

Safety Policy and Procedures

May 18, 2018

OCHN 2018 Safety Policy and Procedures

Contents

Forward.....	3
1. Emergency Response Guide (RM 1.1).....	4
General Emergency Plan.....	6
Safety Coordinators	7
Emergency Response to a Potentially Volatile Situation	8
Health, Safety, and Environmental Risk Management Plan.....	8
2. CODES.....	20
Code Red: Building Emergency Evacuation Procedures.....	20
Code Brown: Bomb Threat Procedure.....	21
OCHN Bomb Threat Check List	23
Code Black: Systems Failure (Power Outage) Procedure.....	24
Code Green: Tornado / Straight Line Winds Warning Procedure	25
Code Blue: Medical Emergency.....	26
Code Silver: Active Shooter Procedure.....	27
Code Gray: Procedure for Building Emergency Shutdown and Evacuation	29
Code 100: Aggressive Intruder	30
Code 200 Partial Shutdown (Shelter in Place Procedure).....	34
Code 300: Lockdown Due to Advance Notification or Outside Threat Witnessed.....	35
3. PROCEDURES	36
OCHN Earthquake Procedure.....	36
OCHN Natural Gas Leak Procedure.....	37
OCHN Network Hazardous Waste Disposal Procedures.....	38
OCHN Emergency Log and Procedures	39
OCHN Property Damage Procedure.....	43
4. EQUIPMENT LOCATIONS.....	44
Count of Fire Extinguishers and Fire Alarms.....	44
Location of First Aid Kits / Supplies.....	44
Location of Automated External Defibrillators (AED)	44
Automated External Defibrillator (AED).....	45
AED Maintenance Checklist	45
Trained AED-CPR Responders.....	46
Emergency Injury and Illness Information.....	47
Emergency Medical Procedures (INTERNAL POSTING).....	48

OCHN 2018 Safety Policy and Procedures

Work Related Injuries	48
Building Safety Inspections.....	49
Actions for Vehicle Accident; Injury; Property Loss.....	50
Fire Safety and Fire Extinguishers.....	51

Forward

The purpose of the Emergency Response Guide is to provide OCHN staff with a reference guide for handling specific emergencies that may occur in the workplace. Staff should familiarize themselves with the contents of this guide.

It may be necessary to correct and/or add information to this document from time to time. Please contact the Safety Committee Chairperson(s) with suggestions or corrections.

Current Safety Committee Chairperson(s) Contact Information:

Mark Duiguid
Phone Number: 248-975-4429 (Ext. 4429)
E-mail: duiguidm@oaklandchn.org

OCHN 2018 Safety Policy and Procedures

Oakland Community Health Network Policy

1. Emergency Response Guide (RM 1.1)

Policy Number: RM 1.1	Authored By	Initial Date	Current Date	Approved By
Subject: Emergency Response Guide	Karlton Akins	4/10/02	6-11-18	ELT/Kathleen Kovach

Please Indicate: New Policy: Revised Policy Annual Review

Statement of Policy: The Oakland Community Health Network (Hereafter referred to as OCHN) will maintain an Emergency Response Guide for the employees of OCHN.

Applicable To: OCHN Contracted Service Providers: Others:

Is the Contracted Service Provider expected to write own policy? Yes No n/a

Purpose: To provide a safe and secure working environment for all employees and visitors at OCHN.

Protocol: The OCHN Emergency Response Guide contains the following information and/or procedures:

TABLE OF CONTENTS:

Contents

Forward

- RM1.1 RM 1.1 Emergency Response Guide Policy
- General Emergency Plan
- Safety Coordinators
- Emergency Response to a Potentially Volatile Situation
- Health, Safety and Environment Risk Management Plan

Codes:

- Code Red: Fire/Building Evacuation Procedures
- Code Brown: Bomb Threat Procedure
- OCHN Bomb Threat Check List
- Code Black: Power Outage/Systems Failure
- Code Green: Tornado/ Straight line Winds Warning Procedure
- Code Blue: Medical Emergency
- Code Silver: Active Shooter Procedure
- Code Gray: Procedure for Building Emergency Shutdown and Evacuation
- Code 100: Aggressive Intruder Procedure
- Code 200: Partial Shutdown (Shelter in Place Procedure)
- Code 300: Full Lockdown

[Back To Content](#)

OCHN 2018 Safety Policy and Procedures

Procedures:

- OCHN Earthquake Procedure
- OCHN Natural Gas Leak Procedure
- OCHN Network Hazardous Waste Disposal Procedures
- OCHN Emergency Log and Procedures
- OCHN Property Damage

Locations:

- Count of Fire Extinguishers and Fire Alarms
- Location of First Aid Kits/Supplies
- Location of Automated External Defibrillators (AED)

- Automated External Defibrillators
- AED Maintenance Checklist
- Trained AED-CPR Responders
- Emergency Injury and Illness Information
- Emergency Medical Procedures (Internal Posting)
- Work Related Injuries
- Building Safety Inspections
- Actions for Vehicle Accident; Injury; and Property Loss

Fire Safety And Fire Extinguisher

<u>Legal Basis or Reference</u>	Americans with Disabilities Act, Public Law 101-336, July 26, 1990, MIOSHA CARF standard H1. – “The Network maintains a healthy and safe environment
<u>Team Procedure Manual</u>	Attachment: Emergency Response Guide
<u>Annual Review/ Revision Date & Coinciding Policy Author</u>	3/18/11 Ken Walendzik 4/9/13 Karlton Akins 5/2/14 Karlton Akins 3/23/18 Pam Keesling

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

General Emergency Plan

Purpose

The following plan is designed to meet the requirements of Local, State, Federal Safety Act and CARF Standards regulations.

General Information

Name: Oakland Community Health Network
Location: 5505 Corporate Dr. Troy, MI 48098
Telephone: (248) 858-1210

Type of Facility: The building is a five story, 144,355 square feet facility. The building is owned by OCHN. All entrances of the facility are protected by an electronic card entry system and a video security system of all outside and inside entrances. Maps of the facility with exits clearly marked are placed strategically throughout the building. A map of the building layout can also found on OCHN's Intranet.

Emergency Notification:

In the event of an emergency staff will assess the situation per OCHN policies and procedures and take appropriate action.

Responsibilities of a Safety Coordinator:

Each zone has at least two staff persons assigned to the safety committee. The Chair Person(s) of the Safety Committee communicates with all teams. It is the responsibility of the safety coordinator to take part in the following:

- a. Assess the nature of the emergency.
- b. If a threat to human health or the environment occurs because of the emergency, immediately contacts 911 on an OCHN phone or 911 from a cell phone.
- c. Document the occurrence on an emergency drill/event report form and forward the report to the Safety Committee Chairperson(s).
- d. Participate in the annual review of emergency procedures and recommends changes.
- e. Assist employees and visitors in the event of an emergency including the evacuation of the building.
- f. Assist those with mobility problems in the event of an emergency, including the evacuation of the building.

NOTE:

Staff should not attempt to get in their cars or leave the property unless directed to do so.

Safety Data Sheets (SDS)

- Safety Data Sheets will be available in a binder in the janitorial closet (First floor Mechanical Room by Fitness Center).
- The binder will be updated by the Facilities Specialist.
- An updated list of products used in the building will be sent annually to staff.

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

Safety Coordinators

Primary Safety Coordinators

Co-Chair Persons – Mark Duiguid & Patrick Franklin Budget and Finance

Resource and Crisis Center (RCC):

Jasmine White

Danielle Dobbins

Sharon Kosson

Aleshia Fearnowa

Sharon Konja

T. Weirauch – RISE Center

Members from the Country

Members from Common Ground

Troy:

Andrea Fisher

Pam Keesling

Laura Rawlings

Jennifer Floyd

Sherry McKinney

Peter Mouhot

Edna White

Glenda Witherspoon

Bonita Welch

Julie Hudson

Frances Kolody

Valarie Spaven

Francisco Gamboa

Julian Tertzag

Fred Aursbrooks

Karen Jeffrey

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

Emergency Response to a Potentially Volatile Situation

Protocol:

- a. Employees assess the volatility of any walk in or scheduled meeting based on the circumstances around the meeting, the individual(s) involved, and the possible outcomes expected.
- b. Meetings with the potential for high volatility should be held in rooms where there is easy egress and phone availability. The staff person involved should always sit in the closest seat to the door.
- c. In the event there is a good chance for volatility, another staff person should be present in the room. Other staff should also be alerted to the potential for violence and the Walkie Talkie should be obtained as needed from Customer Services.
- d. If a dangerous, life-threatening situation occurs, the employee should dial 911 from OCHN phones or 911 from a cell phone for help.
- e. If needed, the employee can use the building's overhead paging system (training required).

Health, Safety, and Environmental Risk Management Plan

It is the intent of the Oakland Community Health Network (OCHN) to comply with all occupational health, safety, accessibility and fire regulations and recommended practices and to provide the organization and community with a safe and healthful work environment through the OCHN Safety Committee.

A safe, accessible, accident-free, and healthy work environment demands everyone's cooperation and involvement. It is important that communication be kept open at all times between management, employees, and volunteers.

All OCHN staff are expected to know the safety requirements and standards for their area of responsibility and to abide by them. Managers must instill a positive attitude and safety awareness in their workers through personal adherence, personal contact and training. It is the duty of all employees to perform their work with maximum regard for the safety of themselves and others. Failure to comply is sufficient grounds for disciplinary action up to and including termination of employment.

Building Layout

For the purpose of safety the OCHN building is laid out in "zones." There is one designated external meeting place for evacuations. Internal locations vary by floor and are identified on wall plaques throughout the building.

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

Safety Committee

The Chairperson(s) communicate directly with OCHN teams by e-mail or in meetings. The Safety Committee is made up of one to two Chairperson(s) and at least two members from each zone. These persons are representatives to the particular zone in which they are located. The Safety Committee meets once per quarter to review Workers' Compensation claims, safety issues, operations, coordinate internal and external building inspections, act as a resource to answer questions or concerns between meetings, remove physical, chemical, and biological hazards from facilities, and site the implementation of all safety, health and accessibility rules and standards issued by OSHA, MIOSHA, CARF, and/or other authorities. The Safety Committee will function in an advisory and consultative capacity to the Executive Leadership Team, review and/or update safety procedures as needed, provide safety education for staff and conduct drills as necessary.

Responsibilities of the Safety Committee Chairperson(s)

- a. Coordinate and Chair the Safety Committee Meetings.
- b. Design the yearly drill/review schedule.
- c. Conduct drills or request departmental reviews based on the drill schedule.
- d. Follow up on all incidents related to accidents on the job or safety concerns.
- e. Review and make recommendations when necessary related to safety issues or accidents on the job.
- f. Coordinate AED/CPR training.
- g. Provide orientation for new staff covering First Aid cabinets, location of fire alarms, emergency procedures and forms.

Human Resources

Human Resources maintains the state safety and health poster, emergency telephone numbers, OSHA Form 300, other notices required by Worker's Safety, and ensure this information is posted in place where employees can see them on each job.

Human Resources will also develop and maintain accident and incident investigation and reporting procedures and systems, investigate all accidents, takes action to eliminate accident causes, and keep management informed of findings.

Reportable incidents consist of fatalities, lost workday cases, and without lost workdays requiring medical treatment. Accidents that result in an occupational fatality or three or more hospitalized workers will be reported to OSHA within eight (8) hours of the occurrence.

Workers' Compensation Claims Management

- a. All workers' compensation claims must be filed within 24 hours of injury.
- b. Any questions related to workers' compensation should be referred to Human Resources.
- c. The Safety Committee Chairperson(s) determine the facts and take corrective action to prevent recurrence.
- d. If an accident investigation is necessary the investigators must confirm that the injury was job related for the resultant claim to be valid.

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

Responsibilities of the Facilities Specialist

- a. Monitor and manage all contracts related to the maintenance and operations of the OCHN building, i.e. - Heating and cooling, electrical, landscaping, snow removal, generator maintenance, and plumbing.
- b. Ensure that the exterior of the building, parking lot and interior of the building meets the guidelines for Americans with Disabilities Act.
- c. Keep the emergency evacuation plan updated.
- d. Keep updated evacuation maps posted.
- e. Serve as a member of the OCHN Safety Committee.
- f. Follow up on all incidents related to accidents on the job or safety concerns.
- g. Conduct tests necessary for the City of Troy such as back flow prevention, main water, and fire systems.
- h. Conduct fire suppression systems tests.
- i. Review and make recommendations when necessary related to safety issues or accidents on the job.
- j. Coordinate and review internal staff moves with managers including furniture moves.
- k. Maintain safety supplies and medications through vendors.

GENERAL WORKPLACE SAFETY RULES

- a. Report unsafe conditions to the immediate supervisor, Safety Committee representative or the Facilities Specialist in writing.
- b. Promptly report all accidents/injuries/incidents immediately to your supervisor and Human Resources.
- c. Wear appropriate work clothes, shoes and gloves when necessary.
- d. Keep all equipment in safe working conditions. Never use defective tools or equipment.
- e. Report any defective tools or equipment to immediate supervisor.
- f. Do not leave materials in aisles, walkways, stairways, work areas, roadways, or other points of egress.

HOUSEKEEPING

- a. Boxes and work related materials will be piled or stored in designated places in a stable manner so that it will not be subject to falling.
- b. Combustible and hazardous materials need to be properly labeled and stored in proper storage containers or cabinets.
- c. Material Safety Data Sheets required under the MIOSHA Right to Know Law will be provided for all chemicals found on premises and updated by a contracted janitorial vendor, Facilities Specialist, or Safety Committee Chairperson(s).
- d. Stairways, walkways, exit doors, in front of electrical panels, or access to firefighting equipment will be kept clear of materials, supplies, trash, and debris.
- e. An adequate supply of potable water shall be provided.
- f. Bathrooms, washrooms, storage rooms etc., will be kept clean and sanitary by a contracted janitorial vendor or the Facilities Management General Helper.

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

FIRE PREVENTION

- a. All firefighting equipment is conspicuously located, accessible, inspected periodically, and maintained in operating condition. An annual service check and monthly visual inspections are completed as required for fire extinguisher.
- b. All employees must know the location of firefighting equipment in the work area and have knowledge of its use and application.
- c. Fire extinguishers are provided in adequate number and type in accessible locations.
- d. The fire suppression system is checked once per year by a qualified vendor with any needed repairs accomplished in a timely manner.

ELECTRICAL

- a. Working space around electric equipment will be kept clear.
- b. Circuit breakers, switch boxes, etc., will be legibly marked to indicate their purpose.
- c. All extension cords will be three-wire (grounded) type and designed for hard or extra hard usage.
- d. Electrical cords will be strung so they do not hang on pipes, nails, hooks, etc.
- e. If there is evidence of fraying on any electrical cords this needs to be reported immediately.
- f. Ground connections and switches need to be clean and tight.
- g. Power strips will not be plugged into other power strips.
- h. The electrical room will have red dots by all air ventilation circuit breakers to indicate which to shut down in the event of a HAZMAT or bio-terrorism threat.

HEALTH and SAFETY

Procedures will be in place to address:

- a. Building Evacuation
- b. Bomb Threat
- c. Fire Emergency
- d. Power Outage
- e. Tornado Warning
- f. Temporary Shelter/Continuation of Business practices
- g. Authority Building Safety Inspections
- h. Shelter in Place
- i. Earthquake
- j. Emergency Injury and Illness
- k. Automated External Defibrillators

EMERGENCY PREPAREDNESS AND RESPONSE

It is the responsibility of the Oakland County Health Division Liaison and any other employee assigned to ensure that we have ongoing preparations and involvement with Oakland County Emergency Preparedness and Response for participation for county wide drills or table top exercises. This includes:

- a. Liaison with Oakland County Emergency Preparedness and Response and the Oakland County Health Division.
- b. Liaison with the Core Provider Network.

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

- c. Maintain relationships and update the ever evolving Emergency Management plan with the Core Provider network, OCHN leadership, Oakland County Emergency Preparedness and Response, and the Auburn Hills Fire and Police Departments.
- d. Forward relevant information, trainings, conferences pertaining to Emergency Preparedness and Response to the Core provider network.
- e. Attend relevant trainings and conferences pertaining to Emergency Preparedness and Response issues and report outcomes to the Executive Director of OCHN.

Oakland Community Health Network 2017 Ongoing Emergency Preparedness and Response Plan

Goals and Scope

- a. To provide a single comprehensive plan for the Oakland Community Health Network (OCHN) to assist and support Oakland County Homeland Security and the Oakland County Health Division in the performance of emergency management activities of mitigation, preparedness, response, and recovery.
- b. To organize and coordinate the actions and resources of OCHN in conjunction with our Core Provider Agency (CPA) Network, with the lead and direction from Oakland County Homeland Security and the Emergency Operations Center (EOC) emergency management forces and those municipalities included in the county plan, and to facilitate emergency operations in the event of an emergency situation or disaster.
- c. To save lives, reduce casualties, and minimize damage to property.
- d. To maintain the continuity of the services and operations of OCHN, the CPA network, and to the people served.

Command Structure

- a. OCHN is a part of the Incident and Command Structure of the Oakland County Preparedness and Response Team.
- b. When called upon, OCHN works through the lead human services agency the Oakland – Livingston Human Service Agency (OLHSA) at the Oakland County EOC.
- c. The Oakland County Health Division is the lead team in coordinating Critical Incident Stress Management teams (CISM) to first responders and others addressed in their guidelines. **(See OCCRO further below)**

Upon activation of the Oakland County EOC, the disaster response and coordination representative of key emergency response groups operates from this site. It is also possible that an “on-scene” command post may also be established by a local fire/police department near the disaster site to provide immediate coordination of emergency management forces. The Emergency Response and Preparedness Administrator is responsible for operational coordination within the EOC and serves as Chief of Staff to the County Executive.

Oakland County Homeland Security staff and the Oakland County Sheriff are responsible for the preparation and implementation of the guidelines below, as they pertain to communications regarding “**WARNINGS.**”

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

The assignments are:

- a. Function as the 24-hour warning entry point, assessing information, and relaying it to key decision-makers.
- b. Provide immediate public warning on a 24-hour basis.
- c. Activate the Emergency Alert System (EAS) to provide warning information to the public.
- d. Provide warning and notification to key officials and entities.
- e. Establish emergency communications procedures and coordinate communications for EOC staff personnel and their emergency services.
- f. Establish and maintain communications between the EOC and state government.
- g. Capture, collect and distribute emergency data to responders via the Web-EOC.
- h. Coordinate communications with local political subdivisions, private industry, commercial systems, utilities, and other participating parties via all possible channels of communication.
- i. Establish communications at an on-scene command post, if activated.
- j. Secure messengers and coordinate message flow, recording, and distribution procedures in the EOC.

Communication

During a disaster or emergency, OCHN communicates resource needs and resource activation through the EOC. OCHN becomes involved with the Oakland County's Homeland Security EOC in one of two ways:

- All requests for resources from OCHN's CPA Network are funneled through OCHN. OCHN's CPA Network contacts OCHN if a need for a resource or resources presents itself during a disaster or emergency. OCHN forwards the request to the Oakland County Homeland Security EOC. The EOC makes a determination if the requested resource(s) are available. The process allows the EOC to manage and keep track of where the resources are allocated.
- If the EOC determines they need access to OCHN's resources or the need to acquire additional information to carry out their responsibilities.
- OCHN and the CPA Network keep an up to date contact list of key personnel to be contacted in the event of emergency or disaster, which is shared with all OCHN CPAs. As well, each organization keeps an internal contact list of staff to contact at home, if necessary. This includes people who have authority to make decisions, as well as the people who have the means of building access if an event occurs during off hours.

Official communication from OCHN occurs through the Executive Director's Office and or designee through text messages, computer messages, and over radio and television as possible or necessary.

***NOTE: If the county does not call a "disaster or emergency," a local need may have to be filled for a number of reasons. Under these circumstances the CPA Network may resolve the situation on its own or contact OCHN for assistance.**

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

Vulnerable Populations

OCHN and the CPA Network actively develop the skills related to emergency preparedness and response; develop the plans necessary to address the needs of the people they serve, and respond to requests of OCHN, Oakland County Homeland Security EOC or the Oakland County Health Division.

The CPA Network and OCHN have staff pre-identified to assist in whatever undertaking is necessary during the time of disaster or catastrophe.

Vulnerable populations refer to people served through OCHN and the CPA Network, as well as other county citizens, if the need arises. These include:

- a. Persons with developmental disabilities
- b. Persons with mental illness
- c. Children
- d. Visually impaired
- e. Hearing impaired
- f. Persons with medical issues, e.g., dialysis, oxygen needs, severe asthma etc.
- g. Persons with mobility issues and needs
- h. Person who do not speak English
- i. Elderly

The CPA is responsible for pre-planning, assessing the needs of people served, and having plans in place that address housing, transportation, special needs, and medical emergencies during a disaster or emergency.

OCHN currently has a number of contracted providers to provide mental health services, county wide. With OCHN at the lead, and in conjunction with the CPA Network, the organizations partake in the following activities during a disaster or catastrophe:

- Assess the disaster or emergency
- Identify all mental health resources available
- If need be, receive a damage assessment from the EOC.
- Note vulnerable individuals and/or high risk groups affected by the disaster or emergency
- Utilize the OCHN Disaster Location System (Google Earth) for additional information and planning
- Coordinate with the EOC and BHRN to coordinate mental health services and resources.
- Contact and mobilize those with special skills (i.e. sign language, interpreters, CISM teams etc.)
- Provide for a system to dispense pharmacological resources as required if needed.
- Coordinates activities as needed with day programs, club houses, hospitals, housing etc.
- Release information and messages to the general public regarding mental health issues and resources.
- Establish hot line site(s).

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

CISM - Critical Incident Stress Management Teams, Function, Intervention Sites

The EOC through OLHSA, and in conjunction with the Oakland County Health Department, calls upon certified CISM teams during a disaster or emergency. These teams are designed to provide crisis intervention to assist first responders, public health professionals, emergency personnel, and the general public to cope with the psychological stress inherent with disasters and emergency situations.

These take the form of:

- a. Defusing
- b. One-on-one interventions
- c. Debriefings
- d. Follow up defusing and debriefings
- e. Needs assessments
- f. Referrals to appropriate licensed mental health professionals
- g. The intervention sites will be where victims gather such as shelter, American Red Cross centers, disaster application centers, homes of persons effected; schools, colleges and universities; police and fire stations, hospitals, morgues, sites where first responders are gathered; business associations, community centers, shopping malls, stadiums, churches, and mass care centers etc.

Business Continuity/Crisis Management Team

Common areas of exposure to a disaster or emergency for the OCHN and its CPA Network include the following:

- a. Computer processing, data, e-mail / Plan – Information backed up every day and stored off site. A generator has been installed to keep the server room running in the event that power is lost for many days.
- b. Interruption in State funding to the OCHN
- c. Alternative communications through texting etc. being addressed by OCHN I.S. and Facilities Management.
- d. Additional furniture needs /Plan- call CORT furniture to meet need.

Identify critical functions of the organization - critical functions identified are:

- a. Accounts receivable /Plan
- b. Accounts Payable /Plan
- c. Paying employees
- d. Paying for resources required during an emergency not already covered under contract
- e. High absenteeism /Plan
- f. Cross training where possible

All business continuity decisions are made by leadership. In the event that a business continuity crisis occurs, the Executive Director of OCHN will appoint a team of key staff to work out the details required including the identification of “essential services.”

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

Oakland County Crisis Response Organization (OCCRO)

- a. OCHN also partners with the Oakland County Crisis Response Organization (OCCRO). This team is comprised of volunteers trained in Critical Incident Stress Management (CISM). This team is developed to address the needs of emergency responder personnel and others affected by a critical incident to mitigate the effects of trauma that may overwhelm individuals' or work group's ability to cope. Examples of such incidents are violent crimes, fatal crashes, hostage situations, death within a group home or business establishment, suicide, mass murder, or a line of duty death.
- b. OCCRO has responded to critical incident stress management needs of the broader community, both public and private sectors. The Mitchell CISM model is an effective group process designed to mitigate the psychological impact of a traumatic event. This assists in preventing the development of post-traumatic stress syndrome, reduces the incidence of responder burn-out, and it serves as an early identification mechanism for individuals who may require follow-up professional mental health services subsequent to a traumatic event.
- c. OCCRO is mobilized through contacting Common Ground at 1-800-231-1127.

Flu Season/Pandemic Flu

OCHN engages in a communication/education plan with its staff and CPA Network. The purpose of this plan is to disseminate information throughout the Network including the CPAs, people served, and the sub-contractors and direct care workers of the CPA Network, to encourage good personal hygiene practices and encourage people to receive vaccines when available. OCHN remains in regular contact with the Oakland County Health Department on an as needed basis during a pandemic flu or regular flu season.

Emergency Medication Distribution Plan

OCHN engages with the Oakland County Health Department in the process of distributing emergency medicines, vaccines, etc., to assure that all county residents, including the people we serve, receive the medications they need. Also, through a contracted provider under the direction of OCHN, the contracted provider and OCHN work together in medication disbursement, if the normal channels of access to medications are disrupted, to assure that the medication /needs of people served by OCHN are met.

Transportation

The CPA Network works with their subcontractors and develops business relationships with transportation companies to meet the transportation needs of the people we serve during a disaster or catastrophe.

Emergency Shelters

Emergency shelters are usually provided through the American Red Cross if people need to evacuate their homes for any reason. OCHN continues to work with Oakland County Homeland Security and the American Red Cross to ensure open access to shelters when the need arises for people served through OCHN and the CPA Network. Accessing shelters arises if an announcement is made by disaster officials that an evacuation needs to take place, including where shelter can be found.

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

Michigan Health Alert Network - MIHAN

The Michigan Health Alert Network (MIHAN) is a secure web-based notification system created by the State of Michigan to alert key personnel of conditions that could adversely impact the health and safety of Michigan's citizens. The system also provides situational awareness about important but non-emergency health-related information.

Oakland County Community Mental Health and the network service providers are entered in the MIHAN system. They will receive information from the Oakland County Health Division (OCHD) to confirm. They will receive a "pass code" to enter the MIHAN system to respond to any contacts/drills.

Each provider will identify a "primary" and "back-up" person with their cell phone number and work e-mail addresses to receive the communications and respond.

Tests are run once per month. The service network is expected to confirm that the message was received by responding within one hour upon receiving the message. Their response confirms that they have received the message.

Responding within one hour are the criteria used by the Oakland County Health Division defining a "successful" communication.

Other Partnerships and Responsibilities

OCHN continues to partner with Oakland County Homeland Security, the Oakland County Health Division, and the community as the need presents itself in such activities as:

- a. As an active participant in Region 2 North preparedness team.
- b. As an active participant with the Oakland County Hospital Partnership team.
- c. Activities related to long term /licensed facilities.
- d. Assist in the coordination of mini-CERT training – (Community Emergency Response Team training – a mechanism provided to promote proactive citizen awareness and involvement within the integrated emergency management system when funding is available.)
- e. Participation in table top exercises related to any potential emergency or disaster including pandemic flu, floods, tornadoes, hazmat incidents, terrorism or bio- terrorism resulting in mass casualties within the county
- f. Providing updates to our CPA network of available training and conferences related to emergency preparedness and disaster planning at the local, State, and federal levels.
- g. Is an active participant with the Oakland County Crisis Response Organization.

Oakland County Homeland Security - GLOSSARY OF TERMS

CBRNE - Chemical Biological Radiological Nuclear and Explosive.

Disaster - An occurrence or imminent threat of widespread property damage, severe injury, or loss of life which requires resources beyond what is available through the local municipality. Disasters may include fire, flood, snow, ice, windstorm, wave action, oil spill, water contamination requiring emergency action to avert danger or damage, utility failure, hazardous peacetime radiological incident, major transportation accident, terrorist incident, epidemic, air contamination, blight, drought,

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

infestation, explosion, or hostile military or paramilitary action. Riots and other civil disorders are not within the meaning of this term unless they directly result from, and are an aggravating element of the disaster.

Emergency - An event that demands a crisis response and can usually be controlled within the scope of local municipality's capabilities.

Emergency Action Guideline - A portion of the emergency operations plan which deals with a department or service; e.g., fire, police, assessment, etc.

Emergency Alert System (EAS) - A network of broadcast stations and interconnecting facilities which have been authorized by the Federal Communications Commission to operate in a controlled manner during a war, state of public peril or disaster, or other national emergencies as provided by the Emergency Alert System Plan.

Emergency Jurisdiction - The basic emergency planning and operational entity at the local government level established by state statute. Such jurisdictions consist of each county, plus those municipalities of 10,000 or more in population that have created separate jurisdictions from the county in which they are located by local charter or ordinance. All municipalities in a county other than those of 10,000 or more in population creating separate jurisdictions are components of the county emergency jurisdiction.

Emergency Management/Response and Preparedness Coordinator - The person appointed to coordinate emergency planning and services within Oakland County.

Emergency Operations Center (EOC) - The site from which civil government officials exercise direction and control in an emergency.

Emergency Operations Plan (EOP) - The plan developed and maintained by an emergency jurisdiction as a counterpart plan to the Michigan Emergency Preparedness Plan for the purpose of organizing and coordinating the emergency services forces and disaster operations of the jurisdiction. It usually consists of a basic plan with various supporting Emergency Action Guidelines or checklists for each service or function and may be called Emergency Preparedness Plan, Disaster Plan, or any similar title or description.

Emergency Response and Preparedness Forces - All agencies of the County or local municipalities within the County, private and volunteer personnel, public officers and employees; and all other persons or groups of persons having duties or responsibilities under the County Emergency Operations Plan, or pursuant to lawful order or directive.

Emergency Situation - Any situation confronting a community requiring emergency actions of a lesser nature than a disaster to include, but not be limited to, civil disturbances, labor strikes, and build-up activities prior to an actual disaster.

FEMA - Federal Emergency Management Agency.

OCHN 2018 Safety Policy and Procedures

Michigan Emergency Preparedness Plan (MEPP) - The plan developed and continuously maintained by the Director of the Department of State Police pursuant to Act 390, of the Public Acts of 1976, for the purposes of prevention, mitigation, relief of, or recovery from disasters. This plan consists of a basic plan, a direction and control annex, a communications annex, and an annex for each of the nineteen state departments.

Radiological Defense (RADEF) - The organized effort, through warning, detection, and preventative and remedial measures, to minimize the effect of nuclear radiation on people and resources.

State of Disaster - A declaration by executive order or proclamation by the Governor under the provisions of Act 390. P.A. 1976, which activates the emergency operations plans and authorizes deployment and use of any forces to which the plan or plans apply.

State of Emergency - A declaration by a Chief Executive pursuant to the local resolution which activates the disaster response and recovery aspects of the Emergency Operations Plan and authorizes the deployment and use of any emergency services forces to which the Plan applies.

Weapon of Mass Destruction - A destructive device designed, intended or deployed to cause death or serious bodily harm through release, dissemination or impact of biological agents or weapons involving a disease organism, toxins, poisonous chemicals, high explosives, dangerous radiation or radioactivity at a level dangerous to human life.

3/30/2015- Reviewed and revised by Melissa Wood 06/27/2017 - Reviewed and revised by Mark Duiguid

[Back to Contents](#)

2. CODES

CODE RED

Code Red: Building Emergency Evacuation Procedures

Evacuation maps are posted throughout the building. All staff are expected to become familiar with them.

- a. Everyone will evacuate the building when notified by the alarm or by the public address system.
- b. Remain calm.
- c. Immediately stop what you are doing at the time.
- a. Do not hesitate to leave the building. When the evacuation is part of a drill follow the instructions of the Safety Coordinators.
- b. Safety Coordinators will direct and/or assist all visitors and staff to exit the building.
- c. In a real event, if Safety Coordinators are absent in your area, follow the directions of your team manager or exit immediately on your own.
- d. Safety Coordinators will check their zones for staff to ensure that all staff and visitors are leaving the building.
- e. Report to the designated evacuation meeting place for attendance.
- f. No one is permitted to reenter an evacuated building for any reason until the building is determined to be safe by the emergency service personnel and that reentry into the building is permitted.
- g. If the grounds are to be totally evacuated (i.e. staff are ordered off the premises). Staff will follow the directions of leadership as to where to go and when to check in.
- h. If necessary, lockdown the building to deny reentry.

[Back to Contents](#)

CODE BROWN

Code Brown: Bomb Threat Procedure

Purpose:

To provide direction to staff, visitors, and consumers located in the OCHN building in the event of a bomb threat. If building evacuation is necessary, A **Code Brown** will be called using the overhead paging system.

Protocol:

Experience shows the majority of written or telephone bomb threats are hoaxes. However, the possibility is always present that a threat may be real. Therefore any incident must be taken seriously. Appropriate action must be taken for the safety of persons in our building.

If you should receive a bomb threat, remember to be calm and courteous and listen. Do not interrupt the caller. Use the OCHN Bomb Threat Checklist during the call and make sure the following information is included and/or acted upon:

- a. Note exact time the call is received.
- b. Cover the phone and shout for assistance from a second person.
- c. Record the exact words of the message; if possible, record the call.
- d. The second person will immediately call 911 from an OCHN phone or 911 from a cell phone to report the threat.
- e. The second person will use the public address system (Support Staff or Management “Originators” Dial 9764) to inform staff to immediately shut off all radios, pagers and cell phones. Putting devices on mute or vibrate is not acceptable. The device must be off.
- f. The second person notifies the Executive Director’s office.
- g. Prolong the conversation as long as possible.
- h. Note if the caller indicates knowledge of the building by the description of the location of the bomb.
- i. If warranted, the second person will announce the evacuation over the public address system. (Support Staff or Management “Originators” Dial 9764)
- j. Safety Coordinators will assist in the evacuation, including assisting those with special needs so they can move to safety.
- k. Safety Coordinators should scan the area for suspicious packages during the evacuation.

**If a suspicious package is found, DO NOT TOUCH THE PACKAGE!
Report the location of the package to emergency personnel upon arrival.**

- l. It is the responsibility of supervisory personnel to account for all personnel in an evacuation. Support Specialists stationed at the main reception desk will collect the visitor sign –in sheet on the way out and share them with Managers and Directors to account for all building occupants including visitors. Employees and visitors will report to the designated evacuation

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

meeting place. At the time of evacuation, it may be necessary to move further away from the building according to the emergency threat. Team attendance will be taken to assure all team members and visitors are accounted for. This is an important part of any evacuation. Complete attention must be given to those in charge until the headcount is concluded.

- m. Supervisors report the results of their combined headcount to the Safety Committee Chairperson.

NOTE: If a person(s) cannot be accounted for, emergency responders or personnel on the scene should be notified immediately.

- n. After building safety has been confirmed, staff and visitors will be instructed that it is safe to return to the building.
- o. Safety Coordinators will document the event on appropriate forms.

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

OCHN Bomb Threat Check List

1. Exact time of call _____

2. Exact words of caller

QUESTIONS TO ASK

- a. When is the bomb going to explode? _____
- b. Where is the bomb? _____
- c. What does the bomb look like? _____
- d. What kind of bomb is it? _____
- e. What will cause it to explode? _____
- f. Did you place the bomb? _____
- g. Why? _____
- h. Where are you calling from? _____
- i. What is your address? _____
- j. What is your name? _____

3. Caller Description

Male Female Nervous Drunk Threatening

4. Caller's Voice: (Please Circle)

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

5. Language:

Caller used pre written message Foul Irrational Incoherent
Well Spoken (educated) Used slang Used Technical language

6. Background Noises:

Street Sounds	<input type="checkbox"/>	Baby Crying	<input type="checkbox"/>	Laughter	Mocking	<input type="checkbox"/>
Machinery	<input type="checkbox"/>	Voices	<input type="checkbox"/>	Music	Operator Assisted	<input type="checkbox"/>
Office Sounds	<input type="checkbox"/>	Animals	<input type="checkbox"/>	Other		

Person receiving call: _____

Telephone Number call was received at: _____ Date: _____

Report call immediately to: OCHN's Office of the Executive Director, @ (248)858-1210 (ext. 1221)

Reported to: _____ Date/Time: _____

Additional comments:

[Back to Contents](#)

CODE BLACK

Code Black: Systems Failure (Power Outage) Procedure

In the event of power failure a Code Black should be called using walkie-talkies and the relay system.

- a. Because of the loss of the ventilation system, all use of solvents and other toxic materials is prohibited.
- b. All equipment, especially large electrical users must be turned off to reduce the load on start-up.
- c. All blinds should be completely opened to the outside windows to get as much natural outside light in as possible.
- d. Several staff have an available flashlight (Emergency lights and Generators) to be used in power outages/emergencies.
- e. Emergency radios are available to keep staff aware of power failure updates. Radios are located in work area near main reception and in Facility Manager's office.
- f. All movement of building occupants shall be limited in areas that have minimal lighting until given notification to evacuate the building or until power is restored.
- g. Safety Coordinators will ensure the safe egress for building occupants.
- h. The decision to re-enter the building or be released from work for the day will be made by the Executive Director or his/her designee.
- i. Update the OCHN website indicating the building issue and status of staff occupancy. (Director of Communications and Community Outreach)
- j. Send an e-mail to all core providers, managers, and directors on the 911 list. (No Power/no Wi-Fi)
- k. E-mail staff internally by person directed by leadership.
- l. If the building is evacuated, staff are not to return until authorized to do so.
- m. Manually lock doors after evacuation.
- n. Call the alarm company and notify them that the building is evacuated.

[Back to Contents](#)

CODE GREEN

Code Green: Tornado / Straight Line Winds Warning Procedure

In the event of a tornado a Code Green will be called using the overhead paging system: Oakland County Emergency Management radio broadcast announces the presence of a tornado warning or straight line winds. Sirens located outdoors county wide will be sounded.

- a. An announcement to seek shelter is made over the public address system (Support Staff or Management “Originators”. Overhead paging system is used.
- b. All staff and visitors immediately move away from all windows and large rooms and move to the designated area with “Tornado Shelter”.
- c. If there are employees or visitors in the building with special needs, staff will help these persons to the nearest designated shelter.
- d. Safety Coordinators will monitor movement of staff and visitors to the nearest designated tornado shelter.
- e. Staff and visitors will not leave shelter areas until an “all clear” is announced.
- f. Safety Coordinators will assure that all appropriate forms are completed.

[Back to Contents](#)

CODE BLUE

Code Blue: Medical Emergency

Purpose:

The purpose of the Medical Emergency Procedure is to assure that in an event of a medical emergency, accident / injury or sudden illness of non-life threatening nature, Oakland Community Health Network (OCHN) employees are aware of appropriate actions to take.

Medical Emergency Guidelines

- a. In the event of a medical emergency, the first responder will secure the area for safety hazards and call for help via walkie talkie, phone or voice.
 1. OCHN's phone number is **248-858-1210**
- b. When help arrives, instruct help to call **911** and contact the front desk to make an overhead page, announcing a **CODE BLUE: Medical Emergency** and the **location(s)**.
- c. All certified staff / first responder(s) are encouraged to respond to locations and begin life saving measures, until emergency personnel arrives.
 1. The individual should not be moved or left alone until emergency personnel arrive.

Non-Life-Threatening Guidelines:

- a. In the event of an accident / injury, or sudden illness of non-life-threatening nature, certified staff / safety team will conduct an initial assessment and provide first aid measures that are appropriate to the situation.
- b. If the OCHN employee can ambulate or safely be transported and it is appropriate to do so, the OCHN employee will be taken to Concentra Pontiac Urgent Care Center, 1915 N Perry Street, Pontiac, MI 48340 or 627 E Maple Rd Ste 200, Troy, MI 4808

Definition:

- A medical emergency is an acute (sudden) injury or illness that poses an immediate risk to a person's life or long term health. Some examples of medical emergencies: bleeding that will not stop, breathing problems, chest pain, choking, change in mental status, fainting / loss of consciousness, head / spine injury, severe pain anywhere in the body, dizziness, weakness or a change in vision, swallowing a poisonous substance, and suicidal/homicidal ideations.
- A non-life-threatening emergency is a minor illness or injury not requiring immediate help. Some examples of non-life threatening injury or illness: strained / sprained muscles, minor cuts, abrasions, and minor concussion without loss of consciousness.

First Aid Course/Supplies:

- a. An accredited CPR / AED First Aid certified course is offered to OCHN employees every other year.
- b. First aid cabinets and automated external defibrillators (AED) are located in strategic locations throughout the building.
- c. Universal precautions should be followed while responding to a medical emergency.

Safety Team:

- a. In the event of an emergency, OCHN employees with appropriate training may administer first aid and participate on a team of first responders.
- b. Safety coordinators will document events and will assure that paperwork is completed and forwarded to the emergency personnel and OCHN's Safety Committee Chairperson.
- c. An incident report will be completed and sent to the OCHN Human Resource Director.

[Back to Contents](#)

Code: Silver

Code Silver: Active Shooter Procedure

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

The following procedure should be followed in the event of an active shooter.

- a. Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

1. Have an escape route and plan in mind
 2. Evacuate regardless of whether others agree to follow
 3. Leave your belongings behind
 4. Help others escape, if possible
 5. Prevent individuals from entering an area where the active shooter may be
 6. Keep your hands visible
 7. Follow the instructions of any police officers
 8. Do not attempt to move wounded people
 9. Call 911 when you are safe
- b. If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
 1. Be out of the active shooter's view
 2. Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
 3. Not trap you or restrict your options for movement
 4. To prevent an active shooter from entering your hiding place:
 1. Lock the door
 2. Blockade the door with heavy furniture
- c. Once your hiding place is secure, be sure to:
 1. Silence your cell phone and/or pager
 2. Turn off any source of noise (i.e., radios, televisions)
 3. Hide behind large items (i.e., cabinets, desks)
 4. Be quiet and remain calm
 5. Dial 911, if possible, to alert police to the active shooter's location (If you cannot speak, leave the line open and allow the dispatcher to listen)
 6. As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
 1. Acting as aggressively as possible against him/her
 2. Throwing items and improvising weapons
 3. Yelling
 4. Committing to your actions

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

- Provide 911 or law enforcement with the following information:
 1. Location of the active shooter
 2. Number of shooters, if more than one
 3. Physical description of shooter(s)
 4. Number and type of weapons held by the shooter(s)
 5. Number of potential victims at the location

- d. When law enforcement arrives:
 6. Remain calm, and follow officers' instructions
 7. Put down any items in your hands (i.e., bags, jackets)
 8. Immediately raise hands and spread fingers
 9. Keep hands visible at all times
 10. Avoid making quick movements toward officers such as holding on to them for safety
 11. Avoid pointing, screaming and/or yelling
 12. Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises
 13. Do not re-enter the building for any reason until the building is determined to be safe and reentry into the building is permitted by law enforcement

[Back to Contents](#)

CODE GRAY

Code Gray: Procedure for Building Emergency Shutdown and Evacuation

The Safety Committee Chairperson(s) will contact the Executive Director or other available leadership member about the emergency issue.

- a. Convene a meeting with person from leadership.
- b. Determine the official closing time and duration.
- c. Determine the message leadership would like to convey to staff and the core provider network.
- d. The Security Officer or the Communication & Project Specialist will activate the website banner.
- e. The Help Desk will send a mass text message to managers, directors and core providers.
- f. Internally, change the phone message at the front desk and at Customer Services.
- g. Make sure all staff have evacuated the building and instruct them not to return until authorized to do so.
- h. Manually lockdown all doors after the building is evacuated.
- i. Call the alarm company to notify that the building is evacuated and closed.
- j. Contact the appropriate vendors and inform them of the situation.
- k. The Executive Director or leadership designee will make the final determination on the building closure and when the building will reopen (date and time). The communication will be made by e-mail and text message.
- l. The OCHN facility will be monitored for any safety or damage issues by the Safety Committee or designated person(s).
- m. Managers will use their phone trees to ensure that all staff have been notified of the closure and when to return to work.

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

CODE 100

Code 100: Aggressive Intruder

The majority of workplace violence incidents fall under three categories:

1. Current or ex-employees who believe they have not been treated fairly,
2. People who receive services from an organization and believe they have not been treated fairly
3. Former/current lovers/spouses with domestic issues.

These issues are usually resolved without violence, especially if addressed early. However, staff sometimes encounter those in crisis, and staff are encouraged to immediately inform supervision or Human Resources if a potential problem is noticed.

The purpose of this protocol is to provide guidance for all staff / visitors, should an aggressive intruder enter the building. The following guidelines are based on various school system, government building, military and OCHN protocols. These guidelines are approved by our Risk Management firm. All circumstances are different and you are the final judge of what is the most reasonable course of action for you in any given circumstance.

1. When an individual enters the building and the receptionist observes behavior that could indicate that a person may be experiencing a crisis, the receptionist notifies Customer Services or Management staff. A Walk-In form is completed by the receptionist and handed to the staff who is addressing the individual.
2. The staff who addresses the individual makes a determination, based on the content of the Walk-In Form and through observing the potentially aggressive individual.

This determination involves:

- a. Finding the safest building location to meet with individual (i.e., conference room, office, lobby, etc.).
 - b. Number of staff needed to talk to the individual (i.e., with a colleague, supervisor, etc.).
 - c. Whether to use the portable silent buzzer or some pre-arranged code that notifies other staff that help is needed.
3. If the receptionist observes behavior that indicates a situation involving an aggressive individual and physical violence or the threat of physical violence is imminent, the receptionist finds a way to excuse herself, leave the area, and call 911 on an in house phone or 911 on a cellular phone and then informs management staff.
 4. If staff other than the receptionist observes that a situation involves an aggressive individual and physical violence or the threat of physical violence is imminent, the staff person observing such actions immediately calls 911 on an in house phone or 911 on a cellular phone and then informs management staff. If the staff person directly involved in the situation is unable to notify 911, a staff person witnessing the situation immediately makes the notification.
 5. Any staff member aware of the incident immediately notifies a director or manager. If no director or manager is available, the staff member notifies the Chairperson of the

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

Safety Committee. If the staff member is unable to locate or get to one of the above, the staff member acts in their stead. For the purposes of this protocol, and in whichever of these circumstances that apply, this person is referred to as the Leader.

6. Typically, individuals go through a set of stages as a crisis develops. It is valuable for you, as the Leader, to be able to recognize what stage the person is in, so you can respond in a way that yields the best outcome. Prior to violence occurring, you may notice behavior or conditions indicating anxiety, nervousness or a personal crisis. That behavior or condition may include pacing, finger drumming, hand wringing, shaking, shouting, using obscenities, confusion, crying, dirty clothing, strong body odor, strong odors of alcohol, or staring. These may indicate the person is getting progressively more upset. This is the stage where most potentially explosive situations are defused. Any staff member talking to someone with these behaviors should:
 - a. Respond calmly and firmly and try to defuse the situation.
 - b. Leave an open exit area for both yourself and for the intruder.
 - c. Ask questions about the person's grievance. Respectful concern and interest may communicate that aggression is not necessary.
 - d. Summarize what you hear the individual saying. In a crisis, a person may feel humiliated and want respect and attention. Your summary of the individual's concerns reflects your understanding and attention.
 - e. Do not argue. Focus on areas of agreement to help resolve the concern.

You sometimes know, based upon prior experience with the individual, that he or she has a potential to become very upset or violent. When this is the case, make sure there is an escape route in case the situation escalates.

If Your Initial Response is Ineffective or if Violence Appears Imminent

The Leader:

- a. Identifies one person to do the talking.
- b. Removes non-essential staff from the area.
- c. Makes sure there is an escape route, if the situation escalates.

The person doing the talking:

- a. Keeps a safe distance (5 to 7 feet) between you and the person and does not turn your back to the person.
- b. Leaves the door open or open a closed door. Be sure someone is near to help, if needed.
- c. Calmly and firmly sets limits; i.e., "Please help me understand what you need so that I can try to help you."
- d. Does not try to talk, if the person is shouting. When the individual gives you a chance to say something, speak in a normal tone of voice.
- e. Never touches the individual to try to remove him / her from the area. Even a gentle push or holding the person's arm may be interpreted as an assault by an agitated individual who may respond with violence.
- f. Sets limits to indicate the behavior generating concern, i.e. "Please put the gun down."
- g. Signals for assistance. The individual may be antagonized if you call for assistance, so use a prearranged "distress" signal or use the portable silent alarm to have another staff member check on you to determine how you are. If you need help, the staff member should alert management staff with the details.
- h. If the situation escalates, finds a way to excuse oneself, leaves the area, and gets help.

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

7. The Director, Manager, or Safety Officer assesses the situation and makes one of the following decisions:

Pages all staff using the overhead announcement system and follows A or B:

a. **Code 300-Aggressive Intruder all areas Code 300 – AVOID (fill in the intruder's location)**.

This means that if you are not involved in resolving the incident you immediately and with caution assist staff and visitors to enter any room with a lockable door (offices, some conference rooms, area storage rooms, but not the large storage room which has an emergency unlock mechanism on the Rights entrance). Lock doors, turn off lights, and move away from windows.

This command is used in the event that unarmed violence of a contained nature (i.e., directed at a specific individual) is being threatened or has started. The primary purpose of this protocol is to prevent individuals from inadvertently becoming involved in the aggression.

b. **EVACUATE all areas EVACUATE – AVOID (fill in the intruder's location)**.

This means that if you are not involved in resolving the incident you immediately and with caution assist each other and visitors to leave the building as fast as you can and seek shelter.

This command is used in the event that unarmed violence is being threatened or has started and there is the suspicion that it is directed at a number of individuals thought to be in the OCHN building, and it is believed that there is time for a number of individuals to safely leave. It is also used in the event that explosive devices are thought to be involved. The primary purpose of this protocol is to prevent individuals from becoming involved in the aggression. If an individual is unable to evacuate the building, it is recommended that individual follows the lockdown procedure and calls 911.

c. **ARMED INTRUDER – AT (fill in the intruder's location) ARMED INTRUDER.**

When a hostile person(s) is actively causing deadly harm or the imminent threat of deadly harm within the building, you follow the procedure set out below:

If you can safely leave the building, run away from the threat as fast as you can, avoiding or ducking under windows and seeking shelter. Once outside, follow the instructions for "Armed Intruder on the Grounds" listed below. If you cannot safely leave the building, join others in any room with a lockable door.

1. If communication is available call 911
2. Don't stay in open areas.
3. Do not sound the fire alarm. A fire alarm would signal the occupants in the rooms to evacuate the building and thus place them in potential harm as they attempted to exit.
4. Barricade yourself in the locked room with desks, file cabinets or anything you can push against the door and walls.
5. Close blinds.

OCHN 2018 Safety Policy and Procedures

6. Stay away from the windows to prevent potential injury from flying glass and out of visible sight from individuals that may be walking down the halls or outside the building.
7. Turn off lights and all audio equipment.
8. Stay calm and be as quiet as possible.
9. If the person(s) is causing death or serious physical injury to others and you are unable to run or hide, you may choose to play dead, if other victims are around you.
10. The last option you have if caught in an open area may be to fight back. This is dangerous, but depending on your situation, this could be your last option.
11. If you are caught by the intruder and are not going to fight back, obey all commands and don't look the intruder in the eyes.
12. Once the police arrive, obey all commands.

Armed Intruder on the Grounds

When you are outside on the OCHN grounds and a hostile person(s) is actively causing death or serious physical injury or the threat of imminent death or serious physical injury to person(s) on the OCHN grounds or inside the OCHN building, use the following procedure:

- a. Move away from the threat if you can, as fast as you can.
- b. Do not move in a straight line.
- c. Keep between vehicles, bushes, trees and anything that could possibly block your view from the hostile person(s) while you are escaping.
- d. If you can get away from the immediate area of danger, summon help and warn others
- e. If you decide to hide, take into consideration the area in which you are hiding. Will I be found here? Is this really a good spot to remain hidden?
- f. If the person(s) is causing death or serious physical injury to others and you are unable to run or hide, you may choose to play dead if other victims are around you.
- g. The last option you have if caught in an open area outside may be to fight back. This is dangerous, but depending on your situation, this could be your last option.
- h. If you are caught by the intruder and are not going to fight back, obey all commands and don't look the intruder in the eyes.
- i. Once the police arrive, obey all commands.

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

CODE 200

Code 200 Partial Shutdown (Shelter in Place Procedure)

If OCHN is ordered to “Shelter in Place” it is because an evacuation is hazardous due to a hazmat incident or bio-terrorism threat. Also, if OCHN staff witnesses an accident by our building involving a chemical tanker, we will follow the procedure unless directed by emergency personnel to evacuate.

Emergency officials in person or over local television and radio stations will inform the public as to when to shelter in place.

- a. All staff and visitors will move to conference rooms, or storage rooms.
- b. Flashlight holders will bring their flashlights.
- c. All air circulation will be turned off in the electrical room. The circuit breakers which control air circulation are labeled.
- d. All outside doors will be placed in the “lockdown” mode.
- e. Once “lockdown” has been initiated, to prevent contamination, the outside doors will be opened for no one.
- f. Those locations having video equipment will be turned on to monitor the situation via the internet.
- g. The current heating and cooling company will be called and notified that all ventilation was shut down due to the incident.
- h. Attendance of staff and visitors will be taken.
- i. Sheltering in Place will be discontinued when the Safety Coordinators give the “all clear.”

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

CODE 300

Code 300: Lockdown Due to Advance Notification or Outside Threat Witnessed

When OCHN receives advanced notification of a potential danger through an individual, OCHN will lockdown the building immediately by calling a Code: 300.

The following protocol will be followed after locking down the building.

- a. Announce the building is being locked down over the P.A. system and request Safety Committee members and leadership to come to the front desk.
- b. Station Safety Coordinators at the main lobby manually let staff or other known individuals into the building.
- c. Notify the teams of the presenting problem as to why the building is being locked down.
- d. Review upcoming scheduled meetings. Appropriate staff will contact those coming to the meetings of the building being locked.
- e. E-mail/text all OCHN managers and directors, staff, and the core providers notification of the lockdown.
- f. Obtain a name or description of the person in question if possible.
- g. Call 911 from OCHN phones or 911 from a cell phone to notify the Police of the potential situation. Give a name and description of the person to the police if possible.
- h. **Do NOT** allow the suspected person into the building.
- i. If the person is an OCHN consumer, staff may want to talk with the person outside of the building to assess the situation.
- j. If the person arrives to the building, notify Police to come out and investigate.
- k. If there is suspicion about the person being armed asked the Police to do a weapons search.
- l. If the person is found un-armed after the search, and here for a meeting, let them in.

If OCHN staff witnesses a threat outside of the building in the parking lot or surrounding premises that looks potentially violent or is violent, (i.e. removing firearms from a vehicle, a fight breaks out, or a vehicle broken into) implement the following protocol:

- a. Call the front desk and order an immediate lock down.
- b. Call 911 from OCHN phones or 911 from a cell phone, notify Police immediately and report the activity.
- c. Announce the lockdown to the whole building. All staff and guests are to remain inside. Inform staff and guests to move away from outside windows.
- d. Contact the Help Desk to do a mass e-mail/text about the situation in the attempt to contact and inform all staff and guests on their way that we are in lockdown and not to come to the building.
- e. When the lockdown is announced, Safety Coordinators and leadership are to meet for planning and updates.
- f. Place signs at the entrances stating that the building is locked down and no one is allowed to enter.
- g. Everyone is to remain inside the building until the all clear is given.
- h. After the all clear is given, e-mail and text staff to make them aware of what the event was about.

[Back to Contents](#)

3. PROCEDURES

OCHN Earthquake Procedure

Since earthquakes strike quickly and without warning there may not be time for an announcement. Staff must do the following:

- a. DROP AND COVER – preferably under your desk or tables.
- b. After shaking stops, check for injuries, render first aid and call 911 from and OCHN phone or 911 from a cell phone for medical care if needed.
- c. If possible, Safety Coordinators will inspect the building for gas leaks, or if the smell of gas is noticed, evacuate immediately.
- d. If ordered to do so by administration or emergency personnel - evacuate.
- e. DO NOT return to building.
- f. DO NOT light any fires.
- g. Use cell phones outside only.
- h. Keep a safe distance from any downed power lines.
- i. Managers will take attendance whether or not evacuation takes place.
- j. Stay alert for aftershocks.
- k. Await further instructions.

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

OCHN Natural Gas Leak Procedure

Recognize the signs of a natural gas leak which include:

- a. A "rotten egg" odor
- b. A blowing or hissing sound
- c. Dead or discolored vegetation in an otherwise green area
- d. Flames, if a leak has ignited
- e. Dirt or dust blowing from a hole in the ground
- f. Bubbling in wet or flooded areas

When a gas leak is confirmed:

- a. EXIT the building immediately, report to identified area, and call Consumers Energy at 1-800-477-5050, then follow their instructions.
- b. Do not use any electrical device, such as light switches, telephones, cell phones, or appliances such as garage door openers. They could spark and ignite the gas.
- c. Call Police and Fire at 9-911 from an OCHN phone or 911 from a cell phone to report the leak.
- d. Do not use an open flame, matches or lighters.
- e. Do not try to locate the source of the gas leak.
- f. Do not try to shut off any gas valves or appliances.
- g. Do not start vehicles.
- h. Do not re-enter the building or return to the area until a Consumers Energy employee says it's safe to do so.
- i. If the natural gas ignites, let it burn. Do not attempt to put out the flame; burning gas will not explode.
- j. Take attendance.

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

OCHN Network Hazardous Waste Disposal Procedures

The nature of Network business precludes much in the way of hazardous waste. The minimal amount that the Network does have is handled as follows.

- a. Used batteries are collected in the Administrative work/copy area. These batteries are sent to Batteries Plus Bulbs 3987 Baldwin Rd, Auburn Hills, MI 48326 recycling.
- b. Bio-hazardous material is collected in the storage bin in the copy/work area located at the 5th floor large copy room, emptied and removed from the premises by the vendor who supplies medicine / first aid cabinets.
- c. Used florescent light bulbs which contain mercury are stored in the electrical room in a box and are removed by a vendor who recycles these.
- d. Used toner cartridges are sent back to the company from which they were purchased for recycling and/or disposal.
- e. All cleaning agents that are out of date or no longer needed are removed from the premises and disposed of by the janitorial company under contract.

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

OCHN Emergency Log and Procedures

(What to do when Facilities Management staff is not available.)

POTENTIAL PROBLEM	INSTRUCTIONS	AFTERWARDS
<i>Tornado</i>	Follow safety procedure by calling Code Green: Tornado / Straight Line Winds Warning Procedure	Call for medical assistance if required. If there is building damage, report the damage to the Chief Financial Officer who will contact our insurance company.
<i>Heavy Snow Fall</i>	Follow HR procedure, BUILDING SHUTDOWN , in HR manual.	The Executive Director or his / her designee will communicate the decision to Managers and Directors who will notify staff of the shutdown.
<i>Ice Storm</i>	Follow HR procedure, BUILDING SHUTDOWN , in HR manual.	The Executive Director or his / her designee will communicate the decision to Managers and Directors who will notify staff of the shutdown.
<i>Power/Electric Failure</i>	Follow safety procedure by calling Code Black: Power Outage Procedure	Call Detroit Edison at 800-477-4747.
<i>Gas leak</i>	Exit the building immediately.	Call Consumer's Energy at 1 800-477-5050. Call Troy Fire and Police at 911.
<i>Water Failure or leak.</i> <i>Flood Internal</i>	Automatic alarm system will send notice to appropriate staff.	Call Allied Building Services at 313-230-0770.
<i>Epidemic</i>	Follow the OCHN Closed POD Protocol . A member of the Management Team will coordinate efforts with the Health Department to take the necessary steps to minimize risk to all individuals on the premises who may have come in contact with a communicable disease.	When the OCHN becomes aware to exposure of a serious environmental health threat or the potential of such a threat, immediately contact the Oakland County Public Health Department Emergency Preparedness Team at 248-858-1284. Back to Contents

OCHN 2018 Safety Policy and Procedures

	In the event that a serious health risk has been identified, a control center will be established at the OCHN that will communicate directly with representatives from the Health Department to determine appropriate precautions (i.e. isolation or quarantine) and procedures.	
<i>Automatic Door Openers Not Working</i>	Call Flying Locks Smiths (248) 216-1591.	
<i>Broken Window Repair</i>	Call Allied Building Service for emergency repair at: 313-793-5276. Tell them we are an existing customer and they should get someone out to repair immediately.	
<i>Fire Sprinkler Malfunction</i>	If the fire suppression sprinklers turn on by themselves for no apparent reason (no fire alarm, no fire in the building) go to the electrical room and shut off the main pipe line.	
<i>Security Alarm Failure (No Signal to the Monitoring Service)</i>	In this event the monitoring service will notify us that they are not receiving a signal. Call All Star Alarm at 517-404-1865 for repair.	
<i>Sewer Failure</i>	If we discover a backup of the sewer system, the Facilities Department. After regular business hours, call the Facility Manager at 248-975-4429 or the Facility Specialist at 248-303-2059.	Depending on the problem, the building may need to be evacuated while the situation is assessed. Back to Contents

OCHN 2018 Safety Policy and Procedures

	The Facilities staff will contact the City and have them check the sewer main to see if the backup is caused by something beyond our building service connection. If not, it is our problem and we call Oakland USA Plumbing at 586-731-3535	
<i>Communications / Phone Failure</i>	Make adjustments internally as needed (i.e. Switch to cell phone use etc.)	Contact Help Desk at help@oaklandchn.org or helpdesk number at 248-978-7475
<i>Information Systems Failure</i>	Contact the IS department/Help Desk. Phone: (248) 920-0312 Ext: 325 The Help Desk will follow IS procedures.	IS will take the lead in solving.
<i>Building Fire</i>	Follow safety procedure by calling Code Red: Fire During the event the fire department may want the alarm silenced. An authorized person must go to the room with the main fire panel, located on the first floor near the visitor entrance.	After the event is over the fire department will reset the fire alarms. If they do not, contact Facilities. If there is building damage, report the damage to the Chief Financial Officer who will contact our insurance company.
<i>Structural Damage</i>	Should structural damage occur by any of the following: plane or a vehicle crash, or roof collapse. Follow General Emergency Plan for evacuation.	If there is building damage, report the damage to the Chief Financial Officer who will contact our insurance company.
<i>Medical Emergency</i>	Follow safety procedure by calling Code Blue: Medical Emergency	Call 911 if emergency personnel are required. HR will inform emergency responders of the desired hospital to transport the person and contact the designated emergency contact.
Back to Contents		

OCHN 2018 Safety Policy and Procedures

<p>Roof Leak or Damage</p>	<p>Contain water leakage with wastebaskets under the leak and plastic liner or garbage bags on the floor.</p>	<p>Call Facility Manager at 248-975-4429 for emergency service.</p>
<p>HAZMAT Emergency External (Witnessed by staff)</p>	<p>Shut down outside air circulation of roof top units by going to electrical room on the 1st floor and find Main circuit breakers and switch to the “off” position.</p> <p>Enact Shelter in Place procedure RM 01.34.</p>	<p>Call the Police Department at 911.</p> <p>Facility Manager, cell phone 1 (248) 975-4429</p>
<p>Hostage Situation</p>	<p>Follow safety procedure by calling Code 100: Aggressive Intruder</p>	
<p>Bomb Threat</p>	<p>Follow safety procedure by calling Code Brown: Bomb Threat</p>	<p>Call the Police Department at 911.</p>
<p>Civil Disturbance</p>	<p>OCHN Administration will follow the event on the radio or television.</p> <p>Administration will also get in touch with local law enforcement to monitor the severity of the situation.</p>	<p>Follow Instructions of local authorities. Administration of the OCHN may recommend evacuation at an earlier time if the disturbance is nearby and seems to be a serious situation.</p>
<p>Hazmat-Bio Terrorism</p> <p><i>A deliberate attack using toxic gas, liquid or solid poison; or the deliberate release of germs or other biological substances that can make you sick. A biological attack may or may not be obvious.</i></p>	<p>Authorities give the instruction to Follow procedure Code 200: Partial Shutdown (Shelter in Place)</p> <p>Facilities will shut down outside air circulation.</p>	<p>Continue to monitor and follow Instructions of local authorities.</p> <p>Back to Contents</p>

OCHN 2018 Safety Policy and Procedures

OCHN Property Damage Procedure

Please adhere to the following if involved in an accident of any kind where damage to OCHN property or on OCHN property is concerned.

- a. If the accident involves your vehicle and another vehicle on OCHN property and no one is injured, please call the police immediately to report the accident and fill out a police report which will include the incident and damages.
- b. If the accident involves your vehicle and damages OCHN property and you are not injured, please notify Contract and Procurement Specialist immediately to assess the damage to OCHN property. Fill out an "Incident" report and give it to Human Resources for review and to gather the appropriate signature(s). A claim will be filed against your auto insurance to repair damages.
- c. If the damage to OCHN property was not the result of an auto accident, please report the accident to your manager immediately and notify Contract and Procurement Specialist.
- d. In all cases where OCHN property has been damaged Contract and Procurement Specialist will contact the appropriate vendor or the appropriate staff to determine the cost of repairs.

[Back to Contents](#)

4. EQUIPMENT LOCATIONS

Count of Fire Extinguishers and Fire Alarms

- 1st Floor:** 21- Fire Extinguishers
4- Fire Alarm (Pull Stations)
- 2nd Floor:** 7- Fire Extinguishers
2- Fire Alarm (Pull Stations)
- 3rd Floor:** 7- Fire Extinguishers
2- Fire Alarm (Pull Stations)
- 4th Floor:** 11- Fire Extinguishers
2- Fire Alarm (Pull Stations)
- 5th Floor:** 9- Fire Extinguishers
2- Fire Alarm (Pull Stations)

Location of First Aid Kits / Supplies

First Aid Supplies are located in the following:

- Room 541, 5th Floor: Large Mail Room
- First Aid Kit
- A.E.D.

- Room 437, 4th Floor : Copy/Coffee Room
- First Aid Kit
- A.E.D.

- Room 161, 1st Floor: Main Kitchen
- First Aid Kit
- Portable First Aid Bag

Location of Automated External Defibrillators (AED)

- 4th Floor : Copy / Coffee Room
- 5th Floor : Large Mail Room

[Back to Contents](#)

Automated External Defibrillator (AED)

Purpose:

To provide information regarding the use of an Automated External Defibrillator (AED) by trained OCHN team members.

Protocol:

- a. In the event of a medical emergency, a code Blue will be called using the overhead paging system (Support Staff or Management “Originators”) indicating the location and the need for an AED responder.
- b. A call will be made to 911 from an OCHN phone or 911 from a cell phone.
- c. AED’s are located on the 4th and 5th floors.
- d. A list of authorized AED users is posted by each AED. Approved users must be retrained every three years.
- e. All available AED users immediately report to the site of the emergency. Responders assure that the AED is brought to the emergency site. One AED responder goes to front entrance to direct emergency personnel.
- f. An AED responder identifies herself/himself as the lead and determines if the person’s condition indicates the use of an AED.
- g. Other responders will be involved as indicated.
- h. The primary AED user will complete necessary forms (Emergency Drill Form and MMRMA Incident Report) and forward to the Safety Committee Chairperson.
- i. The Safety Chairperson / Facilities Manager will assign a person the responsibility of checking the status of the AED batteries and Pads on a monthly basis.
- j. The assigned person will check the batteries and pads for dates and damage monthly and initials the sheets.

AED Maintenance Checklist

Once per month a designated OCHN staff person will run a test on both AED machines.

The staff will conduct the following procedure:

- a. Look into the glass on the top of the machine to see if there is a green light. The green light means there is power.
- b. Open the AED machine and do a diagnostic test to see if the machine is functioning properly. To do the test, press the small letter “I” on the pad. If the machine is functioning properly it will state “ready for use.”

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

- c. If the machine functioned properly, proceed by checking the dates on the battery and the pads. If they are up to date, complete testing and secure unit. If the pads or batteries are out of date, remove the unit until equipment can be up dated.
- d. The person who checked the machine will mark the date checked and initial the chart by the AED machine.

Trained AED-CPR Responders

The following individuals have successfully completed training in the use of Automated External Defibrillators, (AED's), for emergency care.

Name	Team	Extension
Mark Duiguid	Budget and Finance	4429
Pam Keesling	Office of the Deputy Executive Director	9558
Jerrie Lyons	Human Resources	1990
Chris Gray	Information Support	4684
Valarie Spaven	Reception/ Customer Services	4696
Francisco Gamboa	Service Network Team	1993
Laura Rawlings	Clinical Practice	0966
Sherry McKinney	ACCESS	6209
Glenda Witherspoon	Human Resources	2057
Andrea Fisher	Office of Recipient Rights	9180

Support Staff or Management "Originators" use the overhead paging system. A Code: Blue is called and all personnel trained to use the AED should respond to the location.

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

Emergency Injury and Illness Information

It is important to the individual and mandatory from the OCHN standpoint that all injuries, no matter how slight, get reported.

- a. In the event of an emergency, employees with appropriate training may administer first aid.
- b. First aid cabinets, maintained and stocked with basic care items are located in strategic locations throughout the building.
- c. In the event a serious injury or illness occurs and it is appropriate to do so, the person should be taken to:
 - Concentra Urgent Care - Pontiac (RCC)
[1915 N Perry St](#)
Pontiac, MI 48340
Phone: (248) 276-3999
Fax: (248) 276-3998
 - Concentra Urgent Care - Troy (Main Bldg.)
[627 E Maple Road Ste 200](#)
Troy, MI 48083
Phone: (248) 524-1912
Fax: (248) 524-3901
- d. If work related, Human Resources will contact OCHN's workman's compensation provider RTW Inc. to report the injury.
- e. In very serious situations, call 911 on OCHN phones and cell phones to contact emergency personnel.

Speak slowly, clearly and state the following:

- a. Your name
- b. Oakland Community Health Network
- c. 5505 Corporate Dr. Troy, MI 48098
- d. The nature of the emergency
- f. Office call back number (248) 858-1210
- g. Safety Coordinators will assure that all paperwork is completed and forwarded to the Safety Committee Chairperson.
- h. The Safety Committee Chairperson(s) will forward the information to the Human Resources Department.
- i. **In all events of serious injury or illness, certified AED responders will be contacted and respond to the injury or illness by calling a Code Blue and Location.**
- j. Safety Coordinators will document events on the appropriate forms.

[Back to Contents](#)

Emergency Medical Procedures (INTERNAL POSTING)

If situation appears life threatening:

DIAL 911

- a. Report the incident to 911 being as specific as possible.
- b. Page AED trained staff to the location.
- c. Place a staff person in the parking lot to escort emergency personnel to the location.
- d. Clear the location of staff and guest.
- e. Administer CPR/AED if required.

If situation does not appear life threatening

Administer First Aid if needed and arrange transport if necessary.

Work Related Injuries



Emergency medical and follow-up care is authorized at the following clinics:

Concentra Urgent Care - Pontiac (RCC)
[1915 N Perry St](#)
Pontiac, MI 48340
Phone: (248) 276-3999
Fax: (248) 276-3998

Concentra Urgent Care - Troy (Main Bldg.)
[627 E Maple Road Ste 200](#)
Troy, MI 48083
Phone: (248) 524-1912
Fax: (248) 524-3901

NO APPOINTMENT IS NEEDED

If the injury is severe and life threatening, arrange immediate transportation by ambulance to PassPort Hospital- Troy or the hospital of the injured employee's choice.

PassPort Hospital-Troy (3.0 miles away)
525 E. Big Beaver Rd Suite 150
Troy, MI
270-621-1234

Beaumont Hospital, Troy
44201 Dequindre Rd
Troy, MI
248-964-5000

[Back to Contents](#)

Building Safety Inspections

- a. The safety coordinators complete a building safety inspection of every zone in the building on a quarterly basis.
- b. The inspection results are recorded on a completed building safety inspection form.
- c. The completed form is turned into the Safety Committee Chairperson(s).
- d. Any items not meeting safety standards are noted and follow-up is completed by the Safety Committee Chairperson(s).
- e. The Safety Committee reviews building safety inspections at their quarterly meeting and assures that corrections have been made.
- f. The Safety Committee analyzes problem areas, documents any noted trends, and recommends action to be taken.
- g. An external building safety inspection is completed quarterly by the Safety Committee Chairperson(s) and a member of the Safety Committee.

[Back to Contents](#)

Actions for Vehicle Accident; Injury; Property Loss

WHAT TO DO IF...

The chart below is designed to assist in determining the correct action to take in the event of accident, injuries or loss of property involving employees, consumers or others.

Forward all forms to the Safety Committee Chairperson(s).

This Occurs	This
Vehicle accident while on OCHN business, whether driving OCHN vehicle or personal vehicle. No injuries (No passengers)	Notify local law enforcement agency Complete OCHN "In case of accident" form.
Vehicle accident while on OCHN business, whether driving OCHN vehicle or personal vehicle, if consumer or other party involved – No injuries.	Notify local law enforcement agency Complete OCHN "In Case of Accident" form. Complete OCHN Incident Report (IR) form (if consumer in vehicle)
Vehicle accident WITH INJURIES to OCHN employee while on OCHN business, whether driving OCHN or personal vehicle.	Notify local law enforcement agency Secure all necessary immediate medical attention. Notify the Human Resources who will complete the MMRMA Claim/Incident form and contact OCHN's workman's compensation provider RTW Inc. to report the injury.
Vehicle accident WITH INJURIES to consumer or passenger whether driving OCHN vehicle or personal vehicle.	Notify local law enforcement agency Secure all necessary immediate medical attention. Notify OCHN supervisor. Complete OCHN Incident Report (IR) form (if consumer involved.) Complete MMRMA Claim/Incident form.
Injury/medical emergency to employee while on OCHN business.	Secure appropriate immediate medical attention. Notify the Human Resources who will contact OCHN's workman's compensation provider RTW Inc. to report the injury.
Injury/medical emergency to consumer or public on OCHN property.	Secure all necessary immediate medical attention. Notify OCHN supervisor. Complete OCHN Incident Report (IR) form (if consumer involved). Complete MMRA Claim/Incident form.
Lost or stolen OCHN property	Notify OCHN supervisor. Complete MMRMA Claim/Incident form
Lost or stolen property belonging to employee, consumer or others Back to Contents	Notify OCHN supervisor Complete OCHN Incident Report (IR) form (if consumer involved). Complete MMRMA Claim/Incident form

OCHN 2018 Safety Policy and Procedures

Fire Safety and Fire Extinguishers

While proper procedure and training can minimize the chances of an accidental fire, you must still be prepared to deal with a fire emergency should it occur. This document teaches you the basics about fire extinguishers - proper types, how to use them, when and when not to use them as well as the proper procedures to follow should a fire occur. It is **not** a comprehensive guide; it contains guidelines for the use of fire extinguishers and is not intended to be a comprehensive reference.

If your clothing is on fire (and the floor is not), STOP, DROP and ROLL on the ground to extinguish the flames. If you are **within a few feet** of a safety shower or fire blanket, you can use these instead, but do not try to make it "just down the hall" if you are on fire. If one of your coworkers catches fire and runs down the hallway in panic, tackle them and extinguish their clothing.

Fire Triangle

To understand how fire extinguishers work, you need to understand a little about fire. Fire is a very rapid chemical reaction between oxygen and a combustible material, which results in the release of heat, light, flames, and smoke.

For fire to exist, the following four elements must be present at the same time:

- a. Enough **oxygen** to sustain combustion,
- b. Enough **heat** to raise the material to its ignition temperature,
- c. Some sort of **fuel** or combustible material, and
- d. The chemical reaction that is fire.



How a fire extinguisher works

Portable fire extinguishers apply an extinguishing agent that will either cool burning fuel, displace or remove oxygen, or stop the chemical reaction so a fire cannot continue to burn. When the handle of an extinguisher is compressed, agent is expelled out the nozzle. A fire extinguisher works much like a can of hair spray.

All portable fire extinguishers must be approved by a nationally recognized testing laboratory to verify compliance with applicable standards [[29 CFR 1910.157\(c\)\(2\)](#)]. Equipment that passes the laboratory's tests are labeled and given an alpha-numeric classification based on the type and size of fire it will extinguish.

Let's take a look at the label pictured. The classification is:

1-A:10-BC

The letters (A, B, and C) represent the [type\(s\) of fire](#) for which the extinguisher has been approved.

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

The number in front of the A rating indicates how much water the extinguisher is equal to and represents 1.25 gallons of water for every unit of one. For example, a 4-A rated extinguisher would be equal to five (4 x 1.25) gallons of water.





The number in rating area in square B fire that a user should be extinguish. above example, user should be a flammable is as large as feet.



front of the B represents the feet of a class non-expert able to Using the a non-expert able to put out liquid fire that 10 square

Types of fire extinguishers

Different types of fire extinguishers are designed to fight different types of fire. The three most common types of fire extinguishers are: air pressurized water, CO₂ (carbon dioxide), and dry chemical. The following table provides information regarding the type of fire and which fire extinguisher should be used.

Extinguisher Type	Type of Fire
 <u>Water</u>	<p>Ordinary Combustibles</p> <p>Fires in paper, cloth, wood, rubber, and many plastics require a water type extinguisher labeled A.</p> <div style="text-align: center;">  </div>
	<p>Flammable Liquids</p> <p>Fires in oils, gasoline, some paints, lacquers, grease, solvents, and other flammable liquids require an extinguisher labeled B.</p>



[CO₂](#)



OR

[Back to Contents](#)

Electrical Equipment

Fires in wiring, fuse boxes, energized electrical equipment, computers, and other electrical sources require an extinguisher labeled C.



[Dry Chemical](#)



Ordinary Combustibles, Flammable Liquids, or Electrical Equipment

Multi-purpose dry chemical is suitable for use on class A, B, and C.



[Multi-Purpose](#)



Metals

Class D

Fires involving powders, flakes or shavings of combustible metals such as magnesium, titanium, potassium, and sodium require special extinguishers labeled D.

Kitchen Fires

Fires involving combustible cooking fluids such as oils and fats.

[Class K](#)

Note: Your present fire extinguishing equipment may not put out a fire involving vegetable oil in your deep fat fryer.



[Back to Contents](#)

Water - Air-pressurized water extinguishers (APW)



Water is one of the most commonly used extinguishing agents for type A fires. You can recognize an APW by its large silver container. They are filled about two-thirds of the way with ordinary water, then pressurized with air. In some cases, detergents are added to the water to produce a foam. They stand about two to three feet tall and weigh approximately 25 pounds when full.

APWs extinguish fire by cooling the surface of the fuel to remove the "heat" element of the fire triangle.

APWs are designed for Class A (wood, paper, cloth, rubber, and certain plastics) fires only.



Important:

- a. **Never use water to extinguish flammable liquid fires.** Water is extremely ineffective at extinguishing this type of fire and may make matters worse by the spreading the fire.
- b. **Never use water to extinguish an electrical fire.** Water is a good conductor and may lead to electrocution if used to extinguish an electrical fire. Electrical equipment must be unplugged and/or de-energized before using a water extinguisher on an electrical fire.

CO₂ or Dry Chemical - Carbon dioxide extinguishers

[Back to Contents](#)



This type of extinguisher is filled with Carbon Dioxide (CO₂), a non-flammable gas under extreme pressure. These extinguishers put out fires by displacing oxygen, or taking away the oxygen element of the fire triangle. Because of its high pressure, when you use this extinguisher pieces of dry ice shoot from the horn, which also has a cooling effect on the fire.

You can recognize this type of extinguisher by its hard horn and absent pressure gauge.

CO₂ cylinders are red and range in size from five to 100 pounds or larger.

CO₂ extinguishers are designed for Class B and C (flammable liquid and electrical) fires only.



Important:

- a. CO₂ is not recommended for Class A fires because they may continue to smolder and re-ignite after the CO₂ dissipates.
- b. Never use CO₂ extinguishers in a confined space while people are present without proper respiratory protection.

Locations:

Carbon dioxide extinguishers will frequently be found in industrial vehicles, mechanical rooms, offices, computer labs, and flammable liquid storage areas.

Multi-purpose - Dry chemical extinguishers

OCHN 2018 Safety Policy and Procedures



Dry chemical extinguishers put out fires by coating the fuel with a thin layer of fire retardant powder, separating the fuel from the oxygen. The powder also works to interrupt the chemical reaction, which makes these extinguishers extremely effective.

Dry chemical extinguishers are usually rated for class B and C fires and may be marked multiple purpose for use in A, B, and C fires. They contain an extinguishing agent and use a compressed, non-flammable gas as a propellant.

ABC fire extinguishers are red in color, and range in size from five pounds to 20 pounds.

Dry Chemical extinguishers will have a label indicating they may be used on class A, B, and/or C fires.

[Back to Contents](#)



Locations:

These extinguishers will be found in a variety of locations including: public hallways, laboratories, mechanical rooms, break rooms, chemical storage areas, offices, commercial vehicles, and other areas with flammable liquids.

Class K - Dry and wet chemical extinguishers for kitchen fires

OCHN 2018 Safety Policy and Procedures



Due to the higher heating rates of vegetable oils in commercial cooking appliances [NFPA 10](#), *Portable Fire Extinguishers*, now includes a Class K rating for kitchen fires extinguishers which are now required to be installed in all applicable restaurant kitchens. Once a fire starts in a deep fryer, it cannot always be extinguished by traditional range hoods or Class B extinguishers.

- Do not attempt to use a Class A extinguisher containing water or CO₂ on a deep fat fryer fire. An explosive type reaction may result.
- Place a placard near the Class K fire extinguisher which states: "In case of appliance fire, use this extinguisher only after the fixed fire suppression system has been actuated". Class K fire extinguishers are only intended to be used after the activation of a built-in hood suppression system. If no commercial cooking system hood and fire suppression system exists, Class K extinguishers are not required.
- Extinguishing agents in many Class K extinguishers are electrically conductive and should only be used after electrical power to the kitchen appliance has been shut off. Class K extinguishers use a variety of agents. Potassium bicarbonate is used in some Class K dry chemical extinguishers, and there are also Class K wet chemical extinguishers which spray a fine mist.
- Travel distance to a Class K extinguisher shall not exceed 30 feet.
- Install a 2-A water-type extinguisher or 6L wet chemical fire extinguisher for solid fuel cooking appliances with fire boxes.
- Inspect, test and maintain Class K fire extinguishers yearly.

[Back to Contents](#)



Locations:

These extinguishers will be found in commercial cooking operations such as restaurants, cafeterias, and other locations where food would be served.

Using a fire extinguisher

The following steps should be followed when responding to incipient stage fire:

OCHN 2018 Safety Policy and Procedures

- Sound the fire alarm and call the fire department, if appropriate.
- **Identify a safe evacuation path before approaching the fire. Do not allow the fire, heat, or smoke to come between you and your evacuation path.**
- Select the appropriate type of fire extinguisher.
- Discharge the extinguisher within its effective range using the P.A.S.S. technique (pull, aim, squeeze, sweep).
- Back away from an extinguished fire in case it flames up again.
- Evacuate immediately if the extinguisher is empty and the fire is not out.
- Evacuate immediately if the fire progresses beyond the incipient stage.

Most fire extinguishers operate using the following P.A.S.S. technique:

1. PULL... Pull the pin. This will also break the tamper seal.

2. AIM... Aim low, pointing the extinguisher nozzle (or its horn or hose) at the base of the fire.

Note: Do not touch the plastic discharge horn on CO2 extinguishers, it gets very cold and may damage skin.

3. SQUEEZE... Squeeze the handle to release the extinguishing agent.

4. SWEEP... Sweep from side to side at the base of the fire until it appears to be out. Watch the area. If the fire re-ignites, repeat steps 2 - 4.

If you have the slightest doubt about your ability to fight a fire....EVACUATE IMMEDIATELY!

[Back to Contents](#)



Is the extinguisher readily accessible in the event of a fire?

To avoid putting workers in danger, fire extinguishers should be located throughout the workplace and readily accessible in the event of a fire [29 CFR 1910.157(c)]. You can usually find them in hallways, laundry rooms, meeting rooms, kitchens, mechanical/electrical rooms, and near exit doors.

Selection and placement

If employees use portable fire extinguishers, they must be selected and positioned based on the potential type and size of fire that can occur [29 CFR 1910.157(d)(1)]. The following guidelines will help you identify the number and types of portable fire extinguishers you should have.

OCHN 2018 Safety Policy and Procedures

Type of Fire Size and Spacing

Class A The National Fire Protection Association (NFPA) recommends that locations such as offices, classrooms, and assembly halls that contain mainly Class A combustible materials have one 2-A extinguisher for every 3,000 square feet. [Standard for Portable Fire Extinguishers (*NFPA 10/2007*), Table 6.2.1.1, Fire Extinguisher Size and Placement for Class A Hazards)].

OSHA requires that all employees have access to an extinguisher within 75 feet travel-distance [[29 CFR 1910.157\(d\)\(2\)](#)].

Note: Uniformly spaced standpipe systems or hose stations connected to a sprinkler system for emergency use can be used instead of Class A portable fire extinguishers, if they meet the respective requirements of [[29 CFR 1910.158](#)] or [[29 CFR 1910.159](#)], provide total coverage of the area to be protected, and employees are trained at least annually in their use [[29 CFR 1910.157\(d\)\(3\)](#)].

Class B Locations that contain Class B flammables, such as workshops, storage areas, research operations, garages, warehouses, or service and manufacturing areas requires that all employees have access to an extinguisher within 50 feet travel-distance [[29 CFR 1910.157\(d\)\(4\)](#)].

Hazard	Extinguisher	Spacing
Light (Low) - Small amounts of flammable liquids used for copy machines, art departments, etc., that are stored safely and kept in closed containers.	5-B	30'
	10-B	50'
Ordinary (Moderate) - The total amount of flammable liquids are present in greater amounts than expected under low-hazard locations. This can include garages, workshops, or support service areas.	10-B	30'
	20-B	50'
Extra (High) - Locations where flammable liquids are present and used in large quantities. This includes areas used for storage, production, woodworking (finishing), vehicle repair, aircraft and boat servicing, or where painting, dipping, and coating, operations are performed with flammable liquids.	40-B	30'
	80-B	50'

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

(Adapted from Standard for Portable Fire Extinguishers, NFPA 10 (2007), Table 6.3.1.1, *Fire Extinguisher Size and Placement for Class B Hazards*)

- Class C** Class C extinguishers are required where energized electrical equipment is used. The extinguisher size and spacing is based on its Class A or B hazard [29 CFR 1910.157(d)(5)].
- Class D** Locations where combustible metal powders, flakes, shavings, or similarly sized materials are generated at least once every two weeks must install Class D portable fire extinguishers not more than 75 feet from the hazard [29 CFR 1910.157(d)(6)].
- Class K** Locations where potential fire hazards from combustible cooking media (vegetable or animal oils and fats) exist must install Class K extinguishers at a maximum travel distance of 30 feet. [NFPA 10. See Section 6.6, *Installations for Class K Hazards*].

For more information on types of extinguishers, see Extinguisher Basics.

Installation

To prevent fire extinguishers from being moved or damaged, they should be mounted on brackets or in wall cabinets with the carrying handle placed 3-1/2 to 5 feet above the floor. Larger fire extinguishers need to be mounted at lower heights with the carrying handle about 3 feet from the floor.

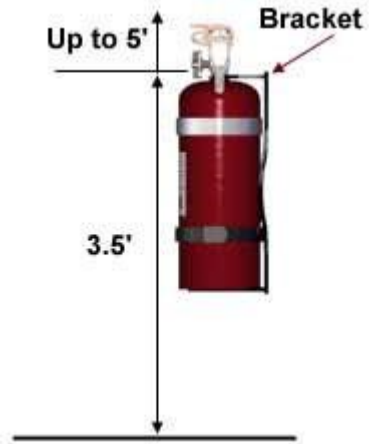
Before installing any portable fire extinguisher, check the label to be sure it is approved by a nationally recognized testing laboratory [29 CFR 1910.157(c)(2)].

[Back to Contents](#)

Prohibited fire extinguishers

OCHN 2018 Safety Policy and Procedures

The following types of portable fire extinguishers are considered dangerous and should not be used:



1. Any extinguisher having a shell construction of copper or brass joined by soft solder and/or rivets;
2. Any extinguisher that must be turned upside down to rupture a cartridge or to start an uncontrollable pressure generating chemical reaction to expel the agent [29 CFR 1910.157(c)(5)]. This includes:
 - Soda acid
 - Foam
 - Water-cartridge
 - Loaded stream cartridge
3. Extinguishers that use chlorobromomethane (Halon 1011) or carbon tetrachloride as an extinguishing agent. These agents are toxic and carbon tetrachloride may cause cancer and can produce phosgene gas (used as a chemical weapon during World War I) when used on electrical fires [29 CFR 1910.157(c)(3)].

[Back to Contents](#)

OCHN 2018 Safety Policy and Procedures

Is the extinguisher fully charged and working properly?

Regular maintenance and inspections of your portable fire extinguishers will provide assurance that they will operate effectively and safely if they are needed [29 CFR 1910.157(c)(4)].

Inspect all extinguishers at least once a month. Use the following checklist as a guide.

1. Is each extinguisher in its designated place, clearly visible, and not blocked by equipment, coats or other objects that could interfere with access during an emergency?
2. Is the nameplate with operating instructions legible and facing outward?
3. Is the pressure gauge showing that the extinguisher is fully charged (the needle should be in the green zone)?
4. Is the pin and tamper seal intact?
5. Is the extinguisher in good condition and showing no signs of physical damage, corrosion, or leakage?
6. Have all dry powder extinguishers been gently rocked top to bottom to make sure the powder is not packing?



NOTE:

If you did not answer yes to all of these questions, have the extinguisher fixed or replaced immediately!

[Back to Contents](#)

Information obtained from:

<http://www.ilpi.com/safety/extinguishers.html#Disclaimer>

http://www.osha.gov/SLTC/etools/evacuation/portable_about.html