# PREPARING YOUR WORKPLACE

A guide to preparing your organization, staff, and facilities.





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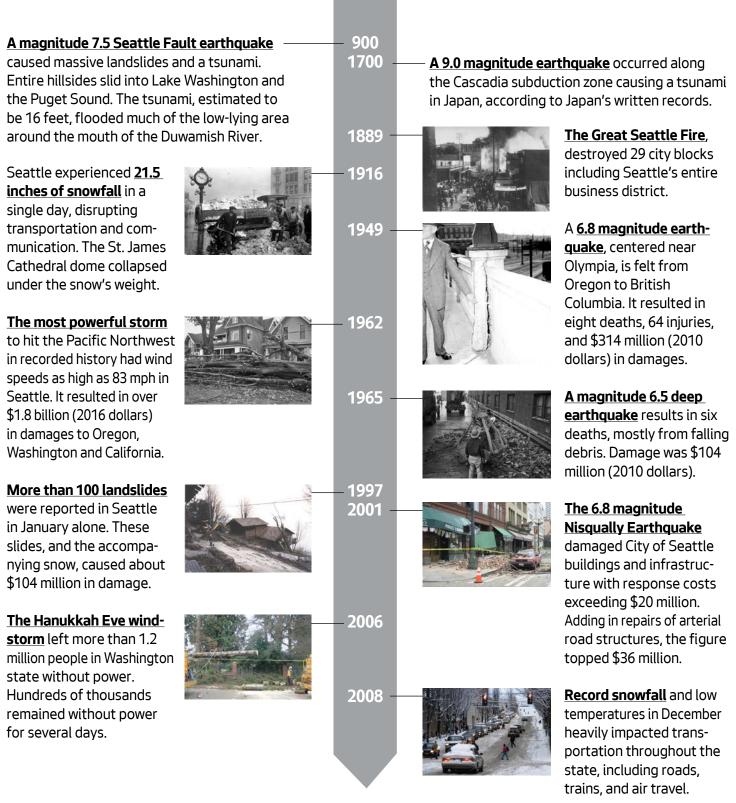
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# KNOW THE RISKS

History shows us that the hazards we face are very real. We have experienced them in the past, and will experience them again in the future. Here are just a few of the major events that have impacted Seattle in the distant and more recent past.



\*Note that our knowledge of historical events in the region is limited to the period covered by written records, or events that can be described based on existing geological studies.

# KNOW THE RISKS

## 1.1 HAZARDS

Understand the hazards that may impact your organization.

### What are some of the hazards we face in Seattle?

- Earthquake
- Windstorms
- Snow and Ice
- Flooding
- Landslides
- Tsunamis
- Haz Mat Incidents
   and more.

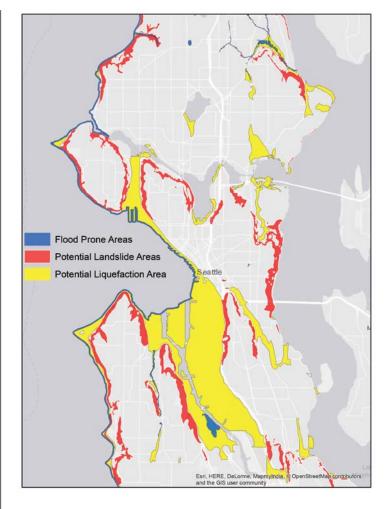
## 1.2 IMPACTS

### How would these hazards impact us?

- Roads and bridges closed
- Utilities disrupted (electric, gas, water)
- Gas stations and ATMs not operating
- Stores closed or out of stock
- Hospitals overwhelmed
- Communication disrupted (phone, internet)

Which of these are likely to impact your organization? View the Seattle Hazard Explorer and the Seattle And King County Ready tools to learn more about the hazards we face.

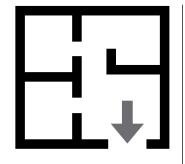
seattle.gov/hazardexplorer
 hazardready.org/seattle



# LIFE SAFETY

During an emergency, protecting life safety is always the first priority. There are steps you can take now to enhance the safety of people that may be in your facility during an emergency.

# LIFE SAFETY





Watch an instructional video on using a fire extinguisher

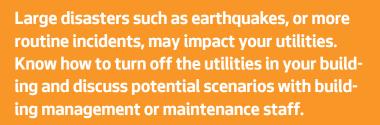


### 2.1 FIRE SAFETY AND EVACUATION PROCEDURES

- Identify the fire and life safety systems present smoke detectors, sprinklers, fire extinguishers and manual pull alarms.
- Design a basic plan of each floor indicating all fire exits, manual pull stations and extinguishing equipment. Post the floor plan, mark location and the two nearest fire exits.
- Train employees to stop what they are doing and evacuate the building whenever the fire alarm sounds. Employees should exit via the stairs and move away from the building to the designated meeting spot.
- Conduct fire drills—Fire drills should be scheduled and conducted for all shifts and employees. Fire drills may be pre-announced or unannounced
- Have defined procedures for evacuating people with limited mobility
- Consider individuals with vision and hearing impairments as standard voice announcements, alarms and visual notifications may not be effective

# **Y**TIP

Keep updated contact information for all employees, including emergency contacts. This can help with accounting for employees after an accident.



# LIFE SAFETY

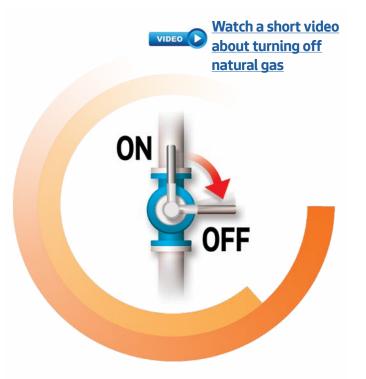
## 2.2 CONTROLLING UTILITIES

# Normally, If you detect or even suspect that you have a natural gas leak you should:

- Leave the area immediately. If you're indoors, evacuate the building.
- Call PSE at 1-888-225-5773 or 911, but don't use your landline phone, which may cause a spark.
- Don't do anything else that might create a spark, including flipping any switches.

### EMERGENCY GAS SHUT-OFF:

During a city-wide emergency such as a large earthquake, 911 and gas company representatives may not be available. In this case, you will need to shut off your own gas if you suspect a leak.





### EMERGENCY WATER SHUT-OFF:

Following an earthquake, turn off the water until you hear from authorities that the water supply is safe. Turning off the main water allows you to keep the water you have in the pipes and hot water heaters.

Watch a short video about turning off water



### EMERGENCY ELECTRICAL SHUT-OFF:

There may be times when you need to turn off the electricity to your building, for example prior to expected flooding. Teach all staff members how to shut off the electricity.

# LIFE SAFETY

## 2.3 EMERGENCY SUPPLIES

Some events could require you to remain in your building for an extended period. Have the necessary supplies to help you make it through.

### What supplies would be required if staff had to stay at your facility for 48-72 hours?

### **See full emergency supply list on page 30**



The Essentials:

Food



Water

Flashlights





First Aid Kit



Radio







Sturdy shoes

Phone power banks



Warm clothes



### **Emergency Sanitation Supplies:**

Following a major disaster, water and sewer lines may be disrupted. Do you know how to improvise an emergency toilet?

### Supplies:

- Plastic buckets with lids
- Heavy duty garbage bags and ties
- Absorbent material like cat litter or shredded newspaper
- Household bleach
- Soap
- Rubber gloves
- Toilet paper
- Antiseptic towelettes
- Hand sanitizer



Encourage employees to have their own kits and any items that may be unique to them. Unique items might include medications, medical devices, or specific foods because of dietary restrictions.

# LIFE SAFETY

## 2.4 CREATING A SAFE SPACE

Assuring a safe environment is an important step in disaster planning. Hazard mitigation is the key to preventing injuries both every day, and during a disaster.

**Did you know?** Most injuries caused by earthquakes in the U.S. are due to objects falling on people.

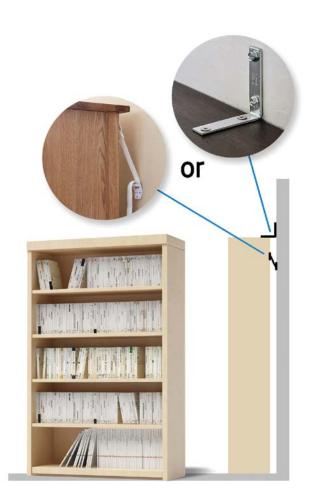
### **Identify Workplace Hazards**

Do a walk around of your facility and ask the following questions:

- 1. Could it break or fall and hurt someone?
- 2. Could it break or fall and block a primary exit from a room?
- 3. Could it break or fall and keep the facility from opening the next day or soon thereafter?
- 4. Could it cause a fire?
- 5. Does it hold sentimental value?

### Make it Safe

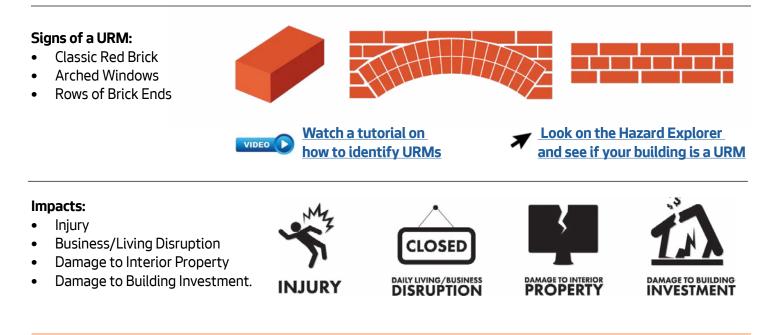
- Bolt, anchor, or strap furnishings to the structural parts of the building (studs or framing) to prevent injuries and prevent falling objects blocking exits.
- Rearrange the furnishings to prevent injuries and prevent falling objects from blocking exits.
- Store chemicals safely in cabinets or storage spaces.
- Provide back-up for important records in a place off-site and out of the area of the facility.





## 2.5 UNREINFORCED MASONRY BUILDINGS (URM)

A URM building is an older brick building where the roofs and floors are not structurally connected to the walls. These types of buildings have an increased risk of damage or collapse during an earthquake. *Is your business in a URM*?



- Ask your landlord if the building has been seismically retrofitted
- Know if the landlord has insurance coverage and emergency planning for tenants
- Purchase earthquake insurance
- Teach employees how to be safe (Drop, Cover, and Hold)
- Talk with other businesses in the building on how to prepare together

# CONTINUE BUSINESS

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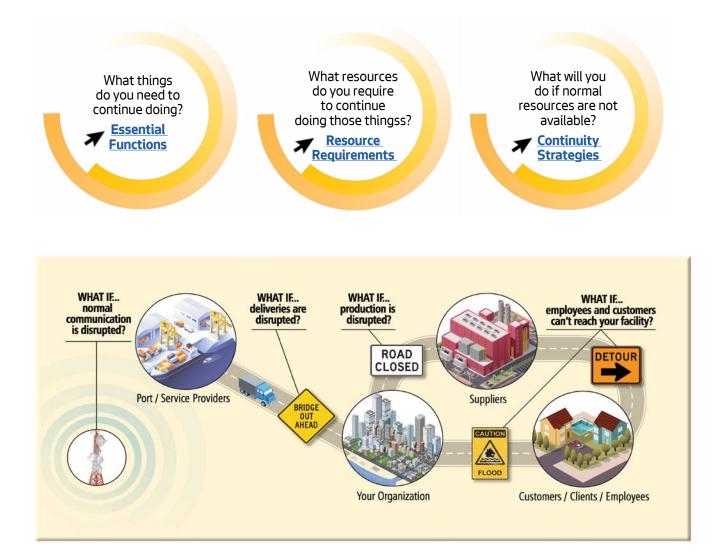
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## 3.1 THE ROADMAP

After protecting life safety and accounting for employees, focus on continuing your regular operations. This section provides simple guidance on steps you can take to continue operating or reopen more quickly.



# **CONTINUE BUSINESS**

## 3.2 ESSENTIAL FUNCTIONS

### What are Essential Functions?

Key elements of your business or organization that have to continue or be resumed quickly.

### How do I determine which functions are essential?

Think about how your organization would be impacted if you were not able to perform a particular function.

- **Financial:** Direct financial losses due to the disruption
- **Customer Service/Reputational:** Loss of customers and/or negative publicity
- Legal/Regulatory: Fines or penalties due to non-compliance with regulatory, legal, or contractual obligations.
- **Operational:** Loss of manufacturing or service delivery ability

• Which elements of your regular operations would be the highest priority?

Is there a particular service or product that is especially important to your organization?

• By prioritizing certain aspects of your operation, you can focus on what matters most following an interruption or disaster.



# **CONTINUE BUSINESS**

# 3.3 RESOURCE REQUIREMENTS AND CONTINUITY STRATEGIES

All functions will require some combination of staff, equipment, facilities, and/or technology. Document which resources you require to carry out each function. Consider how you would operate if any of those resources were not available.

### WHAT RESOURCES DO YOU REQUIRE?



- Staff
   What is the minimum number of staff required
- What skills do staff need?



### Technology / Equipment

 What equipment, tools, software and technology are required to perform the function?

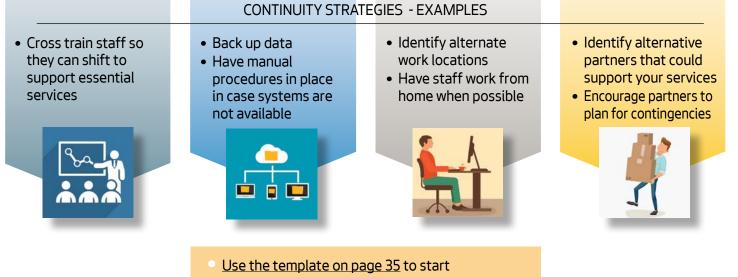


# Facilities Which buildings and facilities are required to operate?



## Partners / Vendors Which partners, vendors, or suppliers do you rely on?

If any of these resources were unavailable or limited, what strategies could you use?



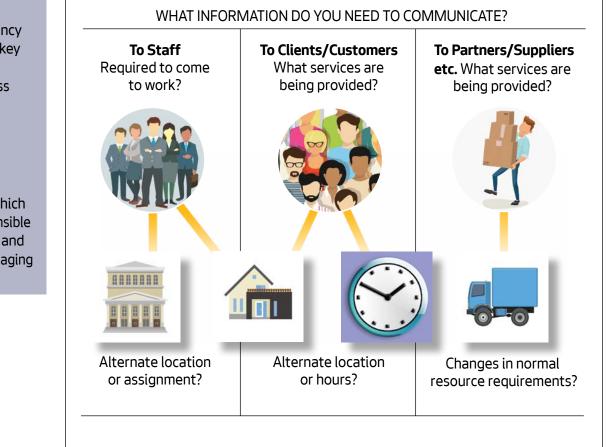
• <u>Use the template on page 35</u> to start documenting your essential functions, required resources, and possible continuity strategies.

# **CONTINUE BUSINESS**

# 3.4 COMMUNICATIONS PLAN

# An important part of an emergency plan, is communication. There are a few important questions to consider when developing a communications plan:

- What methods do you normally use to communicate with staff/clients/partners?
- Would this change during a disaster?
- What information would you need to communicate to each group?
- Who is responsible for communicating which information and to whom?



WHAT METHODS WILL YOU USE TO COMMUNICATE?



# 

Develop agency talking points, key messages, and emergency press releases now

Develop and maintain staff emergency contact lists

Designate which staff are responsible for developing and delivering messaging

• <u>See page 36</u> for tools to help document employee emergency contact information and other important numbers



# **Insurance Forms**

# DISASTER RECOVERY ASSISTANCE

# DISASTER RECOVERY ASSISTANCE

## 4.1 INSURANCE

Having the right insurance coverage is key to your disaster recovery. Insurance is always your first mechanism for recouping losses. If you already have insurance, make sure you understand what it covers and excludes. Does your policy include Business Interruption coverage? Would the amount of coverage be sufficient for an event that required you to close for several days or weeks?

 Do you have Earthquake Insurance? If you do not have an earthquake insurance policy, damage to your building or inventory, or loss of income due to an earthquake will not be covered.



 Standard business owners policies do not include Flood Insurance. Understand your flood risk and consider adding a flood insurance policy.



# DISASTER RECOVERY ASSISTANCE

## 4.2 GOVERNMENT ASSISTANCE

Businesses and non-profit organizations may be eligible for low interest loans through the

### 🗶 U.S. Small Business Administration (SBA)

Some non-profits may be eligible for assistance through FEMA's Public Assistance Grant program. Contact the Seattle Office of Emergency Management to find out about available Public Assistance during a presidentially declared disaster.

Seattle Office of Emergency Management
 (206) 233-5076

**O**TIP

Keep electronic and/or physical copies of insurance policy information and insurance agent contact information in a place that can be accessed off-site

After a disaster, document any damages and track any expenses you incur related to the disaster. These records may be necessary for insurance and/or government assistance

• Listen for public information about available assistance and services via tv, radio, and social media







# BUILD CONFIDENCE

Training and Exercise

Training and Exercise: Conducting regular trainings and exercises related to your emergency plans will help create a culture of preparedness and ensure that everyone knows their role when an emergency happens.

# **BUILD CONFIDENCE**

## 5.1 TRAINING

- Use ten minutes at a staff meeting and discuss how employees would communicate during an event that occurred off hours and impacted the ability to open the next day
- Use time at a staff meeting to discuss what steps staff have taken at home to prepare for emergencies
- Include disaster plan and disaster preparedness training in all new employee on-boarding
- Offer first aid and CPR training to employees
- Host a preparedness training from the Office of Emergency Management

### Request a preparedness training from Seattle OEM

# **BUILD CONFIDENCE**

### 5.2 EXERCISE

Conduct a table top exercise. Pick a likely scenario (i.e. Earthquake, power outage, winter storm etc.) and discuss response strategies amongst participants. Use this time to address any potential challenges or "holes" in plans.

How would employees communicate? What if staff cannot get to work? What if the power was out?

Do a test of your internal communications plan. Develop a test message and communicate this to all staff using the methods you would use in a real emergency



• See page 38 for links to scenario-based table tops and other customizable tools for training and exercise

### Take 20 minutes to do an inventory of skills and resources that exist in your office, and document what you find.

### Staff Skills:

- Are there staff trained in CPR?
- Are there staff trained in first aid?
- Who knows how to use an AED?
- Who knows how to use a fire extinguisher?
- What additional knowledge and skills do people have?

### What office emergency supplies exist?

- Is there extra food and water
- Where are first aid kits located?
- Where are AEDs located?
- Where are fire extinguishers located?

### Staff Emergency Supplies:

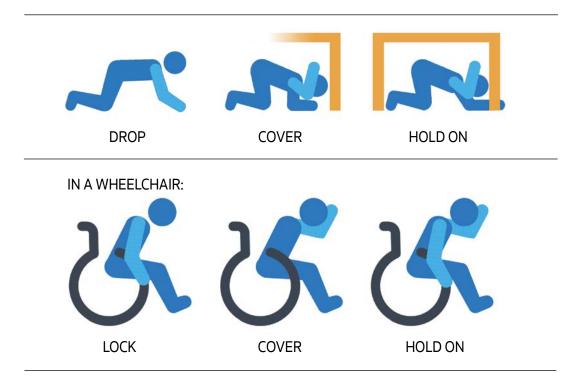
- Which staff have extra food and water at their desks?
- Does anyone have an emergency radio?
- Who has a cell phone power bank?
- What other supplies do people have?



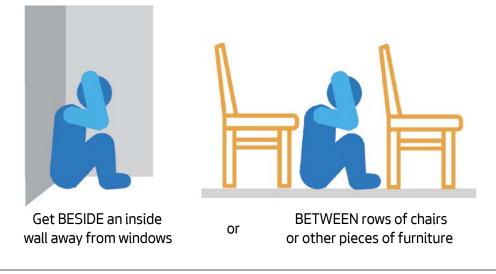




## 6.1 DURING AN EARTHQUAKE

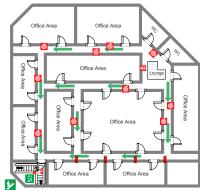


IF YOU ARE UNABLE TO GET UNDER SOMETHING STURDY:



# 6.2 EVACUATION

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## 6.3 EMERGENCY SUPPLIES

- 🗌 First Aid Kit
- □ Water
  - (ideally 1 gallon per person per day for 2-3 days
- Non-perishable food (canned food juices, energy bars etc.)
- Can opener
- ☐ Flashlights
- Extra batteries
- □ AM/FM Radio
- (windup or battery operated)
- □ Emergency blankets and ponchos
- □ Cash in small denominations

### **Individual Employees**

- Medications
- Personal hygiene items
- □ Cell phone charger/power bank
- □ Change of clothing and footwear
- □ Family emergency contact information (Family, Daycare, School etc.)

### Sanitation

- □ Dust filters/mask
- Plastic garbage bags
- Paper towels
- Toilet paper
- □ Large plastic buckets
- Absorbent material (paper, cat litter etc.)

### **Tools and Supplies**

- Duct tape
- □ Pocket knife, wrench/pliers, screw drivers
- □ Work gloves
- □ Safety googles or glasses
- □ Hard hats
- □ Walkie Talkies

### **Important Business Records**

- □ Insurance policies\*
- □ Contracts\*
- □ Employee Information\*
- Important contact information\* (vendors, partners, clients etc.)

\* Store important records securely. Store backup copies in a place that can be accessed off site (physically or electronically). Consider having a "Go Bag:" that contains important documents and other essential supplies.

## 6.4 BASIC PREPAREDNESS CHECKLIST

- $\hfill\square$  Check your insurance policy to ensure appropriate coverage during a disaster
- $\hfill\square$  Make sure emergency contact information is posted in your office
- Back up critical data and documents and retain copies off site
- □ Keep first aid kits stocked and consider offering basic first aid training to employees
- $\hfill\square$  Maintain fire extinguishers to keep in working order
- □ Maintain appropriate emergency supplies
- Develop and train employees on a Business Emergency Plan:
  - Evacuation & Shelter in Place Plans
  - Emergency Communications Plans
  - Business Continuity Plans
- Assess and complete necessary non-structural mitigation (strapping furniture and other heavy objects to walls)
- Discuss emergency plans with partners (suppliers, vendors, service providers etc.)
- □ Consider contingency plans in case of utility disruption
- □ Encourage employees to develop household emergency plans
- Encourage employees to sign up for Alert Seattle and other regional alert and warning systems



EMERGENCY ALERTS AND NOTIFICATIONS

# SIGN UP ONLINE: alert.seattle.gov

**AlertSeattle** is the City's official 24/7 emergency alert and notification system. Sign up now to receive free emergency alerts and community notifications.

## 6.5 ACTIVE SHOOTER INCIDENT GUIDANCE

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.



### **Characteristics:**

- Victims are selected at random
- The event is unpredictable and evolves quickly
- Law enforcement is usually required to end an active shooter incident

How to Respond When an active shooter is in the vicinity

### 1. Evacuate

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

### 2. Hide Out

- Hide in an area out of the shooter's view
- Block entry to your hiding place and lock the doors
- Silence your cell phone and/or pager

### 3. Take Action

- As a last resort and only when your life is in imminent danger
- Attempt to incapacitate the shooter
- Act with physical aggression and throw items at the active shooter

## CALL 911 WHEN IT IS SAFE TO DO SO



Watch a video on how to respond to an Active Shooter incident

### How to Respond When law enforcement arrives

- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating

### Information

You should provide to law enforcement or operator:

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons held by shooters
- Number of potential victims at the location

# 6.6 POWER OUTAGE GUIDANCE FOR FOOD ESTABLISHMENTS

### Power Outage Guidance for Food Establishments

All food establishments must:

**Contact Public Health Seattle & King County** for any questions and for reopening approval: **206-263-9566** 

ALL food

preperation!

Power

Outage at:

XX:XX



### Stop Operations

- This means: NO FOOD PREPARATION OR SERVICE
  - Record time of power outage



### While the power is out

- Check the temperature of PHF
  - PHF that is at or below 41°F at the time the power is out: **Keep cold**
  - PHF that is between 42°F -135°F at the time the power goes out: Throw away
- Place bags of ice in coolers/freezers
- Keep refrigerator and freezer doors closed

### After Power is Restored

- Check operation of:
  - Refrigerators/freezers
  - Hot and cold potable water
  - Hot food holding systems
  - Ventilation systems
  - Cooking equipment
- Frozen food that remained frozen can be saved
- Check the internal temperature of all hot and cold potentially hazardous food.
- Decide to either keep or throw away potentially hazardous food, as shown in the tables below.
- If cold foods were grouped together to keep them cold, space them out again so they will cool more quickly.

### Potentially hazardous foods (PHF) include:

high protein foods (meat, poultry, fish, eggs, dairy, cheeses); cooked rice, beans, potatoes, pasta, and vegetables; potato/pasta salads; custards/ puddings; and cut leafy greens



# 6.6 POWER OUTAGE GUIDANCE FOR FOOD ESTABLISHMENTS - continued

### What to do with Potentially Hazardous Food:



Cold Foods								
Hours Power is Out	Cold Food Temperature							
Hours Power is Out	45°F or below 46°F to 50°F		51°F or above					
0-2	ОК	ОК	ОК					
2-4	ОК	ОК	X					
More than 4	ОК	Х	Х					

OK = Food may be sold, as long as it was  $41^{\circ}$ F or less when the power went out. Immediately cool food to  $41^{\circ}$ F or less.

X = Food may be unsafe and may not be sold.;





Hot Foods							
Hours Power is Out	Hot Food Temperature						
Hours Power is Out	130°F or above	129°F or below					
0-2	ОК	ОК					
2-4	ОК	X					
More than 4	X	X					

OK = Food may be sold, as long as it was  $135^{\circ}$  or more when the power went out. Immediately reheat to at least  $165^{\circ}$ F. After reheating, hold at  $135^{\circ}$ F or more, or immediately cool to  $41^{\circ}$ F or less.

X = Food may be unsafe and may not be sold.

Download PDF with fillable forms at: www.seattle.gov/EmergencyWorkPrep

# 6.7 CONTINUITY PLANNING FORM

6

Resource Name	Resource Type Staff, Facility, Technology, Equipment, Partner	Strategy if Resource is Not Available

Download PDF with fillable forms at: www.seattle.gov/EmergencyWorkPrep

## 6.8 EMERGENCY CONTACT LIST TEMPLATE

Name	Phone Numbers	Address	Emergency Contact Name	Emergency Contact Number

Download PDF with fillable forms at: www.seattle.gov/EmergencyWorkPrep

## 6.9 IMPORTANT NUMBERS

6

Police	Emergency 9-1-1	Non Emergency (206) 625-5011
Fire/ Emergency Medical Services	Emergency 9-1-1	Non Emergency (206) 386-1400
Public Health Seattle King County	Food Safety Program (206) 263-9566	
Seattle City Light	Outage Hotline (206) 684-7400	Non-Emergency (206) 684-3000
Seattle Public Utilities	24-Hour Hotline for water, sewer, drainage emergency (206) 386-1800	Non-Emergency (206) 684-3000
Seattle Department of Transportation	(206) 684-7623	
City of Seattle Customer Service Bureau	(206) 684-2489	
Seattle Department of Construction and Inspections	(206) 684-8950	
Seattle Office of Economic Development	(206) 684-8090	

### 6.10 ADDITIONAL PLANNING RESOURCES

**General Planning Guidance** Continuity Guidance Circular FEMA, 2018

**Risk Assessment** Ready Business Risk Assessment Tool FEMA, 2014

Seattle Hazard Explorer Seattle Office of Emergency Management

Seattle and King County Ready Hazard Ready and City of Seattle and King County Offices of Emergency Management

**Evacuation Planning Emergency Evacuation Planning Guide for** People with Disabilities National Fire Protection Association (2016).

Workplace Evacuation Planning Seattle Fire Department

**Training and Exercise** Table Top Exercises for Community and Faith based Organizations Public Health Seattle - King County

**Be Prepared Infographic** Be Prepared Emergency Plan Template

**Personal Preparedness Guidance** 

**Fire Safety** Workplace Fire safety Checklist

