EMERGENCY MANAGEMENT AND BUSINESS CONTINUITY PLAN

PURPOSE: To ensure all Care Staffing Professionals employees, managers and supervisors are knowledgeable of the plan to operate in the event of business interruption due to natural or manmade disaster.

Emergencies, disasters, accidents and injuries can occur at any time and without warning. Being prepared physically and mentally to handle emergencies is an individual as well as an organizational responsibility.

This plan has been developed to protect staff and visitors and to restore the critical business functions of Care Staffing Professionals.

SCOPE: This policy applies to all Care Staffing Professionals employees and business continuity team members.

POLICY STATEMENT: The Plan will be distributed to members of the business continuity team and management. A master copy of the document should be maintained by the business continuity team leader. Printed copies of the business continuity plan shall be printed and made available within the room designated as the emergency operations center (EOC). Multiple copies should be stored within the EOC to ensure that team members can quickly review roles, responsibilities, tasks, and reference information when the team is activated.

Business Continuity Plan Priorities

Care Staffing Professionals' priorities in any emergency are:

- The safety and well being of Care Staffing Professionals employees and clients.
- Securing and restoration of the building and equipment.
- Recovery to quickly resume services to Care Staffing Professionals' clients, patients, and the healthcare community at large.
- coordinate and deploy mutual aid resources as necessary and in accordance with State and local mandates.

To ensure that Care Staffing Professionals continues its mission after a disaster strikes, this plan integrates business continuity planning principles. Even if the Care Staffing Professionals facility is unharmed by an event and all Care Staffing Professionals employees are unharmed and accounted for, Care Staffing Professionals employees possess critical skills, training, and education necessary for the recovery of the community at large. A majority of Care Staffing Professionals employees possess formal education, licensing, and certifications in nursing or emergency management and will be likely called upon by local, state, and federal governmental organizations to provide assistance following a disaster.

Role and Responsibilities

All Care Staffing Professionals employees and its contract healthcare organizations will have various roles and responsibilities throughout an emergency. Therefore, it is critical Care Staffing Professionals employees understand how local command structures are established to support response and recovery efforts and maintain a significant amount of flexibility to expand and/or contract as the situation evolves. Typical duties of Care Staffing Professionals personnel may also change depending on the severity and size of the incident(s) and the availability of local resources. Because of this, it is also important to develop and maintain depth within the command structure and response organizations.

Several members of the Care Staffing Professionals Executive Leadership have received formal training and education in Homeland Security / Emergency Management and how to interface with local, state, and federal emergency management functions in accordance with SEMS and NIMS.

Care Staffing Professionals headquarters is located in San Bernardino County. During an emergency, San Bernardino County has the responsibility to manage and coordinate the overall emergency response and recovery activities. The Office of Emergency Services along with each County Department is responsible for ensuring critical staff are identified and trained at a level enabling effective execution of existing response policies, plans, and procedures.

Objectives

The objective of the Emergency Preparedness and Business Continuity Plan is to minimize the critical decisions to be made in a time of crisis, to coordinate and elevate staffing services to contract facilities effected by disaster, and to facilitate the timely recovery of Care Staffing Professionals core business functions.

Critical Business Functions

Care Staffing Professionals' mission is to play a pivotal role in ensuring the well-being of patients and their safety. After a disaster, Care Staffing Professionals' mission shifts to, not only playing a pivotal role in ensuring the well-being of patients and their safety, but to include supporting our clients and the community's recovery efforts.

Care Staffing Professionals works throughout the year to be identified by clients as a partner for managing staff shortages. By nature of the work performed by Care Staffing Professionals healthcare and clerical professionals, our organization is at the center of responding to life threatening emergencies and Care Staffing Professionals works closely with our clients and other first responders to achieve optimal healthcare outcomes.

Care Staffing Professionals is an active participant in the emergency planning process. In addition, Care Staffing Professionals leadership works with local, state and Federal agencies through opportunities such as public hearings, and works to gain knowledge of various governmental recovery programs available to business, such as financial assistance programs.

After an event, Care Staffing Professionals shifts its focus on assisting its clients and community with their recovery efforts. As previously stated, Care Staffing Professionals strives to be a resource entity to its clients, as well as assist in securing national and international assistance for community recovery efforts.

Needed for critical functions:

- Office space;
- Communication systems such as phone and internet service;
- Laptop computers with basic business software;
- Vital data and files such as contact lists;
- and recovery program information

Declaration of Emergency

In the event that an emergency situation or disaster occurs, the employee first aware of the situation is responsible for contacting Care Staffing Professionals Chief Executive Officer as soon as reasonably safe.

The Chief Executive Officer is responsible for the decision to close Care Staffing Professionals' office and determining whether employees will report to work. Healthcare professionals may be required to report to healthcare facilities, even if Care Staffing Professionals office is close for all other employees.

The Chief Executive Officer will arrange for a location that Care Staffing Professionals can operate from if an event prevents the building from being used.

The Chief Executive Officer shall delegate responsibility for emergency decisions in the event of his/her absence.

If an emergency occurs due to fire, flood, hurricane, tornado, bomb threat, or any life-threatening emergency, any employee is authorized to evacuate the building in the Chief Executive Officer's absence.

Continuity of Management

President / CEO
In the event of an emergency requiring Care Staffing Professionals Chief Executive Officer succession, the senior staff member in consultation with Care Staffing Professionals' Board will manage the day to day operations in accordance with the Care Staffing Professionals Code of Business Ethics and policies.

Board of Directors
During the continuation of an emergency, the Leadership Team will be authorized with all powers of the Board of Directors if there are not sufficient Board members for a quorum. In the event there is no quorum for the Leadership Team, those from the Board who remain will serve, along with remaining Leadership Team members, as an Emergency Management Committee with all the powers of the Board during the continuation of an emergency.

Media Protocol

The Chief Nursing Officer will act as the Public Information Officer (PIO) and is responsible for all statements to the media. Employees are not permitted to make statements to the media on behalf of Care Staffing Professionals.

Training and Drills

Care Staffing Professionals is responsible for training programs to increase safety awareness among the staff. All staff should be familiar with the Emergency Management Plan and procedures. All staff shall be instructed in the operation of fire extinguishers and fire drills should be conducted periodically, at least once per year. Non-healthcare certified, or licensed employees are encouraged to obtain CPR training which is available from the Healthcare Solutions Division at Care Staffing Professionals' expense.

Responsibilities of Care Staffing Professionals Healthcare Professionals

In the event of a major natural or manmade disaster such as a catastrophic earthquake, the following shall occur:

- on-duty personnel shall remain at their assignments until properly relieved by the sites' lead healthcare official
- off-duty personnel who are scheduled for the next shift shall report to their assignment as soon as possible after stabilizing their families; and
- all other off-duty personnel shall contact Care Staffing Professionals and monitor radio and television for Emergency Alerting System (EAS) instructions.

If travel to one's assignment is impossible, personnel shall report to the nearest operational Level I, Level II, Level III, or Level IV trauma center. If unable to reach a trauma center, personnel shall report to the nearest law enforcement agency for deployment. Expeditious notification Care Staffing Professionals through the best available means remains a responsibility of the individual employee. In order to facilitate identification of Care Staffing Professionals personnel who are deployed to a trauma center or acute care facility, healthcare professionals shall maintain at their residences all of the following:

- Care Staffing Professionals ID Card;
- Copy of nursing practice Wall Certificate; and
- Copy of BLS Card;
- Copy of relevant certification for nursing specialties; and
- Two pairs of "surgical greens", "scrubs" or nursing tunic with pants.

An emergency event can occur at an employee's home, in part of or throughout the community, or at the Care Staffing Professionals building. Employees are responsible for making every attempt to contact the Chief Executive Officer as to their location and safety.

Executive Committee Contact Information

Care Staffing Professionals will regularly update and maintain an employee roster with all available contact information.

(See attached Executive Committee Roster)

Staffing Resources

In the recovery effort, Care Staffing Professionals may be asked to provide healthcare and clerical contingency staff to acute care or post-acute care facilities in the region. The Chief Executive Officer is responsible for coordination when demands require additional assistance.

Care Staffing Professionals will regularly update and maintain an employee roster with all available contact information.

(See attached Executive Committee Roster)

Emergency Notification

Care Staffing Professionals will use various available mediums to inform staff, board members and visitors about emergency incidents.

Staff Alerts
During an incident, The Chief Executive Officer or other employees may provide the first alert of an emergency situation.

Fire Alarm
When the fire alarm is activated, follow emergency procedures for Fire.

Telephone
During an emergency, the office phone system is one means that will be utilized to notify staff. Cellular telephones are another means including using text messaging services. It is important that everyone ensures that their employee contact information is current.

Internet E-mail and Text Service
Email messages or messages via text service with the subject "CSP Emergency Notification" may be utilized as another means of communication.

Emergency Authorities or Personnel
During an emergency, the Police, Fire or other emergency authority personnel may alert Care Staffing Professionals of an incident. Follow the instructions of emergency authorities.

Key Contacts

Care Staffing Professionals will maintain throughout the year all business, governmental, media, utilities and other resource contact information in hardcopy and digital form. Contact information will include physical address (alternative location), all available telephone numbers (voice and

fax), cellular (including text) and internet addresses. The contact files will be included with files designated in the computer backup plan.

(See attached Executive Committee Roster)

Suppliers / Vendors

Care Staffing Professionals is not dependent upon any one supplier or dependent upon any particular product to continue its critical business function. In the event that the building is damaged, pre-selected contractors will be included in the Key Contacts list to obtain repair services.

Equipment / Vehicles

Care Staffing Professionals does not depend upon specialized equipment to carry out critical business functions. Laptop computers, printers and other small, common office equipment are required.

Care Staffing Professionals does not own nor depend upon specialized vehicles to conduct critical business functions. Employee owned vehicles are used by staff for business functions and are reimbursed for their travel expense.

Voice / Data Communications

Care Staffing Professionals does not depend upon specialized communications equipment to carry out critical business functions. A high speed internet connection is required in order to access Care Staffing Professionals Web-based Employee Self Service, Human Resource Management system, and Client Relations Management system and e-mail announcement systems.

Vital Records

The Chief Operations Officer is responsible for ensuring that records and data vital to the continuation and recovery of Care Staffing Professionals are identified and protected. Vital records need to be backed up on one or more media and maintained off site in a protected environment.

Records that meet any of the following criteria will be considered vital.

- Required for Care Staffing Professionals' success;
- Required for legal reasons;
- Required by a regulatory or accreditation agency (ie: Joint Commission); and
- Required to support recovery efforts.

Examples of vital records include employee data, payroll, financial and banking records, client contact lists, and insurance policies. During an event, records of expenses may be needed to support insurance claims.

Computer Equipment and Software

Care Staffing Professionals will utilize laptop computers to continue operations in the event Care Staffing Professionals offices are not suitable for operations.

Care Staffing Professionals is not reliant upon specialized computer hardware or software to conduct critical business functions. Basic PC desktop or laptop computers are required. Microsoft Office products are the current Care Staffing Professionals standard and the accounting system program Quick Books is required.

Emergency Relocation Sites

In the event the Care Staffing Professionals building is not available due to an event, an alternative location may be necessary to resume operations.

(See attached Emergency Relocation Sites)

General Building Evacuation Procedure

Some disasters will require employees to leave the workplace quickly. Employees need to know how to get out of the building in the event of an emergency.

A floor plan of the site buildings and grounds, which indicates the location of all exits, utility shut-offs, fire extinguishers, and emergency equipment and supplies, shall be posted, maintained and updated, as necessary. All staff members should familiarize themselves with the building's exit routes.

The Chief Executive Officer or designee will notify employees when evacuation of the building is necessary. A building alarm, such as the fire detection system, may also notify staff of an emergency event.

The following steps to exit the Care Staffing Professionals building in the event of a emergency is intended to minimize confusion, time to exit, and to account for all staff safely.

What to do:

1. Call 911 immediately to report situation if appropriate
2. Only if time permits:
   - Get personal items from desk (keys, purse, etc.)
   - Turn off coffee pots, computers, copiers and other electrical devices
   - Forward phones to voice mail or remote location
3. Exit the building through nearest exit door. If the nearest door is close to the emergency, go to another exit door – refer to evacuation diagram.
4. After exiting building, report to designated assembly area location.
5. Perform a roll call to ensure everyone has safely evacuated the building.
6. Remain at the assembly area until released by the Chief Executive Officer or his/her designee.

Key points:

- Know where the nearest exit is located
- Respond quickly, but do not panic

Assembly Area

The Chief Executive Officer will designate an outdoor assembly area where staff and visitors will gather whenever the building is evacuated. If the Care Staffing Professionals must be evacuated, staff and visitors should be directed to the designated assembly area. The assembly area is the parking lot located in front of the Houma-Terrebonne Civic Center.

(See attached Assembly Area Map)

Shelter-In-Place Procedure

In some situations, local authorities may instruct the public to remain indoors and shelter-in-place.

If authorities believe the air is contaminated with a chemical (often odorless), they may instruct the public to shelter in a sealed room to temporarily protect against contaminated air. A sealed room with a floor size of ten feet square will provide enough air to prevent carbon dioxide buildup for up to four to five hours.

Prepare:

- Review annually the shelter-in-place procedures.
- Create checklists for each responsibility.
- Assign specific duties to employees in advance, train employees as alternates.
- Select a specific room to use if authorities instruct the public to shelter in a sealed room.
- To save critical time, pre-measure and cut plastic sheeting for each opening in the shelter room.

What to do:

- Account for all workers and visitors, take a head count.
- Assign specific duties.
- Locate emergency supply kit.

If told to "seal the room"

1. Close operations.
2. Lock doors, close windows, air vents and fireplace damper.
3. Turn off fans, air conditioning and heating systems.
4. Choose a room, preferably an interior room with as few windows and doors as possible.
5. Take emergency supply kit to shelter room.
6. Seal all windows, doors, and air vents with plastic sheeting and duct tape. Seal any gap. (See Shelter-In-Place diagram)
7. Monitor radio or TV news for official news and instructions.

8. After the emergency has passed, ventilate the shelter room.

Shelter-In-Place, Sealed Room Diagram
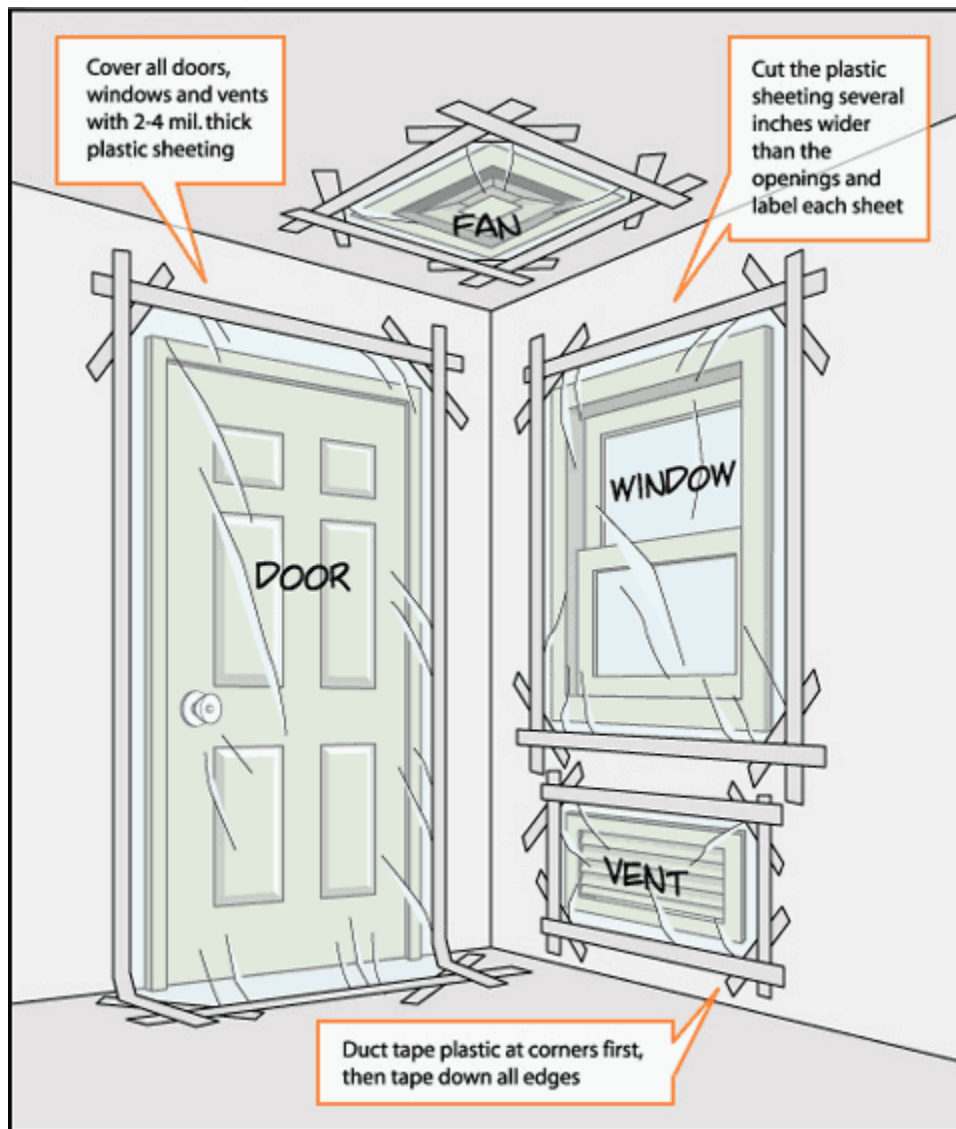
NATURAL HAZARDS

Severe Weather

Severe weather, such as thunderstorms can produce tornadoes, high winds, hail, lightning, and flooding, which can create dangerous situations.

Care Staffing Professionals will purchase and operate on a continuous basis a National Oceanographic and Atmospheric Administration or NOAA weather radio. A NOAA weather radio automatically alerts you when a watch or warning is issued in your area. In addition, the NOAA weather radio can alert you to announcements from the Department of Homeland Security. Employees should ensure that batteries for backup power are available.

What to do:

- Shutter windows and secure doors if time permits.
- Lower blinds and windows
- Remove objects from outside that could become a projectile.
- Secure your immediate work area and work together to secure common areas.
- Find shelter in the interior of the building, seek shelter in a hall or center most room or closet, away from windows until the danger has subsided. For extra protection, get under a sturdy piece of furniture.
- Stay away from freestanding objects.
- If time permits, move emergency supply kit to shelter location.
- Do not attempt an evacuation unless the situation warrants or when so ordered by local Fire, Police or other authorities. Follow evacuation procedures.

Terms to know:

Tornado
A violently rotating column of air, usually pendant to a cumulonimbus, with circulation reaching the ground. It nearly always starts as a funnel cloud and may be accompanied by a loud roaring noise. On a local scale, it is the most destructive of all atmospheric phenomena.

Severe Thunderstorm
A thunderstorm that produces a tornado, winds of at least 58 mph, and/or hail at least ¾" in diameter. Structural wind damage may imply the occurrence of a severe thunderstorm. A thunderstorm wind equal to or greater than 40 mph and/or hail of at least ½" is defined as approaching severe.

Flash Flood
A flood which is caused by heavy or excessive rainfall in a short period of time, generally less than 6 hours. Also, at times a dam failure can cause a flash flood, depending on the type of dam and time period during which the break occurs.

Understand severe weather warnings: Tornado Watch

Tornado Watch
Tornadoes are possible in your area. Remain alert for approaching storms. Know what counties or parishes are in the watch area by listening to NOAA Weather Radio or your local radio/television outlets.

Severe Thunderstorm
Watch Tells you when and where severe thunderstorms are likely to occur. Watch the sky and stay tuned to know when warnings are issued.

Flash Flood Watch
Issued to indicate current or developing hydrologic conditions that are favorable for flash flooding in and close to the watch area, but the occurrence is neither certain or imminent.

Tornado Warning
A tornado has been sighted or indicated by weather radar.

Warning Issued when severe weather has been reported by spotters or indicated by radar. Warnings indicate imminent danger to life and property to those in the path of the storm.

Flash Flood Warning
Issued to inform the public, emergency management, and other cooperating agencies that flash flooding is in progress, imminent, or highly likely.

Earthquake

An earthquake is a sudden and violent shaking of the ground, sometimes causing great destruction, as a result of movements within the earth's crust or volcanic action.

The primary hazards associated with earthquakes are falling objects, collapsing structures, loss of power, fire, landslides, aftershocks, tsunami, flooding, changing in ground levels, and liquefaction.

What to do:

If you are indoors:

- DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Do not use a doorway except if you know it is a strongly supported, load-bearing doorway and it is close to you. Many inside doorways are lightly constructed and do not offer protection.
- Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- DO NOT use the elevators.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

If you are outdoors:

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls.

Terms to know:

Acceleration
The rate of change of velocity of a reference point. Commonly expressed as a fraction or percentage of the acceleration due to gravity (g) where g = 980 cm/s2.

Active Fault
A fault that is considered likely to undergo renewed movement within a period of concern to humans. Faults are commonly considered to be active if they have moved one or more times in the last 10,000 years, but they may also be considered active when assessing the hazard for some applications even if movement has occurred in the last 500,000 years.

Asthenosphere
The highly viscous mechanically weak region of the upper mantle of the Earth. It lies below the lithosphere, at depths between 100 and 200 km below the surface, but perhaps extending as deep as 400 km.

Aftershock
Secondary tremors that may follow the largest shock of an earthquake sequence. Such tremors can extend over a period of weeks, months, or years.

Blind fault
A fault that does not extend upward to the earths' surface. It usually terminates upward in the axial region of an anticline. If is dip is less than 45 degrees, it is a blind thrust.

Body Waves
A seismic wave that propagates through the interior of the Earth, as opposed to surface waves that propagate near the Earth's surface. P and S waves are examples. Each type of wave has distinctive strain characteristics.

Building Code
A building code, or building control, is a set of rules that specify the minimum acceptable level of safety for constructed objects such as buildings and non-building structures. The main purpose of building codes are to protect public health, safety and general welfare as they relate to the construction and occupancy of buildings and structures. A seismic code, refers to a building code which uses earthquake-resistant design principles

Continental Crust
Outermost solid layer of the earth that forms the continents and is composed of igneous, metamorphic, and sedimentary rocks. Overall, the continental crust is broadly granitic in composition. Contrast with oceanic crust.

Liquefaction
A processes that occurs in water-saturated unconsolidated sediment due to shaking. In areas underlain by such material, the ground shaking causes the grains to lose grain to grain contact, and thus the material tends to flow.

Tsunami
A secondary effect that are giant ocean waves that can rapidly travel across oceans, as will be discussed in more detail later. Earthquakes that occur beneath sea level and along coastal areas can generate tsunami, which can cause damage thousands of kilometers away on the other side of the ocean.

Hurricane

A "hurricane" is the most severe category of the meteorological phenomenon known as the "tropical cyclone." The primary hazards associated with hurricanes are storm surge, high winds, heavy rain, and flooding, as well as tornadoes. Hurricane season starts June 1 and continues to November 30. September is the most active month for hurricanes.

Terms to know:

Tropical Cyclones
Tropical cyclones are low pressure systems that have thunderstorm activity with a defined surface circulation in counterclockwise rotation.

Tropical Depression
A tropical depression is a tropical cyclone that has winds of 38 mph or less.

Tropical Storm
A tropical storm is a tropical cyclone that has winds reaching 39-73 mph.

Hurricane
When the winds of a tropical cyclone exceed 74 mph, the storm is considered to be a hurricane.

Storm Surge
A storm surge is a large dome of water, 50 to 100 miles wide, that sweeps across the coastline near where a hurricane makes landfall. Storm surge is the greatest potential threat to life and property associated with hurricanes.

Saffir Simpson Hurricane Scale
The Saffir-Simpson Hurricane Scale defines hurricane strength by categories. A Category 1 storm is the weakest hurricane (winds 74-95 mph); a Category 5 hurricane is the strongest (winds greater than 155 mph).

Saffir-Simpson Hurricane Scale Categories and Likely Effects

Scale	Damage	Storm Surge
1	Winds 74-95 mph: No real damage to building structures, Damage primarily to unanchored mobile homes, shrubbery, and trees. Also, some coastal road flooding and minor pier damage.	4-5 feet
2	Winds 96-110 mph: Some roofing material, door, and window damage to buildings. Considerable damage to vegetation, mobile homes, and piers. Small craft in unprotected anchorages break moorings.	6-8 feet
3	Winds 111-130 mph: Some structural damage to small residences and utility buildings with a minor amount of curtainwall failures, Mobile homes are destroyed. Flooding near the coast destroys smaller structures with larger structures damaged by floating debris. Terrain may be flooded well inland.	9-12 feet
4	Winds 131-155 mph: More extensive curtainwall failures with some complete roof structure failure on small residences. Major erosion of beach areas. Major damage to lower floors of structures near the shore Terrain may be flooded well inland.	13-18 feet
5	Winds greater than 155 mph: Complete roof failure on many residences and industrial buildings. Some complete building failures with small utility buildings blown over or away. Major damage to lower floors of all structures located near the shoreline. Massive evacuation of residential areas may be required.	Greater than 18 feet

*In operational use, the scale corresponds to the 1-minute average sustained wind speed as opposed to gusts which could be 20 percent higher or more.

The category of the storm does not necessarily relate directly to the damage it will inflict. Lower category storms (and even tropical storms) can cause substantial damage depending on what other weather features they interact with, where they strike, and how slow they move.

Typically, the more intense the storm (in terms of the Saffir-Simpson Hurricane Scale), the more wind damage a community will sustain, particularly if it does not have an effective mitigation program and has not prepared in advance for the storm. Tropical storm-force winds (39-73 mph) can also be dangerous, and it is wise to have evacuations completed before they reach your area.

Hurricanes (and some tropical storms) typically produce widespread rainfall of 6 to 12 inches or more, often resulting in severe flooding. Rains are generally heaviest with slower moving storms (less than 10 mph). The heaviest rain usually occurs to the right of the cyclone track in the period 6 hours before and 6 hours after landfall.

Tornadoes are most likely to occur in the right-front quadrant of the hurricane. However, they are also often found elsewhere in the rain bands. Typically, the more intense a hurricane is, the greater the tornado threat.

Understand severe weather warnings:

Hurricane Watch
Hurricane conditions, heavy rain, tidal flooding, and winds above 75 mph are possible in the specified area of the watch within 36 hours.

Hurricane Warning
Hurricane conditions are expected in the specified area within 24 hours.

What to do:

When a hurricane watch is in effect:

- Each employee should fill their family's critical medicines.
- Secure outdoor objects on the property.
- Board windows and/or close storm shutters.
- Clear clogged drains, gutters, and downspouts
- Monitor radio or TV for advisory information

When a hurricane warning is issued:

- Continue to monitor radio or TV for advisory information.
- Turn off utilities if instructed to do so.
- Evacuate if directed to do so by local authorities, follow their instructions.

When a hurricane strikes:

- Stay indoors during hurricane and away from windows and glass doors.
- Don't attempt to drive anywhere
- Unplug electrical equipment
- Close all doors inside building.
- Avoid using phone except for emergencies

- Take refuge in small interior room, closet or hallway on lowest level
- Lie on the floor under a table or sturdy object

After a hurricane:

- Stay tuned to news media for updates.
- Stay inside until authorities give an "all clear" report
- Look for downed power lines leading to the building, stay clear of downed lines.
- Do not go sightseeing, as the roads may be filled with debris and you can hamper the recovery operation.

If you evacuate:

- Consult Federal Highway Administration official National Mass Evacuation route maps to plan trip.
- Follow recommended evacuation routes.
- Do not take shortcuts as they may be blocked.
- Leave early enough to avoid being trapped by severe weather.
- Be alert for washed-out roads and bridges. Do not drive into flooded areas.
- Stay away from downed power lines.
- Contact the Chief Executive Officer or the delegate to discuss when you are to return to work.

Fire

Fire is the most common of all business disasters. Fires can spread quickly, becoming life threatening in two minutes and engulfing a structure in five minutes. While flames are dangerous, heat and smoke can be more dangerous and can sear your lungs. As a fire burns, poisonous gases are emitted than can cause you to become disoriented or drowsy. The leading cause of fire-related deaths is asphyxiation.

Prepare:

- Draw and post floor plan with at least two ways of escaping every room.
- Install A-B-C type fire extinguishers.
- Know where and how to shut off utility services.
- Ensure hallways are kept clear of any obstructions.
- Enforce policy against candles and smoking within the building.
- Reduce clutter, as it is a fuel source and can block exits.
- Make sure windows are not nailed or painted shut.
- Do not use gasoline, or similar flammable liquids indoors. Store flammable liquids in approved containers in well-ventilated storage areas.
- Use caution when using portable heating devices.
- Replace extension cords that are damaged, and do not overload extension cords or outlets.

  Monthly:

  - Inspect, test and clean smoke detectors and fire extinguishers for proper operation and document maintenance efforts.
  - Inspect cleaning supplies and other chemicals to ensure they are properly stored.
  - Dispose of excessive or unneeded chemicals, paper products and other combustible materials.

Annually:

- Inspect Care Staffing Professionals building(s) inspected for fire safety; and compliance with fire codes and regulations.
- Review evacuation route plans and procedures to ensure they are current.
- Practice how to evacuate in the event of a fire, at least on an annual basis.
- Educate staff on the proper use of fire extinguishers.
- Replace the batteries in smoke detectors.
- Meet with insurance agent to ensure Care Staffing Professionals has adequate insurance coverage.

What to do:

In the event of a fire, don't risk life to save property!

1. No matter how small the fire, immediately notify the fire department by calling 911.
2. Staff may attempt to extinguish the fire using fire extinguishers in the building as soon as possible, avoiding possible injury and not taking excessive risk.
3. Notify all occupants, to leave the building, and proceed to the designated assembly area.
4. If smoke is evident in the corridor of the nearest exit, use an alternate route.
5. If you must use an escape route where there is smoke, stay as low as possible. Crawling lets you breathe the cleaner air near the floor as you move toward the exit.
6. Leave the fire area as quickly as possible, closing the door to the room where you saw the fire.
7. Close all doors that you pass through on your escape.
8. Proceed directly to the nearest fire exit.
9. Before you open a closed door, feel it with the back of you hand. If it is hot, leave it closed and use an alternative escape route. If it feels normal, brace you body against the door and slightly open the door; be prepared to shut the door quickly if heat or smoke starts to rush in.
10. Proceed to the designated assembly area and gather with fellow employees and visitors.
11. Take a headcount to determine if anyone has not left the building.
12. Do not go back inside the building.

If your clothes catch on fire, you should **stop**, **drop** and **roll** until the fire is extinguished. Running only makes the fire burn faster.

Immediate treatment for burn victims:

1. Call for emergency medical attention.
2. Remove all burned clothing. If clothing adheres to the skin, cut or tear around burned area.
3. Remove all jewelry, belts, tight clothing from the burned areas and from around the victim's neck. Burned areas swell immediately.
4. For thermal burns, caused by flame, steam, hot liquid or contact with hot surface: stop the burning process using low-pressure, cool water. For chemical burns, if chemical in powder form, brush off as much of the chemical as possible before using low pressure water.

TECHNILOGICAL HAZARDS

Hazardous Materials Incidents
Chemicals are found everywhere. But, chemicals also can be hazardous to humans or the environment if used improperly. You are at risk if a chemical is used unsafely or released in harmful amounts into the environment.

If authorities believe the air is contaminated with a chemical (often odorless), they may instruct you to shelter in a sealed room to temporarily protect against contaminated air.

Prepare:

- Ensure the disaster supply kit is maintained.

What to do:

- Listen to radio or TV stations for detailed information and instructions from official emergency response authorities.
- Follow the evacuation instructions or shelter-in-place procedure as instructed by authorities immediately.

If you have come in contact with or have been exposed to hazardous chemicals:

- Follow decontamination instructions from authorities. You may be advised to shower, or to stay away from water and follow another procedure.
- Seek medical treatment from unusual symptoms as soon as possible.
- Place exposed clothing and shoes in tightly sealed containers. Do not allow them to contact other materials. Call authorities to find out about disposal.
- Advise everyone who comes in contact with you that you may have been exposed to a toxic substance.

Household Chemical Emergencies

Nearly every household chemical uses products containing hazardous materials or chemicals. Many similar products or chemicals are found in the workplace as well.

Examples:

Drain cleaners	Herbicides
Wood / metal polishes	Insecticides
Toilet cleaners	Ant, roach sprays and baits
Tub, tile, shower cleaners	Mouse, rat poisons
Bleach	Adhesives and glues
Motor oil	Paint thinners, strippers
Air conditioning refrigerants	Mercury thermostats / thermometers
Automotive batteries	

Although the risk of a chemical accident is slight, knowing how to handle these products and how to react during an emergency can reduce the risk of injury.

A Material Safety Data Sheet (MSDS) is a form containing data regarding the properties of a particular substance. A MSDS is intended to provide workers and emergency personnel with procedures for handling or working with that substance in a safe manner and includes

information such as physical data, storage, disposal, protective equipment, and spill handling procedures.

A Material Safety Data Sheet for the products contained in the building should be collected and maintained in a readily available file or location. Material Safety Data Sheets can be obtained from the product manufacturer, and many can be downloaded from the web.

Prepare:

- Inspect the building to determine where and what chemicals are stored.
- Check product labels to ensure that the product is used, stored, and disposed according to the manufacturer's directions.
- Store chemicals in places where children cannot access them.
- Buy only as much of a chemical as you think you will use.
- Obtain a MSDS for each product.
- Keep products containing hazardous materials in their original containers and never remove the labels unless the container is corroding. Corroding containers should be repackaged and clearly labeled.
- Never store hazardous products in food containers.
- Never mix household hazardous chemicals or waste with other products.
- Post the phone number of the emergency medical services (911) and the poison control center by all telephones. The National Poison Control Center number is (800) 222-1222.

What to do:

- Follow the manufacturer's instructions for the proper use of the household chemicals.
- Never smoke while using household chemicals.
- Never use cleaning solutions, paint products or pesticides near an open flame.
- Clean up any chemical spill immediately. Use rags to clean up the spill, wear gloves and eye protection. Allow the fumes in the rags to evaporate outdoors, then dispose of the rags by wrapping them in newspaper and place them in a sealed plastic bag in the trash can.
- Dispose of hazardous materials correctly. Take household hazardous waste to a local collection program.

Recognize the symptoms of toxic poisoning:

- Difficulty breathing
- Irritation of the eyes, skin, throat, or respiratory tract
- Changes in skin color
- Headache or blurred vision
- Dizziness
- Clumsiness or lack of coordination
- Cramps or diarrhea

For medical attention:

- Call emergency medical services (911) and or the poison control center (800) 222-1222.

If danger of fire or explosion:

1. Exit building immediately.
2. Call the fire department (911) from neighbor's phone or cell phone.

3. Stay upwind and away from building to avoid breathing toxic fumes.
4. Proceed to designated assembly area.

If you have come in contact with or have been exposed to household chemicals:

1. Call emergency medical services.
2. Find or have someone find any containers of the substance that are readily available in order to provide requested information.
3. Follow the emergency operator of dispatcher's first aid instructions carefully. Do not give anything by mouth unless advised to do so by a medical professional.
4. Discard clothing that may have been contaminated as some chemicals may not wash out completely.

HUMAN EVENTS

<u>**Pandemic Flu**</u>

A flu pandemic occurs when a new influenza virus emerges for which people have little or no immunity, and for which there is no vaccine. The flu spreads easily from person to person when a person coughs or sneezes. The pandemic flu causes serious illness and even death, and can infect an entire community in a matter of days. Many things we take for granted may be temporarily disrupted including transportation, food and water, health care, work, and schools. A pandemic flu has occurred in the past and public health officials believe that another pandemic flu will happen in the future. The US government expects 25% of the population will become ill during a flu pandemic.

If available, a vaccination against the flu is the best way to prevent the disease.

Understand:

- Symptoms include fever, body aches, runny nose, sore throat, nausea, vomiting, and diarrhea.
- The incubation period of the infection is about two days and an infected person can be infectious to others for at least seven days.
- The flu virus can live on hard surfaces or objects up to eight hours. Flu viruses may be spread when a person touches a hard surface where the virus has landed and then touches his or her eyes, nose or mouth.

What to do:

Take precautions:

- Use elbows or arms to open doors, when possible.
- Press the elevator button with a knuckle or back of the hand.
- Place hand sanitizers in convenient locations throughout the building to promote use.
- Do not use other worker's phones, desks, offices, and other work tools.
- Carry and use sanitizing hand hygiene gel frequently.
- When using public bathroom, use a paper towel to shut off the water, turn out lights or flush a toilet.
- Wash hands with soap and warm water for at least 20 seconds.
- Avoid close contact with sick people.
- If exposed or sick, isolate or quarantine yourself.
- Limit travel.

- Cover your nose and mouth with a tissue when you cough or sneeze, then dispose of the tissue.   If you don't have a tissue, cough or sneeze into your sleeve, not your hands.
- Avoid touching your eyes, nose or mouth.
- If you get sick, stay home from work and limit contact with others to keep from infecting them. Contact your health care provider.

In the event of a pandemic flu:

- Stay informed by listening for news and specific instructions from local public health and emergency management officials.
- Respiratory masks (N95), disposable gloves, and safety goggles will be provided.
- All work surfaces and frequently touched areas will be disinfected often.
- If necessary, the building may be restricted, allowing entry of only those authorized by the Chief Executive Officer and wearing proper personal protection (mask, gloves, and goggles).
- The Chief Executive Officer may request some staff members to work from a computer at home to continue essential company functions.

Bomb Threat
While 95% of bomb threats are hoaxes, all bomb threats should be treated as a serious matter. Most bomb threats are made by telephone.

What to do:

If you receive a call:

1. Get as much information from the caller as possible and record everything that is said. Note the exact time of the call. Ask:

   - Where is the bomb going to explode?
   - Where is the bomb?
   - What does it look like?
   - What kind of bomb is it?
   - What will cause the bomb to explode?
   - Did you place the bomb?
   - What is your name?
   - Write down the phone number from Caller ID.
   - Try to determine gender, age and motivation.
   - Listen for background noise.

1. Notify emergency authorities, call 911.
2. Do not touch or disturb any suspected bomb!
3. Do not turn on or off or otherwise create static electricity.
4. Follow emergency authorities' instructions, notify everyone in the building and evacuate the building.
5. As you leave the room and building, visually sweep the area to look for suspicious items.
6. If a suspicious package was delivered, do not touch. Inform emergency authorities. US Postal Service screens all packages.

If there is an explosion:

1. Get under a sturdy table or desk if things are falling around you. When they stop falling, evacuate the building immediately, watching for hazards and falling debris.
2. Do not retrieve personal belongings or make phone calls.
3. Proceed to the designated assembly area.

Suspicious Letters, Packages, and Unknown Substances

What to do:

1. Do not smell, touch, or shake the package or letter.
2. Wash hands with soap and water if you touched the item.
3. Notify emergency authorities, call 911 for assistance.
4. Turn off HVAC ventilation system.
5. Notify everyone in the building, follow emergency authority instructions.

Violent, Criminal or Threatening Behavior

Violence in the workplace can have many sources. It may be a current or former disgruntled employee or an angry spouse or relative of an employee or someone with no relationship to staff. Violent behavior may come from someone as a random act or as a planned act to gain public attention.

What to do:

- Notify emergency authorities, call 911 for assistance.

For an active shooter situation
Each shooting incident is different, and the overriding consideration is your safety and that of others in the building. These procedures are only a guide and your response must be based on your assessment of the specific situation.

What to do:

During Incident:

- RUN and escape, if possible.
  - Getting away from the shooter or shooters is the top priority.
  - Leave your belongings behind and get away.
  - Help others escape, if possible, but evacuate regardless of whether others agree to follow.
  - Warn and prevent individuals from entering an area where the active shooter may be.
  - Call 911 when you are safe, and describe shooter, location, and weapons.
- HIDE, if escape is not possible.
  - Get out of the shooter's view and stay very quiet.
  - Silence all electronic devices and make sure they won't vibrate.
  - Lock and block doors, close blinds, and turn off lights.
  - Don't hide in groups- spread out along walls or hide separately to make it more difficult for the shooter.

- Try to communicate with police silently. Use text message or social media to tag your location, or put a sign in a window.
- Stay in place until law enforcement gives you the all clear.
- Your hiding place should be out of the shooter's view and provide protection if shots are fired in your direction.
- FIGHT as an absolute last resort.
  - Commit to your actions and act as aggressively as possible against the shooter.
  - Recruit others to ambush the shooter with makeshift weapons like chairs, fire extinguishers, scissors, books, etc.
  - Be prepared to cause severe or lethal injury to the shooter.
  - Throw items and improvise weapons to distract and disarm the shooter.

After Incident:

- Keep hands visible and empty.
- Know that law enforcement's first task is to end the incident, and they may have to pass injured along the way.
- Officers may be armed with rifles, shotguns, and/or handguns and may use pepper spray or tear gas to control the situation.
- Officers will shout commands and may push individuals to the ground for their safety.
- Follow law enforcement instructions and evacuate in the direction they come from, unless otherwise instructed.
- Take care of yourself first, and then you may be able to help the wounded before first responders arrive.
- If the injured are in immediate danger, help get them to safety.
- While you wait for first responder to arrive, provide first aid. Apply direct pressure to wounded areas and use tourniquets if you have been trained to do so.
- Turn wounded people onto their sides if they are unconscious and keep them warm.
- Consider seeking professional help for you and your family to cope with the long-term effects of the trauma.

If you encounter an angry, threatening or potentially violent person:

- Avoid being alone with the person. Don't isolate yourself; always keep an open path for exiting. Don't let the person stand between you and the door.
- Signal a co-worker that you need help. (If you are under duress, prearranged code words)
- Acknowledge the person's anger or frustration calmly; using empathetic language such as "I can see how upset you are."
- Allow the person to vent his or her feelings and frustrations.
- Maintain eye contact.
- Be courteous and be patient. Present a calm caring attitude.
- Calmly tell the person that verbally abusive behavior is unacceptable; "When you yell at me, I find it hard to listen to you."
- Avoid arguing, shouting, becoming hostile or threatening.
- Don't touch the person or try to physically remove the person.
- Leave, the building if possible, notifying others.
- Notify emergency authorities, call 911 for assistance.

If taken hostage:

- Don't speak unless spoken to, and then only when necessary.
- Don't try to negotiate or offer suggestions.
- Don't cry or complain.
- Don't argue or challenge.
- Don't make sudden movements.
- Maintain a low profile. Don't be a hero.
- Resign to the situation and prepare to wait.

Standardized Emergency Management System (SEMS) Organization / Coordination Levels

There are five SEMS organization levels:

1. **Field Level:** where emergency response personnel and resources, under the command of responsible officials, carry out tactical decisions and activities in direct response to an incident or threat.

2. **Local Government Level:** includes Cities/Towns, Counties and Special Districts. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction. Local governments are required to use SEMS when their Emergency Operations Center (EOC) is activated or a local emergency is declared or proclaimed in order to be eligible for state reimbursement of response-related costs.

3. **Operational Area (OA) Level:** the intermediate level of the state's emergency management organization which encompasses a County's boundaries and all political subdivisions located within that County, including Special Districts. The OA facilitates and/or coordinates information, resources and decisions regarding priorities among local governments within the OA. The OA serves as the coordination and communication link between the Local Government Level and Regional Level. State, federal and tribal jurisdictions in the OA may have statutory authorities for response similar to that at the local level.

4. **Regional Level:** manages and coordinates information and resources among OAs within the mutual aid region and also between the OA and the state level. The Regional Level also coordinates overall state agency support for emergency response activities within the region. California is divided into three California Governor's Office of Emergency Services (CalOES) Administrative Regions – Inland, Coastal and Southern – which are further divided into six mutual aid regions. The Regional Level operates out of the Regional Emergency Operations Center (REOC).

5. **State Level:** prioritizes tasks and coordinates state resources in response to the requests from the Regional level and coordinates mutual aid among the mutual aid regions and between the Regional Level and State Level. The state level also serves as the coordination and communication link between the state and the federal emergency response system. The state level requests assistance from other state governments through the Emergency Management Assistance Compact (EMAC) and similar interstate compacts/agreements and coordinates with the Federal Emergency Management Agency (FEMA) when federal assistance is requested. The state level operates out of the State Operations Center (SOC).

(See attached Emergency Resource Agency List)

Incident Command System (ICS)

The Incident Command System (ICS) is a nationally recognized on-scene emergency management system specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS uses a common organizational structure to effectively accomplish management of the incident by objectives.

The **five functions** of the ICS organization are command, operations, planning, logistics, and finance:

Command

Responsible for directing, ordering, and/or controlling resources by virtue of explicit legal, agency, or delegated authority. It includes the incident commander (IC) who is responsible for the overall management of the incident. The command function also includes the Information Officer, Liaison Officer, and Safety Officer.

Operations

Responsible for the coordinated tactical response of all field operations directly applicable to or in support of the mission(s) in accordance with the Incident Action Plan (IAP). Operations develop the operations portion of the IAP, requests resources to support tactical operations, maintain close communication with the Incident Commander, and ensure safer tactical operations. The operations function includes branches, divisions, groups, and air operations personnel.

Planning

Responsible for the collection, evaluation, documentation, and use of information about the development of the incident. The planning function includes the resource unit, situation unit, documentation unit, and demobilization unit.

Logistics

Responsible for providing facilities, services, personnel, equipment, and tracking the status of resources and materials in support of the incident. The logistics function includes the supply unit, facilities unit, ground support unit, communications unit, food unit, and medical unit.

Finance

Responsible for all financial and cost analysis aspects of the incident, and/or any administrative aspects not handled by the other functions. The finance function includes the time unit, procurement unit, compensation/claims unit, and the cost unit.

Principles Of ICS

The system's organizational structure adapts to any emergency or incident to which emergency response agencies would expect to respond. Components of ICS are:

- Common terminology;
- Modular organization;

- Unified command structure;
- Consolidated action plans;
- Manageable span-of-control;
- Pre-designed incident facilities;
- Comprehensive resource management; and
- Integrated communications.

Common titles for organizational functions, resources, and facilities within ICS are utilized. The organizational structure is developed based upon the type and size of an incident. Staff builds from the top down as the incident grows, with responsibility and performance placed initially with the Incident Commander (IC). At all incidents there will be five functions. Initially, the IC may be performing all five functions. Then, as the incident grows, each function may be established as a section with several units under each section.

Unified Command

Unified command structure is a unified team effort that allows all agencies with responsibility for the incident to manage an incident by establishing a common set of incident objectives and strategies.

In some incidents, several organizations may share response authority. ICS has the advantage of combining different local, County, regional, State, and Federal agencies into the same organizational system, maximizing coordination of response activities and avoiding duplication of efforts. A structure called Unified Command (UC) allows the IC position to be shared among several agencies and organizations that maintain jurisdiction. UC members retain their original authority but work to resolve issues in a cooperative fashion to enable a more efficient response and recovery.

In a large incident involving multiple jurisdictions and/or regional, State, and Federal response partners, a UC may replace a single organization IC. Each of the four primary ICS sections may be further subdivided, as needed. In smaller situations, where additional persons are not required, the IC will directly manage all aspects of the incident organization.

Internet Links

- Be ready Campaign (www.ready.gov)
- Department of Homeland Security (www.dhs.gov)
- Federal Emergency Management Agency (www.fema.gov)
- National Oceanic and Atmospheric Administration (www.noaa.gov)
- American Red Cross (www.redcross.org)
- U.S. Department of Transportation Federal Highway Administration (https://ops.fhwa.dot.gov/)
- California Governor's Office of Emergency Services (http://www.caloes.ca.gov)
- San Bernardino County Department of Public Health Preparedness Response Plan (http://wp.sbcounty.gov/dph/programs/prp/)
- San Bernardino County (www.sbcounty.gov)
- Material Safety Data Sheets (www.ehso.com/msds.php)
- American Association of Poison Control Centers (www.aapcc.org)
- Centers for Disease Control (www.cdc.gov)

- Flu.gov (www.pandemicflu.gov)
- U.S. Geological Survey (www.usgs.gov)
- International Association of Seismology and Physics of the Earth's Interior (www.iaspei.org)
- Pacific Disaster Center (www.pdc.org)
- Incident Command System Forms (https://training.fema.gov/icsresource/icsforms.aspx)

Additional Resources

Also see:

- Code of Business Ethics
- EPP 7 – Violence in the Workplace Policy
- San Bernardino County Emergency Operations Plan (EOP)
- Los Angeles County Emergency Operations Plan (EOP)
- San Diego County Emergency Operations Plan (EOP)
- Orange County Emergency Operations Plan (EOP)

Attachments Available at Facilities