

Disaster Strikes—Now What?

**Conversations of Awareness and
Appropriate Action**



Introductions

- Instructor
- Introduction of Guests and Staff
 - Host Organization or Facility
 - Introduction of Host Representatives
- Registration Documents
- Course Policies and Student Expectations
 - Breaks & Restroom Locations
 - Smoking Areas
 - Fire Exits



Intentions

- Raise levels of awareness through discussion
- Any discomfort is not intended
- Advocacy to seek out professional advice or consultation
- Advocacy of proactive interventions and preparedness
- Advocacy of training and exercises



What do you expect?

- What are your assumptions?
 - Weather related
 - Fire or explosion
 - Violence
- Do you understand the scope of a plan?
- Have you had a discussion with your local authorities?
- Do you understand local capability?
- Are your expectations real?
 - Responders
 - Staff
 - Clients

Management Awareness...Our Focus





Our Focus

- Emergency Response
 - The first and immediate response
 - Contain or mitigate the effects of a disastrous event to prevent any further loss of life and/or property
 - Restore order
 - Begin reconstruction and rehabilitation shortly after the incident

Our Focus

□ **Recovery**

- The process, policies and procedures related to preparing for recovery or continuation of technology infrastructure critical to an organization

□ **Business Continuity**

- Involves planning to keep all aspects of a business functioning in the midst of disruptive events; disaster recovery focuses on the systems or facilities that support business functions





Definitions and Terms

□ **Disaster**

- A sudden event, such as an accident or natural catastrophe, that causes great damage or loss of life

□ **Emergency**

- A serious, unexpected, and often dangerous situation requiring immediate action



Definitions and Terms

□ **Emergency**

- Any unplanned event that can cause deaths or significant injuries to employees, customers or the public
- Any event that can shut down your business, disrupt operations, cause physical or environmental damage, or threaten the facility's financial standing or public image



Definitions and Terms

□ **Business Continuity**

- The activity performed by an organization to ensure that critical business functions will be available to customers, suppliers, regulators, and other entities that must have access to those functions



Emergency Action Plans Review

- It is important that facilities have a comprehensive written plan with procedures to be followed when an internal or external emergency or disaster occurs.
- The plan should be rehearsed periodically.

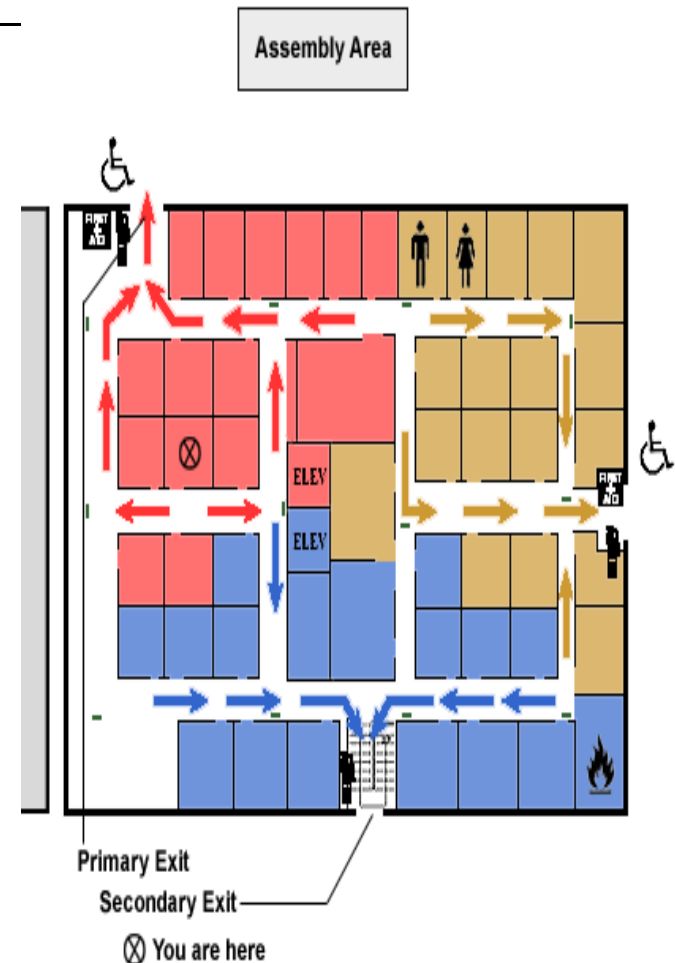


Emergency Action Plans Review

- Emergency situations should be addressed
 - Fire and explosion
 - Severe weather situations
 - Utility failure
 - Hazardous materials and radiological emergency
 - Acts of terrorism or civic unrest
 - Any other emergency that may directly impact the facilities

Emergency Action Plans Review

- Describes actions that must be taken to ensure employee safety in emergencies
- Includes floor plans or maps which show emergency escape routes
- Tells employees what actions to take in emergency situations
- Covers reasonably expected emergencies, such as fires, explosions, toxic chemical releases, hurricanes, tornadoes, blizzards, and floods





Emergency Action Plans Review

- ❑ Clearly defined objectives and purpose.
- ❑ Be simple in scope.
- ❑ Be specific.
- ❑ Measurable objective. Does it work?
- ❑ Congruent with overall philosophy of facility.
- ❑ Avoid variations. Consistency works best.



Emergency Action Plans Review

- Actions based on the event
 - Identify the event(s)
 - Initiate action based on event
 - Pre-plan scenarios



Emergency Action Plans Review

- Who does what?
 - Based on the expertise of staff person
 - Facility guidelines of hierarchy
 - Coordinator of information and tasks
 - Everyone has some responsibilities



Events That Require Evacuations

- Fire
- Floods
- Power or utilities outages
- Building Collapse
- Intruder / Hostage
- Explosive devices
- Environmental issues



Events that Require Shelter-In-Place

- Weather
 - Hurricane
 - Floods
 - Tornado
 - Blizzard

- Hazardous Materials Incidents

- Intruders and Violence

Events That Require Response

- Medical Emergencies
- Plant or Facilities Issues
 - Broken Pipes
 - Faulty Equipment
 - Others
- Staff Issues
- Client Issues





Business Continuity & Preparedness

- **Business Emergency Plan Review**
 - Natural and Man-Made Disasters that could Impact our Business
 - Emergency Planning Team
 - Coordinate with Others
 - Critical Operations



Business Continuity & Preparedness

□ Suppliers And Contractors

Company Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____

E-mail: _____

Contact Name: _____

Account Number: _____

Materials / Service Provided _____



Business Continuity & Preparedness

□ Evacuation

- Natural and man-made disasters could impact our business.
- We have developed these plans in collaboration with neighboring businesses and building owners to avoid confusion or gridlock.
- We have located, copied, and posted building and site maps.
- Exits are clearly marked.
- We will practice evacuation procedures ??? times a year

Business Continuity & Preparedness

- ❑ Shelter-in-place
- ❑ Communication
- ❑ Cyber security
- ❑ Records back up
- ❑ Employee Contact Info



Business Continuity & Preparedness

- Insurance Discussion Form
 - Agent?
 - Policy Type?
 - Policy Limits?
 - Deductibles?
 - Flood Insurance?
 - Business Continuity Insurance?
 - Key Personnel Insurance?





Business Continuity Overview

- Business Continuity and Disaster Preparedness Plan (A Review)
 - Refer to the handout
 - Plan To Stay In Business
 - If this location is not accessible, what location will we operate from?
 - Who is our primary crisis manager and company spokesperson in an emergency?

Business Continuity Overview

- If the person “in-charge” is unable to manage the crisis, who will succeed in management?
 - Three persons deep?
 - All on the same page?
 - Capability?

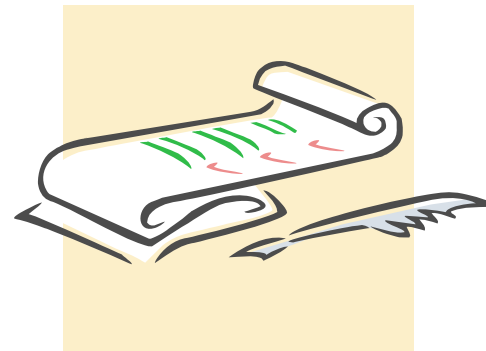


Business Continuity Overview

□ **Our Critical Operations**

- A prioritized list of our critical operations, staff, and the procedures we need to recover from a disaster is critical.

- What is on the list?
- Why is it on the list?



Business Continuity Overview

- ❑ **Cyber Security**
- ❑ **Records Back-up**
- ❑ **Employee Emergency Contact Information**





Scenario Based Discussions

- ❑ Per scenario, we will review all slides to move discussion.
- ❑ Base your conversations on reality.
- ❑ Do not compromise any information that needs to remain confidential.
- ❑ We will discuss similarities and new awareness or affirmation of current operational information.

Fire With Evacuation Scenario

- Tuesday at 10:45 AM
- Preparations for lunch underway
 - Smoke detectors begin to alert
 - Smoke and flames from kitchen
 - Screams for help are heard
- You look and confirm smoke in the building





Fire With Evacuation Scenario

- ❑ Detectors and alarms are alerting.
- ❑ Clients are confused.
- ❑ Staff are running and yelling.
- ❑ In the kitchen a staff member has severely burned arms, face and hands...she has collapsed just outside the kitchen.
- ❑ A frail client has just fallen and has been stepped on by a fleeing staff member.



Fire With Evacuation Scenario

- Per your plan what do you do?
- What do you expect to happen?
 - Anyone fighting the fire?
 - Accountability?
 - Medical aid to the injured?
- How long before professional help arrives?
- Are your expectations real? How do you know?

Fire With Evacuation Scenario



Fire With Evacuation Scenario



Fire With Evacuation Scenario





Fire With Evacuation Scenario

□ TIME PASSES

- The fire has been extinguished...injured have been transported...
- 50% of your facility was severely damaged
- Water damage over 75%
- Smoke damage 100%
- Now what?
- Discuss your next steps

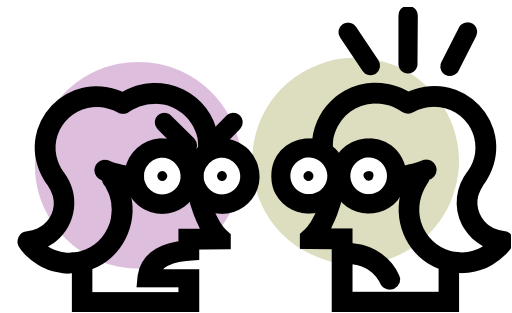


Fire With Evacuation Discussion

- Assess the damage
 - What will it look, smell, and taste like?
 - How long will it take to repair?
 - Is there the potential for litigation?
- Reactions and performance discussion
- Insurance and liability discussion
- Counseling /emotional concerns

Fire With Evacuation Discussion

- Facility / Plant Damage
 - Business Continuity
 - Facility Restoration
- Business Interruption
- Employee Replacement
 - Key Staff and Others
- Interface with Emergency Responders
- Interface with Regulatory Agencies



Fire With Evacuation Discussion

- Interface with:
 - Insurance Adjusters
 - Contractors
 - Regulatory Agencies
 - Family Members
 - Building Officials
 - The Press
 - Neighbors





Discussion Questions

- Insurance
 - Limits
 - Proof of loss...how do you know what you had?
 - Liability and umbrella policies
- Contractors
 - Who and what kind?
 - Qualifications and expertise



Discussion Questions

- Regulatory Agencies
 - Incident reports and follow up
 - OSHA...8 hour window to report with death or 3 hospitalized
 - EPA or DEP...any on-site issues?
 - Labor and Industry...Workers Comp or plant operations
 - Local Government
 - Zoning
 - Building Codes



Scenario Based Discussions

□ Questions

- Describe the scene from a “rooftop” perspective
 - What is happening during the incident
- You are standing in front of the building...
dripping water...steam floating off the charred
remains
 - Your thoughts
- The phone has just rung...snapping you back to
reality...now what?



Workplace Violence Scenario

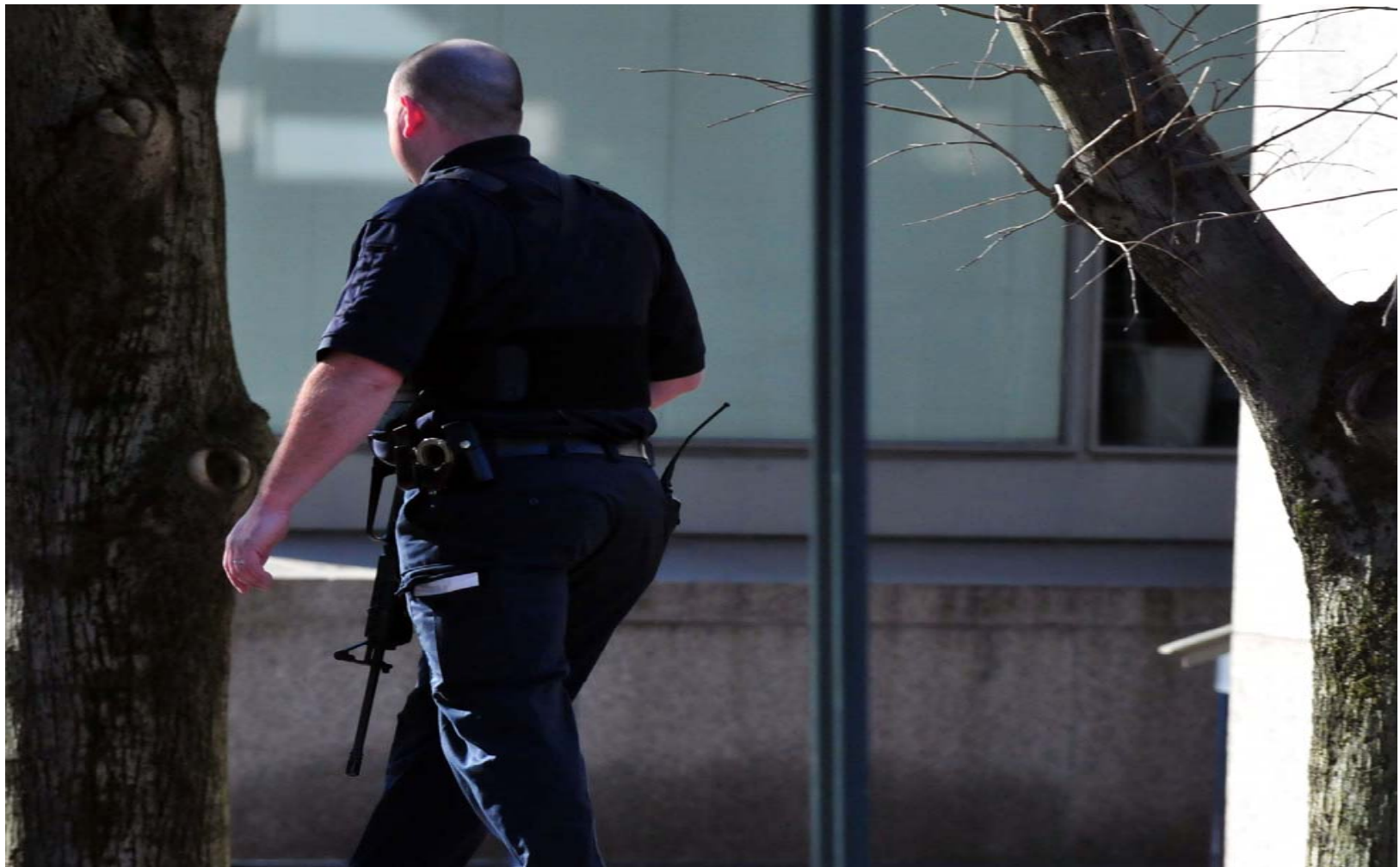
- Thursday at 9:45 AM
- Clients involved with daily activities
 - Son of a client appears angry as he shouts for service
 - Kicks open the door to the office
 - Assaults two staff members who confront him
 - Screams for help are heard
- You look up and confirm intruder in the building
- What do you expect to happen?



Workplace Violence Scenario

- ❑ Staff members are screaming for help
- ❑ Clients are confused
- ❑ Staff are running and yelling
- ❑ The intruder has assaulted two staff members
 - One is bleeding from the mouth and nose...teeth are missing
 - The other has been thrown down and has a protruding bone from her arm
- ❑ Staff are beginning to run...as he moves down the hall, one of your clients is in his way...he throws the client to the floor...the client's neck is broken

Workplace Violence Scenario





Workplace Violence Scenario

- ❑ Per your plan what do you do?
- ❑ What do you expect to happen?
- ❑ Are your expectations real? How do you know?
 - **TIME PASSES**
- ❑ The police have subdued the violent intruder...injured have been transported...
- ❑ Now What?
- ❑ Discuss your next steps.

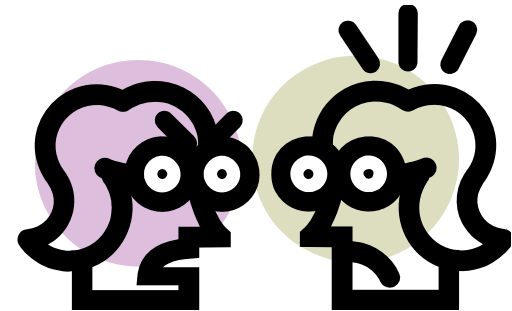


Workplace Violence Scenario

- Assess the damage
 - What will it look like?
 - Blood and fluids...broken glass and furniture...
how do you clean up? Replace?
 - Is your facility a crime scene?
 - Is there the potential for litigation?
- Reactions and performance discussion
- Insurance and liability discussion
- Counseling /emotional concerns

Workplace Violence Scenario

- Facility / Plant Damage
 - Business Continuity
 - Facility Restoration
- Business Interruption
- Employee Replacement
 - Key Staff and Others
- Interface with Law Enforcement and Emergency Responders
- Interface with Regulatory Agencies



Workplace Violence Scenario

- Interface with:
 - Law Enforcement
 - Insurance Adjusters
 - Contractors
 - Regulatory Agencies
 - Family Members
 - Building Officials
 - The Press
 - Neighbors



Discussion Questions

- Crime Scene
 - Crime Scene Preservation and Evidence Collection
 - Interviews
 - Security discussions





Discussion Questions

- Insurance
 - Limits
 - Worker's Comp
 - Liability and Umbrella Policies
- Contractors
 - Who and What Kind?
 - Qualifications and Expertise



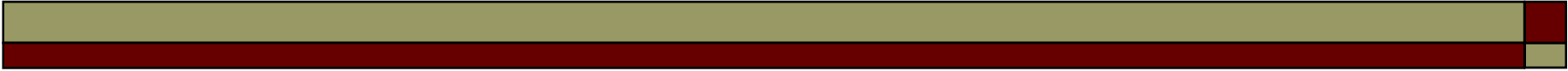
Discussion Questions

- Regulatory Agencies
 - District Attorney and Law Enforcement
 - Incident Reports and Follow Up
 - OSHA...8 hour window with death or 3 hospitalized
 - EPA or DEP...any on-site issues?
 - Labor and Industry...Workers Comp or Plant Operations
 - Local Government
 - Zoning
 - Building Codes



Scenario Based Discussions

- Consider in your discussion...
 - Describe the scene from a “rooftop” perspective
 - What is happening during the incident?
 - You are standing in front of the location where your client expired
 - Your thoughts?
 - The phone has just rung...snapping you back to reality...now what?



Medical Emergency Scenario (Staff Member)

- Monday at 11:45 AM
- Clients are involved in lunch time activities
 - A staff members collapses wheeling a client to lunch
 - As she falls the client in the chair falls to floor and is cut by a sharp corner...the client is taking blood thinner medication is bleeding profusely
 - Shouts for help are heard...clients and staff move towards the confusion
 - Multiple exposures to the blood
 - The staff member is unresponsive and not breathing
- What do you expect to happen?



Medical Emergency Scenario

- Staff Members are calling for help
- Clients are trying to see what happened
- Blood is spreading across the floor...attempts to stop the bleeding have failed
- The Client
 - Air way seems clear but breathing is shallow
 - Uncontrolled bleeding continues
- The Staff Member
 - Unresponsive no pulse or respirations
- Clients have stepped in the blood and are tracking blood throughout the area

Medical Emergency Scenario





Medical Emergency Scenario

- ❑ Per your plan, what do you do?
- ❑ What do you expect to happen?
- ❑ Are your expectations real? How do you know?
 - **TIME PASSES**
- ❑ All have been transported via EMS...
- ❑ Now what?
- ❑ Discuss your next steps.

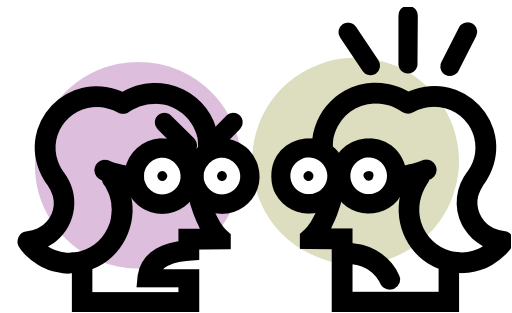


Medical Emergency Scenario

- Assess the Damage
 - What will it look like?
 - Blood and fluids...how do you clean up?
Replace items...?
 - Is there the potential for litigation?
 - What if the client or staff member dies?
- Reactions and Performance Discussion
- Insurance and Liability Discussion
- Counseling /Emotional Concerns

Medical Emergency Scenario

- Facility / Plant Damage
 - Business Continuity
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Medical Emergency Scenario

- Interface with:
 - Law Enforcement and Responders
 - Insurance Adjusters
 - Contractors
 - Regulatory Agencies
 - Family Members
 - The Press
 - Neighbors





Reflections on Readiness

- How do you handle any situation?
- Proactive versus reactive...is there value?
- Is denial a good strategy?
- If you fail to plan...plan to fail.

Reflections on Readiness

- Policies and Procedures
- Training
- Performance Expectations and Capabilities
- Outside Resources and Relationships
 - Attorney
 - Accountant
 - Insurance Agent
 - Emergency Responders
 - Other





Reflections for Successful Outcomes

- Work as a team...Really!
- Reach out to other facilities for information sharing.
- Reach out to Federal resources.
 - OSHA
- Reach out to Commonwealth resources.
 - Department of Human Services
 - L&I ... Penn Safe
 - DCED
- Remember ...issues and actions impact all!



Reflections for Successful Outcomes

- ❑ “Wellness” follow-up for all.
- ❑ Focus on outside projects or events to promote positive interaction.
- ❑ CARE for each other...show your concern and act on apparent issues.
- ❑ Remember you are a human being...no more.
Forgive and forget as needed to move forward.
- ❑ Reward success and celebrate desired outcomes.



Reflections for Successful Outcomes

- Follow the steps in your planning guide.
- Take each scenario and revisit the steps...
 - Stop and assess readiness for each action
 - Verify information
 - Know staff capabilities
 - Train for outcomes
- Breathe... and deal with each concern in a prioritized deliberate manner.



Course Summary and Evaluation

- Comments
- Q & A