

# **DISASTER GUIDE**

## **FOR HCAR EMPLOYEES**

**August 1986**  
**Rev. 9/89, 11/90, 11/91, 11/95, 2/00, 6/02, 10/02, 11/03, 1/10, 9/12**

## **EMERGENCY TELEPHONE NUMBERS**

**FIRE.....9-1-1**

**MEDICAL.....9-1-1**

**POLICE.....9-1-1**

**American Red Cross (24 hour).....443-4521**

**Federal Emergency Management Agency (FEMA).....(800) 621-3362**  
**TTY 1 (800) 462-7585**

**Earthquake Information.....826-6020**

**Humboldt County Office of Emergency Services.....268-2500**

**Poison Control (24 hour).....1 (800) 222-1222**  
**TTY 1 (800) 972-3323**

**Suicide Prevention (24 hour) .....1 (800) 273-8255**  
**TTY 1 (800) 799-4889**

**St. Joseph Hospital .....Main Line 445-8121**  
**Emergency 269-4250**  
**Emergency TTY 442-7328**

**Mad River Hospital .....Main Line 822-3621**  
**Emergency 826-8264**

**Redwood Memorial Hospital .....Main Line 725-3361**  
**Emergency 725-7328**  
**Emergency TTY 725-7300**

**EMERGENCY BROADCAST INFORMATION..... KINS RADIO 980 AM**  
**.....KHUM RADIO 104.3 FM**

## **I. INTRODUCTION AND GENERAL INSTRUCTIONS**

**As an employee of HCAR, you have a responsibility for not only your own safety but for the safety of others. To assist you in this responsibility, this guide has been prepared for your use in responding appropriately to numerous threatening situations. You must at times use your own judgement based upon the resources you have available and the degree of severity that the situation presents. THINK SAFETY FIRST for yourself, the people for whom you are responsible, and others who are sharing the facility.**

**Familiarize yourself and the people you supervise with evacuation routes. Site plans are posted throughout all HCAR buildings. The site plans also note the location of first aid kits, fire extinguishers, utility shutoff valves/switches, and emergency lighting.**

**The following list of general instructions apply to any hazardous situation:**

- A. Report potentially dangerous situations immediately by advising one of the following people, listed first to last:**

***Your Program Director/Site Manager***

***Your Direct Supervisor***

***Your Site Safety Representative***

***The Secretary/Receptionist***

***A nearby Staff Member***

***The Executive Director or Personnel Director***

**OR**

***Call 9-1-1***

- B. Stay with your assigned group of consumers.**
- C. Maintain a calm attitude (voice and body language).**
- D. Help other staff and consumers remain calm.**
- E. Call for help by the quickest method (intercom, telephone, radio, messenger, alarm system activation).**
- F. Remove yourself and others from hazardous areas as quickly as possible.**
- G. Render first aid if and when needed.**
- H. Do not re-enter the area of danger until it is declared safe by a public service official.**
- I. Participate actively in evacuation drills, which are performed monthly and represent various potential threats.**

**HCAR is enrolled in the Government Emergency Telecommunications Service (GETS). Directors have a GETS card and instructions that they should keep with them at all times. In the event that telephone access is limited during an emergency, the GETS system will give priority access to any phone system that is not physically damaged. These procedures are for use only in the event that regular access to the telephone system is unavailable.**

***EMERGENCY SHELTER:*** In all cases, HCAR will attempt to deliver its consumers to their homes in the event of a disaster. However, if this is not possible, emergency shelter will be sought at a site to be determined by the Red Cross.

## **II. FIRE**

Site evacuation plans and procedures are posted in each room at your site. Part of your job is to become familiar with the exit routes in your building. If you are engaged in off-site programming, you must familiarize yourself with exits and alternate emergency exit routes available in case evacuation is necessary.

## **III. FLOOD**

The predicted extent of the flood or tidal wave and the amount of time before it arrives will determine the course of action to be taken. The Site/Program Director or Executive Director may initiate any of the following emergency actions considered necessary:

- A. Provide care for the consumers at the program site.
- B. Send all persons home, or
- C. Evacuate the site.
- D. Execute action as directed by the Office of Emergency Services.

## **IV. EXPLOSION**

A command to **DROP AND COVER** is to be given immediately in the event of an explosion at the facility. If the explosion occurs within the facility or threatens the building, staff are to implement the posted evacuation procedure.

## **V. FALLEN AIRCRAFT**

The warning of a falling or fallen aircraft is usually by sight, sound or fire. If an aircraft falls near the program site, the following actions are to be taken:

- A. The Site/Program Director or group supervisor will determine which emergency action should be implemented, depending on the proximity of the aircraft to the program site.
- B. If the program site is in danger, evacuation will be the course of action. At all times, consumers and staff must be kept a safe distance from the aircraft due to the danger of explosion.

## **VI. CHEMICAL ACCIDENT**

Warning of a chemical accident is usually received from the fire department, law enforcement or other civil service officials. Such accidents could happen near a program site. An overturned tanker, a broken fuel line or an accident in a commercial establishment are all potential hazards. If such an accident occurs, the following procedures will be implemented:

- A. The Site/Program Director will determine the need to implement evacuation procedures.

- B. If evacuation is necessary move crosswind, never directly with or against the wind that may carry fumes.**
- C. Take attendance.**
- D. Follow all instructions of fire or public service officials.**

## **VII. SEVERE WINDSTORM**

**Warning of an impending windstorm is usually received via radio, television or public service officials. If time and conditions permit, all consumers and personnel will be sent home prior to the emergency. Should high winds develop during business hours without warning, the following emergency actions will be taken:**

- A. Take cover. Consumers and staff should assemble inside shelters or buildings.**
- B. Close windows and blinds.**
- C. Evacuate rooms that are exposed to the full force of the wind.**
- D. Avoid auditoriums, gymnasiums or other enclosures that have long roof spans.**
- E. Take attendance.**
- F. Keep radios tuned to local stations.**
- G. Consumers and staff should stay at the sheltered area until the winds have subsided and it is safe to return to program areas or go home.**

## **VIII. CIVIL DISTURBANCE**

**Should a civil disturbance that includes gunfire or any type of violent attack at or near the facility/program site occur, the Site/Program Director or project supervisor in charge will notify 9-1-1 immediately. At the direction of the person in charge, staff will do their utmost to protect the consumers and themselves. If possible, staff will prevent others from joining the disturbance and will attempt to confine the disturbance to one area.**

**Staff will:**

- A. NOT enter the disturbance or take any action that will provoke violence.**
- B. Keep consumers in safe program areas until notification that the disturbance has been controlled.**
- C. If on break, report to the person in charge for assignment of specific duties.**

**The person in charge will:**

- A. Determine which doors will be locked to maintain the safest possible environment.**
- B. Confer with public service officials to determine any additional appropriate courses of action necessary to protect consumers and staff.**

## **IX. EARTHQUAKE PROCEDURE**

- A. Each person should be directed or assisted to STOP, TAKE COVER by moving under a sturdy table or other piece of furniture, and HOLD ON position (head tucked, holding on to legs) under desks or tables with back to windows. Persons not able to assume this position should be near an interior wall, backs to windows, with heads tucked and**

covered by arms and hands. During a major earthquake, it is important to anchor yourself and instruct consumers to hold on to the leg of a table or desk, or to lock their wheelchairs if possible.

- B. Staff and consumers will hold this position until an "all clear" signal is given.
- C. Maintain a calm attitude and encourage consumers to remain calm, quiet and ready to listen to instructions.
- D. At the "all clear," an evacuation procedure will be implemented.
- E. The person in charge will do a safety check and turn off electricity. Gas will be turned off only if a fire or gas leak is present.
- F. If the person in charge determines that the building is safe, he/she will instruct staff and consumers regarding re-entry.
- G. If the building is not safe, see the Emergency Shelter section of I. listed above.

## **X. BOMB THREAT**

In the event that a telephone or written bomb threat is received by staff regarding placement of a bomb(s) or other explosives in a building, the following procedures will be implemented immediately:

- A. Evacuate and notify 9-1-1.
- B. If a suspicious object is noticed, report it to the person in charge or a public service official. **DO NOT DISTURB THE OBJECT.**

In the event of a telephone threat:

- A. Remain calm.
- B. Record, if possible, every word spoken by the caller.
- C. If the caller does not give the location of the bomb and/or when it is set to detonate, ask for this information.
- D. Listen for any strange or unusual background noises, such as music playing, motors running, traffic sounds, etc. that might be helpful in providing clues to determine from where the call was made.
- E. Try to determine if the voice is male or female, familiar or unfamiliar, and listen for any accents, speech impediments, etc.
- F. Immediately after the caller hangs up (**DO NOT** disconnect the line or put on hold), inform the person in charge so evacuation procedures can be taken as soon as exit routes have been checked and declared safe. **THIS MUST BE COMPLETED PRIOR TO ORDERING EVACUATION.**
- G. Call 9-1-1 and relay as much information as possible. Refer to Bomb Threat Drill forms provided at each site.

In the event of a letter threat, note how it arrived, who found it and where it was found. Care must be taken in handling the message by placing it in an envelope immediately for possible fingerprint detection.

## **XI. POWER FAILURE**

Some of HCAR's facilities have rooms with no outside light source. It is important that you study your site plan and know where emergency lighting, flashlights and emergency telephones are located before an emergency occurs.

- A. Remain calm. Reassure the consumers in your area.**
- B. If the door is closed, open it; there may be some light available from the hallway. Check restrooms.**
- C. Each site has an area with an outside light source. Proceed with the persons in your charge to that area in a calm and orderly fashion.**
- D. Take attendance; tell another staff person if you need to look for one of your people.**
- E. Once you are assembled in a lighted area, await further instructions from the person in charge.**
- F. The person in charge will call Pacific Gas and Electric to try to find out the estimated length of the power outage and advise the Administrative Office. A determination will be made regarding contacting City Ambulance of Eureka and, if necessary, HCAR's Transportation Department to arrange transportation home for consumers.**
- G. If the program must be closed, the person in charge will assign staff to call the homes of consumers to alert them to early arrival times.**
- H. If program is to remain open, staff and consumers will engage in social activities (hold discussions, sing songs, play charades, etc.) until the power is restored.**

## **XII. TERRORIST ATTACK**

Warning of a terrorist attack would probably be received via radio, television, or civil service officials.

- A. Keep radios tuned to local stations.**
- B. Site/Program Directors will determine which emergency action should be implemented, depending on the type of terrorist threat.**