



PARTNERSHIP FOR CHILDREN OF ESSEX

EMERGENCY ACTION GUIDE

The Emergency Action Guide (EAG) is designed to provide you with responses to situations based on best practices for **Partnership for Children of Essex (PCE)**. These actions should be taken to promote safety in various situations related to humans, technology, and natural disasters.

In case of an emergency, employees will be notified with pertinent directives.

The safety of our employees, visitors, and other stakeholders is a major concern of PCE. Depending on the incident and who's involved, it may be necessary to contact significant others or family members of employees during an emergency. To that end, PCE maintains an Emergency Contact list of all employees through the HR department.

PCE maintains a Logbook for visitors, at the entrance of the office (front desk), which accounts for all visitors entering and leaving the building. This logbook is used if an evacuation of the building becomes necessary.

It is PCE's expectation that all employees evacuate the building, along with their visitor(s) to the primary evacuation site where a roll call will be taken to ensure everyone is accounted for. If the primary assembly point site is compromised, employees will report to the secondary assembly point.

Primary Assembly Point: PCE overnight vehicle parking lot, near the picnic tables.

Secondary Assembly Point: PCE Overnight parking lot near Broad Street.

Each dept/team, will check in/communicate with their team members and provide a report to Sr. Mgmt.

All employees are expected to know and understand the proper actions to take for each situation for their own protection as well as the families in their care. For all safety-related concerns, please email the oversight committee at Oversight_Committee@pcenj.org. At the end of all emergencies, it is expected that employees resume essential services.

(Primary: contact with youths & families/**Secondary:** contact with collaterals as soon as it is safe to do so.

A Critical Incident Report is required to document the incident for all items in this guide.

GENERAL GUIDE

Emergency – Police/Fire/Medical/Rescue Squad:	Dial 911
Building Address:	300 Broadacres Drive, Suite 300 Bloomfield, NJ
Nearest Cross Street:	Broad Street
Power Company: PSEG	1-855-249-7734
Gas Provider: PSEG	1-855-249-7734
Water Provider: Bloomfield Water Department	(973) 680-4051
Sewer Authority: Bloomfield Public Works	(973) 680-4127
Telephone Provider: Smart Choice	(212)-660-7347
Poison Control:	1-800-221-1222
Urgent Care: Immedi Center	(973) 778-5566
Agency CEO: Victor Alvarez	(862) 588-5054
Maintenance / Bldg. Related Issues: ERCT Capital Group	(973) 744-3797
IT: Atlantic	212 507-9420
Weather Hotline: National Weather Services	631 924-0517
Office Manager: Roxana Rosero	201 463-1233
Evacuation / Fire Assembly Location:	PCE overnight parking lot near picnic tables
Alternate Assembly Location:	PCE overnight parking lot near Broad Street

WHO TO NOTIFY

INCIDENT REPORTING

Written documentation is required for incidents involving employees.

The employee or individual involved in observing or discovering an incident is responsible for the initiation of the incident report.

The incident must be communicated to the employee's Supervisor or OPS Manager and the Quality Assurance Manager immediately either in person, via phone, or by a voicemail message.

In case of an incident with a PCE vehicle, notify the employee's supervisor or OPS Manager and the Office Manager immediately either in person, via phone, or by a voicemail message.

A Critical Incident Report form (CIR) must be completed in its entirety and forwarded to the Quality Assurance Manager within **24 hrs.** of the incident.

All staff members witnessing, involved in, or having first-hand knowledge of the incident, should fill out a CIR as well.

Critical incidents include, but are not limited to, the following:

- Vehicle collisions/vehicle issues
- Medical/mental health emergency within the office.
- Altercations with clients/family or staff members
- Severe weather natural disasters
- Lockdown / Lockout
- Cyber attack
- Violent or other threatening situations
- Hazardous Material
- Foodborne illness
- Utility Interruption
- Safety hazards
- Fire / Smoke
- Bomb Threat
- Evacuation

INCIDENT REPORTING

MEDIA & PRESS

- Emergencies will often attract attention from print and broadcast media.
All news inquiries about an emergency will be handled by the CEO or designee.
- **Only the CEO/designee should talk to press.** All other employees must avoid being interviewed and to refer inquiries to the CEO.
- As much as possible, refer press questions to the official emergency people on the scene (i.e.: police, fire, and public officials).
- Do not permit REPORTERS media crews inside the facility without permission from the CEO. However, they are allowed to take photos and videos outside the facility.

MEDIA & PRESS

FLOODS

DURING A FLOOD

- Find safe shelter right away
- Do not walk, swim, or drive through flood waters. **Turn Around, Don't Drown!**
- Remember, just six inches of moving water can knock you down, and one foot of moving water can sweep your vehicle away.
- Stay off bridges over fast-moving water.
- Depending on the type of flooding:
 - Evacuate if told to do so.
 - Move to higher ground or a higher floor.
 - Stay where you are.

AFTER A FLOOD

- Evacuation and dismissal updates about the situation will be sent via mass text or email to your PCE cellphone by the Office Manager or Human Resources Department.

TORNADO

BEFORE A TORNADO

- If you become aware of a tornado watch or warning, communicate it to **the CEO AND THE OFFICE MANAGER** immediately. If a tornado is confirmed the CEO and the Office Manager will assess the time frame to determine if there is enough time to evacuate the building.
- If the site is in immediate danger; take cover right away and follow the Shelter-In-Place section of this guide.: the CEO or Office Manager will inform employees of the pending tornado with directives to “remain calm and move to “ESSEX PRIDE MEETING ROOM”
- If you are outside, take shelter by lying flat in a ditch or ravine or underneath a bridge.
- Under no circumstance employees should LEAVE ESSEX PRIDE until the noise and the wind completely died down.
- Await further instructions from local officials as to when it is safe to return to normal activities.

AFTER A TORNADO

- After all employees and visitors are taken care of, and the area is stabilized, the Human Resources department, Office Manager, and QA Manager will complete incident reports.

HURRICANE

Once a hurricane's approximate path has been predicted, the Office Manager or HR will notify all the employees and visitors to leave the building.

- No employee or visitor is allowed to stay in the building.
- If an employee is not at the office at the time of a hurricane, they should seek immediate shelter until the hurricane has passed.
- Ensure that all staff is familiar with the guidelines so they can react appropriately to the emergency.
- Ensure that all exits always remain clear.
- In the remote possibility that employees/visitors are inside the building, move to the **Essex Pride** meeting room until the hurricane passes and follow the procedures below.

During a Hurricane

Use battery-operated equipment to keep in touch with the directives of local authorities.

- Cell phone usage may be limited or have no connectivity and land-based phone lines may be disrupted by falling tree limbs. Use the telephone only as needed to send or receive emergency instructions.
- Take food and water supplies, a battery-operated radio, and flashlights to the shelter area (**Essex Pride meeting room**)

After a Hurricane

- Await further instructions from the local authorities as to when it is safe to go outside / resume normal activities.
- After all employees and visitors have been taken care of, and the area is stabilized, complete all applicable steps from Emergencies (General) tab.

EARTHQUAKE

THE CEO OR OFFICE MANAGER WILL ISSUE AN EARTHQUAKE WARNING TO ALL EMPLOYEES VIA MASS TEXT OR EMAIL.

During an earthquake

- Duck or drop down onto the floor.
- Instruct everyone to take cover under a sturdy table, desk, or other pieces of furniture.
- Hold on to it and be prepared to move with it. Hold this position until the ground stops shaking.

- Stay clear of windows, bookcases, or heavy pieces of furniture that are likely to fall over.
- **Do not rush outside.** Glass or other debris may still be falling.
- In a crowded area, encourage others to stay calm. **Do not rush for the exits.**
- Await further instructions from local officials as to when it is safe to return to normal activities.
- If you are driving, stop in a safe area, but stay inside the vehicle.
- **Do not** stop under a bridge, overpass, tunnel, trees, telephone poles, or power lines.

After an earthquake

- Check utilities for leaks AND NOTIFY the PROPERTY MANAGER IMMEDIATELY.
- Property Manager will assess building damage before allowing employees or visitors in.
- Take all actions necessary to SAFELY resume normal operations as soon as possible.
- After employees and visitors are taken care of, and the area is stabilized, complete a critical incident report.

HURRICANE & EARTHQUAKE

WINTER STORM

Before a Winter Storm

- Pay attention to weather reports: Be proactive with an approaching storm.
- The decision to close our facility is in partnership with the state.
- All employees will be notified by SMS notification or email, of any schedule changes regarding delayed openings, closings, or early dismissals.
- **Do NOT** suggest that any employee leave the facility when weather reports provide instructions to stay inside and off the road.
- Be prepared for power outages.

During a Winter Storm

- The Office Manager or HR will issue directions via SMS and/or email on how to proceed.
- If employees cannot evacuate the building, then the following message will be issued: "Please be advised that a severe winter storm has been reported in the area. Please remain calm, and report to the designated area / away from windows and doors."
- Take food and water supplies, a battery-operated radio, and a flashlight to the shelter area.
- Use battery-operated equipment to keep in touch with the directives of local authorities.
- Use the telephone only as needed to send or received emergency instructions.
- Await further instructions from the local authorities as to when it is safe to resume normal activities.

After a Winter Storm

- After all employees and visitors are taken care of, and the area is stabilized, complete all applicable steps from Emergencies (General) tab.

WINTER STORM

WORKPLACE VIOLENCE

If any of these situations occur alone or in combination, you have a high-level emergency and **you must communicate with Senior Management IMMEDIATELY!**

- Violent assault, hostage situation, or other incident taking place on the premises?
- Has a weapon been seen or displayed?
- Is there an immediate threat of harm to people or property and evidence that the threat can be carried out right now?
- Has a weapon been mentioned or evidenced in the context of causing violence?
- Has there been a threat to kill another individual? Threats may be written, verbal, or reported by hearsay.
- Does the employee's past behavior indicate that he/she is capable of carrying out a threat?
- Could this be a difficult termination situation?
- Does the employee often talk about violence or weapons?
- Does the employee tend to be aggressive and/or display violent behavior?
- Does the employee often talk about violent workplace situations reported in the media and relate these situations to PCE?
- Has there been a report of an employee stalking another person?
- Does the employee talk about or threaten suicide or homicide?
- Are you aware of a restraining order or an official order of protection involved?

Has the employee demonstrated frequent displays of?

- Destruction of property
- Physical fights
- Use of weapons to harm/threaten other

Press the panic button if one is located near you. (All conference rooms, nursing room, and front desk have panic buttons.)

If no panic button is located near you Call 911 if Police, Fire, Ambulance, etc. are needed.

Your priority is to ensure the safety of employees including yourself and visitors.

WORKPLACE VIOLENCE

MEDICAL & MENTAL HEALTH

MEDICAL EMERGENCY

- **Dial 9-1-1 OR PRESS PANIC BUTTON** for emergency services and follow the dispatcher's pre-arrival instructions
- Alert and get assistance from any nearby co-workers.
- Remain calm and initiate First Aid / CPR as necessary. (First aid kits are in the Essex Pride meeting room, front desk, and kitchen)
- Notify a **Senior Manager** as soon as possible.
- Keep all employees, visitors & other stakeholders who are not involved with the emergency away from the area.
- Gather pertinent medical information for hospital staff or give it to EMT / paramedics if they are transporting to the hospital.
- Complete an internal Incident Report before the end of the day or within 24 hrs. of the incident.

ON THE JOB INJURY

- Notify the employee's Supervisor / Human Resources as soon as possible.
- Report to the nearest urgent care (see who to notify page) to receive medical care.
- A friend or family member should transport the employee in case the employee is not in the condition to drive.
- If emergency, report to the closest emergency room.

MENTAL HEALTH

- If a co-worker or visitor is experiencing a mental health emergency:
- Call **911** for emergency services.
- Attempt to isolate the individual/situation as best as possible.
- REQUEST ANOTHER STAFF MEMBER WITH CLINICAL EXPERIENCE TO ASSIST in calming and stabilizing the individual until 911 arrives.
- Complete an internal Incident Report as soon as possible.

MEDICAL & MENTAL HEALTH EMERGENCIES

UTILITY INTERRUPTION

Always notify your supervisor in the event of any utility disruption to coordinate any emergency action steps that need to be taken to ensure the ongoing safety of visitors and employees. Also, in the case of utility disruption that is prolonged and/or causes discomfort or unsafe conditions to employees follow the below procedures:

ELECTRICAL: Notify the Office Manager to report the issue as soon as possible. Flashlights with fresh batteries are in the **Supply Room, Essex Pride, Kitchen, and Front desk.**

TELEPHONE: During normal business hours inform the **Office Manager.**

USE YOUR PCE CELLPHONE until the issue is rectified.

NETWORK CONNECTIVITY (INTERNET): During normal business hours contact our **IT PROVIDER**

CYBER: For login information/difficulty, contact the PCE **Quality Assurance Manager.**

WATER: Notify the **Office Manager** to report the issues as soon as possible. Use bottled water until service is restored.

PLUMBING/SEWER: Notify the **Office Manager** to report the issue as soon as possible.

HEATING & AIR CONDITIONING (HVAC): Notify the **Office Manager** to report the issue as soon as possible.

UTILITY INTERRUPTION

VIOLENT INTRUDER

There is no single best response to a violent intruder with a weapon. If you are faced with a violent attack, based on the situation presented, you must make a personal decision as to which response is best to choose. Be prepared for emergency situations and understand your personal limitations. Take the following actions:

Run – when an intruder with a weapon is in your vicinity

- Evacuate regardless of whether others follow
- Leave your belongings
- Help others escape, if possible
- Prevent individuals from entering the shooter's area

Hide – in a safe spot if evacuation is not possible

- Stay out of shooter's view, hide behind large objects if possible
- Seek cover from gun shots
- Do not trap yourself or restrict movement
- Lock and/or block doors
- Close any blinds for windows that face the office interior
- Do not move, remain quiet
- Turn off all lights and any source of noise, and silence your cell phone

Fight – as a last resort if your life is in imminent danger

- Take aggressive action
- Disrupt or incapacitate the shooter
- Throw items and use improvised weapons such as a chair, stapler, fire extinguisher, plaque or heavy book
- Fully commit to your actions to disarm and eliminate the threat
- Call 9-1-1
- As soon as it is safe to do so quietly, dial 9-1-1 to notify the police and provide the dispatcher with as much information and details as you can. Upon police arrival:
- Remain alert, do as you are told
- Do not point at the police
- Put down items you are carrying
- Slowly raise your hands and spread your fingers
- Avoid sudden movements
- You may be pushed to the ground for your safety
- Remain where you are until you receive the "All Clear" from local officials.
- Complete a Critical Incident Report within 24 hours of the incident.

BURGLARY OR ROBBERY

If you have discovered signs of burglary:

DO NOT ENTER – if you have already entered, do not touch anything, or enter any other areas. Return to the front of the building. Do not allow anyone else to enter, Call 911

DURING A ROBBERY

Whether in the office or the field

- Stay calm, obey the robber, and do not try to resist the robbery in any manner. IT IS NOT WORTH YOUR LIFE.
- Observe without being obvious.
 - Pay attention to:**
 - Gender
 - Age Range
 - Type of clothing
 - Distinguishing marks (i.e. birthmarks, tattoos, etc.)
 - Type of weapon
 - Vehicle Description
- Do not argue or make threats. Do not volunteer locations of money, but explain any surprises (deliveries, alarms, scheduled visitors, etc.) that may startle or excite the robber.

AFTER A ROBBERY

CALL 911: Immediately make notes of all you observed. Such as:

- Any container used to carry money, or any other items taken.
- Which direction the robber took when leaving
- A license number and description of the vehicle
- Whether the robbers knew the layout and location of the money, alarms, etc.
- Cooperate in whatever way possible with the Police in their investigation

DO NOT:

- Release details to anyone other than the Police
- Talk or discuss the incident with other witnesses or talk to the media

SHELTER IN PLACE

Events such as severe weather, terrorism, chemical, biological or radiological contaminants near a facility may make it necessary to remain indoors rather than evacuate employees and visitors.

To “Shelter-in-Place” means selecting an interior room or rooms within a facility preferably with no windows and taking refuge there. In many cases, local authorities will issue an alert to Shelter-in-Place via TV, web, text messages and/or radio.

Take the steps below to protect employees and all visitors from a treat

- Close and lock exterior doors & windows if applicable.
- Move all visitors and employees to Essex Pride conference room.
- Notify your emergency contacts.
- Listen to the radio, TV, or internet for further information.
- Remain in this location until given the “all clear” from local officials.

Dial 9-1-1 only if there is an emergency at your location. Police activity in your area may make it necessary to initiate lockdown procedures.

As always, you should follow the instructions of emergency personnel.

If there is an outside threat and you are unsure if the police have been notified, **dial 9-1-1 to report the incident.**

SHELTER IN PLACE

HAZARDOUS MATERIALS

Hazardous materials are defined as those substances present in the workplace which can cause injury, death, or land, air or water pollution.

At PCE , hazardous materials are defined as industrial-strength cleaning supplies, oil-based paints, fluorescent light bulbs, copier toners, batteries from electronic equipment, and computer monitors.

All hazardous materials are labeled with a chemical name, hazard warning, and manufacturer's name and address. These materials are stored in designated areas and stored in original containers with proper labeling.

Material Safety Data Sheets (MSDS) for all hazardous materials on site are kept in the MSDS book and easily accessible to all employees in the kitchen.

In the event of a hazardous material accident, any visitor or employee involved will receive medical care as indicated on the MSDS.

- **Contact the 911** call center or Poison Control at 1800-222-1222 if necessary and follow all directives given.
- Perform evacuation procedures if instructed by the 911 dispatcher or local emergency officials.
- Disseminate all information necessary such as evacuating the area, Safety Data Sheets, protective equipment, and any other additional information to you.
- Complete a CIR within 24 hours of the incident (once given the all-clear).

HAZARDOUS METERIALS

FIRE EVACUATION PLAN

When you hear a fire alarm

- Call 9-1-1
- Proceed immediately to the nearest evacuation route, closing doors behind you
- Convene at the designated assembly point
- Respond to wellness/safety survey

When you see a fire (or smell smoke)

- Immediately pull the nearest fire alarm
- Call 9-1-1
- Notify a manager and/or the nearest fire safety leader
- If safe to do so, attempt to extinguish the fire using the correct equipment/methods
- Proceed to the nearest evacuation route, closing doors behind you
- Convene at the designated assembly point
- Respond to wellness/safety survey
- Follow instructions from your fire safety leaders

IMPORTANT:

- DO NOT attempt to extinguish an out-of-control fire
- DO NOT stop to collect personal belongings
- DO NOT use the elevator; always use the stairs
- Keep doors closed to prevent the fire from spreading
- If you cannot use the stairs, or you see someone who cannot use the stairs, notify the Assistant Fire Warden immediately. If it is safe to do so, you should help assist them to the evacuation route.

To operate the fire extinguisher:

P – Pull the pin.

A – Aim the nozzle at the base of the fire.

S – Squeeze the handle.

S – Sweep from side to side.

FOR MORE INFORMATION, PLEASE REFER TO THE FIRE SAFETY PLAN

DURING THE FIRE

- As staff evacuates, they must notify their supervisor that they are safe. Once all employees are accounted for, the headcount Manager notifies the Chief Fire Warden via the wellness survey as soon as possible.

AFTER THE FIRE

- A CIR must be completed by the individual who first identified there was a fire.

Communication template:

Text: "Team_____ is safe, name of the team members including the absents."

Cellphone number: 201-463-1233

FIRE

BOMB THREAT

In the event a bomb threat is phoned in, follow these procedures:

Attempt to gather as much information from the caller as possible.

- Remain calm. Keep the caller on the line for as long as possible. **DO NO HANGUP**, even if the caller does.
- Listen carefully. Be polite and show interest.
- Try to keep the caller talking to learn more information.
- If possible, signal your colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
- Your phone has a display, copy the number and/or letters on the display.
- Upon communicating with 911, pass the above information to them

If a bomb threat is received by handwritten note:

- Call 911
- Handle notes as minimally as possible

If a bomb threat is received by email:

- Call 911
- Do not delete the message.

If you are not comfortable gathering information from the caller, simply follow the directives below:

- Inform Sr. Management immediately, who will then follow the program's fire evacuation procedure.
- Dial 911
- Work with the police to allow employees and visitors back into the facility and resume normal operations as soon as safety allows.

BOMB THREAT

ACTIVE SHOOTER RESPONSE

1. Run

If there is any accessible escape path, try to evacuate the premises.

Be sure to:

- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Prevent people from entering areas where the active shooter may be.
- Follow the instructions of any law enforcement officer.
- Keep your hands visible.
- Not move wounded people.
- Call 911 once you are safe.

2. Hide

If evacuation is impossible, find a place to hide where the active shooter is less likely to find you. The safest place for you to be is inside a secure room.

Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction.
- Not trap you or restrict your movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Block the door with heavy furniture.

If the Active shooter is nearby:

- Lock the door.
- Silence your cell phone and turn off any other resource of noise.
- Hide behind large items.
- Remain quiet.
- If evacuation and hiding are impossible:
 - Remain calm.
 - Dial 911 or press the panic button if it is near you.
 - If you cannot speak, leave the line open and allow the dispatcher to listen.

3. Fight

As a last resource, and ONLY if your life is in imminent danger, try to disrupt or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her.
- Throwing items and improvising weapons.
- Yelling

When law enforcement arrives:

- Remain calm and follow the officer's instructions.
- Put down any items in your hands.
- Immediately raise your hands and spread your fingers.
- Always keep your hands visible
- Do not make quick movements toward officers or attempt to hold on to them for safety.
- Do not point, scream, or yell.
- Do not stop to ask officers for help or direction when evacuating.

ACTIVE SHOOTER