

Milan Seniors for Healthy Living Policy

12.04.01-04.2019

Emergency Preparedness

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I. BUILDING INFORMATION

Address: 45 Neckel Ct. - Milan, MI 48160 Phone Number: (734) 508-6229

Description of the Building

This is a single-story facility with five points of entry/exit, owned by the City of Milan.

Emergency/Evacuation Assembly Area (EAA)

The Emergency/Evacuation Assembly Area (EAA) is where to gather if evacuation becomes necessary. The EAA is located at The Milan Community House, first floor.

Sheltering In-Place

The Best Shelter Area (BSA) locations are: Coat Closet & Restrooms

Unique Hazards Found in this Building

<u>Hazard</u>	<u>Location</u>	<u>Responsible Person</u>
Chemical Storage	Janitorial Closet	Building Maintenance
Chemical Storage	Women’s Bathroom Closet	Building Maintenance
Chemical Storage	Kitchen (shelf above dishwasher)	Building Maintenance

Location of Fire Extinguishers:

In wall-mount cabinets: Outside the custodial closet, Outside the mechanical room, Southwest wall of the Great Room, Southeast wall of the kitchen. There also are three more extinguishers located: inside mechanical room (west end), inside mechanical room (east end), in kitchen.

Location of First Aid Supplies

- Front desk area
- Kitchen area on southeast wall

II. EMERGENCY GUIDELINES

Always be prepared for emergencies. An emergency kit is located in the front office under the counter to take to the EAA.

Training and Documentation

Training is an integral part of a safety program and it is important to ensure all employees are trained on the Building Emergency Plan. It is the responsibility of the occupant to become familiar with the Plan, to know evacuation routes and assembly area, and to attend training(s). As a supplement to the training, Building Evacuation maps are posted to ensure all occupants and guests can safely exit during an emergency.

Emergency Numbers

911	911
Milan Police Department	(734) 439-1551
Milan Fire Department	(734) 439-2843
Milan Department of Public Works	(734) 439-1780 (after hours call MPD)
Poison Control Center	1-800-222-1222

Emergency Information Channels

Radio Station

WJR	760 AM
WCSX	94.7 FM

Television Station

WDIV	Detroit TV channel 4
WXYZ	Detroit TV channel 7
WWJ	Detroit TV channel 62

Building Alarm

This building has one alarm sound - repeated short horn blasts along with strobe light. When the fire/evacuation alarm sounds, leave the building following evacuation guidelines.

General Evacuation Guidelines

A building occupant is required by law to evacuate the building when the alarm sounds. (Reminder: take prescription medications out with you if immediately convenient; it may be hours before you are allowed back in the building.)

Employees: When evacuating your building or work area:

- Stay calm - do not rush - and do not panic. Safely stop your work.
- Gather your personal belongings if it is safe to do so.
- If safe, report to office to receive further evacuation instruction for our clients.
- If safe, close your office door, but do not lock them.
- Use the nearest safe exit, as indicated by the BEE Map.
- Proceed to the designated EAA and report to the staff member in charge.
- Wait for any instructions from emergency responders.
- Do not re-enter the area until you have been instructed to do so by the authorities

Building occupants: When evacuating your building:

- Stay calm - do not rush-- and do not panic. Safely stop your activity if applicable.
- Gather your personal belongings if it is safe to do so.
- Use the nearest safe exit, as indicated by the BEE Map.
- Proceed to the designated EAA and report to the staff member in charge.
- Wait for any instructions from emergency responders.
- Do not re-enter the area until you have been instructed to do so by the authorities.

Person-in-Charge Guidelines: In the event of an evacuation:

- Be sure to grab the emergency preparedness kit (located in the main office under the counter) and proceed immediately to the EAA.
- Document individuals as they report to the EAA.
- Document as many details as possible about the incident that precipitated the evacuation.
- Be a point of contact for the emergency responders.

Notification

When you call 911 to request emergency assistance, call from a safe location and remember to:

Stay calm and be prepared to answer the following questions:

- Who are you? (Your name)
- Where is the emergency located?
- What is the emergency? (Fire, medical, hazardous material, etc.)
- How did it happen?
- When did it happen?

Gather any other information that may be useful for the emergency responders (e.g. are there any injuries involved?). Do not hang up until instructed to do so by the dispatcher. Give a telephone number or safe location where the emergency responders can call or meet you and wait for the responders at the safe location.

Evacuation Guidelines for People with Disabilities

The following guidelines have been adopted for the evacuation of people with disabilities:

- Evacuate people with disabilities first, if possible.
- If the situation is life threatening, call 911.
- Attempt a rescue evacuation ONLY if you have had rescue training or the person is in immediate danger and cannot wait for professional assistance.
- Always ASK someone with a disability how you can help BEFORE attempting any rescue technique or giving assistance.

Response to Specific Disabilities in an Emergency

Blindness or Visual Impairment:

- Give verbal instructions to advise about the safest route or direction using compass directions, estimated distances, and directional terms.
- DO NOT grasp a visually impaired person's arm. Ask if he or she would like to hold onto your arm as you exit, especially if there is debris or a crowd.

Deafness or Hearing Loss:

- Get the attention by touch and eye contact. Clearly state the problem. Gestures and pointing are helpful but be prepared to write a brief statement if needed.
- Offer visual instructions to advice by pointing towards exits or evacuation maps.

Mobility Impairment:

- If people with mobility impairments are put at greater risk by an evacuation, they should move to the designated BSA.
- Notify rescue personnel immediately about people remaining in the building and locations.
- If people are in immediate danger and cannot be moved to wait for assistance, it may be necessary to evacuate them using wheel chairs in the coat closet), or a carry technique.

Power Outages:

If an outage occurs and people with disabilities choose to wait in the building for electricity to be restored, they can move near a window where there is natural light and access to a working telephone.

Other Emergency Evacuation Guidelines for People with Disabilities:

Evacuating a disabled or injured person by yourself is the last resort. Consider your options and the risks of injuring yourself and others in an evacuation attempt. Do not make an emergency situation worse.

Situational Guidelines – Facility

Utility Failure

- In the event of a major utility failure, notify a staff member.
- If after normal hours, notify Milan Police Department (734) 439-1551.
- Evacuate to the EEA if the fire alarm sounds and/or upon notification by the authorities.

Gas Leak

If you smell natural gas:

- Cease all operations immediately.
- Do not switch lights on or off.
- Dial 911.
- Evacuate as soon as possible.
- Contact the staff member in charge.

Flooding/Plumbing Failure

If flooding occurs (due to a plumbing failure or other problem):

- Cease using all electrical equipment.
- Contact Milan Department of Public Works (734) 439-1780 during regular business hours or Milan Police Department (734) 439-1551 after hours. If necessary, evacuate to the EEA

Hazardous Materials Guidelines

“Hazardous material” can be defined as any material that, because of its quantity, concentration, or characteristics, may pose a hazard to human health or the environment. If you witness a hazardous material spill, evacuate the site area and warn others to stay away. Call 911 if you believe the spill may be life threatening. If you can determine that the spill is not life threatening, follow the guidelines outlined below.

If you are a hazardous material user:

Your supervisor should train you on the proper use and storage of hazardous materials including proper guidelines for preventing spills, and guidelines when a spill happens.

If as a user, you spill a hazardous material or materials:

Leave the area of the spill first and proceed to a safe location. Then assess if you have the proper training and protective gear to clean up the spill. If able to clean up, follow proper cleanup guidelines and use proper personal protection equipment. Manage the generated waste as appropriate. Isolate the spill area to keep everyone away, and post signs as necessary.

If you require assistance to clean up the spill:

Contact – Milan Department of Public Works (734) 439-1780

During off-hours – Milan Police Department (734) 439-1551

If you suspect, or witness, a release of hazardous material to the environment call 911.

Situational Guidelines – Weather

The National Weather Service and/or the Emergency Management Division may issue one of two severe weather statements: Watch or Warning.

Severe Weather *WATCH* - Means conditions are favorable for the development of a specific severe weather event (thunderstorm, tornado, and flood).

Severe Weather *WARNING* - Means severe weather is occurring or is imminent, and proper actions should be taken to protect life and property.

Severe Thunderstorm Guidelines

Severe thunderstorms most commonly occur during the spring and summer months, although they have been known to occur at any time throughout the year.

During a severe thunderstorm watch or warning, you should monitor weather bulletins for upgrades to more extreme conditions. The following precautions should also be exercised:

- Avoid remaining outdoors, especially near trees, electrical/radio towers, or any other high structure as lightning is prone to strike at the highest object in the area.
- If you cannot reach shelter and you feel a tingling feeling or your hair standing on end, you are about to be struck by lightning - position yourself at lowest possible profile.
- If indoors, save work, exit out of computer systems and power down systems. Lightning strikes will cause power surges that may damage or destroy computer equipment.
- Avoid using the phone during a severe thunderstorm.

Staff member in charge will notify employees and participants of severe winter weather and any closings or necessary precautions.

Tornado Guidelines

A tornado is defined as a violently rotating column of air, usually shaped like a funnel.

Tornado Watch - atmospheric conditions are favorable for the development of tornadic activity. Although not an immediate threat, be aware of rapidly developing conditions and be prepared to move to the designated BSA should weather conditions deteriorate.

Tornado Warning - a tornado has either been sighted in the area, is approaching the area, or is imminent within the next ½ hour to hour.

Outdoor Siren (3-minute steady blast) SEEK SHELTER IMMEDIATELY

Winter Weather Guidelines

Typically, severe winter weather is not rapid, and can be predicted much further in advance. In brief, two statements will provide ample warning for a potential severe winter weather event: Winter weather *WATCH* – Means a weather event may be possible within the next 24-48 hours. Winter weather *WARNING* – Means a weather event is imminent within the next 24-48 hours. The staff member in charge will notify employees and participants of severe winter weather and any closings or necessary precautions during normal working hours.

Situational Guidelines – Humans Behaving Badly

Civil Disturbance/Demonstration Guidelines

If a demonstration should occur, people not involved should attempt to carry on business as usual. Avoid provoking or obstructing demonstrators. Should a disturbance occur, contact the staff member in charge, who may contact the Police Department.

If a disturbance seems to threaten the occupants of the building, report it immediately to the staff member in charge (if possible). The staff member in charge should follow the procedures below. If deemed imprudent to go through the staff member in charge, anyone can contact the police and take the following actions:

- Alert all persons in the area of the situation.
- Lock all doors and windows.

- Close blinds to prevent flying glass.
- If evacuation occurs, meet at the EAA and wait for additional instructions and information.

Violence (Threats of Violence)

Be alert to suspicious situations or persons and report them as outlined below. If you are the victim of or are involved in any violation of the law on the Milan Senior Center property do not take any unnecessary risk. Call 911 as soon as possible and give them the following information:

- | |
|---|
| <ul style="list-style-type: none"> ➤ Nature of the incident; ➤ Location of the incident; ➤ Number & Description of the person(s) and property involved. ➤ Number and type of weapons and/or suspicious packages |
|---|

If you witness a criminal act or notice person(s) acting suspiciously in or around the Milan Senior Center, immediately contact 911 and notify staff member in charge of the situation. Assist the police when they arrive by supplying them with any additional information requested; ask others to do the same.

How To Respond To An Active Act Of Violence (Shooter, etc)

1. RUN
 - a. Have an escape route and attempt to evacuate
 - b. Evacuate regardless if others agree
 - c. Leave your belongings
2. HIDE
 - a. Hide out of shooter's view
 - b. Lock and/or barricade the door
 - c. Silence your cell phone
 - d. Always be aware of a new escape route
3. FIGHT: Goal- Distract, Disorient, Disarm
 - a. Maintain eye contact.
 - b. Stall for time.
 - c. Keep talking - but follow instructions from the person who has the weapon.
 - d. Don't risk harm to yourself or others (including trying to grab a weapon)
 - e. Watch for a chance to escape to a safe area.
 - f. FIGHT as a last resort (designate an attack team if possible)

Profile Of An Active Shooter

An active shooter is an individual actively engaging in killing or attempting to kill people typically through the use of firearms. In an active shooter situation, the victims usually are selected at random and the event is unpredictable and quickly evolves.

Remember to stay calm, follow police instructions and keep your hands visible at all times.

Terrorism Guidelines

The Federal Bureau of Investigation (FBI) defines terrorism as the "unlawful use of force against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in the furtherance of political or social objectives."

Terrorism is divided into two categories:

- *Domestic Terrorism - activities are directed at elements of our government or population without foreign direction.*

- *International Terrorism – activities are foreign based and/or directed by countries or groups outside the United States or whose activities transcend national boundaries.*

Guidelines to reduce the likelihood of terrorist attack:

- Keep facility open to public view (not hidden by signs posted in windows, etc.)
- Provide good lighting in building and parking lot.
- Frequently monitor office or facility by law enforcement officers or agency employees.
- Pay attention to surroundings to avoid surprise attack.
- Keep valuables stored out of sight.
- Greet everyone that enters the facility, allowing other employees to become aware of people entering; therefore, notifying intruders that they have been seen and are likely to be identified, if necessary.

Guidelines to respond to a telephone threat (chemical/biological/bomb):

- Do not hang up the phone; keep the phone line open.
- Using the caller ID, write down the phone number.
- Be calm and courteous; listen do not interrupt.
- Repeat the conversation out loud as much as possible to alert others of the situation; or signal a coworker to pick up an extension and listen to the call, or put on speakerphone.
- Inform the caller that the area is currently occupied and that his or her action may cause serious injury to individuals in the area.

Below are vital questions to ask the caller; record the answers and exact words of the caller.

- What is your name?
- What phone number can we reach you at?
- What is your address?
- What agent is it?
- When is the agent going to be released?
- Where is it right now?
- Did you put it there?
- Why are you doing this?
- What does the device look like?
- What will trigger the release?

Report call immediately to supervisor and call 911.

Guidelines to respond to a suspicious package or substance:

A facility receiving a suspicious package or substance should call 911 immediately. Local law enforcement will respond to investigate. If law enforcement determines it suspicious, they will notify the Federal Bureau of Investigations (FBI). The FBI will take the lead role into the investigation.

Postal inspectors have detected some typical characteristics of packages, which should trigger suspicion. These packages might:

- Be unexpected or from someone unfamiliar to you or be addressed to someone no longer with the organization or are otherwise outdated.
- Have no return address or have one that cannot be verified as legitimate.
- Be of unusual weight, are lopsided, or oddly shaped.

- Be marked with restrictive endorsements, such as “Personal” or “Confidential.”
- Have protruding wires, strange odors or stains.
- Show a city or state in the postmark that does not match the return address.

If a suspicious package or substance is found in your work area:

- Do not allow anyone to touch the package.
 - If package appears obviously suspicious, call 911 immediately. Otherwise, report it immediately to your supervisor.
 - If the supervisor determines it to be suspicious, he/she will call 911.
 - Those not in direct contact should leave the area immediately and report to the EAA.
 - If possible close doors to room or cordon the affected area until authorities have arrived.
 - All persons who have touched the package should wash their hands with soap and water.
- Do not leave the area until authorized to do so to avoid possible spread of contamination.
- The supervisor will list all names with contact information and provide this information to law enforcement officials, if requested.

Once law enforcement officials have responded, follow their instructions

MAIL LETTER BOMB (info taken from the FBI published procedures for dealing with suspect mail)

Letter and Package Bomb Indicators

**Treat It as Suspect!
Isolate It!**

PRECAUTIONS

1. Never accept mail, especially packages, at your home in a foreign area
2. Make sure family members and clerical staff know to refuse all unexpected mail at home or office
3. Remember - **It May Be A Bomb** - Treat It as Suspect

LETTER AND PARCEL BOMB RECOGNITION POINTS

- | | |
|--|---|
| <input type="checkbox"/> Excessive Postage | <input type="checkbox"/> Lopsided or Uneven Envelope |
| <input type="checkbox"/> Incorrect Titles | <input type="checkbox"/> Protruding Wires or Tinfoil |
| <input type="checkbox"/> Titles but No Names | <input type="checkbox"/> Visual Distractions |
| <input type="checkbox"/> Misspellings of Common Words | <input type="checkbox"/> Foreign Mail, Air Mail and Special Delivery |
| <input type="checkbox"/> Oily Stains or Discolorations | <input type="checkbox"/> Restrictive Markings such as Confidential, Personal, etc. |
| <input type="checkbox"/> No Return Address | <input type="checkbox"/> Hand Written or Poorly Typed Addresses |
| <input type="checkbox"/> Excessive Weight | <input type="checkbox"/> Excessive Securing Material such as Masking Tape, String, etc. |
| <input type="checkbox"/> Rigid Envelope | |

**FBI EXPLOSIVES UNIT-BOMB DATA CENTER
(202) 324-2696**