
Overview:

The following information applies to all North Texas Food Bank employees. Safety is a cooperative undertaking that requires every associate to:

Observe All Safety
Guidelines

—

Report Unsafe
Conditions

—

Report all accidents
immediately



Revised 3/31/2009 4:13 PM

By

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NTFB EMERGENCY RESPONSE GUIDE

FORWARD

The purpose of the Employee Emergency Response Guide is to provide an understandable and accessible reference for use in emergency situations in order to promote the safety of the North Texas Food Bank (NTFB) employees and volunteers. This guide addresses some of the most common emergencies that employees at the NTFB may face on any given day.

This guide will be updated periodically as a result of lessons learned during drills or the receipt of new information.

Emergency response planning at the North Texas Food Bank is viewed as an ongoing responsibility. To that end, the enclosed Emergency Response Guide is being provided to all employees. This guide is designed to provide users with quick and easily accessed basic information on recommended response to a wide array of potential emergencies. Thorough review and completeness of information are essential to effective emergency planning at all levels, and we ask that all employees take this task seriously. Please keep your copy in a location where you can quickly access it in the event of an emergency.

Recognizing that no single set of instructions can anticipate all potential emergencies, I urge you to provide feedback on this publication by sending recommendations, comments and/or suggestions to Michele Sullivan at Michele@ntfb.org.

Thank you for contributing your time and effort to helping make the North Texas Food Bank a safe and secure working environment.

Table of Contents

EMERGENCY RESPONSE TEAM 5

EMERGENCY CONTACT NUMBERS 6

COMMUNICATION TOOLS..... 6

EVACUATION ROUTES & MEETING PLACES 8

 NTFB EVACUATION MAP8

EVACUATING THE BUILDING 9

EVACUATING PERSONS WITH DISABILITY10

Assisting Visually Impaired:10

Assisting Deaf/Hearing Impaired:.....10

Assisting Mobility-Impaired/Wheelchair Users:.....10

FIRE EMERGENCY PROCEDURES11

 IF YOU BECOME TRAPPED11

 FIRE LIFE SAFETY EQUIPMENT11

Illuminated exit sign.....11

 REPORTING FIRES:11

 HOUSEKEEPING AND FIRE PREVENTION.....12

SHELTER-IN-PLACE13

 WHAT IS A SAFE SHELTER-IN-PLACE?13

EXPLOSION14

 IF AN EXPLOSION OCCURS IN YOUR OFFICE14

 IF YOU ARE TRAPPED IN DEBRIS.....14

SEVERE WEATHER EMERGENCY15

 WHEN SEVER WEATHER THREATENS15

 SEEKING SHELTER15

BOMB THREAT16

 SPECIFIC THREAT16

 NON SPECIFIC THREAT16

 IF A BOMB THREAT IS RECEIVED.....16

BOMB THREAT TELEPHONE CHECKLIST17

REMEMBER: KEEP CALM - DON'T HANG UP17

SUSPICIOUS PACKAGES.....18

 WHAT TO DO UPON RECEIPT18

 IF THREAT IS IDENTIFIED18

Bomb.....18

Radiological.....18

Biological or Chemical.....18

Suspicious Substance18

WORK RELATED ACCIDENTS.....19

 REPORTING UNSAFE CONDITIONS.....19

Potential Safety Hazards:.....19

Hazardous Materials Safety.....19

WORKPLACE VIOLENCE.....20

 IDENTIFYING POTENTIALLY VIOLENT SITUATIONS20

 REPORTING WORKPLACE VIOLENCE21

 RESPONDING TO THREATENING SITUATION.....21

FIRE SAFETY TIP SHEET22

EMERGENCY RESPONSE TEAM

The North Texas Food Bank Safety Committee is chaired by Senior Manager of Program Services, Brad Wendling and is Vice Chaired by Chief Operating Officer, Paul Wunderlich. Brad is responsible for the overall management and administration of the Safety Program in cooperation with the North Texas Food Bank Department Directors. There are permanent members on the committee representing each department within our organization. The safety committee roster is posted on the associate communication bulletin boards outside of the break room.

The North Texas Food Bank created the [Emergency Response Team \(ERT\)](#) with Zone Leaders to inform and assist associates during and after emergencies. The names and telephone numbers for Zone Leaders can be found with other posted safety materials on the bulletin boards outside of the break room.

Zone 1	Areas of Responsibility	Objective
Notify all other zone leaders specifics about the emergency Leaders	<ul style="list-style-type: none"> • Agency Room • Front Lobby • Front Office • Break & Restrooms <p>Donnye Shelby Joel Clawson Lori Kachner</p>	Check and clear your zone prior to exiting building 214-533-3610 214-228-2797 214-718-6525
Zone 2	Areas of Responsibility	Objective
Notify all other zone leaders specifics about the emergency Leaders	<ul style="list-style-type: none"> • Kitchen • Volunteering Sort Area • Salvage Room • Operations office • Restroom <p>Brad Wendling Randy Gould James Williams</p>	Check and clear your zone prior to exiting building 214-536-9760 972-342-0516 817-793-9392
Zone 3	Areas of Responsibility	Objective
Notify all other zone leaders specifics about the emergency Leaders	<ul style="list-style-type: none"> • Warehouse • PAN & Food Stamp Offices • Refrigerators/Freezers • Shipping & Receiving <p>Sean Gray Vince Rhinehart Geoff Slaymaker Joe Crawford</p>	Check and clear your zone prior to exiting building 214-548-1197 214-808-8838 214-551-7203 469-323-2493
Zone 4	Areas of Responsibility	Objective
Notify all other zone leaders specifics about the emergency Leaders	<p>Second Floor</p> <ul style="list-style-type: none"> • Offices • Restrooms • Conference Rooms • Kitchen <p>Paul Wunderlich Michele Sullivan</p>	Check and clear your zone prior to exiting building 214-882-2418 512-695-1665

EMERGENCY CONTACT NUMBERS

Emergency	Location	Number
Fire	Any Location	911
Medical Emergency	Any Location	911
Gas Company		

COMMUNICATION TOOLS

The Emergency Response Team and the NTFB executive team will be monitoring TV, radio, and other communications to keep abreast of any emergency situation(s). The Noah weather radio is located at the front desk and will be continuously monitored during severe weather.

Emergency Response Team members will provide regular updates on conditions and what additional actions you should take, such as continuing to shelter-in-place in the designated areas, moving the designated shelter areas, or initiating an evacuation of the building, and giving the “All Clear” signal to return to work.

Information will be communicated by a combination of the following:

- Public Address (PA) System (Joel and IT working on system)
- Zone Leaders announcements

The Emergency Response Team will communicate with each other to coordinate appropriate actions and keep everyone informed.

EVACUATION ROUTES & MEETING PLACES

A map of evacuation routes are prominently displayed throughout the North Texas Food Bank. Each map will show the way to an exit, depending on where you are located in the building. Each exit is clearly marked with an illuminated exit sign above the door.

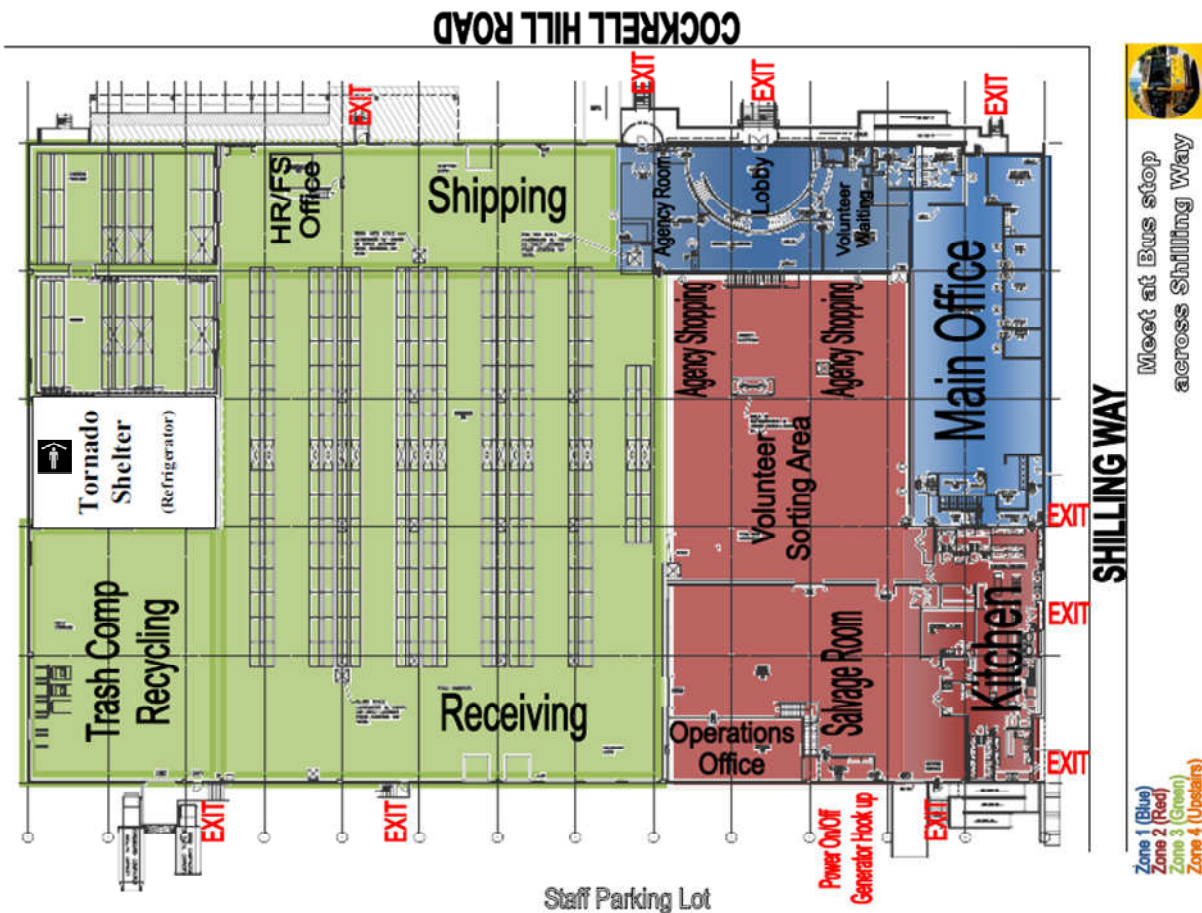
- Meeting places have been established to account for all NTFB individuals and guests.

PRIMARY MEETING PLACE: BEHIND THE BUS STOP ACROSS SHILLING WAY

 SHELTER IN PLACE: SOUTH END OF WAREHOUSE WALK-IN REFRIGERATOR

- [Zone Leaders](#) will account for all [employees](#)
- Zone Leaders will report any missing, trapped or injured occupants.

NTFB EVACUATION MAP



Evacuation Map 1

EVACUATING THE BUILDING

- If the alarm sounds or if you are instructed to evacuate by other communication means, **REMAIN CALM and BEGIN TO EVACUATE IMMEDIATELY**. Do not attempt to go back into the building or upstairs once you have begun to evacuate.
- Walk *quickly and calmly* to the nearest marked exit. Follow the instructions of the ERT and Zone Leaders regarding alternate exit routes, should your normal pathway be blocked.
- Be aware of people with disabilities in your work area who may require your assistance. Be prepared to assist them in evacuating.
- **DO NOT** use elevators unless instructed to do so by emergency personnel.
- If it will not delay your exiting, take your coat if the weather is inclement. **If you are at your work area take your wallet/purse, keys and identification but leave all briefcases, suitcases etc. behind.** If you are not at your work area when the alarm to evacuate sounds, do **NOT** go back up to get your personal things.
- Exit the building and move directly to the bus stop across Shilling Way, the designated assembly place, so the Zone Leaders can conduct a head count.
- Do not attempt to re-enter the building until told by authorities that it is safe to do so.

EVACUATING PERSONS WITH DISABILITY

ASSISTING VISUALLY IMPAIRED:

- Clearly announce the type of emergency.
- Offer your arm for guidance.
- Tell the person where you are going, and alert them to obstacles along the way.

ASSISTING DEAF/HEARING IMPAIRED:

- Turn lights on and off to gain the person's attention.
- Indicate directions with gesture or a written note.

ASSISTING MOBILITY-IMPAIRED/WHEELCHAIR USERS:

- **Elevators should not** be used to move people with disabilities.
- Find volunteers to help assist evacuating the person per their instructions.

If you are required to leave the building immediately but are unable to because of a physical disability, injury or obstruction:


- Go to the nearest area with no hazards.
- If possible call 911 and provide dispatch with your location.
- *Remain Calm*

FIRE EMERGENCY PROCEDURES

REPORTING FIRES:

If you discover smoke or fire **DO NOT** attempt to extinguish the fire.

Leave fire fighting to the fire department or to the building operations personnel who have been trained for this responsibility. Report the fire by following these steps:

-  Activate the nearest fire alarm pull station
- Alert a member of the ERT and/or management.
- Calmly evacuate using the nearest fire exit and assemble at the designated meeting place,
- If your clothes catch on fire, you should- Stop, drop, and roll - until the fire is extinguished.
- If can do so safely, close doors behind you as you escape to delay the spread of the fire
- Do not reenter the building until emergency personnel give “All Clear”.

IF YOU BECOME TRAPPED

- If you are on the ground floor and a window that opens is available, carefully climb out if you can do so safely.
- If there is no window, stay near the floor where the air will have less smoke. Shout at regular intervals to alert emergency crews of your location.
- If you are in a room with the door closed, feel the door. **If the door is warm, DO NOT OPEN** it. If smoke is entering the room through cracks around the door, stuff something in the cracks to slow the flow.

FIRE LIFE SAFETY EQUIPMENT

MANUALLY ACTIVATED FIRE ALARM PULL STATIONS are located near exit points in the NTFB building. If a heat/smoke detector, or pull station is activated, an alarm will sound throughout the building.

ILLUMINATED EXIT SIGNS are provided throughout the building.

- ★ **KNOW THE LOCATIONS OF THE FIRE ALARMS IN THE BUILDING.**
- ★ **KNOW WHERE THE FIRE EXITS ARE LOCATED.**



Illuminated Exit Sign



Fire Alarm Pull Station

HOUSEKEEPING AND FIRE PREVENTION

Good housekeeping and sensible fire precautions will reduce the possibility of a fire occurring. Poor housekeeping, carelessness and neglect not only make the outbreak of a fire more likely, but will allow a fire to spread more rapidly.

Common causes of fire include:

- Faulty electrical wiring, plugs and sockets, which are overloaded or inadequately protected by the correct fuse or circuit breaker
- Electrical equipment left switched on when not in use (unless designed to be permanently connected)
- Smoking and the careless disposal of smoking materials
- Accumulations of trash, paper or other materials that are easily ignitable
- Combustible materials left too close to sources of heat
- Obstruction to the ventilation of heaters, machinery or office equipment
- Careless use and disposal of flammable liquids.

Note: Unoccupied areas such as store rooms and cupboards (especially those situated under stairways or in areas where a fire could grow unnoticed) should be regularly inspected and cleared of non-essential combustible materials.

SHELTER-IN-PLACE

WHAT IS A SHELTER-IN-PLACE?

Shelter-in-place is a protective action taken inside the NTFB building to protect you from external hazards, minimize your chance of injury, and/or provide the time to allow preparations for a safe evacuation. We will shelter-in-place when the Emergency Response Team Leadership deems that it is in your best interest to remain in a sheltered environment. We may also shelter-in-place when there is no immediate danger outside, but we are requested by other emergency authorities to participate in a controlled evacuation.

SHELTER-IN-PLACE OPTIONS

- Move to an interior space – an office or corridor that is not part of the outside perimeter of the building, away from windows.
- Stay at your desk and shelter under your desk covering your head.
- Relocate to the designated safety areas in the center of the warehouse near the large refrigerator.

MOST LIKELY SCENARIOS

- Severe weather (tornado, hail, etc.)
- Accidental chemical release due to industrial or vehicle accident

DURATION



Shelter-in-Place at the NTFB is anticipated to last only a few hours 3 to 4 at the most. However, while the danger may pass in a few hours the effect on the transportation system may prevent you from leaving the immediate area for several hours. Be patient.

While we believe that most situations will be of SHORT DURATION, we also consider it prudent to plan for a longer period of time, the Emergency Response Team has preparations in place for a longer duration.

EXPLOSION

IF AN EXPLOSION OCCURS IN YOUR OFFICE

- Take shelter under your desk or a sturdy table to protect yourself from projectiles, the force of the blast and falling debris.
- As soon as possible check for fires and other hazards then quickly and appropriately exit the building as per the evacuation guidelines.
- **DO NOT use the elevators**

IF YOU ARE TRAPPED IN DEBRIS

- If possible, use a flashlight to signal your location to rescuers.
- Avoid unnecessary movement so that you do not kick up dust.
- Use anything you have to cover your mouth. Dense weave cotton material is the best for creating a filter through which to breathe.
- Tap on a pipe or wall so that rescuers can hear where you are.
- Shout only as a last resort as it can cause a person to inhale dangerous amounts of dust.

SEVERE WEATHER EMERGENCY

The food bank is soundly constructed with steel girders and reinforced concrete floors providing a safe shelter during severe weather emergencies. The primary safety concern during severe weather is flying debris. To avoid this danger, all associates and guests will be directed to a designated safe shelter area within the buildings.

Zone Leaders have been appointed to assist associates and guests in severe weather emergencies. During drills or actual emergencies, Zone Leaders will identify themselves and provide directions you should take, such as continuing to shelter-in-place in the designated areas, moving the designated shelter areas, or initiating an evacuation of the building.


ABOUT WATCHES AND WARNINGS

The [National Weather Service](#) issues various watches and warnings related to impending weather conditions. A "**watch**" indicates a weather event such as a tornado or severe thunderstorm is possible in the area affected by the watch. A "**warning**" means the weather event is imminent, and you should take appropriate action immediately.

WHEN SEVERE WEATHER THREATENS

- *Remain Calm*
- Move quickly to the warehouse refrigerator or other designated safe area as instructed by Zone Leaders.
- Stay away from outside walls and windows.
- In case of flying debris, get under a piece of sturdy furniture such as a desk or heavy table. If unavailable, use arms to protect your head and neck.
- No employees or volunteers should leave the building during a severe weather emergency.
- Use stairways when moving to other areas of the building.
- Follow instructions given by Zone Leaders.

SEEKING SHELTER

Go to a designated shelter-in-place area. The  designated shelter-in-place is located at the south end of the warehouse in large walk-in refrigerator.

If you do not have time to reach a designated shelter area move to the interior of the building as far away from exterior walls, windows and overhead glass. Seek protection under a desk if possible.

Severe weather drills will be conducted periodically to familiarize you with designated shelter areas and to help you recognize the members of the ERT.

BOMB THREAT

Until proven otherwise, all threats are to be treated as real. During working hours the Zone Leaders together with management staff should evaluate the threat and consider actions/evacuation. This may be done in conjunction with the police and management staff if they are available. Attached is a bomb threat checklist. The threat may be specific or non-specific as follows:

SPECIFIC THREAT

In this case the caller will provide a more detailed warning statement, which might describe the type and placement of device, the reason or motive and /or other additional specific information.

NON SPECIFIC THREAT

In this instance the caller may make a simple statement to the effect that a device has been placed in the NTFB building. Generally very little, if any, additional detail is conveyed before the caller terminates the conversation. The non-specific threat is more common, but neither type of threat can be immediately discredited without further investigation. Every threat is treated as real until proven otherwise.

IF A BOMB THREAT IS RECEIVED

1. Immediately signal for someone to call 911. **DO NOT PUT THE CALLER ON HOLD.**
2. The following page is a checklist of information to record and have available for the authorities.
3. After the police have been notified, management will decide whether to evacuate based on input from law enforcement and building management. All bomb threats and disaster crises will be reported to the management and the Emergency Response Director.
4. In the event of an evacuation, an announcement will be made by Zone Leaders. The announcement will state that this is an emergency, to remain calm and begin to evacuate the building immediately. Zone Leaders will proceed to assist and direct all personnel to the nearest exits and get as far away from the building as possible. Zone Leaders will ensure that all personnel leave the facility.
5. Return to the office only after the Police Department announce the building is safe and an "all clear" signal is given by Zone Leaders.

BOMB THREAT TELEPHONE CHECKLIST

EMPLOYEE: Upon receipt of a telephone bomb threat do the following:
 Do not attempt to put the caller on hold, instead signal for someone and discreetly inform them of what is happening.
HAVE THEM NOTIFY MANAGEMENT IMMEDIATELY. Do not interrupt caller except to ask:

TIME bomb is set to explode: Certain hour _____ Time Remaining _____

Exact **LOCATION** of device: Building _____ Floor _____ Area _____

Description of device: Package _____ Box _____ Briefcase _____

 Other _____ Size _____

 Shape _____ Color _____

NOTE THE FOLLOWING:

Caller seemingly familiar with building: Yes No

Caller's sex: Male Female Approximate age in year's _____

Origin of call: Local Long Distance Booth Internal (within building)

Time call Received: _____ Call taken by: _____ Ext. _____

VOICE

CHARACTERISTICS

- Loud Soft
- High Pitch Deep
- Raspy Pleasant
- Intoxicated Other _____

SPEECH

- Fast Slow
- Distinct Distorted
- Stutter Nasal
- Slurred Other _____

LANGUAGE

- Excellent Good
- Fair Poor
- Foul Other _____

ACCENT

- Local
- Foreign
- Race
- Not Local
- Regional
- Other
- Irrational

MANNER

- Calm
- Rational
- Coherent
- Deliberate
- Righteous
- Angry
- Incoherent

BACKGROUND NOISES

- Office Machines
- Factory Machines
- Bedlam
- Animals
- Quiet
- Mixed
- Street Traffic
- Airplanes
- Trains
- Voices
- Music
- Party Atmosphere

Upon completion of telephone call print out the message in its entirety as received from the informant.

REMEMBER: KEEP CALM - DON'T HANG UP

SUSPICIOUS PACKAGES

WHAT TO DO UPON RECEIPT

- Handle with care.
- Don't shake or bump.
- Isolate and look for indicators.
- Don't open, smell, or taste.
- Treat it as suspect!!
- Call **911**

IF THREAT IS IDENTIFIED

BOMB

- Evacuate immediately.
- Call **911**

RADIOLOGICAL

- Limit exposure - don't handle.
- Evacuate area.
- Shield yourself from the object.
- Call **911**

BIOLOGICAL OR CHEMICAL

- Isolate package - don't handle.
- Call **911**
- Wash your hands with soap and water.

SUSPICIOUS SUBSTANCE

- Clear and isolate the contaminated area.
- **Do not touch or disturb anything.**
- Call ERT Director or your manager.
- Wash your hands with soap and water.
- Identify individuals who may have been exposed to the material.
- Do not leave premises until dismissed by authorities.

WORK RELATED ACCIDENTS

To report an injury accident at NTFB, contact your supervisor and report the location of the accident, who is involved, and the severity of the problem. If you are involved in an accident that does not result in an injury, contact your supervisor and complete an accident report.

*Report all accidents to your department supervisor regardless of the severity if injury or accident. **CALL 911?***

REPORTING UNSAFE CONDITIONS

EXISTING SAFETY STANDARDS:

Report any condition that may be hazardous such as obstructed aisles, spills of any kind, water leaks, puddles, torn or raised carpeting, broken glass, loose wiring, broken fixtures or loss of electricity.

POTENTIAL SAFETY HAZARDS:

Depending on the nature of the hazard, contact your manager or a member of the ERT. Scheduled safety and building standards inspections are conducted periodically by the Emergency Response Team.

HAZARDOUS MATERIALS SAFETY

Any time you bring a new potentially hazardous chemical into the building, building management must be notified. Material Safety Data Sheets (MSDS) are available for each potentially hazardous chemical used in the food bank. These documents are located on cabinets where hazardous materials are stored and in the warehouse management office.

If you encounter material that poses a safety hazard contact your supervisor immediately.

WORKPLACE VIOLENCE

Workplace violence can be any act of physical violence, threats of physical violence, harassment, intimidation, or other threatening, disruptive behavior that occurs at the work site. Workplace violence can affect or involve employees, visitors, contractors, and other contract employees.

A number of different actions in the work environment can trigger or cause workplace violence. It may even be the result of non-work-related situations such as domestic violence or “road rage.” Workplace violence can be inflicted by an abusive employee, a manager, supervisor, co-worker, customer, family member, or even a stranger. Whatever the cause or whoever the perpetrator, workplace violence is not to be accepted or tolerated.

However, there is no sure way to predict human behavior and, while there may be warning signs, there is no specific profile of a potentially dangerous individual. The best prevention comes from identifying any problems early and dealing with them.

IDENTIFYING POTENTIALLY VIOLENT SITUATIONS

If you ever have concerns about a situation which may turn violent, alert your manager or HR director immediately and follow the specific reporting procedures provided by the North Texas Food Bank. It is better to err on the side of safety than to risk having a situation escalate.

The following are warning indicators of potential workplace violence:

- Intimidating, harassing, bullying, belligerent, or other inappropriate and aggressive behavior.
- Numerous conflicts with customers, co-workers, or supervisors.
- Bringing a weapon to the workplace (unless necessary for the job), making inappropriate references to guns, or making idle threats about using a weapon to harm someone.
- Statements showing fascination with incidents of workplace violence, statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides.
- Statements indicating desperation (over family, financial, and other personal problems) to the point of contemplating suicide.
- Direct or veiled threats of harm.
- Substance abuse.
- Extreme changes in normal behaviors.

REPORTING WORKPLACE VIOLENCE

All employees are encouraged to be alert to the possibility of violence on the part of employees, former employees, customers, vendors, volunteers, and strangers. Employees shall place safety as their highest concern, and shall report all acts of violence and threats of violence. All reports of violence will be handled in a confidential manner, with information released only on a need-to-know basis.

Once you have noticed a co-worker, volunteer or customer showing any signs of the above indicators, you should take the following steps:

- If you are a co-worker, you should notify the employee's manager immediately with your observations.
- If it is a customer, notify your manager immediately.
- If it is your subordinate, then you should evaluate the situation by taking into consideration what may be causing the employees problems, speak with HR and management.
- If it is your supervisor, notify that person's manager.

It is very important to respond appropriately, i.e., not to overreact but also not to ignore a situation. Sometimes that may be difficult to determine. Managers should discuss the situation with HR to get help in determining how best to handle the situation.

RESPONDING TO THREATENING SITUATIONS

Hostile or threatening customer or co-worker

- Stay calm and listen attentively.
- Maintain eye contact.
- Be courteous and patient.
- Keep the situation in your control.
- Signal a coworker or manager that you need help.
- Have someone call 911 if deemed necessary.

Someone threatening you with a weapon

- Stay calm and quietly signal for help.
- Maintain eye contact.
- Keep talking -- and follow their instructions.
- Never try to grab the weapon.
- Watch for a safe chance to escape.

Staff not directly involved with the altercations

- Dial 911
- If safe leave the area

FIRE SAFETY TIP SHEET

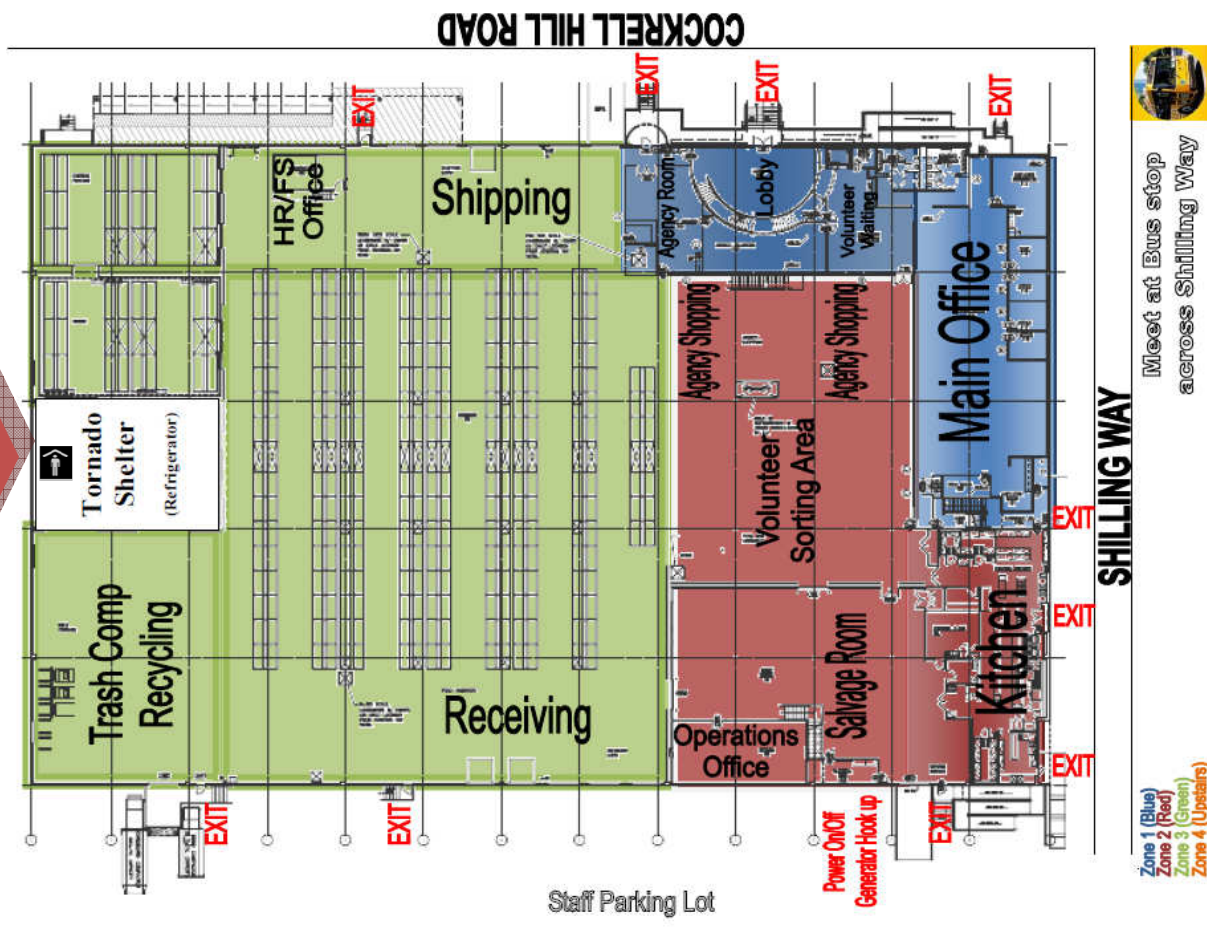
If you **MUST** use a fire extinguisher:

- Pull the safety pin on the grip handle.
- Aim the nozzle at the base of the fire.
- Squeeze the handles all the way together.
- Sweep the extinguisher from side to side.

Nearest fire extinguisher: _____

Nearest Manual Fire Alarm: _____

Zone Leader for my work area: _____



Primary Assembly



Meet at Bus stop across Shilling Way

Shelter-in-Place Area