

If a tornado is suspected to be approaching or sighted:

1. Do not go outside to look at it.
2. Let others know about the approaching threat and notify Department Heads and Administration if there is time.
3. Stay indoors away from glass.
4. Move into a room or an interior hallway where glass is not present.
5. Get in a crouched down position and protect your head and face in case there is flying debris.
6. If you have windows, do not open them (*this action is derived from a myth that has since been discounted*).

Staff should monitor area radio/TV stations for updates to warnings, notices, closings and ongoing status of emergency situations. The area stations are included with the Emergency Phone Numbers list in the Appendices.

UTILITY EMERGENCY

In case of a **Utility Emergency**:

During or after Health Department hours, call the County Emergency Communications Center, 9-1-1. They will contact the power company, the fire department, and other appropriate agencies.

1. Electric Power Failure

Call Public Works (if government building); otherwise notify building management/owner

Call Florida Power and Light.

Notify Health Department Administration and Preparedness Planner

Tank action to protect items that require temperature control (e.g. vaccines)

In the event of an emergency situation, call **9-1-1**

Also notify Health Department Administration, or Preparedness Planner

2. Gas Line Break –

A. During Health Department Hours:

Clear immediate area (evacuate building, if necessary).

Call County Communications Center (**9-1-1**). They will notify appropriate agencies.

Notify custodial staff and Health Department Administration or Preparedness Planner

B. After Health Department Hours:

Avoid entering the building. Clear the immediate area (evacuate building, if necessary).

Call County Communications Center (**9-1-1**)

Notify custodial staff and Administration or Preparedness Planner

3. Water Main Break –

A. During Health Department Hours:

Call custodian of building.

Call Public Works (if county building); otherwise building management/owner

Notify Administration.

Tank action to protect items sensitive to water damage (e.g. computer equipment)

In the event of an emergency situation, call **9-1-1**

As well as Administration or Preparedness Planner

B. After Health Department Hours

Call Public Works (if county building); otherwise building management/owner

Notify Administration or Preparedness Planner

CIVIL DISTURBANCE / DEMONSTRATION

In case of a **Civil Disturbance / Demonstration**:

Most demonstrations are peaceful and people who are not involved should attempt to carry on business as usual.

1. Employees shall consult with their Department Head, who will in turn consult with Administration to determine if law enforcement has been notified. Law enforcement shall be made aware of protests and demonstrations.
2. Avoid provoking or obstructing demonstrators.
3. Alert all persons in the area of the situation.
4. Lock all unused doors and windows as a precaution.
5. As a precaution, close blinds to prevent flying glass.
6. If necessary, Administration, may decide to cease operations at the affected building. Department Heads will be instructed by Administration if this occurs.
7. If necessary to evacuate, follow directions from Administration and public safety authorities. Evacuating may not be an option if violence occurs.
8. If violence occurs, immediately notify Department Head, who will notify Administration of situation. Law Enforcement should be notified by Administration immediately.

**Bomb Threat Checklist & Advisory
Emergency Phone Numbers**

APPENDIX

Emergency Phone Numbers

Fire	911
Rescue	911
Ambulance	911
Police	911
Sheriff	911
Poison Control	911

Florida Poison Info Network: 800-222-1222

Florida Power & Light (FPL): 800-468-8243

Charlotte County Utilities:	941-764-4300
Florida Water Services	505-5700
City of Punta Gorda Utilities	575-3324
Englewood Water District	941-474-3217

TECO Peoples Gas 877-832-6747

Charlotte County Office of Emergency Management: 833-4000
Englewood: 475-7987

Charlotte County Government Administration: 743-1200

Charlotte County Health Department Administration: 833-3050
Emerg Planner: X2765, 2766

Additional Contact Information:

Broadcast Media reporting on emergencies:

Radio:

WBCG	FM	98.9
WGCU	FM	90.1
WIKX	FM	92.9
WINK	FM	96.6
WCVU	FM	104.9
WKII	AM	1070
WINK	AM	1240
WENG	AM	1530
WCCF	AM	1580

TV:

	Channel	Cable
WINK	11	5
WBBH	20	2
WZVN	26	7
WXLTV	40	10
WFTX	36	4
SNN	6	6
Comcast Cable Emerg Access		

Bomb Threat Checklist & Advisory**APPENDIX****Bomb Threat Checklist**

Remain calm, be courteous, listen to, and do not interrupt the caller. Try to keep the caller on the phone and talking by asking the following questions.

- | | | | |
|----|--------------------------------|---------------|-------|
| 1) | When will it explode? | At what time? | |
| 2) | Where is it located? | What Floor? | Room? |
| 3) | What does it look like? | | |
| 4) | What kind of bomb is it? | | |
| 5) | What will cause it to explode? | | |
| 6) | Why are you doing this? | | |
| 7) | What is your name? | | |
| 8) | DID you place the bomb? | | |

What were the exact words of the caller:

Voice	Speech	Language	Behavior	Background Noises
clean	accented	educated	agitated	airport
distorted	deliberate	foreign	angry	animals
loud	distinct	foul	blaming	baby
muffled	fast	intelligent	calm	birds
nasal	hesitant	irrational	fearful	general noise
high pitched	lisp	rational	laughing	guns firing
medium pitched	slow	slang	nervous	gymnasium
low pitched	slurred	uneducated	righteous	machines
pleasant	stuttered	unintelligible	other	music
raspy				party
smooth				quiet
soft				restaurant
squeaky				talking
unclear				tavern
other				television