

Department of Social and Health Services

Division Emergency Preparedness Guidelines



Residential Care Services
Aging and Long-Term
Support Administration

2024



Transforming lives

DSHS 22-2021 (3/24)

Forward

I am happy to introduce Residential Care Services **Division Emergency Preparedness Guidelines** and tools. We have a lot of staff across our division, many offices, and several structural units. These new guidelines will help them expedite our division response efforts in an emergency or disaster. Our division did not have a clear emergency preparedness process before. Our emergency and disaster responses were challenging at times in having to educate staff in their role in the moment.

Emergencies and disasters can happen any time and at any location. Our division needs to be prepared to deal with an emergency when it is least expected. Proper planning before an emergency is necessary for us to respond effectively. Emergencies and disasters are situations that threaten staff, residents, and the public; disrupts or shuts down operations; and causes physical or environmental damage. They may be natural or man-made, and may include severe weather hot or cold, floods, wildfires, chemical spills or releases, disease outbreaks, releases of biological agents, explosions involving nuclear or radiological sources, landslides, and many other hazards. Many types of these emergencies and disasters can be anticipated in the planning process. Our new guidelines and tools will help the division as a whole and our staff plan and prepare for unpredictable situations.

The best way to protect our staff is to expect the unexpected and have an emergency preparedness action plan to guide the division and our staff in the workplace, whether in the office, in the field, or remote at home or another location when immediate action is necessary. Our action plan is within these guidelines. Planning and preparing is ensuring that everyone in the division knows what to do when an emergency and disaster occurs and are safe.

The guidelines incorporate agency policies, state laws and regulations, agency and administration strategic plans and values and are in alignment with the administration "Continuity of Operations Plan" (COOP). Moving forward, each one of our offices will be prepared with its own COOP. To stay current, the division will review our guidelines and tools annually, so we are updated and current.

It is exciting as your Division Director to have preparedness guidelines and tools for consistency and, most importantly, support the division and our staff. I look forward to how they may help you be prepared and safe. Thank you for your contribution to carry out our mission.

Sincerely,

A handwritten signature in cursive script that reads "Amy Abbott".

Amy Abbott, Director of Residential Care Services

Operational Definitions

Continuity Event is any set of circumstances, created by an emergency or a disaster, which causes the Division to relocate its operations from any primary site to an alternate site in order to be able to continue its essential functions.

Continuity Plan (also known as continuity of operations plan or COOP) is a set of written procedures that describe the activities each DSHS program must take to sustain the delivery of its mission essential functions during periods of emergency or disaster. DSHS emergency management services prepare the continuity plan for executive administration and provides a continuity plan template for each DSHS administration. Subject matter experts within each DSHS administration are responsible for preparing their own continuity plans. Continuity plans must align vertically with guidance set forth in the DSHS emergency operations plan, as developed by DSHS emergency management services.

Department refers to the Department of Social and Health Services (DSHS)

Division refers to the Division of Residential Care Services (RCS)

Division Emergency Preparedness Guidelines refer to this document approved by the Division Director. These guidelines formalize the Division's overarching consistent approach to emergency preparedness, continuity of operations, and communications during disruptive incidents, emergencies, and disasters. These guidelines describe in writing the actions that management and staff will implement protect life-safety. Division emergency preparedness addresses incidents that are generally short-term and do not interrupt the Division's ability to continue its mission essential functions.

Emergency or Disaster is a set of unforeseen circumstances beyond the control of an agency that either: (a) presents a real, immediate threat to the proper performance of essential functions; or (b) may result in material loss or damage to property, bodily injury, or loss of life if immediate action is not taken. For this policy, emergency or disaster means normal business operations have been interrupted and the emergency response plan has been enacted.

Emergent Position is a DSHS employment position designated by the responsible appointing authority to provide or substantially support one or more mission essential functions during emergencies or disasters.

GETS/WPS is the Government Emergency Telecommunications Service/Wireless Priority Service. It is funded by the Department of Homeland Security – FEMA. This program allows subscribers enhanced routing of government related calls during emergencies and disasters when lines may otherwise not permit calls to reach their destination. Further information is available at GETS/WPS

Mission Essential Functions include the limited set of division level functions that should be continued throughout, or resumed rapidly after, a disruption of normal activities.

Office refers to the eight statewide regional offices, the office of the Director, and three division offices: Business Operations; Policy, Training, Quality Improvement and Informal Dispute; and Headquarter Operations. Office includes all division staff from one or more units. Each Office location will have a single, integrated emergency preparedness plan incorporating all DSHS emergency management policies.

Program means the affected RCS programs, including the division, office, or staff designated by Division Director as being responsible for compliance with these programs.

RCS Leadership Team means The RCS Director, Office Chiefs and Regional Administrators.

RCS Extended Leadership Team means Field Services Administrators, Unit Managers, and Field Managers.

Remote Work is a work model that allows employees to work remotely (such as in employees' home) while performing their duties and communicating with their colleagues through telephone, email, video conferencing such as using Microsoft Teams and/or Zoom.

Record of Changes

When the Division makes changes to the guidelines, it will track and record the changes using the record of changes table below. The record will contain, at a minimum, the page number(s), section changed, summary of change, date of change, and the name of the person who made the change.

| PAGE(S) | SECTION CHANGED | CHANGE SUMMARY | DATE OF CHANGE / NAME OF PERSON WHO MADE THE CHANGE |
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SECTION 1

Mission, Authority, Scope, and Strategic Plan

Mission

RCS Purpose Statement

To promote and protect the rights, security, and well-being of individuals living in licensed or certified residential settings.

Our objectives include:

- Advocacy partnerships with vulnerable individuals, their representatives, family members, providers, and others working for their benefit.
- A fair, consistent, and efficient regulatory system that promotes positive outcomes.
- A division culture that values learning, respect, improvement, teamwork, and adaptability.
- Individual and organization efforts to build a working environment that attracts and retains a highly skilled workforce.

Authority

Residential Care Services (RCS) Division is in the Aging and Long-Term Support Administration (AL TSA) within the Department of Social and Health Services (DSHS). RCS is responsible for the state licensure and oversight of Nursing Homes (NH), Assisted Living Facilities (ALF), Adult Family Homes (AFH), Enhanced Services Facilities (ESF), and certification of Certified Community Residential Services and Supports (CCRSS) providers. RCS also serves as the federally delegated state agency responsible for the Medicaid and/or Medicare certification of NHs and Intermediate Care Facility/Individuals with Intellectual Disabilities (ICF/IID) facilities through the Centers for Medicare and Medicaid Services (CMS). RCS oversees more than 5,022 facilities, and as many as 81,168 vulnerable residents served by these programs each day. The RCS mission is to promote and protect the rights, security, and well-being of individuals living in licensed or certified residential settings.

DSHS Administration Policies

[Administrative Policy No. 9.11 Subject: Emergency Management](#)

[Administrative Policy No. 09.15 Subject: Continuity of Operation](#)

[Administrative Policy No. 09.16 Subject: Emergency Closures, Delayed Openings, and Suspension of Operations](#)

[Administrative Policy No. 9.17 Subject: Emergency Operations](#)

[Administrative Policy No. 19.85.10 Subject: Accounting for Emergencies and Disaster](#)

Governor's Directive

https://www.governor.wa.gov/sites/default/files/directive/dir_13-02.pdf

RCW/WAC

[RCW Chapter 38.52](#)

[WAC 296-24-567](#)

Scope

These guidelines apply to all Residential Care Services division regions, offices, units, and staff at all locations statewide. They cover designated actions employers and employees must take to ensure employee safety from fire and other emergencies.

National Incident Management System (NIMS) & Incident Command System (ICS)

Through Homeland Security Presidential Directive 5, states must be compliant with this system when preparing for and responding to domestic incidents. NIMS guides all levels of government, nongovernmental organizations (NGO), and the private sector to work together to prevent, protect against, mitigate, respond to, and recover from incidents. NIMS provides stakeholders across the whole community with the shared vocabulary, systems, and processes to successfully deliver the capabilities described in the National Preparedness System. The National Incident Management System (NIMS) provides a common, nationwide approach to enable the whole community to work together to manage all threats and hazards. NIMS applies to all incidents, regardless of cause, size, location, or complexity.”

<https://www.fema.gov/national-incident-management-system>.

The following components have been considered in this planning:

- Command and Management
- Preparedness
- Resource Management
- Communications and Information Management
- Supporting Technologies (BOLD)
- NIMS Management and Maintenance

Strategic Plan

Strategic Objective 3.4: Address risks and plans for emergencies.

Importance: *Responding to risks and emergencies in a timely manner is vital for AL TSA to sustain our operations, to continue providing services to clients and residents when they are most in need and to meet legal requirements. Preparing for these risks and emergencies is an essential part of AL TSA's daily work.*

Success Measure 3.4.1: *Foster a safe and secure environment by identifying, prioritizing, and addressing the top risks related to IT, facilities, and emergency management by June 2023.*

Success Measure 3.4.2: *Foster a safe and secure environment by ensuring that AL TSA is prepared to transition into incident management quickly to address emergencies by June 2023.*

Action Plan:

- AL TSA will improve IT security to keep client data secure and continue to discover and remove vulnerabilities, which will allow AL TSA staff to carry out the administration of services without work stoppages.
- AL TSA will review and update procedures and training for AL TSA's Continuity of Operations Plan (COOP) annually. We will update key staff and back-ups for primary contact during emergencies at Headquarters and all AL TSA regions, as needed.
- AL TSA will identify six in-house staff that can be activated during an emergency. Identified inhouse staff must attend incident management team (IMT) training to understand IMT structure and roles. AL TSA will identify two staff members from Communications to take the basic online courses offered by Federal Emergency Management Agency on the Public Information Officer role.



SECTION 2
Staff Guidance

**IF YOU SEE SOMETHING, SAY SOMETHING!
CALL 911**

No staff in Residential Care Services is trained or expected to manage an imminent threat of harm to persons or property.

Though they are often called on in such circumstances, please do not contact the agency Emergency Manager regarding threats of harm to persons or property and expect them to respond.

Instead...

All RCS staff should report threatening persons or situations IMMEDIATELY to the local Police Department by CALLING 911. Then contact your reporting supervisor who will inform their supervisor and the Director of the situation and that you have called 911.

1. Purpose:

All staff in RCS need to know how to respond to an emergency safely and quickly to protect life and safety. This division guide explains how to respond to medical emergencies, [DSHS Administrative Policy 9.07](#), which supports WAC 296-800 and WAC 296-24, requires an Accident Prevention Plan and an Emergency Action Plan. This plan covers the designated actions RCS and its staff must take to ensure their safety from fires and other emergencies. Division offices' Safety Committee members and Evacuation Team will work together to implement their plan.

Note: If you need additional assistance during an emergency due to a disability, recent illness, injury, or surgery, or for any other reason, it is your responsibility to notify your supervisor of the circumstances and to help your supervisor develop an appropriate support plan to meet your needs.

- a. When you evacuate Division offices, whether in the regions or Lacey, you will not be able to return until it is cleared for re-occupancy. This could be minutes, hours, or even days.

Whenever feasible:
 - i. Take weather appropriate clothing and accessories with you when you evacuate.
 - ii. Keep items such as keys, purses, and cell phones easily accessible so you can grab them quickly as you leave.
 - iii. Take any vital personal and work documents you can with you.
 - iv. Do not jeopardize your safety or that of others in order to grab items.
- b. If you are hosting a conference, meeting, or training session in the building you are responsible for communicating:
 - i. Emergency procedures as you begin your meeting and know where and how to safely evacuate Division offices if the circumstance arises whether in the regions or Lacey.
 - ii. Who is designated and available to provide assistance to anyone requiring it.
 - iii. A roster for your event that accounts for all staff if an evacuation becomes necessary.
- c. Accounting for all staff and visitors following an evacuation of the office is critical to everyone's safety. Please check in with your supervisor following any evacuation. **DO NOT LEAVE THE PROPERTY unless instructed to do so.**
- d. If an emergency occurs that impacts RCS offices, the trained team members will assume initial on-site leadership of the incident until relieved/released by first responders.

-
2. Be prepared for emergencies.
 - a. Create your personal emergency preparedness kit to keep under your desk in the office or in your remote work area. This is especially important during any emergency, such as an earthquake, that would prevent you from evacuating the building for an extended period due to infrastructure damage. See Figure 1.B for recommendations.
 - b. Secure your work area whether in the office or in a remote location by making sure that your surroundings are free of objects that could fall from shelves or walls or that might collapse and cause injury, block a fast evacuation or prevent taking cover.
 - c. Know the primary and secondary evacuation routes from wherever you are in the office or remote location.
 3. RCS offices whether in the regions or Lacey will do safety equipment checks:
 - a. Fire Extinguishers – Safety Committee monthly inspection and vendor annual inspection.
 - b. Emergency exit lights – Safety Committee monthly inspection.
 - c. First Aid Kits/Jump kits – Safety Committee quarterly inspection.
 - d. AED (if in offices) – Safety Committee monthly inspection.

Under Desk and Remote Work Location Emergency Kits

- A backpack, five-gallon bucket, tote or other suitable container to hold the personal items
- Water (1 gallon per person per day)
- A supply of over-the-counter and prescription medications (be sure to rotate supplies)
- Spare pair of eyeglasses
- Important documents (medical information, emergency contact phone numbers)
- LED flashlight (extra batteries)
- Radio (crank powered or extra batteries)
- Emergency blanket
- Emergency food that does not require heating (can opener if needed)
- Work gloves
- 12-hour light sticks
- N-95 respirator (common disposable, paper, nose-mouth facemasks)
- Blanket(s)
- Rain poncho
- Duct tape
- Whistle
- Basic first aid kit
- Personal hygiene items

Any incident that necessitates using these items may be uncomfortable and your life will not be “normal.” **Staff must be prepared to take responsibility for their safety and wellbeing.**

Recommended Car Emergency Kits

Personal Vehicles

Below are basic items to keep in personal vehicles for safety.

Survival Car Emergency Kit Supplies

- First aid kit
- Water
- Food – non-perishable
- Blankets
- Seat belt cutter tool
- Fire extinguisher
- Cellphone charger
- Duct tape
- Window breaker tool

Roadside Emergency Kit Supplies

- Flashlight
- Road flares or hazard triangles
- Tow strap or rope
- Coolant
- Jumper cables
- Tire gauge
- Spare tire
- Tire iron and jack
- Can of aerosol tire sealant

Winter Car Emergency Kit Supplies

- Non-clumping kitty litter
- Ice scraper
- Snow brush
- Foldable shovel
- Hand warmers
- Emergency blanket

State Car Emergency Kits

Each state car must be properly equipped with emergency survival kits buckets and necessary roadside and winter car supplies to safely respond to emergencies. Each car must be equipped with complete vehicle glove box packets.



SECTION 3
Supervisor Guidance

You can enhance or diminish the effectiveness of an emergency response by the example you model for your staff and others around you. Supervisors are expected to demonstrate support for the Division Emergency Preparedness Plan.

- a. Make sure that your employees participate in drills. Participate in drills yourself.

Training (especially training involving building evacuations) plays a critical role in emergency preparedness. People will perform during an emergency in accordance with their training and practice.

- b. Account for your employees and visitors during evacuations.

Having an accurate count of all people in the building before and after an emergency accomplishes the following:

- i. Demonstrates concern and caring for the safety and well-being of your staff and visitors.
- ii. Identifies who is safe, who might be in physical jeopardy, and who is unaccounted for.
- iii. Provides information to direct first responders to the locations where possible injured or unaccounted for people may be located.
- iv. Avoids the risk to first responders (police, fire, or emergency medical services) of sending into harm's way when no actual need exists.
- v. Provides Evacuation Team with accurate employee and visitor accounting so that can be passed to those with a direct need to know.

- c. Consider emergency preparedness regularly and at opportune times.

When you begin a meeting, be sure to provide information regarding basic emergency procedures with meeting participants. This is most important when you are hosting visitors to your offices who do not know the emergency procedures and evacuation routes for the building.

- d. Special assistance.

Managers and supervisors must be aware of employees and guests who may require additional assistance during emergencies and evacuations. They must provide their employees and guests an opportunity to identify any assistance they may require for their well-being if an emergency were to occur.

- e. Tracking costs for emergencies

Managers will follow DSHS policy [Administrative Policy No. 19.85.10 Accounting for Emergencies and Disaster](#).



SECTION 4

Evacuation Routes / Gathering Points

The Division wants to ensure staff safety in any emergency that require evacuations. Each division office will have an evacuation plan, the best way to ensure everyone gets out safe. Today's hybrid remote work environment requires preparedness for four specific settings:

Office

- Designate safe assembly site outside office.
- Post evacuation routes by exits.
- Conduct twice annual fire drills.
- Orient new staff first day of employment on safe evacuation.
- Train staff annually on office evacuation plan.

Facilities/Home

Know evacuation routes and exit locations when working onsite. Follow provider safety evacuation plans.

Remote Site

Know evacuation routes and exit locations when working in another office or outstation. Follow building evacuation plans.

Personal Residence

Have a designated emergency plan for household.
Designate evacuation routes and safe assembly site.
Grab Go-to-kit.

Evacuation Maps

Each Division office listed below whether in the regions or headquarters will have evacuations maps so staff know where to report in an evacuation. The offices will post in a visible location and familiar staff to the maps.

Offices

1. Lacey Blake Office Park
2. Region 1 Spokane Office
3. Region 2 Union Gap Office
4. Region 2 Kent Office
5. Region 2 Lynnwood Office
6. Region 2 Smokey Point Office
7. Region 3 Lakewood Office
8. Region 3 Tumwater Office
9. Region 3 Vancouver Office



SECTION 5

Response Guidance for Common / Natural Emergencies

Medical Emergency

A Medical Emergency is any situation that appears to require the immediate attention of trained personnel to sustain life. Example: A person appears to have fainted or collapses; is having difficulty breathing; is experiencing unexplained or severe pain; is bleeding uncontrollably; or is confused or disoriented. **CALL 9-1-1 AND BE READY TO PROVIDE YOUR LOCATION.**

1. Procedure
 - a. Call or tell someone to **CALL 9-1-1 IMMEDIATELY!**
 - i. Be prepared to answer the following from the 9-1-1 operator:
 1. What is your emergency?
 2. What is your location?
 3. How do the responders access the office?
 4. Who will meet responders?
 - b. Loudly call out that there is an emergency and say the location to notify all employees in the immediate vicinity who might help.
 - i. "Medical Emergency by the copy machine!"
 - ii. d provide comfort and assistance within your ability to do so.
 - iii. Direct others to remain at a distance unless they are involved directly in providing assistance.
2. If willing and certified or licensed to do so, apply appropriate first aid. **DO NOT** attempt to exceed the limit of your training certification.
3. Evacuation Team members will direct someone to wait at each of the following:
 - a. Outside at front entrance
 - b. Employee Entrance (This person must be able to direct the incoming public safety responders to where in the building they need to go)
 - i. Do not announce the name of the person experiencing distress.
 - ii. If possible, stay with the person and provide comfort and assistance within your ability to do so.

FIRE

Fire refers to any condition where there is the presence of smoke or an open flame. Even if it can be quickly and easily extinguished using portable equipment you should activate the nearest fire alarm and **CALL 9-1-1 AND BE READY TO PROVIDE YOUR LOCATION.**

1. Procedure
 - a. Call out: "Fire!" several times to notify other employees in the area.
 - b. Pull the nearest fire alarm. There are multiple pull stations in offices. Please take the time to familiarize yourself with the nearest station in your location.
 - c. If the fire is small (e.g., smaller than the trash can at your desk) a fire extinguisher is near, and you know how to use it, attempt to extinguish the fire.

*NOTE: Fire extinguishers should only be used **IF THE FIRE IS VERY SMALL** and can be quickly extinguished, or to facilitate evacuating the area. **NEVER PUT YOURSELF AT RISK.***

- d. Evacuate the building immediately using the nearest exit.
- e. Assemble outside of the office building.
- f. Wait for further instruction.

NOTE

- *If you are the buddy for someone who needs assistance, help them evacuate.*
- *If you see someone struggling during an evacuation and are comfortable doing so, ask if you can provide assistance.*

- g. For your personal safety and the safety of others: **DO NOT GO TO ANOTHER BUILDING OR LEAVE THE ASSEMBLY AREA WITHOUT NOTIFYING YOUR SUPERVISOR.**

In the event of a fire remember:

RACE

- R – Rescue everyone from vicinity of the fire
- A – Activate the alarm
- C – Close all doors
- E – Extinguish the fire if you can (see PASS)

When using a Fire Extinguisher remember:

PASS

- P – Pull the Pin
- A – Aim the hose nozzle at the base of the fire
- S – Squeeze the handle
- S – Sweep the base of the fire

EARTHQUAKE

Earthquake refers to a natural geological event which may cause significant shaking of the ground and buildings. Unsecured objects may fall or topple over; structural damage to the building is possible. You should take cover – DROP, COVER, AND HOLD – until it subsides. DO NOT attempt to evacuate the building until shaking has subsided and you have been directed to evacuate.

1. In a major earthquake, the agency incident command will be established as soon as feasible.
2. Procedure
 - a. When the shaking starts, **DROP, COVER and HOLD**: If possible, take cover under a desk or table, cover your head and neck, protect your eyes, and wait until the shaking subsides.
 - b. If a desk or table is not available, or if you are not able to get under it, move to the nearest wall, and cover your head and neck with your hands and arms, if possible.
 - c. If you are in a wheelchair, move to the nearest wall and lock your brakes.
 - d. When the shaking stops, stay in place and count to 20.
 - e. Evacuate the building and go to safe assembly site.
 - f. Wait for instruction when building is safe to return inside.
 - g. For your personal safety and safety of others, **DO NOT GO TO ANOTHER BUILDING OR OTHERWISE LEAVE THE ASSEMBLY AREA WITHOUT NOTIFYING YOUR SUPERVISOR.**
3. Preparedness – things to do before an earthquake
 - a. For your personal safety and the safety of others: **DO NOT RE-ENTER THE BUILDING UNTIL GIVEN THE ALL CLEAR.**
 - b. While you are outside the building during an evacuation, for your personal safety and the safety of others, **DO NOT SMOKE** because there may be damaged natural gas lines exposed after an earthquake.

-
4. Preparedness – things to do before an earthquake:
 - a. **YOU ARE RESPONSIBLE FOR YOUR PERSONAL PREPAREDNESS.**
 - b. Participate in **DROP, COVER AND HOLD DRILLS**. You will be able to respond to a real incident more effectively if you practice.
 - c. Carry your cell phone with you; texting may work better.
 - d. Have personal emergency contact numbers available, including out-of-area contacts.
 - e. Keep heavy items off of high shelves.
 - f. Secure furniture.
 - g. Leave enough space under your desk for two people.
 - h. Know alternate ways out of the building.
 - i. Identify multiple routes home.

Major Disaster

Major Disaster is any incident that would cause devastating damage or disruption to operations in the building or infrastructure in the surrounding community. These incidents may overwhelm first responders (police, fire, and emergency medical services), and may take Division offices out of service and make it uninhabitable for an extended period of time. An example is the winter storms of January 2012 which disrupted voice/data connections intermittently for several days necessitating the temporary closure of some state facilities.

NOTE: In the event of a major disaster, Incident Command will be established as soon as feasible. Please refer to the website to locate the status of your Duty Station or call 1-866-374-7367.

1. Procedures
 - a. **YOUR PERSONAL SAFETY IS YOUR RESPONSIBILITY!**
 - b. Evacuate the building immediately following the incident as directed or when you feel comfortable doing so.
 - i. Help others if you can do so easily and not place yourself or others at further risk.
 - ii. Do not worry if you are unable to assist someone else. Take notice of their location for first responders.
 - iii. Make a mental note of what you see and hear while evacuating. Report this information to an Evacuation Team member once you are safely out of the building.
 - c. Assemble in your evacuation area.
 - d. Wait for further instruction.
 - e. You may not be able to use your cell phone due to infrastructure damage or high volumes of calls. Save your battery and use text messages which are more likely to communicate successfully.
2. Preparedness

YOU ARE RESPONSIBLE FOR YOUR PERSONAL PREPAREDNESS

 - i. Create a To-go-kit.
 - ii. Become familiar with multiple ways to evacuate whatever setting in: office, remote site, home, and facility.
 - iii. Learn multiple routes home.

-
- iv. Have an out-of-area contact you and your family have agreed to use as a central point of contact communicating using text messages. Please be sure to update this information regularly. Calls to an out-of-area number are more likely to go through.

To prepare a plan for your family and home, please see the website below for helpful information.

<https://mil.wa.gov/emergency-management-division/preparedness/personal>.



SECTION 6

Response Guidance for Human-Induced Events

Purpose

Each Division office, unit, and worksite must be a safe place to work and meet stakeholders, providers, and the public. To help assure this, Administrative Policy 9.12 requires each worksite to conduct an annual security assessment, develop and maintain a Workplace Security Plan, and ensure that employees assigned to the location understand the plan.

This section is the Division Workplace Security Plan. The plan has four principle parts:

1. Communication & Key Telephone Numbers
2. Building Access and Exit Directions
3. Recommended Procedures for Emergencies
4. Security Quick Reference Guide

Part 1: Communications & Key Telephone Numbers

Emergencies:

Whoever become aware first of an emergency, critical situation in an office is to call 911. Think of your safety first.

NOTE: When calling 911 using a cell phone, be prepared to be descriptive of the building address and your location in the building. Some cellphones may go to general dispatch, e.g., Thurston County.

Be prepared to tell them:

1. Your name.
2. The nature of the emergency.
3. Specifically where you are. For example:

“I am at the DSHS AL TSA office at 4450 10th Ave. SE, first floor, in a cubicle by the west wall windows.”

Regional Administrators and Office Chiefs and their covering delegates are in the position through which information regarding unusual occurrences or emergencies impacting offices should be funneled. They will assist with coordination and contact efforts as well as alert the Director and AL TSA’s Emergency and Risk Manager.

Non-emergency Police Information:

Contact local law enforcement for non-urgent incidents. Non-injury collisions, noise complaint, harassment by phone, and vandalism are some examples.

If you are uncertain if the situation is an emergency or not, call 911. Think of your safety first.

Emergency Communications for Specific Emergencies

Fire

Pull the nearest fire alarm. If able and willing, assist anyone needing help; with an exit to your back try to contain the fire, if trained, with a fire extinguisher, and/or evacuate.

Bomb threat

Use landlines or word of mouth to alert others throughout the building. Evacuation may not be necessary, allow law enforcement to inform your decision.

Do not use cell phones or radios; signals could trigger a bomb.

Do not use the fire alarm; evacuating staff might move into danger.

Violence / Hostage situations

Immediately call 911 and be prepared to describe the situation and perpetrator.

If your office has hand-held radios, use them and word-of-mouth throughout the building.

Do not set off fire alarm as it might provoke a perpetrator or cause staff inadvertently to move into an area of danger.

Civil disturbance

If your office has hand-held radios, use them and word-of-mouth throughout the building.

Do not set off fire alarm as it might provoke those causing a disturbance or inadvertently move staff into danger.

Active Shooter

If your office has hand-held radios, use them and word-of-mouth throughout the building.

Apply Run, Hide, Fight principles to protect yourself and alert others.

Do not set off fire alarm as staff might move into area of danger.

Part 2: Building Access and Exit Directions

Access

General public

- There are many types of access into our offices. Public spaces may be open in some collocated offices or blocked off from work areas.
- Public spaces may be on the first floor in lobby areas with lobby restrooms and other offices may be on other floors or sections of buildings. Some office may be located with other businesses.
- Between 8:00 am and 5:00 pm there is unlimited access to public spaces.
- Some offices may or may not have receptions.

Staff

CAUTION: When accessing "employee only" areas, employees must monitor the door behind them to ensure they are not followed in by an unauthorized person.

- Some staff may enter offices through public areas. Some may require key cards at card control doors. Staff in all offices should know where interior security card readers are located. Some offices may have double door entries with alarms. Some may have their card readers on other floors or after using stairwells and elevators.
 - After 5:00 pm and before 8:00 am, and on weekends and holidays, employee entry is restricted for staff safety and to those who have pre-authorized entry.
- Do not allow "tailgating" and ensure all staff use and display badges. Direct all guests to the public areas. All guests are required to display a supplied visitor badge provided by reception only.
- All Employees, including those who use door assist systems are responsible for ensuring doors are secure.

Emergency exits – In an emergency requiring evacuation:

- Use the closest emergency exit unless advised otherwise.
- Never use elevators for emergency exit to avoid being trapped if power is lost.
- For persons in a public lobby or lobby restrooms, use exit through public entrance doors.
- After exiting, staff and visitors should proceed to the parking lot and assemble in work units to be accounted for. If you are facilitating a meeting, please have visitors gather with you in your respective area.

-
- Staff near but not in the building should go to the safe assembly site and check in with their work unit. DO NOT leave the property until you have been accounted for.
 - Managers and supervisors must make reasonable effort to accommodate employees and visitors during an emergency, particularly those with a disability.

Managers / supervisors must:

- Provide sufficient orientation to employees and visitors on what to do in an emergency.
- Address special support needs of employees or visitors during an emergency or evacuation.
- Be prepared to accommodate evacuation or safe refuge needs of persons who are unable to evacuate.

Part 3: Recommended Employee Actions

The following pages contain recommendations for employee action in an emergency.

Keep Situational Awareness

Preparation saves lives. Practice situational awareness.

- Know where possible exits are located.
- Know where alarms and safety equipment are located.
- Recognize places nearby that could provide safe shelter.
- Identify obstacles that may hinder you in an emergency.
- Always be alert to anything or anyone nearby that might pose a threat.
- Know who is nearby you who might help in an emergency.
- Know who might require special assistance if an emergency arises.
- Always have a plan in mind if something bad were to happen. Visualize and practice your plan regularly. In emergency situations, it's your preparedness that will save lives.

Personnel security for employees stationed in Division offices demands diligence to ensure only authorized staff, approved vendors/contractors, and approved visitors are granted access to secure, employee-only areas of the building. Helping ensure this is the first and foremost important security measure every employee can take. To help this effort:

- All staff must have their identification badges on their person and visible at all times while in the office.
- Employees should never allow unidentified persons to “tailgate” or follow them through secure-access doors. Offices need to set up some type of identification for visitors and know ahead of time what rooms they are allowed and not allowed in when visiting.
- Employees should take a proactive customer service and security posture by greeting wandering guests in the public areas and offering them assistance.
- Always ensure doors secure behind you.

Part 4: Security and Emergency Situations

The following are recommended courses of action. Ultimately, it will be your own preparation, awareness, resolve, and good judgment that will make the difference.

Employees will notify their manager if desires an escort to/from vehicle. Use the “buddy system”.

- Arrange to arrive and depart with co-workers.
- Park near one another and walk in and out of the building at the same time.
- Park close to building entrances and avoid dark, secluded areas.

-
- If you work past 5 p.m., consider moving your vehicle to a location closest to the exit you intend on using.
 - Remain vigilant of your surroundings.
 - Call 911 and report suspicious individuals or activities to the local police department.
 - Get supervisor permission to work outside of business hours and make arrangements for a buddy escort.

Suspicious Person

- Take note of unidentified persons loitering, particularly near employee-only entries.
- Do not leave an employee-only door open and unattended. Verify key-card doors are closed and locked before leaving them.
- Do not give any unidentified person who does not have a RCS ID badge or valid visitor pass access into employee-only area.
- If you witness suspicious activity call 911 local law enforcement.
- Notify your supervisor you called 911.
- If you see a person who frightens you, is threatening, intimidating, or who appears to be committing a crime, go to a safe location immediately and call 911.
 - Inform the dispatcher of your exact location.
 - Describe the person and their behavior.
 - Follow the dispatcher’s directions.

Weapons (See [DSHS Administrative Policy 18.76](#))

- DSHS employees are prohibited from using, threatening to use, or possessing a weapon while:
 - Performing official duties
 - On DSHS-owned or leased properties
 - In a state-owned or leased vehicle; or
 - In a privately-owned vehicle on DSHS-owned or leased property.
- An employee may carry pepper spray or mace but for purposes of personal defense only.
If an employee is frightened by the behavior of another person or believes that they or another person is being threatened or intimidated by someone in possession of a weapon, call 911 immediately.

Employee Discloses a Protective or Restraining Order that Might Impact Worksite

(See [DSHS Administrative Policy 18.67](#))

- Notify your supervisor if you have a court order against a person who may pose a threat to the safety or well-being of yourself or others in the workplace.
- Your supervisor does not need to know why the order was issued, but should be apprised of:
 - Potential threats to staff related to the order;
 - The times and places the order is in effect; and
 - The order’s general restrictions.
- While not obligated to do so, an employee holding a court order may disclose to the supervisor the name, physical description, photographs, etc., of the person restricted by the court order.
- Responsibility for reporting violations of the order to law enforcement remains exclusively with the employee who initiated the order.
- When a supervisor has been made aware that an employee holds a protective order, they should follow the “suspicious person” guidelines, above, including contacting the Director, Human Resources, ALTSA Emergency Manager, and Reception. Some office may not have Reception.
- Any employee who believes they have seen or been approached by a person restricted by a court order should notify their supervisor. The supervisor will notify the employee holding the order.

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- If a court order restricts contact between DSHS employees and a risk of violation exists, the supervisors must take the matter to the Director, HR, ALTSA Emergency Manager for resolution.

Break-in / Burglary

If uncertain whether the perpetrator is still present, go to a safer location

- Call 911 local law enforcement immediately.
- Contact your supervisor.
- Contact ALTSA Emergency Manager (360) 725- 2359 and inform them of the situation and that you have called 911.
- Be prepared to meet law enforcement when they arrive to make a full report.

When risk is cleared:

- List damages and stolen items.
- Assist police with information they request for investigation.
- If equipment or negotiable items are missing, complete DSHS form 17-169, Loss of Public Funds, Assets, or Illegal Activity Report and forward it to DSHS Operations Review and Consultation (ORC) within 24 hours.
- If electronic devices capable of storing data or printed documents that might contain confidential, sensitive or private client information are missing or damaged, report the loss to the Technology Services Division (TSD) Help Desk at 360-902-7500, or by email to Help4Me@dshs.wa.gov within one business day.

Bomb threat

Review the Department of Homeland Security's [Bomb Threat Checklist](#). Keep a copy near the telephone.

If you receive a bomb threat by phone:

- Refer to the [Bomb Threat Checklist](#).
- Obtain as much information from the caller as possible:
 - Stay calm.
 - Keep the caller on the line as long as possible and talking to learn as much as you can.
 - Listen carefully; be polite; show interest.
 - If possible, get the attention of a co-worker and have them:
 - Call 911 using a landline.
 - Notify the supervisor and Director of the bomb threat.
 - Contact the ALTSA Emergency Manager and inform them of the situation and that you have called 911.
 - Do not use cell phones or portable radios in the area of a threat as it is possible some explosive devices might be triggered by radio transmissions.
 - Follow police department instructions. Do not initiate an evacuation of the building or raise alarm until specifically told to do so by law enforcement.
 - If the caller hangs up, do not hang up your phone.
 - If your phone has “caller ID,” copy down the number and any other information in the display window.
 - Complete the [Bomb Threat Checklist](#) as soon as possible. Try to remember and record the exact words used by the caller.

If the threat is by letter or note:

- Notify your supervisor and Director.
- Call 911 local law enforcement.

-
- Contact the ALTSA Emergency Manager (and inform them of the situation and that you have called 911.
 - Do not initiate an evacuation of the building or raise alarm unless told to do so by law enforcement.
 - Handle the letter or note as little as possible to prevent any contamination.
 - Assist law enforcement when they arrive to answer questions.

If the threat is by email:

- Notify your supervisor and Director
- Call 911 local law enforcement.
- Contact the ALTSA Emergency Manager and inform them of the situation and that you have called 911.
- Do not initiate an evacuation of the building or raise alarm until told to by law enforcement.
- Leave the email exactly as you found it. Do not close out of the email, alter it, print it, click on any links within the email or delete it.

Suspicious Packages or Letters

- Signs of a suspicious package or letter include:
 - No return address
 - Excess or foreign postage
 - If a letter, it is usually thick or heavy
 - Stains
 - Odd odors/sounds coming from the package
 - Poor handwriting or spelling
 - Incorrect titles
 - Unexpected delivery
- What to do:
 - Notify your supervisor and Director.
 - Call 911 local law enforcement.
 - Contact the ALTSA and inform them of the situation and that you have called 911.
 - Do not use cell phones or portable radios; some explosive devices might be triggered by radio transmissions.
 - Do not initiate an evacuation of the building or activate alarm until told to by law enforcement.
 - Do not touch or move the package or letter.

Civil Disturbance

- Alert Director, supervisors, and employees.
- Assess the circumstances as quickly as possible for the following:
 - Where is the disturbance?
 - Is it moving?
 - When did it begin?
 - How many people appear to be involved?
 - What is happening? Has there been violence or vandalism?
 - What are the purposes or intentions of the group?
 - Who are the participants?
- Contact 911 local law enforcement for assistance.
- Contact the ALTSA Emergency Manager (360) 725-2359 and inform them of the situation and that you have called 911. Inform reception areas.

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- Initiate an alert of all offices and units in the office buildings.
 - Offices should:
 - Shut/lock doors leading from public areas.
 - Have each door leading to public areas monitored by an employee to ensure only DSHS employees may enter and the door remains locked.
 - Close exterior window blinds.
 - Keep staff away from doors and windows; out of sight as much as possible.
 - Shut down unneeded computers and other unneeded data equipment (fax, printers, scanners, etc.). Be prepared to quickly shut down all computers and data equipment.
 - Close and lock record storage, unoccupied offices, storerooms, IT equipment spaces, etc., that may contain sensitive or confidential documents, files, stores or equipment.
 - Secure file cabinets that can be locked.
 - Monitor the disturbance, if possible.
 - If the office is occupied by unauthorized persons, make effort to safeguard staff, clients, information and assets without putting yourself in harm's way.
 - Shut down electronic data equipment you can.
 - Shut and lock offices, storerooms, desks and file cabinets.
 - If you safely can, evacuate to a safe location.
 - Wait for law enforcement to arrive and to make contact.

Suicidal Person

- Person expresses suicidal thoughts:
 - Always take comments regarding suicide very seriously.
 - Listen attentively to everything the person has to say. Let the person talk as much as he or she wants and needs to.
 - Be supportive, not combative. It is no time to argue or be judgmental. Simply recognize that the person hurts and needs help.
 - If possible, encourage the person to seek professional guidance through the Employee Assistance Program or local mental health specialists. Let them know they can find support and help (anonymously if desired) by calling the suicide hotline or local crisis hotline (988 Suicide and Crisis Lifeline).
 - As soon as you can, notify your supervisor and Director inform them of the situation.
- Person begins to physically act on suicidal thoughts:
 - Without putting yourself in harm's way, make every effort to not leave the person alone, even for a second.
 - Call, or have someone else call 911. Inform your supervisor and Director immediately.
 - Contact the ALTSA Emergency Manager and inform them if there are other dangers to others or offices.
 - While waiting for professionals to arrive, be as encouraging and comforting as you can. Let the person know you are deeply concerned for them.
 - When medic units or law enforcement arrive, give them whatever time and space they need to help the person.

Angry (Possibly Violent) Person:

- Stay calm.
- Call 911 local law enforcement as soon as possible if feel threatened.
- Inform you supervisor and Director. Contact the ALTSA Emergency Manager and inform them of the situation and that you have called 911.

-
- Defuse the anger:
 - Don't argue.
 - Speak calmly.
 - Avoid seeming to patronize, condescend or be judgmental.
 - Acknowledge feelings.
 - Assure the person you will try to assist them; ask them to discuss the situation calmly;
 - Listen. Take notes.
 - Try to understand; give feedback on what you've heard.
 - Try to resolve the issue; discuss options, possibilities.
 - Be honest.
 - If you must, say you'll need to get more information and get back to them.
 - If you say you'll do something, do it; it will prevent future confrontations.

If actually threatened:

- If the person says they have a weapon, assume it to be true.
- Comply with demands unless compliance will harm you or someone else.
- Focus on the person's features, actions; anything that will help later identify the individual.
- Try to get to a safe location. For example, tell the person you need to talk with someone about the problem.
- If you can, call 911 local law enforcement
- Contact the ALTSA Emergency Manager and inform them of the situation and that you have called 911.
- Alert everyone you can without putting yourself in danger.
- When it's over:
 - Write down everything you can recall as soon as possible.
 - To keep a clear memory, don't discuss the event until you talk with police

Actual Violence / Hostage:

If you become a hostage:

- Do what you are told unless it would bring harm to yourself or others.
- Never resort to force unless you or someone is in imminent danger.
- Don't argue or debate. Stay as neutral as you can.
- Quietly observe and note everything about the person - their words, appearance, and whether they have a weapon.
- Quietly seek a way out. Take it if you can.
- If you can't escape, hold on; help will come.

If you observe violent behavior:

- Call 911 local law enforcement immediately. Inform your supervisor and Director.
- Get away if possible.
- Find a safe place and stay there until police arrive.
- Contact the ALTSA Emergency Manager inform them of the situation and that you have called 911.

If you observe violence outside the building:

- Call 911 local law enforcement. Inform your supervisor and Director.
- Lock down your location. Close and lock doors.
- Contact the ALTSA Emergency Manager and inform them of the situation and that you have called 911.

-
- Get away from windows and outside view.
 - If you can leave to an even safer location, do so.
 - If you can't safely leave, find and keep shelter.
 - Help others cope. Stay put. Help will come.
 - When police arrive, follow their instructions.

Active Shooter:

- An active shooter event evolves quickly. It is typically rapid, random, and over in a matter of minutes.
- Always maintain situational awareness. Be familiar with your surroundings wherever you are. Have a plan if something were to happen. Notice where the exits are, how you can get to them, where to find refuge and cover.
- Make up your mind ahead of time - before anything happens - you will survive.
- Act quickly...it can save your life. Your situational awareness and planning may be all you can count on. There may be little time to consider options.
- You may have three options: escape, hide, or confront. Trust your plans...trust your instincts.
- Run/Escape:
 - If you have the chance, get out.
 - If you have a cell phone, take it.
 - Leave the rest of your stuff; your life is more valuable than stuff.
 - Help others, but only if you can without putting yourself in an increased danger.
 - Keep in mind that by virtue of your position, or the action you take, others may follow your lead.
 - Run away from gunfire, even if you are wounded.
- Hide/Lockdown/Barricade, if you can't escape:
 - Hide out of view of the shooter.
 - If inside, block entry to your location, lock doors, get behind cover and stay out of sight.
 - Don't peek and give up your cover.
 - Silence your cell phone or pager.
 - Spread out from other people, but, if you can, quietly plan with them what to do. Commit to act as a team.
 - If you can, quietly call 9-911. Report who and where you are, where the shooter appears to be.
 - If you're outside:
 - Drop to the ground and lie flat.
 - If near a safer place, get to it. Move or crawl away.
 - Use obstructions as cover but know that what you can conceal may not be bulletproof.
- Fight, but only as a last resort and only if you are in imminent danger and can't escape/run or hide:
 - Only you can make that decision.
 - If you decide to physically confront the shooter, commit to your course of action fully.
 - Act with aggression; throw things at the person as you attack. Make them react to you, not you to them.
 - Attempt to physically incapacitate the person.
- Help others, but only if you safely are able.
 - If you are safely escaping, warn others as you do.
 - Call 911 local law enforcement. Don't assume someone else has.
 - Help the injured, but only if it doesn't put you in more danger.

When police arrive

- Realize that the first and single priority of law enforcement responders will be to identify and neutralize the shooter. Initial responders will move quickly and directly to where shots were last heard. They will not stop to escort people to safety or help the injured until the threat is clearly over.
- Police must assure you are not the shooter. Do nothing to make them believe you are. Keep hands visible (fingers spread) and empty at all times.
- Do exactly what law enforcement tells you. Do not run at the police, make sudden movements, shout, point, or wave.

Available Trainings

Washington State Learning Center has trainings. “DSHS Active Threat” and In-person DSHS Active Threat are examples.

Tools

Refer to [Appendix A](#) for a the “Security Quick Reference Guide and Parking Lot and Situational Awareness Guide”.

Part 4: Security Quick Reference Guide

Security Escort

- Use the buddy system. Arrive and depart with co-workers.
- Park near building entrances.
- Avoid isolated, dark areas.

Suspicious Person Activity

- Do not confront.
- Report activity to 911 local law enforcement. Notify your supervisor and Director.
- Do not give anyone you do not know and who does not have an ALTSA and BHA Headquarters ID/ Key Card access into employee-only areas.

Weapons

- Employees cannot possess weapons on state property or while conducting state business.
- Employees may carry pepper spray or mace, but only for personal defense.
- Report any perceived intimidation by anyone carrying a weapon to 911 local law enforcement.

Restraining Orders

- A restraining order that could have safety implications for personnel must be brought to the attention of your supervisor and Director.
- Employees need to report any suspicious persons, ensure normally locked access doors are kept secured, and must not allow unauthorized persons access to employee-only areas without a valid escort.
- The person holding a restraining order is the one obligated to contact law enforcement and report violations of the order.

Break-in / Burglary

- Report burglary or break-ins to 911 local law enforcement immediately. Notify your supervisor and Director immediately.
- Report equipment or negotiable losses to DSHS Operations Review and Consultation using DSHS form 17-169 within 24 hours.
- Report losses of electronic devices and printed materials that may contain sensitive or confidential information to Enterprise Technology at 1-888-329-4773 within 24 hours.

Bomb Threat

- Keep the caller on the line for as long as possible. Call 911 local law enforcement using another land-line phone. Notify your supervisor and Director.
- Follow the dispatcher's directions. Evacuate only if directed. Do not use cell phones or two-way radios.

Suspicious Package

- Do not touch or move the package.
- Notify your supervisor and Director. Call 911 local enforcement.
- Follow the dispatcher's directions. Evacuate only if directed. Do not use cell phones or two-way radios.

Civil Disturbance

- Call 911 local law enforcement. Notify your supervisor and Director.
- Close blinds. Keep staff out of sight. Secure the office, ensure doors are shut and locked, and files equipment are ready to be shut down/locked quickly.
- Prepare to evacuate if necessary.

Suicidal Person

- Take comments regarding suicide seriously. Notify your supervisor and Director.
- If a person expresses suicide thoughts, direct them to professionals trained to help: Employee Assistance Program counselors at 360-753-3260; Suicide Hotline at 1-800-784-2433; or local Crisis Hotline at 360-586-2800.
- If the person is attempting to physically act out on suicidal thoughts, call the Lacey Police Department at 9-911 immediately. Stay with the person until help arrives.

Threats of Violence

- If person says they are armed, assume it to be true.
- Stay calm. Notify or have someone else notify Lacey Police Department at 9-911 as soon as possible.
- Attempt to defuse the person's anger. Do not confront. Physical force is never to be used except as a last resort and only if someone is in imminent danger.

Violence/Hostage situation

- Escape to safety location if possible. Contact Lacey Police Department at 9-911.
- Try to warn other offices/employees. Stay out of sight.
- Use physical force only as a last resort and only if someone is in imminent danger.

You Become a Victim of Violence or a Hostage

- Trust that others will contact Lacey Police Department and get you help.
- Do not confront. Comply with demands if you can without putting yourself or others in greater danger. Use force as a last resort and only if you are in imminent danger.

Active Shooter

- These events happen fast. Decide immediately whether it's best to run, hide, or fight. Take Action!
- If running: run away from gunfire and warn others. If hiding: stay under cover and do not expose yourself. If you must fight, commit to it fully.



SECTION 7
GETS Cards and WPS

Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS)

GETS is a program of the Department of Homeland Security, Office of Emergency Communications that prioritizes calls over wireline networks. Users receive an access card (GETS card), which has both the universal GETS access number and a Personal Identification Number (PIN). This PIN card allows users to utilize the service from any landline phone.

WPS is a federal program that authorizes cellular communications service providers to prioritize calls over wireless networks. By dialing *272 on your WPS enabled device, the users call receives a calling queue priority over regular calls, thereby greatly increasing the probability that your cellular call will get through the network, even with congestion. This program can be extremely beneficial during a major disaster or attack in which the public telecommunications networks are congested by high call volumes and/or damage to the telecommunications infrastructure.

Priority Telecommunication Services (PTS) Dialer App for GETS and WPS

Description

The Cybersecurity and Infrastructure Security Agency (CISA) Priority Telecommunications Services “PTS Dialer” app provides a streamlined way of making priority calls. The PTS Dialer provides easy access to the following services:

- Wireless Priority Service (WPS) – priority calling when cellular networks are congested
- Government Emergency Telecommunications Service (GETS) – priority calling when landline networks are congested

Installation Instructions

- a. On your work issued cell phone go to “Comp Portal” and search for “PTS Dialer.”
- b. Download, install, and open the app.
- c. If you are a GETS user:
- d. Tap the menu (3 dots in the upper right) and choose Settings.
- e. Enter your GETS PIN in the field and tap outside the box to save.
- f. Make a test call when prompted to verify your GETS PIN.
- g. To verify your WPS service, place a WPS call using the app.

Which RCS Staff Receive a GETs Card

Director, Office Chiefs, Regional Administrators, Field Service Administrators, Supervisors, Field Managers, Administrative Assistants (including AA3s, AA4s, and AA5s)

Process

Administrative Assistant 4s (AA4) in each Region, and the Administrative Assistant 5 (AA5) for Headquarters staff, will set up applicable staff with a GETs card

Provide staff with instructions on how to use GETs and WPS

Provide staff with electronic resource webpages below

Provide quarterly test call reminder email or calendar invite via Outlook

As new staff are hired into applicable positions or leave applicable positions, AA4s/AA5s will adjust GETs access accordingly.

Which RCS Staff have WPS Enabled on Their Device

All staff who have a work-issued cell phone will be enrolled in WPS.

Process

- AA4s in each Region, and the AA5 for Headquarters staff, will ensure WPS is a selected feature on the wireless phone service plan for each staff member.
- Provide staff with instructions on how to use WPS.
- Provide staff with electronic resource webpages below.

Resources

[GETS overview \(cisa.gov\)](#)

[WPS overview \(cisa.gov\)](#)

[Helpful Tips for GETs and WPS \(cisa.gov\)](#)

[GETS Frequently Asked Questions \(cisa.gov\)](#)

[WPS Frequently Asked Questions \(cisa.gov\)](#)



SECTION 8

Remote Emergency Preparedness


The Emergency Preparedness Plan for Residential Care Services provides general guidelines for employees who work from home (remote work) and to be sure employees have a plan to deal with common emergencies and disasters. This can include basic supplies, a survival kit, and potential plans for continuing work from home during and after the emergency.

Remote work can be uniquely challenging during emergencies since there may be additional situations and stressors that require different solutions than normal remote work, but there are also many strengths associated with developing a strong remote employee infrastructure in the wake of a disaster. Remote work can provide RCS staff the flexibility that is needed to deal with difficult situations. In the aftermath of a disaster, the division recognizes that flexibility, understanding, and employee's need are important matters to consider.

Important Preparedness Tasks and Functions to Follow

- Make an Emergency Kit for car and home (See <https://mil.wa.gov/preparedness> on how to build and create emergency kits for car and home).
- Develop an Emergency Plan (See <https://mil.wa.gov/asset/5f171cc0a935f> on various ways to create and communicate your emergency plan).
- **Communicate and Support** – Crucial for both the manager and the employee when it comes to managing remote teams, whether there is a disaster or emergency. It is important that expectations are clear when it comes to work and to communicate effectively to provide staff support during challenging times.
- **Technology** – Helps when it comes to emergency preparedness by enabling employees to connect to the internet, access important files and documents and most importantly maintain a clear line of communications.
- **Electricity** – Essential for remote staff as it allows access to internet and keep work /home equipment's charged. Also, consideration of developing plan to work in different workplace options in case of emergencies, such as the nearest office satellite, cafes, library, home of a friend or family member who still has power. Or even driving to the duty station if power is working in the designated duty station. Bottomline: if a staff lose power in their home for an extended amount of time, they should investigate where they can charge their devices and access electricity outside of their home or personal plan.
- **Internet Connection** – a reliable, fast internet connections is a necessity for staff to do remote work. Emergencies and disasters can disrupt internet connectivity. Mobile hotspots can give RCS staff the flexibility to connect to the internet anytime there is a cell reception.
- **Access Information** – important during emergencies to access files from servers. Staff may want to download important files and reference documents to their desktops. Since ALISA moved to ONE DRIVE, as a cloud storage, this allows employees to access important files and documents when working remotely. Documents stored in the cloud can be accessed even if staff are away from a specific device or location. This makes cloud storage helpful to remote work during emergencies that might require alternative living or working situations.

Perhaps the most important consideration is to ensure that there is a policy and culture of prioritizing health and safety of RCS staff.



SECTION 9
Emergency
Communications
Plan

Purpose

An Emergency Communications Plan is a chain of notifications utilized by the Division's leadership team to contact staff during an event, incident, or emergency. Division leadership will determine the location of staff, assess for immediate safety concerns, and provide any related instruction and information. It is recommended all members of the RCS leadership team implement an Emergency Communications Plan for their office.

Responsibilities

Each member of the RCS leadership team will ensure members of the extended management team including Field Service Administrators, Unit Managers, Field Managers, as well as their staff, are listed on the Emergency Communications Plan.

Privacy

Because privacy is a concern, special care will be taken when distributing staff's personal contact information. Staff personal information listed on the Emergency Communication Plan should be accessed by Coordinators, managers, or authorized personnel to maintain privacy.

Accessibility


The Emergency Communications Plan should be distributed to the RCS leadership team and extended leadership team. These plans will be stored in a back-up location and be accessible to managers and authorized personnel. The Emergency Communications Plan is modeled after the existing organizational structure, and back-up procedures should be put in place to ensure all calls can be executed. Please see Appendix B for an example of the Emergency Communications Plan template.

Executing the Emergency Communications Plan

- a. In the event of an emergency, the Division Director or their designee will contact members of the RCS leadership team to activate the plan.
- b. Members of the RCS Leadership Team will send a group text and email to the employees within their section to determine their location and if any assistance is needed. Staff members shall maintain communication with management as long as it is safe to do so. Any additional information or instructions will be relayed to staff at that time.
- c. If staff do not respond by text or email, each member of the RCS Leadership team will instruct managers to contact their direct reports via telephone to obtain their location and ensure there are no immediate safety concerns. Managers need to consider any staff who may be on leave at this time.
- d. Managers will report back to the RCS leadership team regarding the status of each of their direct reports.

Quarterly Communication Testing Drills

RCS regional and headquarter offices will conduct four communication testing drills a year on a quarterly schedule: January, April, July, and October.



SECTION 10
Devolution
and Relocation

Devolution

Purpose

RCS must ensure operations continue during any emergency with minimal disruption to essential functions. The RCS Continuity of Operations (COOP) Plan provides direction and guidance to ensure essential functions are performed under all threats and conditions.

Devolution planning focuses on the implementation of devolution as a strategy by which to continue essential functions. This plan designates an individual to provide guidance and direction for RCS personnel to continue operations from a devolution facility or remote location once a determination has been made that devolution operations are to be initiated.

Devolution planning supports overall continuity of operations and addresses catastrophic and other disasters or events that render leadership and staff unavailable to, or incapable of, supporting the execution of essential functions from either the primary or continuity location(s).


Orders of Succession

In the event of the inability to perform the functions and duties of the position, the RCS Director has delegated to the following positions, in order, those functions and duties:

RCS Current Order of Succession and Devolution of Direction & Control

- Amy Abbott, Director (primary)
- Mike Tornquist, Deputy HQ Operations Chief (secondary)
- Frances Wellsbury (tertiary)
- Anna Facio (quaternary)

The RCS Director's Administrative Assistant is responsible for ensuring orders of succession are up-to-date, and copies can be found at



Amy Abbott
Director, Residential Care Services

Relocation

Purpose

In the event an RCS office or primary duty station is not able to be accessed for any reason, staff may need to relocate to an alternate workstation to perform the essential functions of their position and maintain continuity of services.

1. Direction
 - a. All staff who are able to perform the essential functions of their position via teleworking will be instructed to do so.
 - b. Duty station status can be found at www.dshs.wa.gov/ffa/dutystation or The DSHS Employee Emergency Information Line (1-866-374-7367).
 - c. The Division leadership team will notify staff if there is a need to relocate to an alternate workstation and provide instructions on accessing the building.

-
- d. In the event staff stationed in regional offices are not able to access their primary duty station, they should report to the following buildings:

Spokane ⇆ Yakima
Arlington ⇆ Lynnwood
Kent ⇆ Lakewood
Headquarters ⇆ OB2
Tumwater ⇆ HQ
Vancouver ⇆ Tumwater

- e. All out-stationed staff should report to the regional office or HQ building nearest to them.



SECTION 11
Inclement Weather
Check-In

Authority

DSHS Administrative Policy [9.16 Emergency Closures, Delayed Openings, and Suspension of Operations](#) details basic employee notification procedures as required under [WAC 357-31-275](#) and [Directive by the Governor 13-02 Continuity of Government Operations](#). The Duty Station Status Report (DSSR) and the Toll-free Employee Emergency Information Line allow DSHS staff to determine whether their office or campus is closed, delayed, or otherwise impacted during emergencies (such as severe winter weather).

Timely Correspondence

- Representatives from each DSHS Administration are designated by their appointing authorities to make timely updates to keep employees informed of the operational status of their work location.
- Always post updated operational status messages to both the DSSR and the Employee Emergency Information Line.
- Our employees need to know the status of their worksites to support the continuation of DSHS mission essential functions during an emergency.

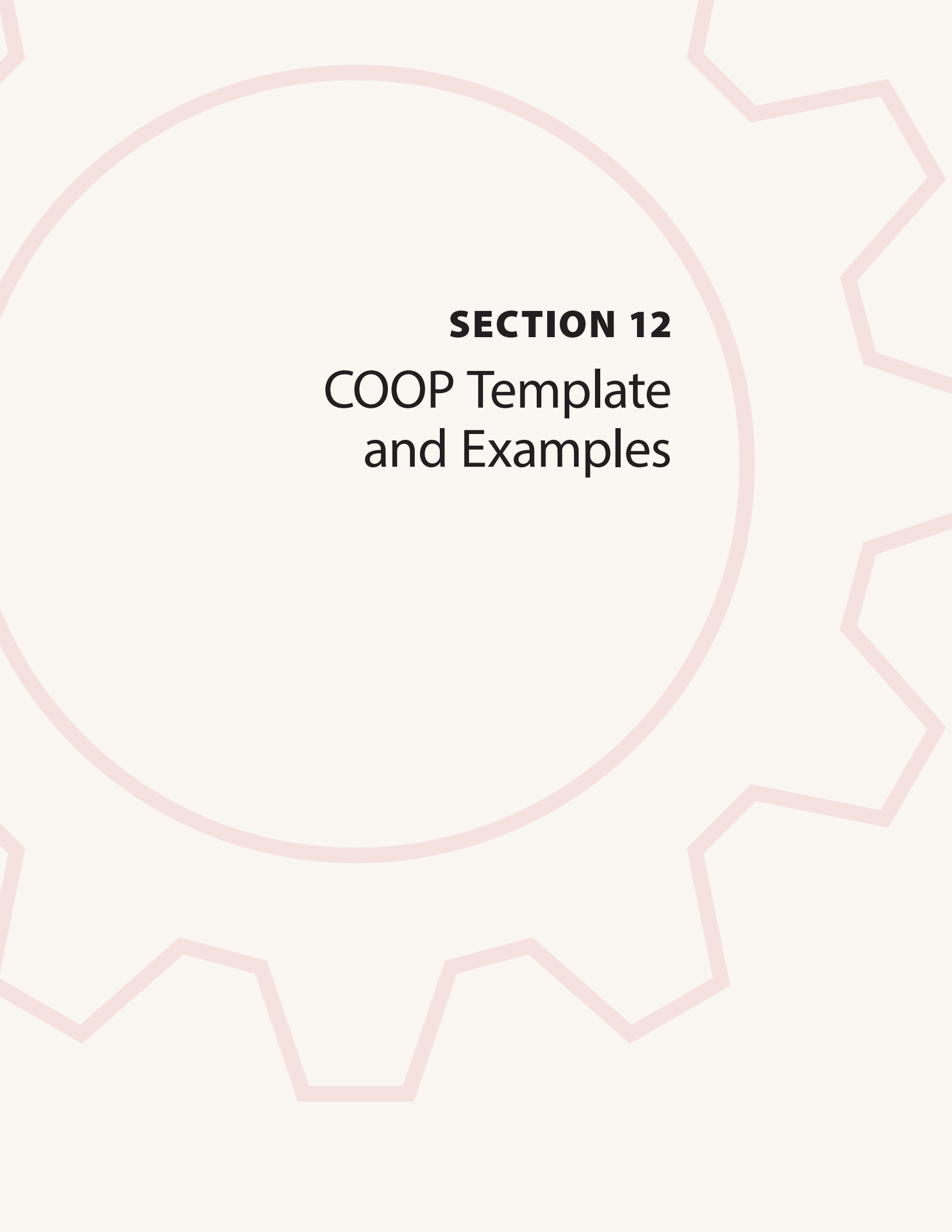
Employee Information

- Employees will visit the [Duty Station List](#); or Call the DSHS Employee Emergency Information Line (1-866-374-7367) to determine office status during inclement weather events or other emergencies.
- Information on how to access the Duty Station List and DSHS Employee Emergency Information Line will be posted in the RCS weekly newsletter.

Resources

[Inclement Weather Decision Guidance_Nov 2022.pdf \(wa.lcl\)](#)

[DSSR and Toll-Free Employee Emergency Information Line Instruction Manual](#)



SECTION 12
COOP Template
and Examples

Division Principles

The Continuity of Operations Plan (COOP) establishes guidance to ensure Division execution of the essential functions in the event that an emergency threatens or incapacitates operations. The is designed to:

Ensure RCS is prepared to respond to emergencies, recover from them, and mitigate against their impacts.

Ensure RCS is prepared to provide critical services in an environment that is threatened, diminished, or incapacitated.

Provide timely direction, control, and coordination RCS leadership, staff, and other critical customers before, during, and after an event or upon notification of a credible threat.

Establish and enact time-phased implementation procedures to activate various components of the Plan.

Facilitate the return to normal operating conditions as soon as practical, based on circumstances and the threat environment.

Goals

- Ensure RCS' COOP is viable, operational, and compliant with all guidance documents.
- Ensure RCS is fully capable of addressing all types of emergencies, or "all hazards" and that essential functions are able to continue with minimal or no disruption during all types of emergencies.

Essential Functions

1. Functions to be performed, given a *One Day* disruption. (Highest priority to lowest):
 - Leadership and decision making.
 - Emergency management.
2. Functions to be performed, given a *One Day - One Week* disruption. (Highest priority to lowest):
 - Continuation of functions listed above.
 - Intake of all complaints made to Complaint Resolution Unit in Residential Care Services.
 - Refer all emergent cases to appropriate agency within Residential Care Services for investigation.
 - Investigation of all emergent cases for alleged harm to residents.
 - Disaster recovery of all mission critical IT and communication systems.

Concept of Operations

The Division will respond to a disaster or emergency by planning effectively and carrying out that plan as the disaster or emergency situation unfolds. RCS's readiness can be divided into two areas: 1) Divisional Offices' readiness and preparedness, and 2) staff readiness and preparedness. Division readiness will depend on the situation and could involve increased virtual communications, mandatory work from home, certain declarations of emergency, and activation of mission-essential functions. RCS staff should prepare for a continuity event. They should plan in advance what to do in an emergency at work and should develop an individual and/or a family emergency response plan to increase personal and family preparedness.

Command Structure During a Health Emergency or Disaster

RCS will carry out AL TSA's COOP during a declared emergency or disaster. The RCS Director or designee is the Incident Commander of the Division. All questions or concerns regarding Division continuity of operations must be directed to the RCS Director or designee. The final authority for decisions regarding Division operations in an emergency rest with the RCS Director.

COOPs for Individual Offices

Each of the eight RCS regional offices will have their own COOP plan. Each of the three headquarter Office Chiefs will have their own COOP plan. Refer to Appendix C for an example of the COOP template they will use. The Regional Administrators and Office Chiefs will give each of their staff a copy of their COOPs for their respective offices. Refer to **Appendix C** for an example Office Template.

The purpose of individual office COOPs is to delineate a plan to maintain their most essential services and programs of RCS in the face of a major disaster that threatens its ability to function. The COOP is intended to be a practical resource that guides staff for those offices by providing information required to maintain the essential functions. More specifically, each office COOP will prepare staff with an action plan for disaster and emergencies that covers:

- Emergency contact information
- Plan to maintain operations
- Plan to coordinate with others
- Vital services
- Supporting administration phone numbers
- Office emergency planning teams and contact phone numbers
- Essential Records Backup
- Cyber Security
- Shelter-in-Place plan
- Communication plan
- Evacuation plan

Emergent Positions

All RCS staff are classified as emergent staff for the purposes of an emergency and disaster. During a recognized emergency and disaster staff duties may be different from normal duties and will be temporary in nature, lasting only if necessary to resume normal division operations. Staff may be required to perform the following during a recognized disaster: 1) Report for duty on a short notice for a specific timeframe; 2) Report for duty outside of normally scheduled work hours and days; 3) May have to report to a duty station that is different than the official duty station; and 4) Perform with tasks possibly out of the normal scope of duties.

Altered Assignments

RCS staff may be required to perform duties outside the scope of their usual responsibilities. The highest priority for RCS will be the support of mission essential functions. RCS may alter staff assignments to support these functions.

RCS Office Impact

As staffing and other requirements dictate, RCS management may be required to alter facilities' operating hours, consolidate services, periodically close facilities or use facilities for purposes other than their usual function.

Modified Operations

Some RCS services may be modified to be conducted differently. For example, some services usually provided through face-to-face interviews may be conducted virtually.

COOP Alert and Notification

Residential Care Services will communicate and coordinate activities with staff before, during, and after a continuity event. Prior to an event, designated staff will monitor advisory information. In the event that normal operations are interrupted or if an incident appears imminent, RCS will inform RCS staff through an all-staff email to communicate the organization's current operating status and to give direction and instructions. In the event email communication is down, Regional Administrators and Office Chiefs will inform their staff.

COOP Implementation

Any emergency situation naturally unfolds in uncertain ways with numerous unknown possibilities and countless situations for which to prepare. The Division will continue regular operations for as long as it is deemed safe and in the best interest for RCS employees, clients, providers, and other stakeholders. Regular operations may involve modified business practices, such as more virtual and remote communication, social distancing, etc.

RCS operations may move to a voluntary telework, or remote work situation, depending on the circumstances. A voluntary remote work situation will be indicated by the Director or her designee and employees may choose, on a voluntary basis to work from home or an alternate location. Employees who choose to pursue this option must do so with supervisor acknowledgement and must have the ability to remotely conduct their job.

As the situation evolves, the Director may institute mandatory remote work or direct work take place in an alternate location. In this situation, supervisors and employees must establish regular communication and feedback channels to ensure safety and continuity of work. If an employee does not have the technological capability, or if other situations arise, they should abide by the appropriate Human Resources guidance for the given situation.

The emergency may mandate that the Department scale back operations to strictly Mission Essential Functions. In this case, the Director will communicate with the RCS leadership team. Resources, such as technology and/or staff and/or contracts, may be redeployed to ensure continued continuity of operations. The activation of Mission Essential Functions will be given by the Director or her designee.

When the emergency has concluded, the Director will inform the RCS leadership team. Reconstitution will begin, which involves assessing impact to operations and service delivery and resuming normal business operations. Special attention should be paid to returning employees and making them feel welcome and comfortable in the aftermath of the emergency. Outreach and engagement with providers and stakeholders will also take place as operations resume and services come back online in full capacity. Refer to the Remote Section in these guidelines.

Communication Plan

Telecommunication and other forms of remote communication are encouraged in disasters and emergencies. RCS will maximize the use of existing technologies to support:

- Contact between and among RCS headquarters and field locations
- Exchange of resident and client information
- Communication with key partners
- Communication with the incident command structure

The Communications Plan is designed to meet the following critical communications functions:

1. Provide a direct link to the RCS leadership team, who will command communication content and strategy
2. Enable the RCS leadership team to carry out and coordinate planning and operations efforts in a real time fashion

-
3. Keep staff updated with current information on a timely basis
 4. Communicate with clients, consumers and stakeholders regarding how the health emergency/disaster may affect the services available to them
 5. Communicate with service providers about how the health emergency/disaster may affect their organization and the consumers they serve

Residential Care Services will establish regular channels of communication with employees, providers and other stakeholders. Depending on the situation, communication may vary and may require public reporting on the RCS website. Employees, providers, and stakeholders may, at various times, have inconsistent ways to access information, and RCS will attempt to make sure information flow is maintained. In general, the Director, or her/his designee, will be responsible for communication to employees, and others as needed. Departmental Program Offices will be responsible for communication and guidance directly to clients, providers and stakeholders. It is likely RCS will publish guidance and FAQs on the RCS website to keep the public, stakeholders, RCS providers, and employees up to date with the latest information.

The Communication Plan in the planning and implementation phases of an emergency will be guided by the Director. A regular briefing schedule for RCS leadership team will be established. Often the news media will provide the latest information for an evolving situation, but this information should be summarized and reiterated to relevant parties after the fact to ensure consistent guidance is provided across the organization. Refer to Section 9 for specific emergency communication plans for regional and HQ offices.



SECTION 13
Emergency Response
Safety Quick Sheet

Background

The Division has a “Safety Quick Sheet” for employees to help them prepare and respond to emergencies and disasters. The sheet is customized for individual offices. Staff use as a reminder of the recommended actions in disasters and emergencies. Regional and headquarter offices can customize the sheet with specific information for their offices. This quick reference guide is a supplement to the Division Emergency Preparedness Guidelines that contain more detailed guidance.

Office Use

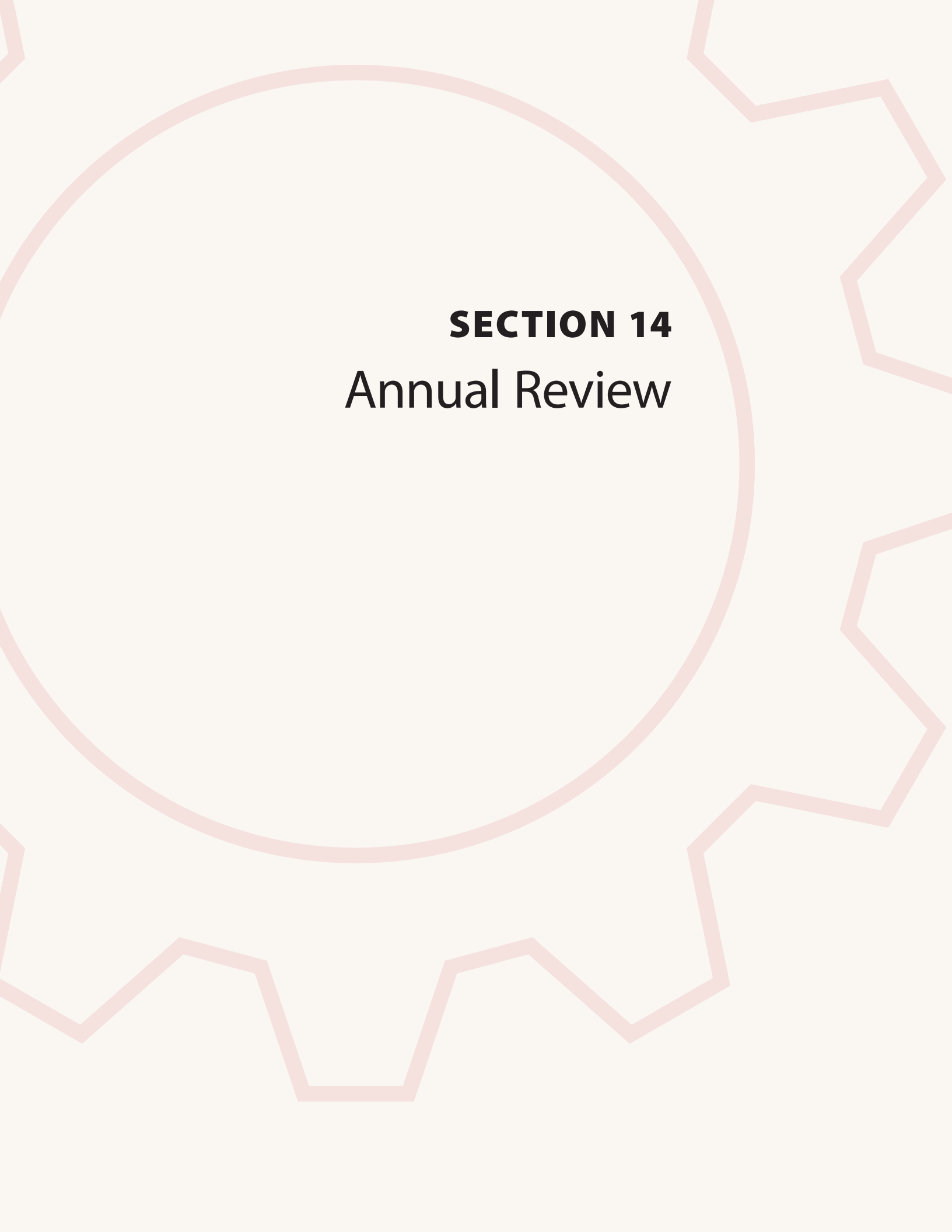
Each regional and Division headquarter office listed below will have their own “Safety Quick Sheet” specific to its office. Regional Administrators and Office Chiefs will ensure their staff have a copy and are trained to implement.

Offices

1. Lacey Blake Office Park
2. Region 1 Spokane Office
3. Region 2 Union Gap Office
4. Region 2 Kent Office
5. Region 2 Lynnwood Office
6. Region 2 Smokey Point Office
7. Region 3 Lakewood Office
8. Region 3 Tumwater Office
9. Region 3 Vancouver Office

Office Safety Quick Sheet Template

Refer to **Appendix D** for an example template.



SECTION 14
Annual Review

Purpose

The purpose of an annual review of the Division Emergency Preparedness Guidelines is to keep the guidelines current to make sure the Division and its staff are prepared and can respond to disasters and emergencies in a safe manner.

Division

The Division will conduct an annual review of these guidelines. In addition, RCS will also review these guidelines whenever there are changes within the administration and agency that would require changes and updates in the guidelines.

The annual review will:

- Evaluate the effectiveness of the division guidelines and revise guidelines for any quality improvements.
- Identify changes in offices and Division structure, key personnel, agency policies, administrative and division processes the guidelines need to reflect
- Recognize changes in agency and administration emergency management and preparedness processes for updating the guidelines.

Employees

Employees have a responsibility to know and apply any changes and updates in the Division guidelines for individual work safety. The Division will review the guidelines with each employee initially when approved, annually, and whenever any changes and updates are made in between annual review.

Annual Review

The Division annual review will be in the form of an annual review meeting to occur in July each year. Division staff will have the opportunity to participate in the review and provide input. The Division will invite other individuals it believes will aid in the review process including and not limited to AL TSA Emergency and Risk Manager. The Division will record any changes and revisions on the "Record of Changes" within these guidelines.

Annual Report

The Division will record its annual review in written form on the annual review report. Refer to **Appendix E** for example annual review template.



SECTION 15
Wild Fires

Wildfire Division Actions

Washington is at risk annually for wildfires at any time. Winds can change fire Direction and cause destruction, harm, and death. The Division, in collaboration with other administration divisions and state agencies, monitors residential care settings, clients, staff, state offices, and service impacts.

The AL TSA Emergency Manager and Risk Officer will keep the Division Director and RCS Regional Administrators briefed on agency fire watch. Regional Administrators and their designees (Field Service Administrators and Field Managers) will monitor regional wildfire activity. They will coordinate and collaborate with many partners that include Home and Community Services Division and Developmental Disabilities Administration Regional Administrators. They may be in contact with county jurisdictions with authority (county and Sheriff) to call level 3 Evacuations. When a wildfire is burning in your region, you need to pay close attention to emergency managers who may have to issue evacuation notices on short notices. Emergency managers may be county managers, sheriffs, and local police. Emergency managers will use three levels to convey the urgency of the situation, [according to the U.S. Forestry Service](#):

Fire Watch Checklist

Regional Administrators and Field Managers can use the Fire Watch Checklist for fire watch in their areas. See Appendix F an example of the checklist.

DSHS GIS Emergency Management Viewer Map

The Division uses this map to overlay emergency impacted areas with RCS facilities to identify impacted providers. DSHS also uses this map: [DSHS Emergency Management Viewer Map](#).

Useful Resources

- [InciWeb](#)
This is a national incident information system that delivers fire news from specific incidents throughout the entire country. Zoom in for WA specific fires.
- [DNR Wildfire Intel Dashboard](#)
This site provides more stats for wildfire season in WA. The disclaimer (as of 8/5/22) was that the information is updated weekly. Caution when using this site – determine the information is still relevant if using.
- [Northwest Interagency Coordination Center](#)
Morning Briefing – updated each morning with the latest fire activity and fire weather alerts. This is not WA specific, though all WA fires will be identified with an incident number that starts with WA.
- [WA Smoke Blog](#)
This site shows air quality by color code (AQI) and location of fires. Zoom in to see WA specific information. Clicking on a dot will bring up more information for that specific location.
- <https://www.dnr.wa.gov/Wildfires>
- DSHS Sharepoint site [Emergency Operations \(wa.lcl\)](#)

Duty Station Check

Staff should check the DSHS Duty Station site for up-to-date information on their work location. Since the environment and circumstances are rapidly changing, this information will be updated as available.

Actions

Staff may also reach out to their supervisor for any updated information that may be available.

There is a continued expectation that staff report absences using standard processes as established by your administration in accordance with agency policy and applicable CBAs. DSHS recognizes that there are current communication limitations occurring that may be impacting staff ability to report their absences.

Once communication limitations are resolved staff will be expected to report absences using standard processes established by your administration.

Staff who need to take time off work to address and manage any personal impacts they may be experiencing will not be eligible to utilize shared leave. Depending on the situation you may use annual leave, personal holiday, personal leave day or sick leave.

Staff working at a different work location may be eligible for travel time in accordance with the SAAM manual. If the commute from the staff's home to the alternative work location is a distance greater than their regular commute, employees may qualify for the travel time to be considered time worked. Staff who have a commute that is lesser than their regular commute will not be considered in travel status.


Based on the specific situation you are facing, only you can make the decision to report to work. If based on the situation, you decide to remain at your home or shelter, you will need to communicate your absence with your supervisor or via the call out processes established at your facility.

DSHS Leadership encourages our staff to follow local emergency response related to evacuation status and please take actions as quickly as possible to protect yourself and family.

Questions

Submit questions and comments regarding information presented in these guidelines to:

IPC EPTTEAM (DSHS/AL TSA/RCS) ipc.epteam@dshs.wa.gov



Appendices

Appendix A



Security Quick Reference Guide

Security Escort

- Use the buddy system. Arrive and depart with co-workers.
- Park near building entrances.
- Avoid isolated, dark areas.

Suspicious Person Activity

- Do not confront.
- Report activity to 911 local law enforcement. Notify your supervisor and Director.
- Do not give anyone you do not know and who does not have an AL TSA AND BHA Headquarters ID/ Key Card access into employee-only areas.

Weapons

- Employees cannot possess weapons on state property or while conducting state business.
- Employees may carry pepper spray or mace, but only for personal defense.
- Report any perceived intimidation by anyone carrying a weapon to 911 local law enforcement.

Restraining Orders

- A restraining order that could have safety implications for personnel must be brought to the attention of your supervisor and Director.
- Employees need to report any suspicious persons, ensure normally locked access doors are kept secured, and must not allow unauthorized persons access to employee-only areas without a valid escort.
- The person holding a restraining order is the one obligated to contact law enforcement and report violations of the order.

Break-in/Burglary

- Report burglary or break-ins to 911 local law enforcement immediately. Notify your supervisor and Director immediately.
- Report equipment or negotiable losses to DSHS Operations Review and Consultation using DSHS form 17-169 within 24 hours.
- Report losses of electronic devices and printed materials that may contain sensitive or confidential information to Enterprise Technology at 1-888-329-4773 within 24 hours.

Bomb Threat

- Keep the caller on the line for as long as possible. Call 911 local law enforcement using another landline phone. Notify your supervisor and Director.
- Follow the dispatcher's directions. Evacuate only if directed. Do not use cell phones or two-way radios.

Suspicious Package

- Do not touch or move the package.
- Notify your supervisor and Director. Call 911 local enforcement.
- Follow the dispatcher's directions. Evacuate only if directed. Do not use cell phones or two-way radios.

Civil Disturbance

- Call 911 local law enforcement. Notify your supervisor and Director.
- Close blinds. Keep staff out of sight. Secure the office, ensure doors are shut and locked, and files equipment are ready to be shut down/locked quickly.
- Prepare to evacuate if necessary.

Suicidal Person

- Take comments regarding suicide seriously. Notify your supervisor and Director.
- If a person expresses suicide thoughts, direct them to professionals trained to help: Employee Assistance Program counselors at 360-753-3260; Suicide Hotline at 1-800-784-2433; or local Crisis Hotline at 360-586-2800.
- If the person is attempting to physically act out on suicidal thoughts, call the Lacey Police Department at 9-911 immediately. Stay with the person until help arrives.

Threats of Violence

- If person says they are armed, assume it to be true.
- Stay calm. Notify or have someone else notify Lacey Police Department at 9-911 as soon as possible.
- Attempt to defuse the person's anger. Do not confront. Physical force is never to be used except as a last resort and **only** if someone is in imminent danger.

Violence/Hostage situation

- Escape to safety location if possible. Contact Lacey Police Department at 9-911.
- Try to warn other offices/employees. Stay out of sight.
- Use physical force only as a last resort and **only** if someone is in imminent danger.

You Become a Victim of Violence or a Hostage

- Trust that others will contact Lacey Police Department and get you help.
- Do not confront. Comply with demands if you can without putting yourself or others in greater danger. Use force as a last resort and **only** if you are in imminent danger.

Active Shooter

- These events happen fast. Decide immediately whether it's best to **run, hide, or fight**. Take Action!
- If running: run away from gunfire and warn others. If hiding: stay under cover and do not expose yourself. If you must fight, commit to it fully.

Parking Lot Safety and Situational Awareness

Parking lots and outlying areas can have a higher risk for an encounter or incident, especially at night. The following safety recommendations are adapted from the Behavioral Health Administration for all DSHS employees to reinforce situational awareness and safety routines.

Safety Recommendations

- Park near ambient lighting and as near to the entrance as possible.
- Avoid parking near vehicles that may block your line of sight like a box truck, etc.
- Keep valuables and items that may show personal information out of sight in your car. If you must leave valuable or personal items in your vehicle, lock them in your trunk.
- Utilize the “buddy system” if possible, especially at night. Be sure to drive your “buddy” to their car or back to the office/facility entrance to avoid walking alone.

Situational Awareness

- Take a few moments to stop and scan the parking lot for anything unusual. Refrain from wearing your headphones.
- Stay alert and aware of your surroundings. Trust your intuition.
- Is there someone in their car parked near yours? Are there unknown person(s) in the area?
- Have your keys in hand and ready to unlock the vehicle.
- Some key fobs have a panic feature, this is a good way to alert others if needed.
- Have your cell phone easily assessable and ready to use the SOS/Emergency call feature.
- Ask for an escort to and from the parking lot if you feel uncomfortable.
- Do not approach someone you do not recognize if they are loitering near your vehicle.
- If you are approached by someone who seems unsafe and may have a weapon? Immediately utilize the SOS Emergency Call feature on your phone. Avoid contact with the individual if possible. If safe to do so, run and get the attention of others in the area, yelling waving hands.
- Once in your vehicle, check your backseat and lock the doors.

Personalized Safety Plans

- Personalized Safety Plans can be implemented for circumstances where there is a known or identified threat to an individual or group of staff. Personalized Safety Plans address the safety of staff members for specific circumstances such as a restraining order, order of protection, threats, or other situations. Contact your local HR representative for more details.

Your Smartphone is an Emergency Tool

- Setup your smartphone for easy 911/SOS emergency notifications. Adjust your phone’s settings to function like a duress button to immediately notify local law enforcement or emergency services. Adjust your settings to automatically share your info with emergency contacts, make an audible alarm sound, or record video and audio during an emergency.

Android/Samsung phones:

- Open the Settings app
- Click Safety and Emergency
- Click Emergency SOS or Send SOS Messages
- Toggle the Use Emergency SOS slider.
- Under this section are other emergency options to include when and how you activate the SOS feature.

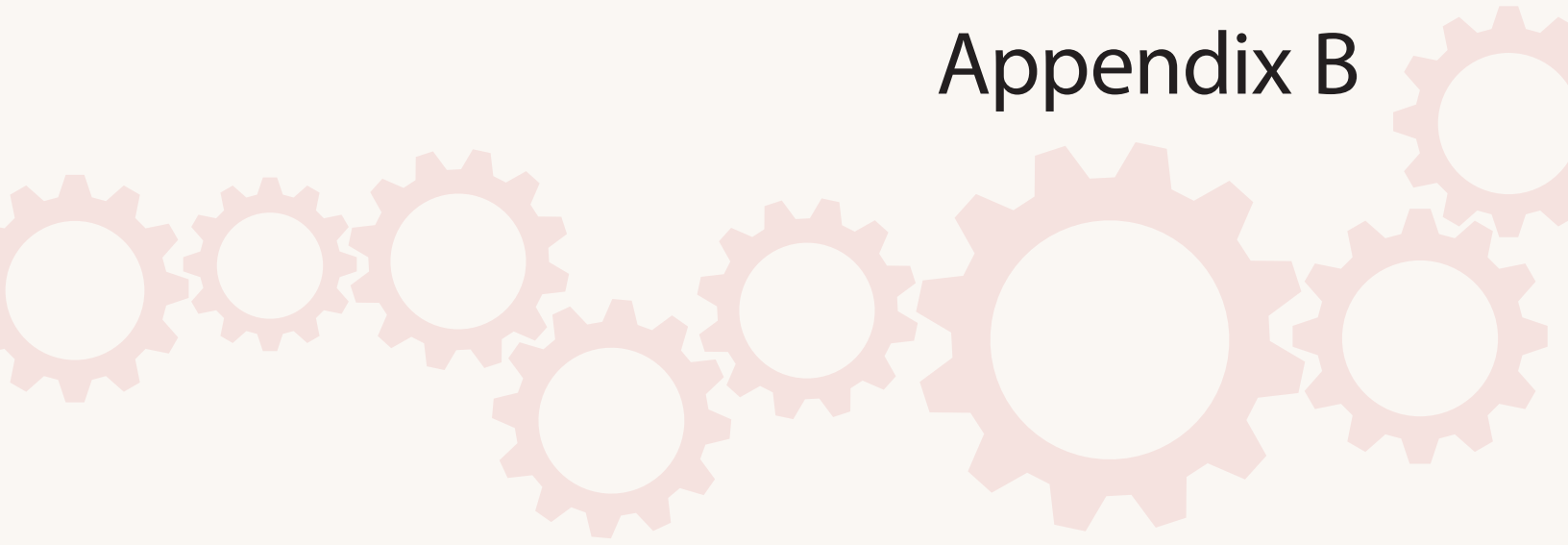
iPhone 8 or newer:

- Press and hold the side button and one of the volume buttons until the SOS Emergency call slider appears.
- Toggle the SOS Emergency Slider to call emergency services/law enforcement.
- If you continue to hold the side button and the volume button a countdown begins and an alert sounds after the countdown emergency services/local law enforcement will automatically be contacted (good to use while holding the buttons down in your pocket.)

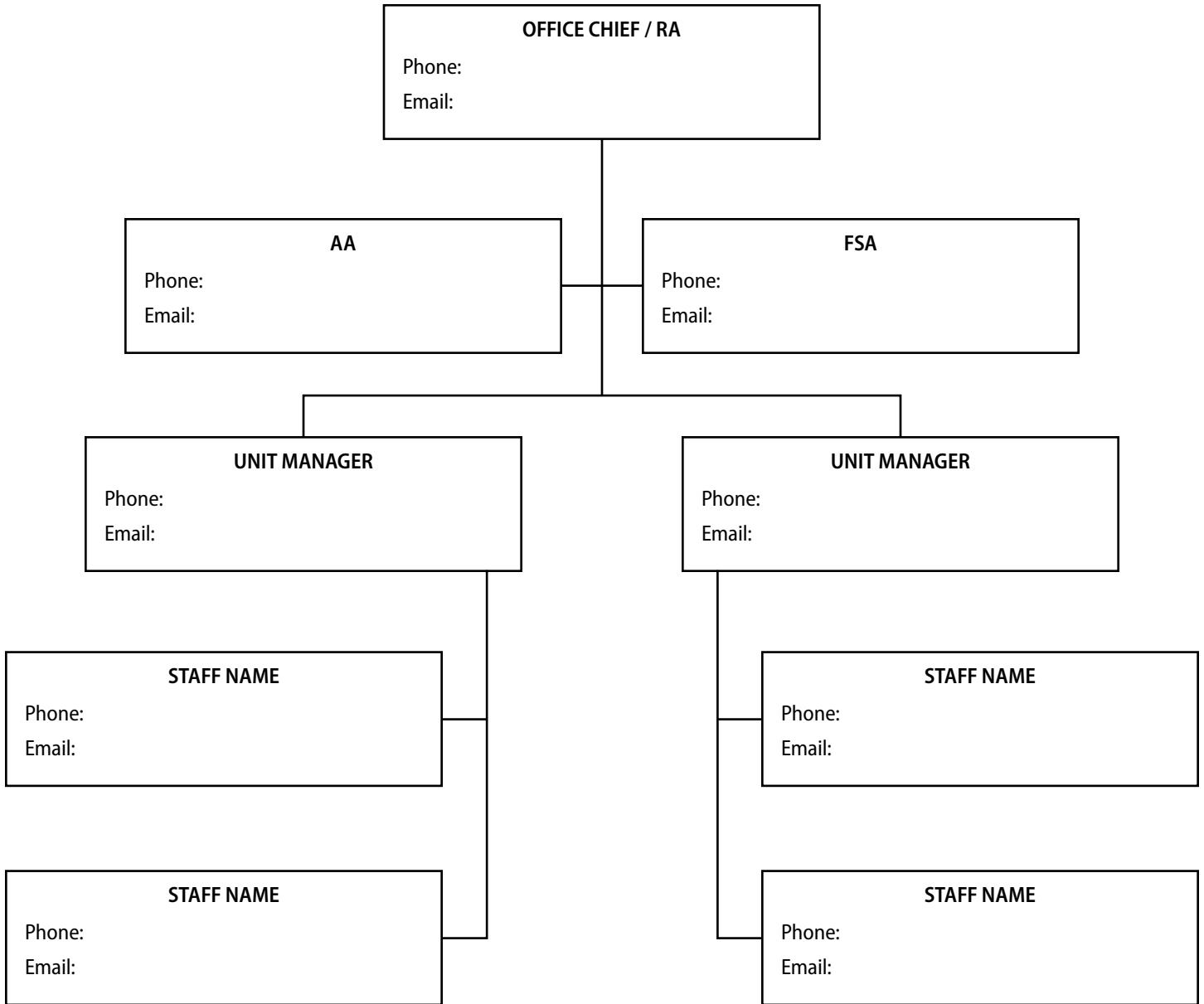
iPhone 7 or earlier:

- Rapidly press the side (or top) button five times, the SOS Emergency Call slider will appear.
- Toggle the SOS Emergency Call slider.
- Even if you have location services off, activating the SOS Emergency Call will temporarily turn on your location.
- There are more features and emergency options under settings.

Appendix B



Emergency Communications Plan



Appendix C



RESIDENTIAL CARE SERVICES
**Emergency Preparedness and
Continuity of Operations Plan Overview**

| | | |
|---|------------------------------------|---------------------|
| LOCATION (INSERT ADDRESS HERE) | | |
| REGIONAL ADMINISTRATOR'S NAME | FIELD SERVICE ADMINISTRATOR'S NAME | OFFICE CHIEF'S NAME |
| FIELD MANAGER(S) NAME(S) | | |
| UNIT MANAGER(S) NAME(S) | | |
| Communications | | |
| <p>We will communicate our emergency plans with co-workers in the following way:</p> <p>In the event of a disaster, we will communicate with employees in the following way:</p> | | |
| Evacuation Plan | | |
| <ul style="list-style-type: none"> We have developed these plans in collaboration with neighboring businesses and building owners. We have located, copied, and posted building and site maps. Exits are clearly marked. We will practice evacuation procedures _____ times a year. <p>If we need to evacuate quickly, our plan is to:</p> <p>1. Warning system: _____ We will test the warning system and record results _____ times a year.</p> <p>2. Assembly site: _____</p> <p>3. Assembly site coordinator and alternative: _____ Responsibilities include:</p> <p>4. Shut down coordinator and alternative: _____ Responsibilities include:</p> <p>5. _____ is responsible for issuing all clear.</p> | | |
| Shelter in Place Plan | | |
| <ul style="list-style-type: none"> We have talked to co-workers about emergency supplies to consider keeping in a portable kit personalized for their individual needs. We have located, copied, and posted building and site maps. We will practice sheltering procedures _____ times a year. <p>If we must take shelter quickly, our plan is to:</p> | | |

Shelter in Place Plan (continued)

- 1. Warning system: _____
We will test the warning system and record results _____ times a year.
- 2. Shelter location and alternative: _____
Responsibilities include:
- 3. Shut down coordinator and alternative: _____
Responsibilities include:
- 4. _____ is responsible for issuing all clear.

Cyber Security

To protect our computer hardware, we will:

To protect our computer software, we will:

If our computers are not operable, we will use back-up computers at the following location:

Essential Records Back-up

Essential records are necessary for an agency to resume its core functions following a disaster.

We have identified the following essential records at this location. _____ is responsible for backing up our essential records.

Back-up records include a copy of this plan, site maps, and computer back-ups are store onsite at this location:

Another set of back-up records is stored at the following off-site location:

Employee Emergency Contact Information

The following is a list of our co-workers and their individual emergency contact information.

| | | |
|--|--|--|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Annual Review

We will review and update this business continuity and disaster plan in _____

ADDITIONAL NOTES

Emergency Contact Information **Dial 9-1-1 in an emergency.**

NON-EMERGENCY TELEPHONE NUMBERS (AREA CODE) POLICE FIRE

BUSINESS OWNER / LANDLORD'S NAME TELEPHONE NUMBER (AREA CODE)

Plan to Maintain Operations

The following natural and man-made disasters could impact our operations (i.e., wildfires, volcanic eruption, earthquake)

-
-
-
-

Emergency Planning Team (list name, cell phone number, and email)

The following people will participate in emergency planning and emergency management (include phone numbers).

| | |
|---|---|
| • | • |
| • | • |
| • | • |

Plan to Coordinate with Others (names and phone numbers)

The following people from neighboring businesses, our building management, and other tenants in the building (if applicable) will participate on our emergency planning team (include phone numbers).

| | |
|---|---|
| • | • |
| • | • |
| • | • |

Continuity of Operations (staff will operate remote as needed)

NAME OF LOCATION TELEPHONE NUMBER (AREA CODE)

STREET ADDRESS CITY STATE, ZIP CODE
WA

If this location is not accessible, we will operate from the location below:

NAME OF LOCATION TELEPHONE NUMBER (AREA CODE)

STREET ADDRESS CITY STATE, ZIP CODE

The following DSHS Manager will serve as the spokesperson in an emergency.

PRIMARY EMERGENCY CONTACT TELEPHONE NUMBER (AREA CODE)

E-MAIL ADDRESS ALTERNATIVE NUMBER (AREA CODE)

Continuity of Operations (staff will operate remote as needed)

If this person is unable to manage the emergency, the person below will succeed in management:

| | |
|-----------------------------|--------------------------------|
| SECONDARY EMERGENCY CONTACT | TELEPHONE NUMBER (AREA CODE) |
| E-MAIL ADDRESS | ALTERNATIVE NUMBER (AREA CODE) |

Our Vital Services

The following is a prioritized list of our vital services, staff in emergent positions, and procedures we need to recover from a disaster.

| OPERATION | STAFF IN CHARGE | ACTION PLAN | TIME NEEDED |
|---|-----------------|-------------|-------------|
| Complaint investigations | | | |
| CRU Hotline 2 working day complaints | | | |
| | | | |
| | | | |

Supporting Administrations / Divisions (i.e., HCS, DDA)

| | | | |
|---|----------------|---------------------|----------|
| DIVISION / ADMINISTRATION / AGENCY NAME | CONTACT NAME | | |
| STREET ADDRESS | CITY | STATE, WA | ZIP CODE |
| CELL NUMBER (AREA CODE) | E-MAIL ADDRESS | | |
| MATERIALS / SERVICE PROVIDED | | | |

| | | | |
|---|----------------|---------------------|----------|
| DIVISION / ADMINISTRATION / AGENCY NAME | CONTACT NAME | | |
| STREET ADDRESS | CITY | STATE, WA | ZIP CODE |
| CELL NUMBER (AREA CODE) | E-MAIL ADDRESS | | |
| MATERIALS / SERVICE PROVIDED | | | |

| | | | |
|---|----------------|---------------------|----------|
| DIVISION / ADMINISTRATION / AGENCY NAME | CONTACT NAME | | |
| STREET ADDRESS | CITY | STATE, WA | ZIP CODE |
| CELL NUMBER (AREA CODE) | E-MAIL ADDRESS | | |
| MATERIALS / SERVICE PROVIDED | | | |

Obtain supplies / materials from the following:

Serena Segura, AL TSA Emergency Manager and Risk Manager, 360.515.6417, serena.segura@dshs.wa.gov

| | |
|--------------------------------|------|
| APPOINTING AUTHORITY SIGNATURE | DATE |
|--------------------------------|------|

Emergency Preparedness and Continuity of Operations Plan Overview

| | | |
|--|--|---------------------|
| LOCATION (INSERT ADDRESS HERE) Acres Valley, WA Office COOP Plan Example Template | | |
| REGIONAL ADMINISTRATOR'S NAME Lorenzo Loren | FIELD SERVICE ADMINISTRATOR'S NAME Bill Decker | OFFICE CHIEF'S NAME |
| FIELD MANAGER(S) NAME(S) Mike Dupont, Bruce Brown, Sheila Vistpa, Misty Peaks | | |
| UNIT MANAGER(S) NAME(S) | | |
| Communications | | |
| <p>We will communicate our emergency plans with co-workers in the following way: Present plan in detail to staff during annual all-staff meetings and as needed.</p> <p>In the event of a disaster, we will communicate with employees in the following way: Implement Calling Tree; Call Acres Valley office & Headquarters to leave an "I'm OK" message in case of catastrophic disasters.</p> | | |
| Evacuation Plan | | |
| <ul style="list-style-type: none"> We have developed these plans in collaboration with neighboring businesses and building owners. We have located, copied, and posted building and site maps. Exits are clearly marked. We will practice evacuation procedures a minimum of 2 times a year. <p>If we need to evacuate quickly, our plan is to: An evacuation announcement will be made over the telephone PA system. All staff will evacuate according to the exit plan currently in place.</p> <ol style="list-style-type: none"> 1. Warning system: <u>Telephone PA system and/or verbal announcement</u> We will test the warning system and record results 2 times a year. 2. Assembly site: <u>SE corner parking lot by the "Buy More Store" on Elm Street</u> 3. Assembly site coordinator and alternative: <u>SE corner parking lot by the "Buy More Store" on Elm Street</u> Responsibilities include: FM and Administrative Assistant on location ensures staff in all units are present and/or accounted for. 4. Shut down coordinator and alternative: <u>Field Manager or Administrative Assistant on location</u> Responsibilities include: Ensure all staff have safely evacuated the building, ensuring all doors are shut. 5. <u>Lorenzo Loren or designee</u> is responsible for issuing all clear. | | |
| Shelter in Place Plan | | |
| <ul style="list-style-type: none"> We have talked to co-workers about emergency supplies to consider keeping in a portable kit personalized for their individual needs. We have located, copied, and posted building and site maps. We will practice sheltering procedures a minimum of 2 times a year. <p>If we must take shelter quickly, our plan is to: Direct all staff to the large conference room on the east side of the office. Plastic sheeting (pre measured/cut) will be taped over doorways, fans and vents to create a barrier between staff and outside contaminants. The emergency food supply is in the black cabinets in the same conference room.</p> | | |

Shelter in Place Plan (continued)

1. Warning system: **Telephone PA system and/or verbal announcement**

We will test the warning system and record results **a minimum of 2** times a year.

2. Shelter location and alternative: **Second floor large conference room. Ensure plastic sheeting and tape are on hand and ready to install, if necessary.**

Responsibilities include: **Ensure all staff are safe within sheltered area. and emergency water/food onsite.**

3. Shut down coordinator and alternative: **Field Manager or Administrative Assistant on location**

Responsibilities include: **Alternative site: Acres Valley Ash Avenue CSO office, 2nd floor large conference room. Ensure all staff are safe withing sheltered area and emergency water/food onsite.**

4. **Lorenzo Loren or designee** is responsible for issuing all clear.

Cyber Security

To protect our computer hardware, we will: **Servers are backed up and in locked rooms. They can be moved to another DSHS office if a disaster hits. Staff can also take their laptops/scanners with them.**

To protect our computer software, we will: **Arrange duplicate software access at another alternate state site: Acres Valley Ash Street SCO office.**

If our computers are not operable, we will use back-up computers at the following location: **Acres Valley Ash Street CSO Office 234 Ash Street, Ash Valley Maple Street Labor & Industry Office 456 Maple Street, Ash Valley Oak Street DDA Office 789 Oak Street.**

Essential Records Back-up

Essential records are necessary for an agency to resume its core functions following a disaster.

We have identified the following essential records at this location. **IT** is responsible for backing up our essential records.

Back-up records include a copy of this plan, site maps, and computer back-ups are store onsite at this location: **Warren Lee 905.687.2241, brian.lee@dshs.wa.gov is contact to preplan, emergency set ups at office site and alternative office sites for computer back up to servers.**

Another set of back-up records is stored at the following off-site location: **Records electronic accessible through servers. Warren Lee is contactLor.**

Employee Emergency Contact Information

The following is a list of our co-workers and their individual emergency contact information.

| | | |
|-----------------------------------|--|--|
| Lorenzo Loren 905.514.1765 | | |
| Mike Dupont 905.993.7821 | | |
| Bruce Brown 905.598.0812 | | |
| Sheila Vistpa 905.895.2180 | | |
| Misty Peaks 905.399.1287 | | |
| | | |

| | | | |
|---|-----------------------------------|--|------------------------------------|
| Annual Review | | | |
| We will review and update this business continuity and disaster plan in <u>Safety meetings throughout the year.</u> | | | |
| ADDITIONAL NOTES Will coordinate annually with RCS Division Emergency Management Coordinator for regional office annual review. | | | |
| Emergency Contact Information | | | Dial 9-1-1 in an emergency. |
| NON-EMERGENCY TELEPHONE NUMBERS (AREA CODE) | POLICE (905) 477-5980 | FIRE 905.625.7000 | |
| BUSINESS OWNER / LANDLORD'S NAME Al Madani @ 905-838-6541 or email Bruce.Moore@AlMadani.com | | TELEPHONE NUMBER (AREA CODE) 905.838.6542 emergency line | |
| Plan to Maintain Operations | | | |
| The following natural and man-made disasters could impact our operations (i.e., wildfires, volcanic eruption, earthquake) | | | |
| <ul style="list-style-type: none"> • Power outages in heat wave and severe cold inclement weather • Wild fires. active shooter, terrorist attacks, train and chemical derailments • Floods, landslides, avalanche • Earthquakes, lahar, Cascadia, volcanic eruptions, and tsunami | | | |
| Emergency Planning Team (list name, cell phone number, and email) | | | |
| The following people will participate in emergency planning and emergency management (include phone numbers). | | | |
| • Lorenzo Loren 905.514.1765 | | • Sheila Vistpa 905.895.2180 | |
| • Mike Dupont 905.993.7821 | | • Misty Peaks 905.399.1287 | |
| • Bruce Brown 905.598.0812 | | • John Doe 905.666.1111 | |
| Plan to Coordinate with Others (names and phone numbers) | | | |
| The following people from neighboring businesses, our building management, and other tenants in the building (if applicable) will participate on our emergency planning team (include phone numbers). | | | |
| • DOH May West 905.333.0925 | | • TIA George Garcia 905.231.6666 | |
| • L & I JC Huang 905.869.5134 | | • Property Ann Lee 905.346.0987 | |
| • | | • | |
| Continuity of Operations (staff will operate remote as needed) | | | |
| NAME OF LOCATION Remote home location | | TELEPHONE NUMBER (AREA CODE) individual state cell/email address | |
| STREET ADDRESS individual home | CITY individual locaton | STATE, WA | ZIP CODE home zip |
| If this location is not accessible, we will operate from the location below: | | | |
| NAME OF LOCATION Acres Valley assigned work station or alternative workstation | | TELEPHONE NUMBER (AREA CODE) individual cell | |
| STREET ADDRESS location of workstations | CITY | STATE, | ZIP CODE |
| The following DSHS Manager will serve as the spokesperson in an emergency. | | | |
| PRIMARY EMERGENCY CONTACT Lorenzo Loren | | TELEPHONE NUMBER (AREA CODE) 905.514.1765 state cell | |
| E-MAIL ADDRESS Lorenzo Loren@dshs.wa.gov | | ALTERNATIVE NUMBER (AREA CODE) | |

| Continuity of Operations (staff will operate remote as needed) | | | |
|---|-------------------------------|--|------------------------------|
| If this person is unable to manage the emergency, the person below will succeed in management: | | | |
| SECONDARY EMERGENCY CONTACT Bill Decker | | TELEPHONE NUMBER (AREA CODE) 905.9454.0628 | |
| E-MAIL ADDRESS li.wang@dshs.wa.gov | | ALTERNATIVE NUMBER (AREA CODE) | |
| Our Vital Services | | | |
| The following is a prioritized list of our vital services, staff in emergent positions, and procedures we need to recover from a disaster. | | | |
| OPERATION | STAFF IN CHARGE | ACTION PLAN | TIME NEEDED |
| Complaint investigations | RA and management team | Follow processes with safety in mind | contingency |
| CRU Hotline 2 working day complaints | RA and mangement team | Electronic receipt and per TEAM call/message, Outlook email | contingency |
| | | | |
| | | | |
| Supporting Administrations / Divisions (i.e., HCS, DDA) | | | |
| DIVISION / ADMINISTRATION / AGENCY NAME HCS Shannon Colt 905.889.0783 | | CONTACT NAME Shannon Colt | |
| STREET ADDRESS | | CITY | STATE, ZIP CODE WA |
| CELL NUMBER (AREA CODE) 905.889.0783 | | E-MAIL ADDRESS shannon.coltd@doh.wa.gov | |
| MATERIALS / SERVICE PROVIDED service access and eligibility | | | |
| DIVISION / ADMINISTRATION / AGENCY NAME APS | | CONTACT NAME John Hi | |
| STREET ADDRESS | | CITY | STATE, ZIP CODE WA |
| CELL NUMBER (AREA CODE) 905.381.9999 | | E-MAIL ADDRESS john.hi@dshs.wa.gov | |
| MATERIALS / SERVICE PROVIDED protective client and resident services | | | |
| DIVISION / ADMINISTRATION / AGENCY NAME DDA | | CONTACT NAME Cleo Yound | |
| STREET ADDRESS | | CITY | STATE, ZIP CODE WA |
| CELL NUMBER (AREA CODE) 905.222.5698 | | E-MAIL ADDRESS cleo.yound@dshs.wa.gov | |
| MATERIALS / SERVICE PROVIDED coordination of safe client and resident services | | | |
| Obtain supplies / materials from the following: Serena Segura, AL TSA Emergency Manager and Risk Manager, 360.515.6417, serena.segura@dshs.wa.gov | | | |
| APPOINTING AUTHORITY SIGNATURE | | | DATE |

Appendix D



Safety Quick Sheet

| | |
|--|--|
| <p style="text-align: center;">EMERGENCY CONTACT NUMBERS</p> <p>Fire / Medical Emergency.....</p> <p>Crime Reporting Center.....</p> <p>Washington State Patrol.....</p> <p>Poison Center.....</p> <p>DSHS Employee Information Line.....</p> | <p style="text-align: center;">EVACUATION</p> <ul style="list-style-type: none"> • Move quickly to (location): • Check in with your supervisor for an accurate head count. |
| <p style="text-align: center;">ACCIDENT</p> <ul style="list-style-type: none"> • Request qualified First Aid Staff to attend victim. • Request an ambulance (9-911). • Get name of victim. • Render assistance until help arrives. • Report accident to Safety Officer or supervisor. | <p style="text-align: center;">FIRE EXTINGUISHER</p> <p>See the map on the back fro extinguisher locations. Apply PASS</p> <ul style="list-style-type: none"> • Pull safety pin from the handle. • Aim nozzle at base of the fire. • Squeeze the trigger handle. • Sweep from side to side. |
| <p style="text-align: center;">ALARM / EMERGENCY REPORTING</p> <ul style="list-style-type: none"> • Telephone..... • If escorting to car, please use the buddy system. | <p style="text-align: center;">FIRST AID / CPR CERTIFIED STAFF (3 maximum)</p> <ol style="list-style-type: none"> 1. 2. 3. |
| <p style="text-align: center;">BOMB THREATS (See bomb threat card)</p> <ul style="list-style-type: none"> • Remain calm. • Gain as much information as possible if on the phone. • Write down all you hear or observe. • Save all material. • Do not destroy evidence. | <p style="text-align: center;">FIRST AID KIT</p> <ul style="list-style-type: none"> • Where kit located: • Where defibrillator located: None on site at this time. |
| <p style="text-align: center;">DISRUPTIVE PERSON</p> <ul style="list-style-type: none"> • Screen visitors for unusual behavior. • Conduct meetings with a witness. • Sit to allow easy egress from room. • If upset, ask the visitor to stop behavior. • Contact manager to call on-duty Security Guard. • If hostile, ask for... | <p style="text-align: center;">POWER FAILURE</p> <ul style="list-style-type: none"> • Emergency Exit lights automatically illuminate. • Turn off PCs, copy machines, etc. • Report to: • Supervisors will assist with customers in the suite. |
| <p style="text-align: center;">EARTHQUAKE – Drop, Cover, Hold</p> <ul style="list-style-type: none"> • DROP to the floor. • Take COVER under the desk, door jam, or against and inside wall. • HOLD on to your cover. • Stay away from tall bookcases, shelves, filing cabinets, etc. • Stay away from glass, windows, and outside doors. • Watch for falling objects (ceiling tiles, light fixtures, etc.) • Use a coat, purse, etc. to protect your head. <p>IF OUTDOORS: Evacuate to:</p> | <p style="text-align: center;">EMERGENCY WEATHER: <i>Ice and snow</i></p> <ul style="list-style-type: none"> • If applicable, a Calling Tree will be activated by in cases of extreme weather resulting in office closures. • When out on field visits, call the office to notify them upon your arrival at the facility. • When leaving a facility, call the office to notify them upon your arrival at the facility. • Take appropriate warm weather clothing with you in case of a vehicle breakdown or accidents. • Do NOT attempt to drive in conditions that are dangerous to you or others on the road. |
| <p style="text-align: center;">DO NOT ENTER OR RE-ENTER THE BUILDING.</p> <p style="text-align: center;">SAFETY COMMITTEE MEMBERS (6 maximum)</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. | <p style="text-align: center;">VIOLENT BEHAVIOR - OR - ACTIVE SHOOTER</p> <ul style="list-style-type: none"> • Remain calm. • Implement: RUN – HIDE – FIGHT • Watch for opportunities to escape. • Don't do anything to get yourself or others hurt. • Memorize as much as you can about the person. • Inform a supervisor and call 9-911. • Write down identifying information immediately. |
| | <p style="text-align: center;">RCS CONTACTS (4 names and cell phone numbers maximum)</p> <ol style="list-style-type: none"> 1. 2. 3. 4. |

Safety Quick Sheet for Acres Valley "Example Template"

| | |
|---|---|
| <p>EMERGENCY CONTACT NUMBERS</p> <p>FIRE / MEDICAL EMERGENCY 9-911</p> <p>CRIME REPORTING CENTER..... 905-456-2233</p> <p>WASHINGTON STATE PATROL..... 905-456-4101 / 905-227-6566</p> <p>POISON CENTER..... 1-800-732-6985</p> <p>DSHS EMPLOYEE INFORMATION LINE..... 1-866-374-7367</p> | <p>EVACUATION</p> <ul style="list-style-type: none"> • Move quickly to (location): Evacuate to SE corner parking lot by the "Buy More Store" on Elm Street • Check in with your supervisor for an accurate head count. |
| <p>ACCIDENT</p> <ul style="list-style-type: none"> • Request qualified First Aid Staff to attend victim. • Request an ambulance (9-911) • Get name of victim • Render assistance until help arrives. • Report accident to Safety Officer or supervisor | <p>FIRE EXTINGUISHER</p> <p>See the map on the back for extinguisher locations. Apply PASS:</p> <ul style="list-style-type: none"> • Pull safety pin from the handle. • Aim nozzle at base of the fire. • Squeeze the trigger handle. • Sweep from side to side |
| <p>ALARM / EMERGENCY REPORTING</p> <ul style="list-style-type: none"> • Telephone: Al Madani @ 905-838-6541 • If escorting to car, please use the buddy system | <p>FIRE SAFETY</p> <p>Sound the alarm and escape quickly.</p> <ul style="list-style-type: none"> • Call 9-911 / Fire Department • Proceed directly to: East Fire Exit • If clothing is on fire – STOP, DROP, and ROLL • If there is smoke, stay as low as possible |
| <p>BIO-TERRORISM THREATS</p> <ul style="list-style-type: none"> • Stop all activity. • Do not leave the area. • Do not let anyone enter the area. • Call 9-911 • Call a supervisor | <p>FIRST AID / CPR CERTIFIED STAFF (3 maximum)</p> <ol style="list-style-type: none"> 1. Bernhard Wessel 2. Zhang Wei 3. Mya Santiago |
| <p>BOMB THREATS See bomb threat card.</p> <ul style="list-style-type: none"> • Remain calm. • Gain as much information as possible if on the phone. • Write down all you hear or observe. • Save all material. • Do not destroy evidence. • Call Supervisor • Gain pertinent information about a person. • Alert another employee. • Keep Person talking. • Call Police | <p>FIRST AID KIT</p> <ul style="list-style-type: none"> • Where kit located: • Where defibrillator located: <input type="checkbox"/> None on site at this time |
| <p>DISRUPTIVE PERSON</p> <ul style="list-style-type: none"> • Screen visitors for unusual behavior • Conduct meetings with a witness. • Sit to allow easy egress from room. • If upset, ask the visitor to stop behavior. • Contact manager to call on-duty Security Guard • If hostile, ask for "Mr. Morgan" | <p>POWER FAILURE</p> <ul style="list-style-type: none"> • Emergency Exit lights automatically illuminate. • Turn off PCs, copy machines, etc. • Report to: Al Madani @ 905-838-6541 or email Bruce.Moore@AlMadani.com • Supervisors will assist with customers in the suite |
| <p>EARTHQUAKE – DROP, COVER, HOLD</p> <ul style="list-style-type: none"> • DROP to the floor. • Take COVER under the desk, door jam, or against an inside wall. • HOLD on to your cover. • Stay away from tall bookcases, shelves, filing cabinets, etc. • Stay away from glass, windows, and outside doors. • Watch for falling objects (ceiling tiles, light fixtures, etc. • Use a coat, purse, etc., to protect your head. <p>IF OUTDOORS: Evacuate to: – Evacuate to SE corner parking lot by the "Buy More Store" on Elm Street</p> <p style="text-align: center;">Do Not Enter or Re-Enter the Building.</p> | <p>EMERGENCY WEATHER: ICE AND SNOW</p> <ul style="list-style-type: none"> • If applicable, a Calling Tree will be activated by Lorenzo Loren in cases of extreme weather resulting in office closures. • When out on field visits, call the office to notify them upon your arrival at the facility. • When leaving a facility, call the office to let them know of your projected return time. • Take appropriate warm weather clothing with you in case of a vehicle breakdown or accidents. • Do NOT attempt to drive in conditions that are dangerous to you or others on the road |
| <p>SAFETY COMMITTEE MEMBERS (6 maximum)</p> <ol style="list-style-type: none"> 1. Lorenzo Loren 2. Misty Peaks 3. John Doe 4. Larry Lewis 5. Mike Hunt 6. Sheila Vistpa | <p>VIOLENT BEHAVIOR - OR - ACTIVE SHOOTER</p> <ul style="list-style-type: none"> • Remain calm. • Implement: Run – Hide – Fight • Watch for opportunities to escape. • Don't do anything to get yourself or others hurt. • Memorize as much as you can about the person. • Inform a supervisor and call 9-911 • Write down identifying information immediately |
| | <p>RCS CONTACTS (Names <u>and</u> cell phone numbers)</p> <ol style="list-style-type: none"> 1. Lorenzo Loren 905.514.1765 (state cell) 2. Bill Decker 905.9454.0628 (state cell) 3. Mike Dupont 905.993.7821 (state cell) 4. Bruce Brown 905.598.0812 (state cell) |

Appendix E



Annual Review Report

Review of Division Emergency Preparedness Guidelines

Annual Review Date(s): _____

Annual Review Meeting

Purpose

The Division annual review will be in the form of an annual review meeting. Division staff will be given opportunities to participate in the review and provide input. The Division will also invite any other individuals it believes will aid in the review process including and not limited to AL TSA Emergency and Risk Management staff.

Participants

1. Supervisory Participants (representatives from field and HQ line staff, managers, Field Service Administration, Office Chiefs).

2. Representatives of any other participants the Division deems appropriate (Emergency and Risk Management).

Report

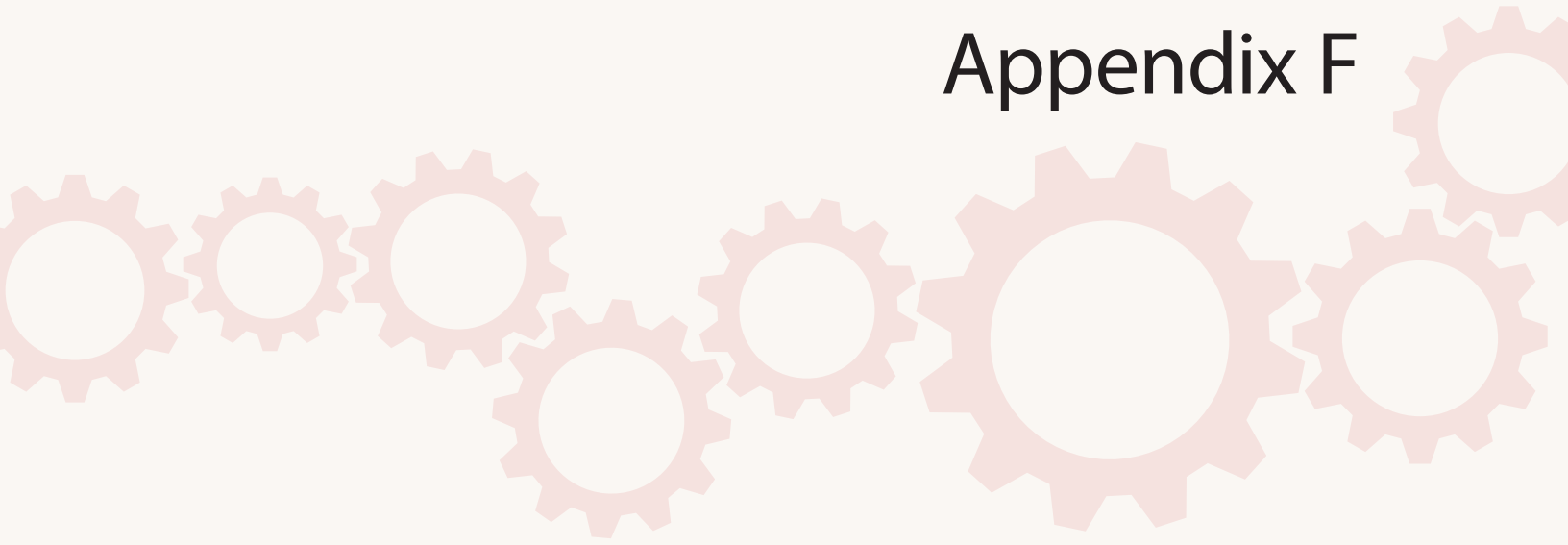
- 1) Summary of recommended changes to existing guidelines:

- 2) This acknowledges that an effective annual review of the Division Emergency Preparedness Guidelines in Residential Care Services has occurred.

_____ (Division Designee signature)

- 3) The annual review guidelines are hereby approved by _____
(Division Director signature) on this day of _____ (date).

Appendix F



Fire Watch Checklist

Communication: RCS FM will track fires and contact providers. If providers, residents or RCS staff are impacted by a fire FM will notify FSA and RA. FSA/RA will contact Director and other pertinent contacts (Jean Alexander-Brandt to notify impact, Serena Segura is the ALTSA Emergency Manager and Risk Officer, OAS.

Monitoring/Tracking fires, data gathering

1. Review fire reports and other alerts.
2. Is there a fire near one of your LTC settings?
 - a. How close?
 - b. What is the evacuation level?
 - c. Does the home/facility need to be contacted?

Call the setting prior to a level of evacuation needed to assist in planning and preparation (potential questions)?

What is their emergency preparedness plan for evacuation?

How much staff assistance do you have?

At what evacuation level are you evacuating your facility (1. Get Ready to Leave, 2. Get Set to Leave, 3. GO – Leave Now)?

Where and how will each resident be transferred?

Special transportation and transfers?

How will you document where each resident/client went?

Where will each resident go?

Family, another setting?

Have case managers and family been notified?

Are there shelters nearby?

What other resources are available to you?

How are you tracking fires and how will you be notified of evacuation?

Radio, alerts, website

RCS Staff impact:

Check in with your staff to ensure not impacted from fires.

Smoke inhalation sensitivity? Discuss option per the Wildfire Smoke Response policies and procedures.

What if all hands-on deck? How will we be notified?

I use the DSHS Emergency Management Viewer Map to overlay fires and LTCFs (this is what DSHS EMS uses and manages):

For RCS staff (not providers)- not everyone has access, please request for RA, FSA, AA4, FM

- [DSHS Emergency Management Viewer Map](#): GIS map that can be used for wildfires, earthquakes, toxic releases, etc. There are layers for the data elements such as nursing homes, residential care, etc. Data selection can be done using the paper stack icon in the top right.



- DSHS policy 9.11 Employee responses to emergencies
- Refer to the office COOP
- Refer to RCS emergency preparedness guidelines

DSHS EMS Office also is providing situational awareness on wildfires and impacts/potential impacts to DSHS including LTCFs. I forward this to a distribution list I have in my Outlook, and you are on it.

For Providers:

Here are some additional resources I use for wildfire situational awareness – also sometimes going to the county’s emergency management page or Sheriff’s Office page will provide information on active wildfire/brush fires that have not met requirements for a state mobilization.

- [InciWeb](#)
This is a national incident information system that delivers fire news from specific incidents throughout the entire country. Zoom in for WA specific fires.
- [DNR Wildfire Intel Dashboard](#)
This site provides more stats for wildfire season in WA. The disclaimer (as of 8/5/22) was that the information is updated weekly. Caution when using this site – determine the information is still relevant if using.
- [Northwest Interagency Coordination Center](#)
Morning Briefing – updated each morning with the latest fire activity and fire weather alerts. This is not WA specific, though all WA fires will be identified with an incident number that starts with WA.
- [WA Smoke Blog](#)
This site shows air quality by color code (AQI) and location of fires. Zoom in to see WA specific information. Clicking on a dot will bring up more information for that specific location.
- <https://www.dnr.wa.gov/Wildfires>

Share local resources with settings.

1. County resources
2. Links and websites
3. How to get alerts

