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Instructor Information



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- Certified Property Manager
- Certified Safety Manager
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Course Overview


- This session will provide participants with an overview of Emergency Action Plans and Crisis Management and why they are required for all business locations.
- We will discuss the importance of adequate planning, review, and staff training, assessing their impacts specifically for multifamily housing sites.
- Participants will learn what goes into these plans and how to deal with a crisis or an event when one arises
- We will discuss what to do before, during, and after an event.



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Learning Outcomes


- Gain a better understanding of OSHA's requirements for why an Emergency Action Plan (EAP) is needed.
- Why your company or site must ensure that the EAP is up to date and that all employees are made aware, and that they are properly trained on how to deal with emergencies.
- How to assess, evaluate, and prepare in advance for a crisis or event.
- What you and your team need to do before, during, and afterwards.




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Learning Outcomes

- Recognize benefits of an Emergency Action Plan.
- Identify elements of Fire Protection Plan.
- Identify conditions under which evacuation actions may be necessary in an emergency situation.
- Identify conditions under which shelter-in-place may be necessary in an emergency situation.




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An ounce of
PREVENTION
is worth a
POUND OF
CURE
- Benjamin Franklin

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OSHA – OSH Act of 1970

“To assure safe and healthful working conditions for working men and women; by authorizing enforcement of the standards developed under the Act; by assisting and encouraging the States in their efforts to assure safe and healthful working conditions; by providing for research, information, education, and training in the field of occupational safety and health; and for other purposes.”




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OSHA – Section 5(a)(1)


Pursuant to Section 5(a)(1) of the Occupational Safety and Health Act of 1970...“Each employer shall furnish to each of his employees’ employment and a place of employment which are free from recognized hazards that are causing or are likely to cause death or serious physical harm to his employees.”




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Emergency Action Plan Development






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Plan Structure

An EAP outline should include the following:


- Name of the organization, address(es), phone numbers
- Organization's corporate safety policy statement
- Company official's commitment letter
- List of Key officers, leadership and emergency response team members
- Contact information for safety officer/person in-charge of safety program
- What personnel or stakeholders need to be contacted regarding incidents
- Complete list of Staff and Service Contractor Emergency Contact Numbers
- Contact list for insurance agent, carriers and public adjuster
- Contact list for mortgage holder and intergovernmental agency officials
- The method(s) of communication to notify others about an incident
- A list of safety and health responsibilities to be undertaken and by whom
 - a list of "roles and goals"
- OSHA and general safety rules to be followed



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Plan Structure

- Creation of a standing Safety Committee
- Various hazard identification, assessment and control procedures
- Various reports, templates and checklists etc.
- Site Plans / Blueprints
- List and location of all utility mains and shut-offs
- Evacuation Plans and Meet-up Locations
- List of required staff safety trainings
- What tools and other items like PPE are needed to effectively address any given situation
- Safe handling instructions and applications
- Waste or equipment disposal
- Media relations guidelines




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Plan Structure

List types of incidents and what immediate actions need to be taken for each:


- Fire / Explosion
- Medical Emergencies
- Utility Interruptions
- Major Mechanical and Equipment Failures
- Natural & Meteorological Disasters – Hurricanes, Tornadoes, Earthquakes, Floods, Landslides, Snow, Hail and Ice Storms, Lightening Strikes, Extreme Temperatures (heat or cold), Drought, etc.
- Vehicle Accidents
- Workplace Violence
- Bomb Threats
- Crime
- Chemical Spills
- Civil Disobedience / Protests
- Terrorism
- Deaths
- Pandemic and Infectious Disease Response



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EAP Plan Requirements


- OSHA requires organizations with 11-or more employees to have a written emergency action plan available for all employees.
- Also, an important recommendation is that at least one employee per shift or location should have adequate training in first aid, CPR and how to use an AED if a clinic or hospital is farther than three or four minutes away from the business.
- Learn more about what you may need to do by clicking-on the OSHA website: www.osha.gov or visit your state's OSH Plan website at www.osha.gov/stateplans



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EAP Plan Requirements


- Means of Reporting
- Evacuation Procedures and Exit Routes
- Drills and Case Studies
- Procedures for Critical Operations
- Accounting for Personnel – Muster Points
- Rescue and Medical Duties
- Contact Persons – Chain of Command
- Incident Command Procedures



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Training for Plans


- Training employees on the EAP
 - Review plan with each employee
 - Initial development of plan
 - Initial assignment of employee to job
 - Changes to plan or employee actions/responsibilities
- Annual retraining with drills to practice evacuation and gathering in assembly area
- Educate/train
 - Types of emergencies
 - Course of actions
 - Functions and elements of EAP
 - Special hazards
 - Fire hazards and fire prevention plan



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Training for Plans

- General training
 - Roles and responsibilities
 - Threats, hazards, protective actions
 - Notification, warning, communications
 - Locating family members
 - Location/use of emergency equipment
- Procedures
 - Emergency response
 - Evacuation and shelter-in-place
 - Assembly and accounting of employees
 - Emergency shut-down




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Training for Plans

Examples of procedures:

- Methods of reporting an emergency – 911 or Fire Alarm
- Instructions for safe exiting
 - Pull alarm
 - Use nearest staircase
 - Don't use elevators
 - Designate rally points
 - Accountability – who's out?
- Instructions for employees or residents with limited mobility, proceed to nearest stairwell or area of refuge
- Designate a "buddy."




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Fire Prevention Plan

FPP requirements:

- Must be
 - In writing
 - Kept in the workplace
 - Available to employees for review
- Employer must
 - Inform employees of fire hazards when initially assigned to a job
 - Review with each employee applicable FPP parts



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Fire Prevention Plan

• Included in FPP

• Lists of all major fire hazards, proper handling and storage of hazardous materials, ignition sources/controls, and fire protection equipment

• Procedures to control flammable/combustible wastes

• Procedures for maintenance of safeguards on heat-producing equipment

• Name/job titles of employees with responsibilities for maintenance of equipment and control of hazards

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Fire Prevention Plan

• Tasks that require fire protection and examples of hazards

• Hot Work – Must have permit as well as a designated fire watch as directed by the fire department "AHJ."

• Review of potential conflagration ignition points such as flammables storage on site or other combustibles: i.e., gasoline, diesel fuel, or oil

• Identify any flammable wastes: solvent waste, oily rags, and flammable liquids

• Do not allow for excessive storage of cardboard, paper or other possible sources of ignition.

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Fire Prevention Plan

• Handling of flammable hazards

• Only use approved metal safety containers or original manufacturer's containers for storage

• Practice good housekeeping

• Keep containers closed when not in use

• Store away from exits or passageways

• Keep away from ignition sources

• Only use approved metal safety containers or original manufacturer's containers for storage

• Practice good housekeeping

• Keep containers closed when not in use

• Store away from exits or passageways

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Fire Prevention Plan

• Fire protection equipment

• PPE

• Fire Suppression

• Portable #10 or #20 fire extinguishers

• Garage portable extinguishers

• Fixed suppression systems

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Conditions Requiring Evacuation

Workplace evacuation may be required for:

• Man-made emergencies

• Fires

• Explosions

• Toxic material releases

• Radiological/biological incidents

• Civil disturbances

• Workplace violence

• Natural emergencies

• Floods

• Earthquakes

• Hurricanes

• Tornadoes

• Wildfires

• Winter weather

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Conditions Requiring Evacuation

Factors affecting response to emergencies:

• Type/extent of emergency

• Location of emergency

• Type of building in which workplace is located

• Shutting down critical operations

Fire emergencies: **Fight or Flight?**

• Options for evacuation

1. Total evacuation

2. Designated employees authorized to fight fire; all others evacuate

3. All employees authorized to fight fire

4. Extinguishers provided but not intended for employee use

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Conditions Requiring Evacuation

Performing an Incident Risk Assessment

Ask yourself...

- Is the fire too big?
- Is the air safe to breathe?
- Is the environment too hot or smoky?
- Is there a safe evacuation path?




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Conditions Requiring Evacuation

Evacuation actions:

- Alerting employees to **evacuate**
 - Alarm
 - Enunciator panel/speaker
- Accounting for who has **exited**
 - How is that accomplished
- Keeping employees **informed**
 - All clear, re-enter, or remain at assembly point
 - Clear to leave workplace




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Conditions Requiring Shelter In-Place

Incidents that may require shelter-in-place:

- Means taking refuge in interior room(s) with no/few windows
- Local authorities often issue shelter-in-place advice via TV or radio
- Procedures specific to worksite
- Release of chemical, biological, or radiological contaminants
- Severe weather – tornadoes
- Other situations occurring outside the workplace




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Conditions Requiring Shelter In-Place

Planning shelter-in-place actions:

- Alerting employees – **shelter-in-place**
- Accounting for who is in **refuge**
- Keeping employees informed




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Emergency Escape Routes

Exit routes:


- Continuous and unobstructed path of exit travel from any place in workplace to safety
- Exit access, exit, exit discharge
- Should be:
 - Clearly marked
 - Well-lit
 - Appropriate width
 - Unobstructed/clear



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Emergency Escape Routes


- Basic exit route requirements:
 - Permanent
 - Separated by fire-resistant materials
 - Limited openings
 - Adequate number of exit routes
 - Discharge leading directly outside or to a place with access to outside
 - Exit door unlocked from inside and side-hinged
 - Adequate capacity
 - Minimum height and width



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Emergency Escape Routes

- Clearly communicate 3 elements of escape route
 - Exit access pathway
 - Nearest exits from all points of building
 - Pathway away from building structure




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Extinguishing Fires

Portable fire extinguisher training and education

- Required for employees authorized to use fire extinguishers
- General principles of fire extinguisher use
- Hazards of incipient stage fire fighting
- Operation of equipment (instruction and hands-on practice)
- Required upon initial employment/assignment and at least annually thereafter





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Extinguishing Fires

Classes of fires:

- Class A – ordinary combustibles
- Class B – flammable liquids and gases
- Class C – energized electrical equipment
- Class D – combustible metals
- Class K – cooking oils and greases






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Extinguishing Fires

- How fire extinguishers work
- Remove heat
- Displace/remove oxygen
- Stop chemical reaction

Types of fire extinguishers

- Water
- Carbon Dioxide
- Dry Chemical





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Extinguishing Fires

Parts of a fire extinguisher and labels









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Extinguishing Fires

- Water or air-pressurized water (APW) extinguishers
 - Designed for **Class A fires only**
 - Large silver container, 2 to 3 ft. tall, weighing about 25 lbs. when full
 - Filled 2/3 with ordinary water, then pressurized with air
 - Detergents may be added
 - Cool the surface to remove the heat
 - **Never use to extinguish flammable liquid fires or electrical fires**







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Extinguishing Fires

- Carbon Dioxide (CO₂) extinguishers
 - Designed for **Class B and Class C fires only**
 - Red cylinders, ranging from 5 to 100 lbs. or larger, with a hard horn and no pressure gauge
 - Filled with Carbon Dioxide (CO₂), under extreme pressure
 - Displace oxygen; dry ice pieces also have cooling effect
 - Never use in confines space without respiratory protection**







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Extinguishing Fires

- Dry Chemical extinguishers (Multi-purpose)
 - May be used on **Class A, Class B, and/or Class C fires** (check label)
 - Red cylinders, ranging in size from 5 to 20 lbs.
 - Fire-retardant powder is the extinguishing agent and is propelled by a compressed, non-flammable gas
 - Separates fuel from oxygen; powder also interrupts chemical reaction





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Extinguishing Fires

- P.A.S.S. technique
 - Pull** the pin
 - Aim** at base of fire
 - Squeeze** handle
 - Sweep** side-to-side at base of fire until fire appears out

Watch area for re-ignition and repeat steps 2 – 4;
When in doubt, EVACUATE IMMEDIATELY!






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Course Wrap-Up and Q&A


Remember...


- We want everyone to adopt a "Safety First" attitude and culture.
- Your responsible for your own personal safety, as well a being a member of a team that is responsible to watch out for your colleagues.
- Safety is a full-time mindset, not a part-time consideration.
- Stop and think about any task that you have been assigned and ask yourself, "do I have all of the tools and PPE that I need to do this job correctly?"



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"Remember, positive change does not happen when employers adopt or enforce safety policies, it happens when employees adopt new safer behaviors"





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Safety References and Resources

• National Safety Council www.nsc.org	• International Risk Management Institute, Inc. www.irmi.com
• National Institutes for Occupational Safety & Health www.cdc.gov/niosh	• Federal Emergency Management Agency www.fema.gov
• American Society of Safety Professionals www.assp.org	• National Association of Safety Professionals www.naspsweb.org
• National Fire Protection Association www.nfpa.org	• Centers for Disease Control and Prevention www.cdc.gov
• Occupational Safety and Health Administration www.osha.gov	• National Apartment Association www.naahq.org
• State OSH Offices	• Institute of Real Estate Management www.irem.org
• Journey to Safety Excellence. https://www.nsc.org/work-safety/tools-resources/safety-for-business	• Emergency Management Offices



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