

EMERGENCY ACTION PROCEDURES FLIPCHART

City of Pittsburg ♦ 916 Cumberland ♦ Pittsburg, CA 94565

COMMUNITY ACCESS

EMERGENCY CONTACT INFORMATION

Police - 9-1-1

Fire - 9-1-1

Ambulance - 9-1-1

Poison Control - 1-(800) 222-1222

RESPONDING TO CALLS ABOUT EMERGENCIES OR INCIDENTS

In the event of an emergency, perceived emergency, or an incident within the surrounding community (i.e. chemical releases, over-turned tanker, slides, obnoxious smells, etc), residents and other members of the community tend to call the City for answers or guidance. We need to strive to provide a response to these callers with the best information possible in a customer service friendly manner.

When the call comes in, there may be a need to obtain additional information to ensure the contact information and facts are available and can be provided to the right person to respond OR for ourselves to respond. Request the following:

- Name of the person (and title, if applicable) you are speaking with
- Company name, school, or resident
- Telephone number (get two numbers if available) to contact the person; primary and cell number
- Address of the incident, emergency
- Get the facts – get as much information as possible and write it down

Finish the call by letting the caller know that either you or someone at the City will get back to them. Provide your name and number in the event the person needs to contact you again. Notify your supervisor about the call and see how the call may need to be directed and responded to if you are not sure. The incident may need to be investigated if the information is not readily available including calls back to the original caller. Depending on the type of incident, you may call back an individual with a simple answer or there may be a response from the City Manager's office that will be directed. Remember good listening, communication, direction and follow-up can prevent rumors and other poor information to circulate causing concern and anxiety in the community.

RESPONDING TO CALLS ABOUT EMERGENCIES OR INCIDENTS

PUBLIC DISTURBANCES/FACILITY LOCK DOWN



At times public locations may have individuals that may cause disturbances. Examples could be arguments, confrontations, demonstrations, etc. Should a public disturbance occur in your work area, take the following actions:

- Stay calm.
- Be polite and do not provoke the incident.
- Immediately dial 9-1-1 if there is a threat to the building occupants.
- If an opportunity to move out of the area arises, do so. Move to a safe location and call 9-1-1, if they have not already been notified. Return to your workstation when the disturbance has been resolved.
- Under no circumstances should a non-sworn City employee argue with, strike, or forcibly restrain individuals.

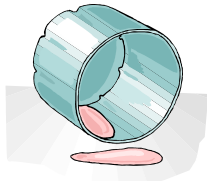
FACILITY LOCK DOWN

The Police Department may call for a lockdown of the building in the event of a safety threat. Should that occur:

- Lock all public access doors
- Proceed to a safe location within the building
- Close all blinds, close and lock door
- Wait for further instructions from the Police Department

PUBLIC DISTURBANCES/FACILITY LOCK DOWN

SPILL PROCEDURE



The purpose of this section is to give guidance on response procedures in order to minimize the safety, health and environmental hazards due to the release of the material. For purposes of this program, spills have been classified as small (less than 20 gallons) or large (more than 20 gallons) of either a hazardous or non-hazardous material.

A small or large spill may present a threat to health or safety due to toxic fumes, flammability, or the possibility of release into the environment.

WHAT YOU DO

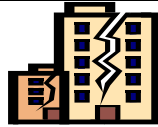
- Notify Public Works dispatch at extension 252-4936
- Advise of the following:
 - Exact location of the material spill.
 - Any details available regarding spill (chemical involved, estimated quantity spilled).
- Do Not attempt to handle any spilled material that you can not identify (assume it is hazardous).
- Remove yourself and any other persons from the immediate area.

WHAT HAPPENS

- Public Works personnel will respond to the scene and take charge of the incident.
- Public Works personnel will assess the situation to determine the need for outside services.
- Outside services will respond as necessary.
- Public Works personnel will notify appropriate agencies.

SPILL PROCEDURE

EARTHQUAKE PROCEDURES



BEFORE AN EARTHQUAKE

- Continually evaluate your workspace and area in preparation for an earthquake. That means look for any items that could fall, spill, break or move during an earthquake. Take steps to reduce these hazards.
- Move large and heavy objects to lower shelves or the floor.
- Ensure that shelves, filing cabinets, tall furniture, desktop equipment, computers, printers, copiers and light fixtures are secure.
- Ensure that fixed equipment and heavy machinery are secured to the floor.
- Review processes for handling and storing hazardous materials. Have incompatible chemicals stored separately.

WHAT TO DO WHEN IT HAPPENS

- AVOID PANIC –remain calm.
- If indoors , take cover under a sturdy piece of furniture or counter, crouch on knees with face down and hands covering the back of your head and neck; or brace yourself against an inside wall.
- If outdoors, move into the open, away from buildings, street lights and utility wires.
- After an earthquake, stay away from windows and items that could fall. If directed, calmly evacuate the building using stairways. Exit building using the closest exit. Assist guests in evacuating. Report to your Emergency Meeting Location (across the street at the corner of W. 10th Street and Cumberland Street) and notify your Evacuation Coordinator of your presence.
- REMAIN AT THE MEETING LOCATION UNTIL IT HAS BEEN DETERMINED BY EMERGENCY RESPONDERS AND THE CHIEF BUILDING OFFICIAL OR HIS/HER DESIGNEE THAT IT IS SAFE TO REENTER THE BUILDING.
- Be prepared for aftershocks.
- If the Emergency Operation Center is activated, prepare to report for duty.

If you are at home and a substantial earthquake occurs, secure your home and family, and then report to work. Review Emergency Operation Center (EOC), for additional details.

EARTHQUAKE PROCEDURES

SHELTER-IN-PLACE PROCEDURES



In the event of a chemical release, **safety sirens** in Contra Costa County's industrial corridor (in which Pittsburg is located) will sound to alert the public. If you hear the safety sirens, or are told to shelter-in-place, emergency officials recommend these actions:

- **Stay inside** and ask customers to stay inside, too.
- Close all windows and secure doors (locking provides a tighter seal).
- Turn off all ventilation systems such as heating or air conditioning.
- If there are gaps in windows or doors, retrieve the shelter in place kits, dampen towels and seal doors with tape or towels.
- Have an AM radio for emergencies and tune to KCBS 740 for more information.
- Do not call 9-1-1 unless you have any emergency that requires immediate response.
- If out in the field: a) if in your vehicle, shelter in the vehicle and turn off air conditioner or heater and call the Housing Authority Manager. Await further instruction; b) if at a client's house, shelter in place and call the Housing Authority Manager. Await further instruction.

How long will the sirens sound? The sirens will sound initially for about three minutes. They will continue to be re-sounded periodically if the event continues. Shelter-in-place alerts are also broadcast over weather radios in Contra Costa County, and the County operates a phone ring down system that is activated for shelter-in-place alerts.

How will we know when the event is over? County authorities will announce the "All Clear" via the news media. Community Awareness and Emergency Response recommends tuning to KCBS 740 AM. People with Internet access can subscribe at www.incident.com for free alerts and all-clear announcements sent via e-mail by the State Office of Emergency Services. You may also receive a telephone call from the County's automated phone ring down system.

When are the sirens tested? The sirens are tested on the first Wednesday of each month at 11 AM. They only sound for about one minute during this test, but will sound for three minutes during a real event.

This information was made available by:
CCC CAER Group, Inc.
Community Awareness and Emergency Response

SHELTER-IN-PLACE PROCEDURES

FIRE PROCEDURES



Upon discovery of a fire:

WHAT YOU DO

- Evaluate the situation to determine if the fire can be extinguished safely with an extinguisher. If so, extinguish and notify your supervisor immediately if the fire alarm has not activated.
- If the fire can not be extinguished safely, call 9-9-1-1.
- Evacuate facility. Assist guests in evacuating. Proceed to Emergency Meeting Location, across the street at the corner of W. 10th Street and Cumberland Street. Notify the Evacuation Coordinator of your presence.
- If you called 9-1-1, proceed to Emergency Meeting Location and notify emergency responders where the fire is located.

Do's and Don'ts for evacuations:

- AVOID PANIC –remain calm.
- Listen for instructions; follow them and keep talking to a minimum.
- Do not attempt to fight a fire that has escalated beyond your capabilities.
- Close doors to offices and the building as you leave.
- Use fire exits only. Be familiar with all exit routes.
- DO NOT RUN OUT OF THE FACILITY.
- Assist persons in need if you are capable of safely doing so.
- If caught in heavy smoke –take short breaths; breathe through your nose, get low to the floor and crawl to escape.
- Report to your Emergency Meeting Location and notify your Evacuation Coordinator of your presence.

REMAIN AT THE MEETING LOCATION (CORNER OF W. 10TH STREET AND CUMBERLAND STREET) UNTIL IT HAS BEEN DETERMINED BY EMERGENCY RESPONDERS AND THE CHIEF BUILDING OFFICIAL OR HIS/HER DESIGNEE THAT IT IS SAFE TO REENTER THE BUILDING.

Please remember to keep all exit routes and fire extinguisher sites free of debris and obstacles.

FIRE PROCEDURES

FIRST AID, CPR and BLOODBORNE PATHOGENS



Prior to administering First Aid and CPR, one must be aware of potential exposure to blood borne pathogens and infectious diseases. Blood and other body fluids may be infected with germs that can spread diseases such as Hepatitis B / C or HIV/AIDS. Germs enter another person through broken skin (cut, scratches, etc.), mucous membranes, and punctured skin (needles/sharp objects).

FIRST AID DETERMINATION

- If you are the first responder to a medical emergency or accident, look around where the victim is located before giving first aid. Determine if you can respond in a way that is safe for you and the victim. Look for:
 - Visible clues
 - Medical alert tags
 - Bystanders or other victims
- Consider possible safety hazards from electricity, falling objects, vehicular traffic, etc. If the situation is dangerous, wait for paramedics or the fire department to respond.
- Verify that emergency responders have been called.

ADMINISTERING FIRST AID/CPR

If safe to take initial action:

- Tell the victim your name and that you are there to help.
- Attempt to determine the extent of injury.
- Check for ABC's
 - **A**irway open
 - **B**reathing
 - **C**heck for pulse
- Implement mouth-to-mouth resuscitation and CPR **if trained** and the situation calls for it, using appropriate protections (see Universal Precautions).
- Do not move the victim unless located in a dangerous area.

UNIVERSAL PRECAUTIONS

- Always use barriers when responding to a first aid situation. Use gloves, rescue breathing shields, masks, goggles, plastic wrap, bags, or clothing to protect yourself.
- Most public counters and City owned vehicles should have blood borne pathogens spill kits with barriers included. First Aid kits should also contain disposable gloves. If the blood borne pathogen spill is too large to clean with materials provided in your kit, call Police Dispatch at 9-646-2441.

FIRST AID, CPR and BLOODBORNE PATHOGENS

EMERGENCY OPERATION CENTER (EOC)



In the event, a state of emergency is declared in Pittsburg, the City will activate its Emergency Operations Center (EOC), as part of the State's Standardized Emergency Management Systems (SEMS). SEMS is the system required by the Government Code for managing emergencies in California, to facilitate the flow of information within the SEMS structure and to coordinate with other agencies and the State. Local government must use SEMS to be eligible for reimbursement funding for personnel cost under state disaster assistance programs.

The City's EOC staff is organized around the SEMS structure, functions, components, and principals via Incident Command System (ICS) as follows:

- Management/Operations
- Planning/Intelligence
- Logistics
- Finance Administration

Employees assigned as field response personnel will utilize the ICS to manage field operations (such as clean up, evacuation and shelter, first aid, etc). Employees assigned as EOC staff will support the field response personnel to mitigate the disaster.

The EOC is located at City Hall with a backup facility located at the Corporation Yard. Per the Government Code, in the event an emergency has been declared, **all public employees are required to report to the City as disaster service workers and are subject to disaster service activities as may be assigned to them by their supervisor, appropriate field or EOC personnel.**

In the event such an emergency is declared:

- Quickly ensure the safety of your home and family first.
- Immediately report to City Hall for further instruction.
- Make sure you have your City identification card to present as identification to safety personnel and to the public.
- Depending on the level of emergency and the number of staff responding, you will either be immediately assigned to an operational area, or you will be advised to return home and report back to the EOC at a certain time to work the "second shift" of the recovery efforts.

EMERGENCY OPERATION CENTER (EOC)

GENERAL INFORMATION



This Emergency Procedures Flipchart is meant to provide basic, but essential, information. This chart should be placed at all work areas throughout the facility. This flipchart contains quick reference information and procedures on how to report and respond to various emergencies. The flipchart describes whom to contact, what to do, who may assist you, and what help will come from departments and professional agencies during such emergencies.

All employees must be familiar with the procedures and guidelines contained in this flipchart. Whether during City business hours **or non-business hours**, employees must be prepared to respond to emergency events in accordance with these procedures and assist any guests or visitors.

In any emergency, in which the specific emergency procedure is not applicable, use your own common sense and judgment to remove yourself and your fellow employees from danger and respond to the direction of management.

Employee Areas of Responsibility

- Notify your supervisor of any potentially dangerous situations.
- Be familiar with emergency procedures, exit routes, and emergency meeting location.
- AVOID PANIC – remain calm and await instructions.
- STOP RUMORS – they can lead to confusion. Direct all media inquiries to the Department Head or designated representative.
- Avoid using the phone.
- EVACUATE IMMEDIATELY (when instructed to do so) – do not waste time by taking non-essential personal items.

Supervisors and Evacuation Coordinators

- Maintain current list of employees.
- Identify and plan for evacuation of disabled building occupants.
- Account for all employees after evacuation. Report missing employees to the manager or designee. He/she will notify emergency responders.

Supervisors, Safety Committee Members and Alternates

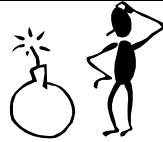
- Be completely familiar with the floor plan in order to identify possible locations of missing employees.
- Know location of fire extinguishers and how to use them.
- Know location of FIRST AID KITS.

Facility Maps

- See the maps at the back of this document for location of emergency equipment, exit routes, and Emergency Meeting Location.

GENERAL INFORMATION

BOMB THREAT PROCEDURES



If you receive a telephone bomb threat:

WHAT YOU DO

- Be courteous and remain calm. Ask the caller to repeat the message.
- Keep this flipchart by your phone; it has a copy of the required Reporting Form attached to it.
- Keep the caller talking as long as possible while you get the Reporting Form (or something else to write on).
- Write down the callers "Exact Words", if possible. Take notes using BOMB THREAT REPORTING FORM.
- Listen carefully to the caller's voice (tone, accent, and grammar). Pay attention to any background noises.
- **Do not hang up the phone:** even after the caller hangs up. Immediately go to another phone and report the bomb threat to your immediate supervisor.
- To avoid confusion, do not talk to anyone except as directed.
- Complete the Bomb Threat Reporting Form in detail.

WHAT HAPPENS

- The supervisor or most senior person in charge notifies the Police Department via Police Dispatch at 9-646-2441.
- Discontinue all radio, cell-phone, and pager usage until notified it is safe to use electronic devices.
- Designated personnel may make an area/building search.
- Police or bomb squad may report to the facility and may question the person who received the bomb threat.
- A building evacuation may be ordered. Go to the Emergency Meeting Location (across the street at the corner of W.10th Street and Cumberland Street). DO NOT reenter the building until you are directed to.
- An "ALL CLEAR" will be announced verbally, for return to business once the situation is determined to be safe.

SUSPICIOUS PACKAGES

If you see something that is suspicious, tell your supervisor. *Do not handle it.* Contact Police Dispatch at 9-9-1-1 and describe as: a) package with over postage, no return address or with the return address of a party that would not likely be sending a package; b) bulky package that appears to have 2/3 of it's weight in 1/3 of the package; c) an oil stained package; d) any out-of-place item that does not have proper identification and markings.

SUSPECTED EXPLOSIVE DEVICE

- Evacuate area immediately
- Call 9-9-1-1

BOMB THREAT PROCEDURES

BOMB THREAT REPORTING FORM

Remain calm. Be courteous. Listen – DO NOT interrupt the caller. Notify your supervisor immediately. Try to keep the caller on the line. Note the following:

Exact Time of Call: _____ a.m./p.m. Date of Call: _____ Person taking call: _____

Telephone No. call came in on: _____ Call reported to: _____

ASK:

1. Who are you? - What is your name? _____
2. When is the bomb going to explode? _____
3. Where is the bomb located? _____
4. What does the bomb look like? _____
5. What kind of bomb is it? _____
6. What kind of explosive is in it? _____
7. What will cause the bomb to explode? _____
8. Why did you place the bomb? _____
9. Where are you calling from? _____
10. If you didn't place the bomb, who did, and how do you know about it? _____

(Check all appropriate choices below)

CALLER'S VOICE			SPEECH		
<input type="checkbox"/> Male	<input type="checkbox"/> Loud	<input type="checkbox"/> Soft	<input type="checkbox"/> Fast	<input type="checkbox"/> Slow	
<input type="checkbox"/> Female	<input type="checkbox"/> High Pitch	<input type="checkbox"/> Deep	<input type="checkbox"/> Distinct	<input type="checkbox"/> Distorted	
<input type="checkbox"/> Child	<input type="checkbox"/> Raspy	<input type="checkbox"/> Pleasant	<input type="checkbox"/> Stutter	<input type="checkbox"/> Nasal	
<input type="checkbox"/> Adult	<input type="checkbox"/> Intoxicated	<input type="checkbox"/> Other _____	<input type="checkbox"/> Slurred	<input type="checkbox"/> Other _____	
LANGUAGE/GRAMMAR			ACCENT		
<input type="checkbox"/> Excellent	<input type="checkbox"/> Good		<input type="checkbox"/> Local	<input type="checkbox"/> Regional	
<input type="checkbox"/> Fair	<input type="checkbox"/> Poor		<input type="checkbox"/> Foreign	<input type="checkbox"/> Other _____	
<input type="checkbox"/> Foul	<input type="checkbox"/> Other _____		<input type="checkbox"/> Broken		

Unusual use of words:

MANNER		BACKGROUND NOISE	
<input type="checkbox"/> Calm	<input type="checkbox"/> Angry	<input type="checkbox"/> Office Machines	<input type="checkbox"/> Airplanes
<input type="checkbox"/> Rational	<input type="checkbox"/> Irrational	<input type="checkbox"/> Factory Machines	<input type="checkbox"/> Trains/Bart
<input type="checkbox"/> Coherent	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Animals	<input type="checkbox"/> Voices
<input type="checkbox"/> Righteous	<input type="checkbox"/> Laughing	<input type="checkbox"/> Quiet	<input type="checkbox"/> Music
		<input type="checkbox"/> Mixed	<input type="checkbox"/> Ambiance
		<input type="checkbox"/> Street Traffic	<input type="checkbox"/> Other _____

Additional Information:

BOMB THREAT REPORTING FORM

MAPS
