

EMERGENCY RESPONSE GUIDELINES

INJURY OR ILLNESS – QUICK REFERENCE

Should an employee require medical treatment for a work related injury or illness, employees are to alert their manager immediately.

If a serious illness or injury occurs, immediately call the paramedics by dialing 911 and send someone to the curbside of your building to meet and direct the emergency service's staff.

REPORTING PROCEDURES FOR WORK INJURY

If injured at work, notify your on-site supervisor immediately who is responsible for issuing and completing the Initial Injury Report. The department manager should also take all reasonable and necessary actions to avoid a reoccurrence of similar injuries. A notification call is then placed to the companies Workers Compensation Department at: (800) 933-6756. The injury will be reported to the carrier following receipt of notification.

Note: All OSHA reportable injuries must be reported to OSHA within eight (8) hours of knowledge of the incident by telephone or in person to the OSHA office nearest the site of the incident. Time of knowledge is considered to be when the incident was originally reported or made known to you, your agent(s) or your employee(s).

An OSHA reportable injury is defined as any of the following:

- Loss of Consciousness
- Hospitalization(s) for more than 24 hours for other than medical observation
- Employee sustains a loss of any body part
- Employee suffers any serious degree of permanent disfigurement
- Fatality

As with any type of injury, ascertain the seriousness of the injury. If the injury is of a serious nature and/or meets any of the criteria listed above, call 911. Should an OSHA reportable injury occur Monday thru Friday between the hours of 7:00 am thru 5:00 pm (PST), the injury must immediately be reported to EOHR /EO, Inc. at (800) 933-6756 or (949) 251-1626.

When unable to reach someone personally at EOHR /EO, Inc. within six (6) hours of the injury, during holidays, weekends, working or non-working hours, **it is the worksite employer's responsibility to report OSHA Reportable Injuries to the local OSHA Enforcement Unit District Office.** You must make direct contact with someone at EOHR /EO, Inc. Leaving a voice message and/or sending an email is not considered to be direct contact. Invalid notification such as this reverts back to it being the worksite employer's responsibility to report all OSHA Reportable Injuries to the local OSHA Enforcement Unit District Office.

When contacting the local OSHA Enforcement Unit District Office regarding an OSHA REPORTABLE INJURY, be prepared to provide the following information and/or details:

- Time and date of accident;
- Client/worksite name, address and telephone number;
- Name and job title of person reporting accident;
- Address of site of accident or event;
- Name of person to contact at site of accident;
- Name and address of injured employee(s);
- Nature of injury;
- Location of where injured employee(s) was moved to; and
- Description of accident and whether the accident scene has been altered.

If an employee has a heart attack at the worksite and dies, you must report the fatality to the local OSHA Enforcement Unit District Office and the area office director will decide whether to investigate the incident, depending on the circumstances of the heart attack.

Prior to hanging up and concluding the conversation, always acquire:

- The Duty Officer's Name
- Phone Number
- Report Number (if available)

FIRE

All fires, regardless of size, can pose a threat. In the event of a small fire, such as a fire in a trash can, an employee may extinguish the fire with an extinguisher only if it is safe to do so. **DO NOT ATTEMPT TO FIGHT LARGE FIRES.**

In the event of a large fire:

1. Call the fire department and evacuate the building by the safest route possible using the "Buddy System." You should know two exit routes from your work area in case one is blocked.
2. Managers should make reasonable efforts to evacuate employees and close all doors.
3. If smoke is present in the building, crawl or stay near the floor.
4. Feel all doors before opening and do not open a hot door.
5. Evacuated employees will assemble in the parking lot and report to their manager.

EARTHQUAKE

In the event of an earthquake:

1. Move away from windows and overhead objects and get under a desk or work station until the shaking stops.
2. Do not evacuate the building unless instructed by your manager or their designee.
3. If directed to evacuate, employees are to exit by the safest established routes. DO NOT use the elevators to exit the building, and avoid places with overhead objects that could fall.

Managers are responsible for evacuating the building.

If employees are outside the buildings when an earthquake occurs, they should remain outside and move away from buildings, utility poles and fallen electrical lines. Report to your manager in the event of an evacuation.

BOMB THREAT

Any person receiving a phone call that a bomb has been placed on the property must attempt to elicit the following information from the caller:

1. When is the bomb going to explode?
2. Where is the bomb located? Which building? Which room?
3. What does the bomb look like?
4. What kind of bomb is it and what will cause it to explode?

Keep talking to the caller as long as possible and record the following:

1. Time of call.
2. Estimated sex and age of caller.
3. Speech patterns, accent.
4. Emotional state.
5. Background noise.

Notify your manager immediately. Your manager will notify the police and decide which course of action should be implemented--as search or building evacuation.

If a search is ordered:

1. Employees will assist management in a search of their work area for a strange or unfamiliar object. If an object is found which is suspected of being a bomb, DO NOT TOUCH IT. Report it to your manager immediately.
2. If directed to evacuate, shut down your work area and evacuate by the safest exit
3. Once out of the building, go to the parking area and report to your manager.

RELEASE OF TOXIC MATERIALS

In the event of a release of toxic gas/material in the building:

1. Contact your supervisor immediately and send someone to the curbside of your building to meet the emergency service's staff.
2. If directed, evacuate all personnel in the immediate area.
3. Individuals exposed to a hazardous chemical by skin contact should be treated by flushing the affected area with large amounts of water until emergency medical assistance can be secured.

In the event of a release of gas or odiferous liquid in the building evacuate the building.

EVACUATION PROCEDURES

If the evacuation is determined to be necessary, an announcement will be made by management or their designee.

The procedures below are to be followed in an evacuation:

1. Evacuate the building as quickly and calmly as possible.
2. Managers will delegate persons responsible for checking restrooms and inner rooms in their areas to be sure that no one is left behind.
3. Handicapped personnel are to be assisted in the evacuation.
4. Evacuated employees are to assemble in the parking lot, report to their managers or designees, and wait for further instructions.
5. Managers or their designees will account for the staff.
6. Reentry to the building may only be granted by management.

CIVIL DISTURBANCE OR DEMONSTRATION

Most demonstrations are peaceful and employees should attempt to conduct business as normally as possible without provoking demonstrators. Should a disturbance occur, employees should:

1. Alert their manager immediately, who will decide whether to call the Police Department.

If the disturbance is threatening, management will:

1. Alert other employees in the area.
2. Lock all doors and secure all files, documents and equipment.
3. Call the police.

VIOLENT OR CRIMINAL BEHAVIOR

1. Nature of the incident.
2. Location of the incident.
3. Description of the person(s) involved.
4. Description of the property involved.

DO NOT TAKE ANY UNNECESSARY CHANCES.

Everyone is asked to assist in keeping our property and vehicles safe by reporting suspicious persons or actions to their manager.

EMERGENCY FIRST AID

Heart Attack

Call 911. While waiting for medical assistance, place the victim in a comfortable position, usually sitting up.

Loss of Consciousness

Call 911. While waiting for medical assistance, keep the victim warm and lying down with head turned to one side. Never give an unconscious person food or liquids.

Burns

Pain from first degree and small second degree burns can be relieved by excluding air as follows:

1. Submerge in cold water.
2. Apply a cold pack.
3. Cover with a thick dressing.

Do not apply grease or ointment.

For a third degree burn, cover with a dry cloth and get immediate medical assistance. If the victim's face is burned, watch for difficulty breathing.

Shock

Keep victim warm and lying down. Seek immediate medical help.

Fractures and Dislocations

Immobilize affected areas and seek immediate medical help.

Poison

Call 911. If topical or eye exposure occurs, flush immediately with water. For inhalation, exposure, get victim into fresh air.