

JOHN LARSSON
GENERAL

PHILLIP D. NEEDHAM
TERRITORIAL COMMANDER

The Salvation Army

FOUNDED IN 1865 BY WILLIAM BOOTH
USA SOUTHERN TERRITORIAL HEADQUARTERS
1424 NORTHEAST EXPRESSWAY
ATLANTA, GEORGIA 30329
404-728-1300

Introduction

An emergency can occur at any time or any place – even at work. The Southern Territorial Headquarters (THQ) is just as vulnerable to an emergency or a disaster as any other building in our community. Some of these threats are natural, such as a tornado or winter storm, while others are man-made, such as a power failure or bomb threat.

The Southern Territorial Emergency Plan has been developed to help us prepare for these emergencies. In addition to addressing preparedness actions that will help minimize or eliminate potential hazards in and around the building, this plan will also help us respond to various emergencies at THQ.

The success of this plan is dependent on the involvement of all officers, employees and visitors. To ensure we are all prepared when faced with an emergency, I urge you to thoroughly review this plan. Familiarize yourself and your department with the locations of emergency exits, fire alarms, fire extinguishers and first aid kits.

Planning can alleviate some of the fear and panic that is inherent with any emergency. THQ will initiate periodic drills to help you practice the procedures outlined in this plan. It is important that you participate in these drills as if they were a real emergency and take them seriously.

Thank you for your cooperation in helping make THQ a safer place.

Sincerely,

Phillip D. Needham
Territorial Commander

Table of Contents

Concept of Operations	3
Safety Team Positions and Descriptions	4
1. Safety Team Coordinator	4
2. Building Warden	4
3. Communications Officer	5
4. Human Resources Coordinator	5
5. Medical Coordinator	5
6. Official Spokesperson	6
7. Risk Management Coordinator	6
8. Safety Monitors	6
Crisis Communications Plan	8
Evacuation Plan	9
Building Emergency Systems	11
Specific Threats	13
1. Bomb Threat	13
2. Civil Disturbance / Protest	16
3. Earthquake	17
4. Elevator Emergency	19
5. Fire	20
6. Hazardous Materials	22
7. Medical Emergency	23
8. Power Failure	24

9. Severe Weather / Winter Storm	25
10. Suspicious Mail	26
11. Suspicious Object	28
12. Theft	29
13. Tornadoes	30
14. Workplace Violence / Suspicious Person	32
Appendix - Emergency Shelter Areas and Evacuation Routes	35

Concept Of Operations

The territorial administration has appointed a Safety Team to monitor safety and coordinate emergency responses at THQ. This team consists of Salvation Army officers and employees. In addition to maintaining this plan, the Safety Team will also manage emergency training at THQ that will prepare staff to respond to an emergency at THQ

Everyone at THQ has a role in making our workplace safer, whether it is reporting an inoperable emergency exit sign or reporting a suspicious person or package.

Safety is the responsibility of everybody, all THQ officers and staff are expected to participate in building safety programs and ensure safe working conditions are maintained.

THQ Supervisors shall be directly responsible for their own safety as well as the safety of their subordinates and visitors in their work area. This responsibility can not be transferred or delegated.

THQ officers and staff are responsible for orientating visitors to the nearest exit, fire alarm, first aid kit, and other emergency equipment as well as the procedures to be followed in case of an alarm or evacuation.

If an emergency occurs, it is very important that you follow the emergency procedures outlined in this plan as well as the instructions of the Safety Team.

Do not try to invent new procedures during an emergency or act on rumors heard from others. This information may be wrong and may further confuse the situation or endanger you.

Safety Team

Positions and Descriptions

The Safety Team consists of seven command positions and eighteen Safety Monitors. During an emergency, all safety team members will wear orange identification vests.

Safety Team positions are filled by a primary and alternate staff person. During an emergency, the alternate Safety Team member serves as an assistant to the primary team member. If a primary team member is absent or unavailable during an emergency, the alternate team member assumes the primary responsibilities.

The positions and responsibilities for each Safety Team member are described below:

Safety Team Coordinator

- ? Ensures overall safety and security of THQ.
- ? Manages training for the Safety Team. Schedules and conducts regular safety exercises and drills for territorial staff.
- ? Implements procedures necessary to protect life and property in consultation with the territorial administration.
- ? Serves as The Salvation Army's liaison to police, fire, medical and all other external emergency responders.
- ? Authorizes re-entry into territorial THQ after an evacuation, in consultation with the territorial administration.

Building Warden

- ? Assists the Safety Team Coordinator in determining the source of an alarm or the cause of an emergency.
- ? Assists the Safety Team Coordinator in assessing the severity of the emergency and determining an appropriate response.
- ? Checks special areas, such as elevators, storage rooms and parking garages, where staff may not hear alarms (or be trapped) during an emergency.
- ? Ensures Safety Monitors are present and in designated areas during an emergency.

Communication Officer

This position is filled by the Information & Technology Director. The Assistant Director for Information & Technology will serve as the alternate.

- ? Assigns an all-in-one wireless communication device to monitor, receive email messages and phone calls.
- ? Routes information to the appropriate Officers and staff.

Human Resource Coordinator

This position is filled by the Human Resource Secretary. The Assistant Secretary for Human Resource will serve as the alternate.

- ? Provides personnel support services for staff and visitors during an emergency.
- ? Maintains emergency contact information for THQ staff and communicates with the emergency contact if a staff member is injured or missing. Supports the staff's family as appropriate.
- ? Works with the Safety Monitors to account for all staff and visitors at THQ during an emergency. Reports any missing or injured persons to the Safety Team Coordinator.
- ? Opens and operates a staff relocation and reunification center if necessary.
- ? Organizes emotional and spiritual support services (or professional counseling) for THQ staff needing assistance following an incident.

Medical Coordinator

This position is filled by the . The will serve as the alternate.

- ? Provides first aid training to the Safety Team.
- ? Ensures appropriate first aid equipment is available and operational.
- ? Works with Safety Monitors to ensure evacuation routes and safety equipment is accessible to staff with special needs.

Official Spokesperson

This position is filled by the Community Relations and Development Secretary. The Secretary for Business Administration will serve as the alternate.

- ? Serves as The Salvation Army's public spokesperson during an emergency and addresses all public and media inquiries related to the emergency.
- ? Represents the territorial administration on the Safety Team.

Risk Management Coordinator

This position is filled by the Risk Management Secretary. The Assistant Secretary for Risk Management will serve as the alternate.

- ? Receives and coordinates information for claims to insurance carrier.
- ? Reports cumulative and specific case outcomes to the board.
- ? Assists with reviewing evacuation procedures.

Safety Monitors

These positions are filled by staff designated by department heads. There will be at least two (2) Safety Monitors per department.

- ? Monitors safety and evacuation procedures in designated work areas of the THQ building.
- ? Identifies staff or visitors that may need special assistance during an emergency and develops a plan to assist these individuals during an incident or building evacuation prior to an emergency.
- ? Checks designated areas for hazards (smoke, fire, suspicious package, etc.) and removes personnel from possible dangers during an alarm. Reports the danger immediately.
- ? Ensures all staff and visitors are aware of the order to evacuate and procedures to exit the building during an emergency.
- ? Directs staff and visitors to leave the building by prearranged evacuation routes and to assemble at designated meeting areas.
- ? Directs staff and visitors to a safe, alternate exit or place of refuge if the primary evacuation route is blocked or inaccessible.

- ? Checks to ensure no one is left behind as people vacate the building.
- ? Proceeds to the designed meeting area and provides a report to the Human Resource Coordinator that accounts for all staff and visitors from designated work area.
- ? Reports missing staff and visitors to the Human Resources Coordinator.

Crisis Communication Plan

During an emergency, it is critical that only accurate information is disseminated. Misinformation can endanger staff and visitors involved in the emergency or mislead the families of our co-workers regarding the health and safety of their loved ones.

In order to help control rumors and false information, staff should follow these guidelines for communicating with family members, other Salvation Army units, and the media during an emergency.

Communication with Family Members

During an emergency where death or injury is involved, the Human Resources Coordinator will be responsible for notifying the victim's emergency contact or next of kin and making appropriate support arrangements.

Other territorial staff should refrain from making direct contact with a victim's family until the official notification has been made by the Human Resources Coordinator. This practice will help prevent families from receiving sensitive or emotional information that is incorrect.

Communication with Other Salvation Army Units

If an emergency forces the evacuation and/or closure of THQ for an extended period of time, the Human Resources Coordinator is responsible for alerting other Salvation Army field units that THQ has been closed.

Communication with the Media

Some emergencies may attract media coverage. During these emergencies, the CRD Secretary is the Official Spokesperson for the Safety Team and responsible for addressing all media inquiries.

Other territorial staff are not authorized to speak to the media and must direct all inquiries to the CRD Secretary. This will help control rumors and ensure that sensitive information remains confidential.

Evacuation Plan

When an evacuation is ordered, the best way to protect yourself is to ***immediately exit the building by the shortest route possible.***

It is your responsibility to make sure you know at least two routes to exit your office and get outside the building. When you walk through the building, note all exits and the posted emergency evacuation signs in case you need to exit the building quickly.

THQ has at least one trained Safety Monitor on each floor to assist staff and visitors with exiting the building quickly during an evacuation. *Follow the directions of these Safety Monitors.*

Each department has been assigned a designated meeting area outside the building where the Safety Monitors will determine if anyone is injured or missing. *Familiarize yourself with the location of your department's designated meeting area. Once you are outside, proceed to that location and check-in with your Safety Monitor.*

When Should I Evacuate?

- ? When the fire alarm sounds; or
- ? When instructed to do so by the THQ public announcement system.

What Should I Do During An Evacuation?

- ? Never assume an alarm or an order to evacuate is false or just a test.
- ? Never use the elevators during an evacuation.
- ? Leave the building immediately by the shortest possible route. Evacuation route diagrams are included in this plan and are strategically posted on walls throughout THQ. Refer to maps - Emergency Evacuation Routes.
- ? If time and safety permit, take proper outerwear and valuables (coat, purse, wallet, car keys, etc.) as you leave. ***Do not delay evacuating to search for personal items.***
- ? Follow instructions from Safety Monitors or other Safety Team members.
- ? Once you have vacated the building, **do not go back inside for any reason unless instructed to do so by a Safety Team member.**
- ? Proceed to the designated meeting area for your department.

Old Building Designated Meeting Area

All departments in the old THQ building evacuate to the back right corner of the lower parking lot.

New Building Designated Meeting Area

All departments in the new THQ building evacuate to - the back right corner of the side parking lot (near the BP Gas Station).

During inclement weather or when it is unsafe to remain outside, go to the Temple Corps building lobby.

- ? Once you arrive at the designated meeting area, check-in with your Safety Monitor. Advise your Safety Monitor if someone is missing or injured and give the last known location of that person. Your Safety Monitor will forward this information to the Human Resources Coordinator.
- ? If it is not safe to go to your designated meeting area, proceed to a safe area as a group. The Safety Team will search the property to locate you and give you additional directions.
- ? As you evacuate, help others and ensure that individuals with special needs are being assisted. *When assisting individuals with special needs, ask them how can you best assist them and follow their directions.*
- ? Be cautious of emergency response vehicles entering the parking lots. Do not block critical driveways or fire hydrants.

When Can I Reenter The Building?

- ? Reenter the building after an official announcement is made.

The Safety Team will determine when it is safe to return to the building. The Safety Team Coordinator will make an official announcement through the Human Resources Coordinator and the Safety Monitors.

Building Emergency Systems

THQ is equipped with numerous safety features to protect people during an emergency. These features are described below:

AEDs

Automated External Defibrillators (AEDs) are used to respond to a person experiencing sudden cardiac arrest. Five AEDs are strategically located throughout the building.

Sudden cardiac arrest is one of the leading causes of death in occupational settings. A defibrillator is the only definitive treatment. AEDs are used prior to arrival of EMS and are an integral component of the *Chain of Survival*. The first few minutes of care are critical for someone experiencing sudden cardiac arrest.

Emergency Exits

Emergency exits are marked with an illuminated exit sign. These exits remain illuminated even if power is interrupted. Prior to an emergency, familiarize yourself with the location of building stairways and exit doors (refer to maps - Emergency Evacuation Route).

Emergency Lighting

The main corridors of THQ are lit by emergency lighting. These systems are battery operated and will turn on automatically if there is a power failure or the fire alarm sounds. The battery-powered lights will remain operational for approximately 90 minutes.

Fire Alarm Pull Stations

Pull stations are located on each floor. If you see a fire in your area, activate the nearest pull station, regardless if the alarm signal is sounding. Activating a pull station will automatically alert the fire department.

Fire Extinguishers

General-purpose fire extinguishers, rated to extinguish trash, wood, paper, liquid and electrical fires, are positioned in strategic locations throughout THQ. *Use a fire extinguisher only if you have been trained to use it and if the fire is small.*

First Aid Kits

First Aid Kits are located in designated areas at THQ. *Any person who experiences an accident with injury must fill out an Accident/Incident Report with Human Resources as soon as possible.*

Sprinklers and Smoke Detectors

THQ is supplied with sprinklers and smoke detectors on each floor. Both of these systems are monitored automatically. Should either system be activated by smoke or heat, the alarm signal will sound and the fire department will be automatically alerted.

Weather Radios

NOAA weather radios are used to monitor severe weather at THQ. NOAA weather radios are located at the Front Reception Desk, Community Relations Department, Human Resources Department, Property Department, and Risk Management Department.

Bomb Threat

Bomb threats are delivered in a variety of ways. The majority of bomb threats are phoned in to the target, occasionally through a third party. Sometimes a bomb threat is communicated in writing or by a recording.

The Human Resources Department is responsible for taking appropriate actions in response to a bomb threat. The Human Resources Department will contact the territorial administration, the Safety Team, and law enforcement as necessary.

What To Do ...

When A Bomb Threat Is Called In:

- ? If you are the person receiving a phoned in bomb threat, remain calm and talk to the caller as long as possible.
- ? Wave the **BOMB THREAT CARD** (refer to page 14) in the air to get the attention of someone in the area. Give the card to the first person that responds to you. The card gives a complete description of what is taking place and the appropriate procedures to follow.
- ? Keep the caller on the line. Ask the caller to repeat the message. Record every word spoken by the caller. Use the **BOMB THREAT CHECKLIST** (refer to page 15) as a guide.
- ? Ask the caller for the location of the bomb and the time of detonation.
- ? Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.
- ? Pay particular attention to background noises, such as motors running, music playing, and any other noises that may give a clue as to the location of the caller.
- ? Listen closely to the voice (male/female), voice quality (calm, excited), accents and speech impediments.
- ? Immediately after the caller hangs up, dial "0" and report the threat.
- ? Remain at the phone until relieved in case the caller phones again. Human Resources will arrange for you to be interviewed by law enforcement personnel if appropriate.

BOMB THREAT NOTIFICATION CARD**"REMAIN CALM"**

If you are being handed this card by someone on the phone, they are receiving a BOMB THREAT.

Report the threat immediately by dialing "0".

Give the location of the person receiving the call and any additional information you can gather.

Bomb Threat Checklist

Cut or fold

Exact Time of Call:

Date:

Exact Words of Caller:

Questions To Ask

When will bomb explode?

Where is the bomb?

What does it look like?

What kind of bomb is it?

What kind of bomb is it?

What will cause it to explode?

Did you place the bomb?

Why?

Where are you calling from?

What is your address?

What is your name?

Caller's Voice (circle all that apply):

Disguised	Nasal	Angry
Broken	Stutter	Slow
Sincere	Excited	Loud
Rapid	Giggling	Deep
Stressed	Crying	Lisp
Accent	Squeaky	Calm
Slurred	Norman	

If voice is familiar, whom did it sound like?

Were there background noises? Explain

Person receiving call:

Telephone number call received at:

Dial "0" Immediately
To Report The Threat.

Civil Disturbance / Protest

As a well-recognized religious institution and highly visible public servant, The Salvation Army is just as vulnerable to negative publicity as any other church or major corporation. In some cases, this negative publicity may lead to an organized protest by individuals or groups that object to certain Salvation Army policies or procedures. These protests may become disruptive or violent.

It is also possible that the THQ property may be affected by a larger civil disturbance, such as a riot, which spills into the area. Although, The Salvation Army may have no connection to the event sparking the disturbance, it is possible that our property could be damaged or vandalized.

What To Do ...

If A Protest Or Civil Disturbance Occurs ...

- ? Immediately dial "0" to alert the territorial administration.
- ? Be respectful. Though you may not agree with their position, citizens have a legal right to express their opinions and protest in a non-violent way.
- ? Do not confront the protesters, either verbally or physically. This will only escalate the situation.
- ? If the protest blocks access to the building, do not attempt to force your way into the facility. Simply leave and report the situation to your supervisor or the THQ main switchboard operator from a safe location.
- ? If you feel threatened or are assaulted, call 911 immediately.
- ? If you see The Salvation Army property being vandalized or damaged, call 911 immediately and then dial "0" to alert the territorial administration.
- ? Organized protests may attract the attention of the media. If so, do not comment to reporters *even if asked*. Politely refer the media to the designed Official Spokesperson or the Territorial Safety Team.
- ? If the disturbance becomes violent or otherwise makes it impossible for the territory to continue to safely and efficiently do business, the territorial administration may elect to close the building. If so, you will be given specific instructions on how to proceed once that decision is made.

Earthquakes

Earthquakes strike suddenly, without warning. Earthquakes can occur at any time of the year and at any time of the day or night. Approximately 70 to 75 damaging earthquakes occur throughout the world yearly.

The largest earthquakes felt in the contiguous United States were along the New Madrid Fault in Missouri. A three-month long series of quakes from 1811 to 1812 included three quakes larger than a magnitude of 8 on the Richter Scale. These earthquakes were felt over the entire Eastern United States.

Expect aftershocks. Aftershocks are smaller earthquakes that follow the main shock and can cause more damage to weakened buildings. After-shocks can occur in the first hours, days, weeks, or even months after the quake. Be aware that some earthquakes are actually foreshocks, and a larger earthquake might occur.

If Indoors

Take cover under a sturdy desk or table or against an inside wall, and hold on. If there is not a table or desk near, cover your face and head with your arms and crouch in an inside corner of the building.

Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.

Use a doorway for shelter only if it is in close proximity and if it is a strongly supported, load bearing doorway.

Stay inside until shaking stops and it is safe to go outside. Most injuries during earthquakes occur when people are hit by falling objects when entering into or exiting from buildings.

Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

DO NOT use the elevators.

If Trapped Under Debris

Do not light a match. Do not move about or kick up dust.

Cover your mouth with a handkerchief or clothing.

Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort - shouting can cause you to inhale dangerous amounts of dust.

After An Earthquake

- ? Be prepared for aftershocks. These secondary shockwaves are usually less violent than the main quake but can be strong enough to do additional damage to weakened structures.
- ? Open cabinets cautiously. Beware of objects that can fall off shelves.
- ? Stay away from damaged areas.

Elevator Emergency

In case of an emergency, each elevator is equipped with an automatic telephone that is monitored 24 hours a day. The automatic telephone connects directly with the security firm that monitors the THQ building. The security company will contact the Property Department.

THQ has four elevators. Elevators located in the "new" building are serviced and maintained by the Mowery Elevator Company. Elevators located in the "old" building are serviced and maintained by the Kone Elevator Company.

Report any elevator equipment problems by dialing "0". Elevator problems may include cars stopping between floors, doors not operating properly, or cabs may not level properly at landings. When reporting problems, be sure to identify the elevator and building location.

What to do...

If You Are Trapped In The Elevator

- ? Remain calm and don't panic.
- ? Call for help, using the phone inside the elevator. You will be assisted as quickly as possible.
- ? Do not force the elevator door open or attempt to climb out of the elevator.
- ? **NEVER TRY TO EXIT THE ELEVATOR WHILE THE CAR IS STOPPED BETWEEN FLOORS.**

If you hear calls for help from inside the elevator, dial "0".

Fire

Fire is an ever-present threat. Each year more than 4,000 Americans die and 25,000 are injured in fire-related incidents, many of which could have been prevented.

Most deaths occur from smoke inhalation and suffocation. Fires consume oxygen and produce poisonous gases that kill. Even small amounts of smoke can make you drowsy, disorientated and short of breath. Smoke can also blind you, making it difficult to find your way out the building.

The most effective way to fight fires is prevention. Follow these three simple rules to reduce the danger of fire at THQ:

- ? Avoid overloading electrical outlets with extension plugs or cords.
- ? Do not use candles or other open flames within THQ. These items are prohibited.
- ? Do not use space heaters. These items are prohibited within THQ.

What To Do...

If You See Fire Or Smoke In The Building ...

- ? Never put yourself in danger. If the fire is spreading, generating excessive smoke, or if you feel threatened, evacuate immediately.
- ? Pull the nearest fire alarm immediately -- regardless if the alarm signal is already sounding. Follow the instructions on the pull station, making sure the handle is pulled all the way down and released. The fire alarm will automatically alert the local fire department and the THQ Property Department and identify the location of the fire.



- ? Remember **P.A.S.S.** when using a fire extinguisher:

- ? **Pull:** Pull the safety pin on the extinguisher.

- ? **Aim:** Aim the hose of the extinguisher at the base of the fire.

- ? **Squeeze:** Squeeze the handle to discharge the material.

- ? **Sweep:** Sweep the hose across the base of the fire from side to side.



When The Fire Alarm Sounds...

Always use the stairways. Never use the elevators to evacuate. During a fire alarm, the elevators will go to the bottom floor and cease to function.

- ? Evacuate the building immediately. Follow the instructions of the Safety Team and Safety Monitors.
- ? Always use the back of your hand to test the door for heat when exiting a room. If the door is hot do not open it. Change direction and find another exit.
- ? Stay low and crawl to your exit when smoke is present.
- ? Assist those with disabilities to the best of your ability. Ask them how you can help them, but do not put yourself at risk.

If you are unable to assist them, notify a Safety Monitor or any other member of the Safety Team of their location as soon as possible.

- ? If a person is on fire, yell **STOP, DROP, & ROLL**. Get the injured person to a safe place, call 911, and administer first aid. Let a member of the Safety Team know about the injury as soon as possible.
- ? If you are on fire, **STOP, DROP & ROLL**.
- ? When you arrive at the designated meeting area, report to the Safety Monitor.
- ? Let the Safety Monitor and/or emergency personnel know if someone is missing and the last known location for that person as soon as possible.
- ? As you exit the building, be cautious of fire and other emergency vehicles entering the parking lots. Do not block fire hydrants.

If You Are Trapped By A Fire ...

- ? Get into a room as far from the fire as possible.
- ? Close doors and place material under the doorframe to prevent smoke from coming in.
- ? Do not open a window unless you need to escape. Oxygen can fuel the fire.
- ? Use a phone to call 911. Advise the authorities that you are trapped in the building and provide your current location. If there is no phone, motion through a window or bang on the walls, floor or furnishings until you are found.

Hazardous Materials

Hazardous materials, because of their chemical nature, are substances that pose a potential risk to life, health, and property if they are released. Potentially hazardous materials are everywhere...from industrial chemicals to household detergents and air fresheners.

Most of the serious hazardous material emergencies involve the release of a poisonous gas. Drowsiness, dizziness, watery eyes, difficulty breathing, and vomiting are all signs of a potential poison gas. Other gases, such as natural gas or propane, may explode.

Chemicals are part of our daily lives and it is important to remember that common cleaning products can turn deadly if used or mixed improperly. Incidents involving hazardous materials may originate within the THQ or from an external source.

What To Do...

If You See A Hazardous Materials Spill Or Smell Chemical Odors, Such As Natural Gas ...

- ? Immediately evacuate the area.
- ? Call dial "0" for assistance from a safe place. Give as many details as possible. The Property Department will contact 911 and determine if further evacuations are needed.
- ? Avoid using electrical devices. Extinguish any open flames. If the gas is combustible, a spark may cause it to ignite.
- ? Do not throw unknown substances down the drain or in the toilet.
- ? Do not reenter the contaminated area until it has been cleared.

If Someone Is Injured By Hazardous Materials ...

- ? Call for help. Dial 911 immediately and report the injury.
- ? If possible, locate the Material Safety & Data Sheet (MSDS), which contains information about the chemical's properties and hazards.
- ? Only administer first aid if the MSDS is available and has clear instructions for administering first aid or if 911 personnel give you instruction to do so.
- ? Do not attempt to clean up spills. Adding water or other chemicals can change or intensify the effect of the chemical spilled.
- ? Ensure you are safe and the dangerous effects of the chemicals are not spreading. If you are in danger, evacuate immediately.

Medical Emergency

Medical emergencies can occur anywhere. If you are first to arrive at the scene of an accident or come to the aid of a co-worker, follow the “**Check - Call - Care**” technique described below.

During a medical emergency, calling 911 is always a top priority.

If you are trained in first aid, you may assist the sick or injured person, focusing on the victim’s airway, breathing, and circulation.

What To Do ...

If A Person Is Sick Or Injured ...

- ? **Check** the scene to make sure it is safe for you to approach. If anything dangerous is present, such as a live wire, fire or a poisonous gas, do not endanger your own life to try to help the victim. Never move the victim to give treatment unless immediate life-threatening danger exists.
- ? **Call** for help... dial 911 immediately. Call out for bystanders or other staff nearby to help.
- ? **Care** for the victim until EMS or other medical personnel arrives and takes over. Check to determine if the victim:
 1. Is conscious
 2. Has an open, unobstructed airway
 3. Is breathing
 4. Has a heartbeat
 5. Is not bleeding severely

Members of the Safety Team will meet EMS and emergency personnel when they arrive at THQ and escort them to the injured person(s).

The Human Resources Department will notify the victim’s family if necessary.

Power Failure

Interruption of power to the building may result from a variety of circumstances. Most power failures will be fairly short in duration or may be limited to specific areas of THQ.

If the power will be out for an extended period of time, the territorial administration may make a decision to close THQ until service is restored. This decision will be communicated to staff through their Safety Monitor.

THQ has emergency lighting that will continue to operate for approximately 90 minutes. Safety Monitors will also have at least one flashlight and batteries available.

What To Do...

When A Power Failure Occurs:

- ? Do not panic.
- ? Dial "0" and report the outage. The problem may be an individual electric breaker.
- ? Turn off electrical appliances, including computers. This will help protect them from being damaged by a power surge when service is restored.
- ? Proceed to the department's Safety Monitor and follow instructions.

When Advance Notice Of A Power Failure Or Reduction In Service Is Provided:

- ? Save work on your computer.
- ? Shut down electrical equipment, particularly computers, to reduce the likelihood of damage from power surges or voltage drops.

Severe Weather / Winter Storm

The most common severe weather threats include winter storms, producing heavy snow, ice, or freezing rain, or intense thunderstorms, producing flash flooding.

Even Atlanta, with its typically mild winters, can be affected by a severe snow or ice storm. Winter weather may cause power outages, block roads and snarl mass transit, making it unsafe to commute to work.

Severe weather and other emergencies may require a temporary closure of THQ.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be paid.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees may request to cover their absence by using available paid leave time, such as unused vacation benefits, through their supervisor.

Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

During A Snow, Ice Or Other Severe Storm ...

- ? Call 404.728.1300 to determine if weather conditions necessitate the closure of THQ. The automated greeting will be updated and will indicate when THQ will reopen.

Suspicious Mail

Mail including UPS and Federal Express packages, has the potential for unscrupulous individuals to threaten the safety of THQ.

Suspicious mail may be separated into three basic categories:

- ? Written threats promising to inflict harm;
- ? Chemical and biological contamination agents; or
- ? Explosive devices.

In addition to actual devices, unscrupulous individuals also may commit hoax attacks, disguising non-lethal items as explosives, chemicals or biological agents.

Never ignore suspicious mail. Never assume a suspicious letter or package is a hoax.

Be Suspicious of Letters or Packages That Have:

- ? No return address
- ? Excessive Postage
- ? Misspellings, poor handwriting, or incorrect addresses or titles
- ? Restrictive warnings directing only certain people to open the letter or package
- ? Excessive tape or wrappings
- ? Oily stains, discolorations, or crystallizations on outer envelope
- ? Liquid leaking from the envelope.
- ? A chemical odor.
- ? Ticking, electronic noises, or exposed wiring.

What To Do ...

If Suspicious Mail Is Received:

- ? Do not open it. Avoid handling the letter or package

- ? Clear the area immediately, considering floors below and above the object, and isolate the suspicious package. If possible, shut down the ventilation system to the area to avoid spreading potential contaminants.
- ? From a safe location, dial "0" for assistance.
- ? Evacuate the area if the mail has already been opened and a powder or other suspicious substance has spilled from the package or letter. Do not clean it up.
- ? Anyone touching the suspicious mail, particularly if a powder or chemical has been released, should immediately wash with soap and hot water. Contaminated clothing should be removed. Separate exposed individuals from others in the building to avoid potential cross-contamination.
- ? Avoid use of radios and cell phones near any suspicious mail. Radio waves can detonate an explosive device.
- ? If you receive mail containing a threat, such as a bombing or blackmail attempt, dial "0" for assistance. Avoid unnecessary handling of the mail to avoid damaging potential evidence.
- ? Save all materials, including envelope or container. Once the mail is recognized as a threat, further unnecessary handling should be avoided.
- ? Make every possible effort to retain evidence, fingerprints, handwriting or typewriting, paper, and postal marks. This is essential in tracing the threat and identifying the writer.
- ? Strictly prohibit access to the area where the suspicious mail is being contained until the area is declared safe by the law enforcement authorities.

Suspicious Objects

It is imperative to report any suspicious objects immediately. Suspicious objects may be placed outside an exterior door, in a garbage dumpster, or in a rest room. Bombs, chemicals or incendiaries can be constructed to look like almost anything, including a backpack, lunch box or purse.

When searching for a suspicious object, suspect anything that looks unusual. Under no circumstances should anyone move, jar, or touch a suspicious object or anything attached to it. The removal or disarming of a suspicious object must be left to the professionals in explosive ordnance disposal.

What To Do...

When A Suspicious Object Is Discovered

- ? Do not touch the object.
- ? Isolate the suspicious object with a clear zone of at least 300 feet, including floors below and above the object.
- ? Report the location and an accurate description of the object by dialing "0".
- ? Avoid use of radios and cell phones near any suspicious object. Radio waves can detonate an explosive device.
- ? Do not reenter the isolated area until the area is declared safe for re-entry.

Theft

More than 14 million cases of theft, burglary and other property crimes are reported to police each year, costing billions of dollars in losses. In the workplace, these crimes include thefts of both Salvation Army property and personal property owned by THQ staff. Computer equipment is particularly vulnerable to theft. Insurance statistics show that if you own a laptop computer, you have a 1 in 14 chance it will be stolen.

The perpetrators of these crimes may be intruders in the building, unscrupulous visitors or unfortunately, dishonest staff or contractors working legitimately within THQ.

What To Do ...

To Reduce The Risk Of Theft ...

- ? Do not allow non-employees in the side entrances to the building. Ask them to go to the front to be checked in by the receptionist.
- ? Offer assistance to persons in the building who do not display a valid THQ employee badge or visitors' pass. If the person has legitimate business, they will appreciate your help. If they do not, escort them to reception desk where they can be properly registered and directed to the correct department.
- ? Report a suspicious or uncooperative person by dialing "0". If you feel physically threatened or are attacked, dial 911 immediately.
- ? Keep outside doors locked. Do not prop open exterior doors.
- ? Lock your office door when you leave, and take your keys with you.
- ? Keep money and other valuable items out of sight, in a closed drawer, or safe place.
- ? Ensure the security lock and chain on all laptop computers is secured at all times.
- ? Do not leave pay stubs, credit card receipts, or any other personal documents unsecured in your office. Shred any document containing personal information before discarding it.
- ? Do not leave your car unlocked.
- ? Do not leave valuable items in common areas, copy rooms or other unsecured areas.

If You Are The Victim Of Theft:

- ? Report the theft immediately by dialing "0".
- ? Check your office to ensure additional items have not been taken.

Tornadoes

The most serious severe weather threat to THQ is a tornado. Tornadoes can occur at any time of the year, but are most frequent in April and May. Tornadoes are often identified by their distinctive funnel cloud shape. It is important to remember that this funnel may not always be visible. Some tornadoes may be hidden by clouds of dense rain and other debris.

THQ staff should be familiar with the following tornado alerts:

- ? **Tornado Watch** – Indicates weather conditions are favorable for the development of tornadoes. Weather conditions should be actively monitored while the watch is in effect.
- ? **Tornado Warning** - Indicates a tornado has been sighted or indicated by radar. Staff should immediately take shelter.

Tornado Shelters – The underground parking garage and lowest levels of the THQ building are designated as tornado shelters (see map - Emergency Shelter Areas). These areas are located in the interior of the building and are below grade. These shelters will be marked with appropriate signage.

Drills & Tests - THQ will conduct at least one tornado drill annually. Each area issued a NOAA weather radio will check the operation of that radio every Wednesday morning when the National Weather Services issues its standard test message.

During A Tornado Watch:

The Property and Human Resources Departments will actively monitor weather reports until the tornado watch expires. An announcement will be made using the public announcement system, alerting THQ staff that the area is under a tornado watch.

- ? Advise all visitors of the locations of the building's tornado shelters. Safety Monitors will conduct a count of THQ staff currently working in the building, including visitors.
- ? Vacate unsafe areas such as vehicles and non-substantial buildings, such as the THQ warehouse and maintenance shed.

During A Tornado Warning:

The Property Department will immediately order staff to the tornado shelters using the public address system with the following message: **** Attention! Attention! A tornado warning has been issued for this building. All staff must move immediately to the tornado shelters in the underground parking garage. *** (Repeat three times)*

- ? Evacuate to the nearest tornado shelter (see map - Emergency Shelter Areas).
- ? Avoid windows or other areas of the building with lots of glass.

- ? Report to your Safety Monitor in the tornado shelter.
- ? Remain in the tornado shelter until the all-clear signal is given. This all-clear signal will not be issued until after the tornado warning has expired.

If You Are Unable To Evacuate:

- ? Move to an interior room on the lowest level possible. Avoid windows and other areas with glass.
- ? Alert the Safety Team to your location as soon as weather conditions permits.

Workplace Violence / Suspicious Person

Workplace violence, whether actual or threatened, is a serious safety issue. Each year, approximately 2 million workers are victims of workplace violence. Its most extreme form, workplace homicide, has become the third-leading cause of occupational death in the United States.

The Salvation Army has a zero-tolerance policy for violence in the workplace (see Workers Together Territorial Employee Manual, page 61-62).

All doors to THQ are monitored by personnel or accessible only by using your photo-identification badge. Security cameras are also positioned to monitor key areas of the building. However, disreputable persons may still find ways to access the building. These individuals may be strangers, disgruntled employees (current or former), or estranged family members of THQ staff. These individuals may enter the building with the intent to steal or to commit other violent crimes.

What To Do ...

If You See A Suspicious Person Inside THQ ...

- ? If you see a person(s) in the building who does not display a valid THQ employee badge or visitors' pass, politely offer assistance. All staff and visitors to THQ are required to display proper identification.

If the person has legitimate business, they will appreciate your help. If they do not, escort them to reception desk where they can be properly registered and directed to the correct department.

- ? Do not endanger yourself, if the person refuses to cooperate, by confronting them directly. Excuse yourself politely, and as soon as you are in a safe location, dial "0" for assistance.

- ? **If you feel threatened or suspect a weapon, call 911 immediately.**

- ? If a dangerous individual is within THQ, staff will be alerted using a code phrase through the public announcement system. This code phrase is designed to warn staff of the situation without alerting the hostile individual. The code phrase is:

"William Booth, please come to: [insert current location of intruder]. (Repeat at least three times – note that the location given is the current location of the intruder)

- ? When the code phrase is given and, if it is safe to leave your department, evacuate the building. Proceed to the lobby of the Temple Corps building.

- ? If you cannot evacuate, lock yourself inside your office or other room, ducking under your desk or into a closet so you are not easily seen. Take a phone with you if possible. Call 911 and alert the police that you are trapped in the building and provide them with your location.
- ? Keep outside doors locked.
- ? Do not open doors for persons not showing proper identification – including friends and family of THQ staff or former employees.
- ? Do not prop open exterior doors.

If You Are Assaulted Or Threatened At Work:

Report incidents of workplace violence to the Human Resources Department immediately.

All reports of workplace violence will be taken seriously and will be investigated promptly and thoroughly. The Salvation Army will maintain confidentiality when possible and will not tolerate acts of retaliation.

To Report An Emergency:

Dial "0"

After-hours, call:

**Building Superintendent
678-409-1039**

Or

**Assistant Director for Facility Operations
678-409-1035**

If you are injured or in physical danger,
Dial 911 Immediately