



**Department of Workforce
Investment**

Emergency Action Plan



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Emergency and Important Telephone Numbers

Merced

All Emergencies	9-911
Fire Department, non-emergency Admin	9-385-6891
Police Department, non-emergency dispatch	9-385-6905
Sheriff's Department non-emergency	9-385-7445
Riggs Ambulance Service	9-725-7000
Poison Control	9-1-800-222-1222
Suicide and Crisis – 24 Hours – Merced County Mental Health	9-1-800-734-4458
National Suicide Prevention Hotline	9-1-800-273-8255
Hoffman Alarm Company	9-384-3305

Los Baños

All Emergencies	9-911
Fire Department, non-emergency	9-827-7025
Police Department, non-emergency	9-827-7070
Memorial Hospital	9-826-0591

Utility Companies

Gas Company	Pacific Gas and Electric	9-1-800-743-5000
Electric Company	Pacific Gas and Electric	9-1-800-743-5000
Telephone Company	Merced County Information Center	9-385-7434
Water Company	City of Merced	9-385-6800

Notify The Following Individuals Immediately of All Incident Reporting (in your chain of command)

Director	Robert A. Morris	Ext. 2002
Operations Officer	Jackie Walther-Parnell	Ext. 2012
Manager, Los Baños Worknet	Dave Heyer	Merced: Ext. 2027 LB: Ext. 6155
Manager, Merced Worknet	Michelle Allison	Ext. 2125
Safety Coordinator	Alfredo Mendoza	Ext. 2044

Merced County Department of Workforce Investment Evacuation/Emergency Contact List during Business Hours

Evacuation of the Department of Workforce Investment (WI) Administration and Merced/ Los Baños Worknet buildings is the responsibility of the first contact person for each building. Should the first contact person not be on-site, then the responsibility will lie with the next contact person listed until there is someone identified on-site. That person is then to ensure that everyone evacuates the building in a safe and orderly fashion. **Attention must be given to assist staff and customers with disabilities.**

Contact Sequence	Dept of Workforce Investment 1880 Wardrobe Ave. Merced, CA 95341 (209) 724-2000	Los Baños Worknet 800 7th Street Los Baños, CA 93635 (209) 710-6140
1	Robert A. Morris Director	Dave Heyer Program Manager
2	Jackie Walther-Parnell Operations Officer	Rocio Ortiz Office Assistant III
3	Michelle Allison Program Manager	
4	Dave Heyer Program Manager	

Calling 911

Be prepared to give the 911 operator the following information. Remember to dial “9” first from the Department’s phone system.

- Identify yourself, your location, and phone number from which you are calling. If you are injured or unable to speak into the phone, the 911 system automatically displays the phone number and address of the calling location, however if you are physically able, the operator will need you to verify this information.
- Type of incident you are reporting (i.e. a fire, medical emergency, crime). Is it in progress? If not, how long ago did it occur? Give the exact location of where the incident occurred. Explain in detail to the 911 operator exactly what happened.
- In the event of a crime, give the operator as much information about the suspect and vehicle as you can. Clothing, physical characteristics, license number, vehicle color, and direction of travel are very important. If weapons were involved, inform the operator.
- When possible, stay on the phone with the 911 operator until help arrives.

Emergency Action Plan

Purpose of the plan. The Merced County Department of Workforce Investment (WI) has the responsibility to provide staff with the information, guidance, and resources necessary to respond to emergency situations. Through this plan, procedures are established to provide a continuous state of preparedness for the protection of all employees and property in the event of an emergency. An effective workplace emergency plan will protect lives and property, increase productivity, and improve morale. This plan pertains to all WI employees, volunteers and partner associates.

Responsibility for the plan. Managers and supervisors are responsible for ensuring that documented training is provided to their personnel regarding the provisions of this plan. Also, managers must ensure that their facility's evacuation floor plans are current and posted in conspicuous places, and that all employees are aware of the locations of fire extinguishers and first aid kits within their sections. This plan will be communicated to all new hires upon their initial employee orientation, but not later than 30 days after their date of hire. New employees will acknowledge receipt of the information through an acknowledgment form. The acknowledgement form will be filed with the administrative office.

Scope of the plan. This plan covers possible emergency scenarios that could occur at or impact WI. All WI personnel should become familiar with the following:

- Location of panic button
- Location of fire alarm panels
- Location of fire extinguishers
- Location of the evacuation floor plans
- Location of first aid kits
- What to do in the case of an emergency evacuation
- What to do in case of fire
- What to do in the event of a bomb threat or suspicious mail
- What to do in the event of an earthquake
- What to do in the event of verbal threats or assaults
- What to do in the event of a burglary or vandalism
- What to do in the event of a flood
- What to do in case of a medical emergency
- What to do if you observe a weapon on site

Employee responsibility. Each employee is responsible for ensuring their own safety and the safety of others by adhering to the prescribed safety/emergency procedures outlined in this plan.

- All personnel must become familiar with this plan, follow and enforce the procedures herein, and become active participants in creating a safe and healthy work environment. **(It's too late to read the procedures during an actual emergency.)**
- Any workplace accident or incident, no matter how slight the injury or damage must be reported to the employee's supervisor immediately for appropriate action.
- If a potentially hazardous or unsafe condition is observed, employees should alert a supervisor as quickly as possible to assess and resolve the problem.

Location of Fire Extinguishers, Building Evacuation Plans and First Aid Kits

Administrative / Worknet Building-1880 Wardrobe

- Fire extinguishers:* This building has five fire extinguishers:
- 1) One in the break room, mounted on the wall next to the windows.
 - 2) One at the entrance of the Wardrobe PESCO computer lab.
 - 3) One in the hallway by the small conference room.
 - 4) One on the wall next to the East-end double entrance/exit doors.
 - 5) One located at the reception desk, opposite the entrance doors.
 - 6) An Office Assistant will be designated to be the responsible party to monthly check the fire extinguisher expiration date and record the information on the tag that is attached on the fire extinguisher. If the fire extinguisher needs to be refilled, let the Fiscal Supervisor know.
- Evacuation floor plan:* Posted at each entrance/exit door, and in the break room on the bulletin board.
- First aid kit:* Located in the MIS file room, mounted on the wall above the light switch. An Office Assistant will be designated to be the responsible party to monthly check the kit and maintain a log of purchase and expiration dates
- Disaster kits:* Located in the MIS file room. The kit contains flash lights, food bars, thermal blankets, portable potty, pup tent, and much more. Shelf life is expected to be approximately five years.

Los Baños Worknet, Employment Resource Center

- Fire extinguishers:* This building has three fire extinguishers:
- 1) One in the lobby area.
 - 2) One in the Resource Room.
 - 3) One in the staff area.

- 4) An Office Assistant will be designated to be the responsible party to monthly check the fire extinguisher expiration date and record the information on the tag that is attached on the fire extinguisher. If the fire extinguisher needs to be refilled, let the Fiscal Supervisor know.

Evacuation floor plan: Two postings, one on the wall in the front lobby area and the other in the Plato Lab next to the fire extinguisher.

First aid kit: A first aid kit is located on the wall in the lobby area. An Office Assistant will be designated to be the responsible party to monthly check the kit and maintain a log of purchase and expiration dates

Disaster kits: Located in the locked cabinets in the Conference Room/Break room. (The key is maintained in the front desk.)

Evacuation Procedures

Treat every alarm as a real emergency.

Evacuation Egress Plans

Each site (Wardrobe and Los Baños) is responsible for developing a facility egress floor plan that describes the routes and procedures to be taken upon a building evacuation. The evacuation floor plan must also include procedures for accounting for all evacuated employees, and the immediate reporting of unaccounted employees. The floor plan must be posted at all entrance/exit doors, on employee and public bulletin boards, and/or any other conspicuous place. All staff will be made aware of their site's evacuation staging areas.

- **Wardrobe.** Upon an evacuation order, personnel must exit the building using the nearest safe exit, and assemble at either of the two pre-determined staging areas: the front parking lot on the grassy knoll under the large trees and/or sidewalk, or the adjoining parking lot to the east. All personnel must stay clear of the WI parking area due to emergency vehicle traffic. A supervisor or designated person will account for all personnel and report any missing person(s) to appropriate authority. Only the supervisor in charge or appropriate authority will authorize re-entry to the building.
- **Los Baños Worknet.** All personnel should assemble at the parking lot on the corner of 7th and I Street. A supervisor or other designated person will account for all personnel. Any unaccounted staff must be immediately reported to appropriate authority.

Evacuation Drills

Evacuation drills will be held at least once per year. WI personnel will participate in all evacuation drills and cooperate with the supervisor in charge. These drills are conducted to familiarize you with the emergency exits and evacuation procedures for your facility. They also help to identify problem areas such as alarms that may not be functioning properly or obstacles that might hamper evacuation. **Preparation is the key to an effective emergency plan.**

Know your emergency exits! Practice an evacuation plan on your own to find out where exits lead. Most people are only aware of how they entered the building and will therefore use the same route to exit. In an emergency, it may be necessary to use an alternate route. Learn the location of all exits from your work area or building and be aware of all available exits in the event the regular

ones become unusable. All buildings are required to have a floor plan posted with the exits clearly indicated.

When to Evacuate

Evacuation will be initiated when it is unsafe to remain in the building. Evacuations may be initiated in several ways:

- Activation of the building fire alarm system.
- Spontaneous evacuation in response to an observed emergency.
- Instruction by the supervisor in charge or appropriate authority.

How to Evacuate a Building Safely

When an evacuation becomes necessary, you should:

- Calmly and quickly exit per the evacuation floor plan, or proceed to the nearest safe exit.
- Instruct clients or visitors who are present to exit with you.
- Assist anyone having difficulty exiting the building.

Evacuation / Emergency Staging Area

Once the evacuation order is given, proceed directly to the evacuation area and remain there until told to do otherwise. ***Be mindful of persons who have impairments and may need assistance in evacuating the building or reaching the staging area.*** Once evacuated, no staff or customers are to reenter the building until it has been cleared by the supervisor in charge.

Evacuation Sweep

During an evacuation, designated personnel (front line managers) will conduct a sweep to canvas all cubicles, rooms and restrooms in their area to ensure that all personnel and customers have vacated the building and that no one is left behind. Note: special attention must be given to the possibility that some people did not hear the warnings due to disability or other causes.

Lockdown - When Not to Evacuate

There may be situations where it is more dangerous to leave the building than it is to stay inside. For example, a hazardous materials spill may generate a toxic cloud that is passing by outside. In such a situation, do not evacuate. Instruct employees to stay inside and take appropriate measures such as shutting off the ventilation system and closing doors and windows.

Another example: In cases where there has been a threat made against an employee, or there is outside criminal activity in the area, a building lockdown may become necessary. Immediately lock all doors and notify staff and the police department of the lockdown. Advise staff and clients to

stay away from windows. Once the building is locked down, no staff or customers may leave until it has been cleared by the supervisor in charge.

Lockdown Procedures

Lockdown

A lockdown is an emergency procedure intended to secure and protect occupants of a building from outside threats. During a lockdown, entry and exits to the facility are restricted enabling emergency personnel to better contain and handle a threat. This procedure is used in situations when it may be more dangerous to evacuate a building than to stay inside. For example, a toxic cloud generated by a hazardous material spill is passing by, or there is an immediate threat of violence in or near the facility.

Notification of a Lockdown Situation

Notification to lockdown a facility may be initiated by a WI supervisor or by emergency response personnel (i.e. police, fire department). In the event of an outside threat, the site supervisor (Wardrobe and Los Baños) will alert all building occupants (staff and customers) of the emergency situation and ensure that lockdown procedures are initiated. The supervisor will alert the WI Director/Special Projects Manager, emergency agencies (911) and County Administration to the situation and provide them with emergency contact phone numbers for personnel within the building.

Lockdown Procedures

The supervisor will designate additional staff members to assist in the implementation of lockdown procedures and provide directions to personnel.

The following actions will apply:

- All external doors and windows will be locked and secured by designated personnel. No one may enter or exit the facility. If hazardous materials are involved (e.g. toxic gas) all heating, ventilation and air conditioning systems will be turned off. Depending on the nature of the hazard, staff will normally be allowed to continue their work routine and movement throughout the building. Customers should be ushered to a safe area and reassured that the situation is being handled by appropriate authority.
- Designated personnel will remain near outside entrances, if possible, without putting themselves in danger to prevent others from entering/exiting the building until an “all clear” is issued.
- Designated WI staff will periodically check on each individual to ensure their personal welfare (offering water, etc.) and assist them in remaining calm. Designated staff will reassure persons that the potential threat is being handled by appropriate authorities and that will be permitted to leave as soon as it is safe to do so.
- Site supervisors are responsible for accounting for all individuals and ensuring that no one leaves the safe area.

- Individuals who use wheelchairs should remain in their wheelchairs. If an individual is out of their wheelchair at the time of lockdown, WI personnel should assist the person back into the wheelchair unless doing so jeopardizes safety.
- In an extreme situation, such as one involving a shooter, outside of the building, all occupants must seek cover and limit their movement within the building. If lockable rooms are available, lock and barricade any doors and windows, lay flat or seek protective cover, silence all cell phones, remain silent and maintain a calm environment. All persons are to remain within their secured areas until notified by designated personnel that it's safe to leave.

If the potential exists that the perpetrator could enter the building, individuals should not hide in washrooms or areas such as a break rooms or conference rooms as these areas are easily accessible. Barricaded rooms may offer the best safety. For some rooms that have windows to the outside (i.e. Wardrobe and Los Baños), it may become necessary to break the windows to allow access out of the building for staff in the event the assailant has entered the building.

Following the Lockdown

- Cooperate with emergency personnel to assist an orderly evacuation.
- Proceed to the designated assembly area if advised.
- The police may require individuals to remain available for questioning following a lockdown.

Emergency Fire Procedures

Upon Detection of a Fire, or Smoke of Unknown Origin – Sound the Alarm

- **Do not attempt any action that places you or another person at risk of injury.**
- If an alarm sounds, or a fire is suspected, call 9-911 immediately - don't wait to investigate the situation. Any delay will allow a fire to grow and endanger the building and occupants.
- Activate the emergency response alert button, situated at the reception counter at each facility (Wardrobe and Los Baños). This button alerts Hoffman security who in turn will notify the proper authorities. When activated the alarm sounds an audible warning signal to alert all persons within the facility.
- In conjunction with the alarm, or if unable to reach the button, alert others by shouting out "FIRE, FIRE, FIRE."
- **Call or Have Someone Call 9-911 Immediately. When calling 911, state the following:**
 - I am reporting a fire (give a brief description of where and type of fire it is)
 - The building's address is _____
 - The fire is located _____
 - My name is _____
 - My call back number is _____
 - **Do not hang up until you verify that the information was received.**
- **Evacuate the Building According to the Posted Evacuation Plan**
 - When evacuating the building, immediately leave the building. Do not re-enter the building. Re-enter only after the supervisor in charge or appropriate authority gives the "all clear."
 - While leaving, close doors to the affected area to promote containment.
 - Designated personnel will conduct a sweep to canvas all cubicles, rooms and restrooms in their area to ensure that all personnel and customers have vacated the building.

Note: special attention must be given to the possibility that some people did not hear the warning, due to disability or other causes.

- All personnel should meet at a predetermined staging area. For Wardrobe the staging area is in front of the building on the grassy knoll under the large trees and/or sidewalk or the adjacent parking lot to the east. For Los Baños Worknet, the staging area is at the parking lot on the corner of 7th and I Street.
- Prepare to comply with the directives of emergency personnel.
- Re-entry to the building(s) is permitted only after the supervisor in charge or appropriate authority gives the “all clear.”

- **If You Are Unable to Evacuate an Area**

- Seal the room: cover the vents and seal around the door with wet cloth, or tape.
- Stay low to the floor for freshest air.
- Signal for help by telephone, shouting, or other signal.

- **Fire Suppression – Small Fires**

Employees should only attempt to extinguish small fires that can SAFELY be contained, with no risk of personal injury. Extinguish the fire with a fire extinguisher - if possible have another person standing by with another extinguisher. Immediately notify the supervisor in charge about the contained fire. **Note. Only trained personnel should attempt to use fire extinguishers on a fire. Trainings shall be provided once a year.**

If fire suppression is beyond your control and/or has the potential to rapidly spread, get away from the area immediately and sound the alarm.

Fire Emergency Preparedness

- Know the locations of alarm panels, fire alarms and/or panic buttons, and learn how to use them.
- Be familiar with the location of all fire extinguishers within your building. Each fire extinguisher location should be clearly marked and unobstructed for quick access.

Be knowledgeable in the use of fire extinguishers. **Note: Fire extinguisher training will be provided through the local fire departments. Trainings shall be provided once a year.**

- Be aware of all building exits, and of your section's evacuation floor plans. Are they current and posted in a conspicuous place?
- Know who your section's safety team members (supervisors/managers) are.

Evacuation Drills

- Fire evacuation drills will be held a minimum of once a year:
 - All employees will take part in the drills and will respond to them expeditiously and responsibly so as to guard their safety, the safety of others, and County property.
 - Employees will evacuate the building during the drill and will not re-enter the building until notified by proper authority.
- Lockdown drills will be held a minimum of once a year. Refer to lockdown procedures in this Emergency Action Plan.

Housekeeping Tips

- Employees should be aware of potential fire areas: i.e. kitchen / break rooms, coffeemaker areas, smoking areas near flammable landscaping (such as wood chips) or trash receptacles.
- Reduce accumulation of flammable waste by cleaning out overstuffed closet areas, reducing clutter on and around desks, not overfilling trash cans, etc.
- Electrical: Don't overload outlets or power strips. Designate someone to turn off and/or unplug appliances such as coffeemakers at the end of each day.
- Use large non-tip ashtrays in outdoor smoking areas and make sure the ashes are cold before emptying.
- Ensure the police, medical and fire alarm system is tested regularly. Each site manager is responsible to see that their area is tested at a minimum of every six months.

Bomb Threats

A bomb threat is a serious offense and should be reported immediately to the police by dialing 9-911.

Telephoned Bomb Threats

- If you receive a telephone bomb threat, speak calmly and keep the caller on the line as long as possible. Pretend difficulty with hearing, and ask the caller to repeat the message. Be calm, be courteous, and **Listen**. Do not interrupt the caller.
- Immediately notify the supervisor in charge. If possible, notify a supervisor by a prearranged signal while caller is on the line, or attract someone's attention to the nature of the call and have him or her report the incident to the supervisor in charge.
- Take note of every word spoken by the caller. If possible, write down what they say.
- Ask caller for the location of the bomb and the time it is set to detonate.
- Keep caller talking - if caller seems agreeable to further questions, ask:

Where is the bomb? Building _____ Area _____

What does it look like? _____

Who are you? _____

Why are you doing this? _____

What kind of bomb is it? _____

How do you know about bombs? _____

Where are you now? _____

- Gather as much information as the caller is willing to provide. This information could be valuable to emergency response personnel.
- Evacuate the area. Be vigilant and scan the surrounding area for suspicious packages or unattended briefcases or boxes while exiting. Personnel will stage at predetermined locations, according to their specific evacuation plan. Re-entry to the building will not be permitted until cleared by the fire department's bomb squad or other appropriate authority.
- As soon as possible following the call, complete the following checklist while the call details are easily recalled. Do not talk to others until instructed by your supervisor, and be available for interview by an investigating officer.

Date and Time of Call: _____

Caller's Profile: Male ___ Female ___ Adult ___ Juvenile ___ Approx age ___

Origin of Call: Local ___ Long Distance ___ Cell ___ Other ___

Voice: Loud ___ Soft ___ Pitch-high or low, Pleasant ___ Intoxicated ___

Speech: Fast ___ Slow ___ Distinct ___ Slurred ___ Distorted ___ Stutter ___ Nasal ___

Language: Excellent ___ Fair ___ Foul ___ Broken English ___ Other ___

Accent: None ___ Local ___ Foreign ___ Race ___ Not Local ___ Region ___

Manner: Calm ___ Rational ___ Angry ___ Irrational ___ Emotional ___ Laughing ___

Background Noises: Street traffic ___ Trains ___ Animals ___ Quiet ___ Voices ___

Factory machines ___ Music ___ Office machines ___

Party atmosphere ___ Airplanes ___ Boats/waterfront ___ Other ___

Suspected Mail Bombs/Suspicious Mail

- Characteristics of suspicious parcels include:
 - Poorly typed or handwritten address.
 - Incorrect title of person addressed.
 - No return address.
 - Excessive or uneven weight.
 - Parcel marked personal, confidential, or Special Delivery.
 - Foreign mail.
 - Any other unusual characteristic including odor, sound, or unusual shape.
- Do not touch, move or disturb the object in any manner.
- Immediately notify the supervisor in charge, who will be responsible to determine the need to evacuate the building.
- In addition, do not use cellular telephones or turn on or off electric appliance switches, as certain bombs can be activated by airwave transmissions or changes in local electric fields.

Earthquake

Earthquakes occur without warning and their duration and magnitude are unpredictable. Earthquakes generate hazards, which encompass most of the scenarios addressed in this guide (medical emergencies, fires, hazardous materials spills, etc.), as well as some hazards unique to the nature of earthquakes themselves.

Precautionary Measures Before an Earthquake

Check all work locations for potential earthquake hazards and eliminate them.

- Remove large or heavy objects from shelves above desktop level, and use latches to securely close and fasten upper cabinet doors, fasten shelves, bookcases, file cabinets and similar items securely to walls to prevent toppling. Keep hazardous liquids, such as cleaning products, on lower shelves.
- Identify safe locations to take shelter during the quake. Indoor areas include under sturdy tables, desks, or doorways on inside walls away from windows. Outside safe locations include open areas away from buildings, trees, light poles and overhead electric wires.
- Practice your plan. Physically place yourself in safe locations.

During an Earthquake

It is important for us to know how to respond properly during an earthquake in order to minimize panic, confusion and possible injuries. Normal services, such as electricity, water and telephones may be non-existent.

The following are basic actions to follow regardless of where you are when the earthquake hits.

- During the quake, immediately move away from windows, tall file cabinets, bookshelves and light fixtures. Find shelter under a sturdy desk or table, if possible. Kneel down in a hunched position. Place hands over your head for added protection. Remain there until the shaking stops. Be aware of possible power outages, which will affect lighting.
- Do not evacuate unless told to do so or if danger of building collapse is imminent. If instructed to leave the building, follow the posted evacuation plan or use the nearest exit. Be aware of the exit nearest to your workstation and the route to the exit. Establish an alternate route should your first choice be blocked or unsafe to use. Move away from the structure as quickly as possible to an open area away from all buildings. Stay away from power lines, windows, brick walls or any object that could topple. Do not light matches or use cigarette lighters, due to the possibility of gas leaks.
- Once evacuated, do not re-enter the building until notified by the supervisor in charge.

After the Initial Earthquake has Subsided

- Be prepared for aftershocks.
- If at all possible, immediately turn off the gas.
- Report damage, fires, electrical shorts, gas and water leaks to the supervisor in charge.
- Normal services, such as electricity, water and telephones may be non-existent.
- Check for injured individuals and provide assistance, but do not attempt to move a seriously injured person unless they are in immediate danger.
- If instructed to re-enter a building, open doors carefully and watch for hazards. Replace telephone receivers and use telephones for emergency calls only.

PROTECT YOURSELF When the Ground Begins to Shake!



During earthquakes:

DROP to the floor

Take COVER under a sturdy desk or table

(if no table- cover your head with your arms)

HOLD ON to the table/desk- even if it moves!

(If no table- keep your head protected)


Earthquake Country Alliance
We're all in this together.
GET PREPARED
Earthquakecountry.info


PROTECT YOURSELF
dropcoverholdon.org


PRACTICE
ShakeOut.org

Verbal Threats

If an employee is the victim of, witness to, or receives a report of any situation in the workplace that involves a credible threat of violence or physical harm, the employee must:

- Remove self and others from danger.
- Notify a supervisor.
- Call law enforcement, or medical assistance if needed. If appropriate, call 9-911.
- Complete the witness report section of the Merced County Workplace Violence Incident Report (form HRD04) and submit it to their supervisor.

Dealing With Aggressive or Hostile People

- Stay calm.
- Avoid confrontation. Listen first without comment or judgment.
- Call for the supervisor in charge.
- Attempt to defuse the situation. Give the person your full attention. Ask clarifying, open-ended questions.
- Don't belittle, embarrass or verbally attack a hostile person.
- Allow the aggrieved person to suggest a solution.
- Move toward a win-win solution if at all possible.
- Advise person of the WI complaint procedure (listed on the Intranet).
- If person escalates to violence, or threats of violence, call 9-911.
- Persons with a known history of unacceptable behavior and who have been banned from entering the building may have their pictures posted at the reception desk. If the individual is seen entering the building, staff should immediately notify a supervisor.

Threats Received by Phone

- Attempt to determine if the threat is to the office and its occupants in general or if there is someone specific who is being threatened.
- Attempt to determine the nature of the grievance (work related or personal) and the redress to which the caller believes they are entitled.
- Ask for the name of the caller and for a call back number.
- Document the following:

- Time and date of the call.
- Exact words of caller or as close as possible.
- Sex and approximate age of the caller.
- Accent or speech pattern, tone of voice, and any background noises.

Any employee who is the victim of violent, threatening or harassing conduct, or witnesses such conduct taking place, or receives a report of conduct prohibited by this policy (whether the perpetrator is a County employee or a non-employee) shall immediately report the incident to their supervisor or other appropriate person in the chain of command, to be followed immediately by a written report.

No employee, acting in good faith, who initiates a complaint or reports an incident under this policy will be subject to retaliation or harassment based upon their report.

Burglary/Vandalism

When signs of a burglary or vandalism are discovered

- Don't allow anyone to enter or disturb the crime scene, i.e. building, room, vehicle, etc.
- Use caution: the perpetrator may still be in the area.
- If the burglar/vandal is encountered, do not attempt to apprehend them: they may be armed. Note their description and direction/method of escape, e.g. on foot, in a vehicle (note description of vehicle), etc.
- Call the police department immediately.
- Notify supervisor or program manager.
- Complete an incident report.

Floods

- Check news reports for road closures and use caution when driving to work or returning home.
- Don't drive through a flooded area where you cannot see the roadbed under the water. The water may be much deeper than it seems. Just a foot of water can stall out or float a small vehicle.

Note: Be aware in Merced that Thornton, Wardrobe and Lopes roadways near the Human Services Agency are prone to flooding during heavy rainstorms, and there are potentially hazardous low spots and ditches alongside these roads.

Also, in Merced along 16th Street, across from United Rentals, there is a low spot in the road where significant flooding has occurred, making the street impassable in heavy rain.

- Never drive through swiftly flowing water. Two feet of rushing water can wash away most vehicles.
- All County personnel are designated emergency workers. Be prepared to perform sandbag duty or other emergency work as directed. (Source: [California Government Code Section 3100-3109](#) states in part: *It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or extreme peril to life, property, and resources is of paramount state importance...in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers...All disaster service workers shall, before they enter upon the duties of their employment, take and subscribe to the oath or affirmation...)*
- Avoid walking through a flooded area. If you must do so, use a stick to test water depth as you proceed. **DO NOT WALK THROUGH FLOWING FLOODWATERS!** Half a foot of rushing water can knock a person down.

Medical Emergency

Call 9-911 in the event of a serious or life threatening condition such as:

- Not breathing
- Profuse bleeding
- Head, neck or back injury
- Alcohol overdose
- Diabetic incident
- Shortness of breath
- Chest pain
- Serious slip or fall
- Suspected drug overdose
- Stuporous state
- Seizure
- Choking

For all other non-emergency conditions refer to page three (3) for contact numbers.

In the event of a MAJOR injury/illness:

- Dial 9-911 immediately or have someone else call. Tell the operator your name and location, and describe the condition of the injured or ill person.
- Do not move the individual unless absolutely necessary.
- If the injured/ill person is conscious, ask them for permission before attempting to administer any first aid treatment.
- If the injured person is under 18, the parent /guardian must be notified immediately.
- Assist with first-aid. **Note:** When applying first-aid to others (co-workers or clients) precautions should be observed to prevent accidental transmission of diseases (i.e., hepatitis and AIDS) through medias such as body fluids.
- Summon assistance and notify the supervisor in charge.
- Have someone waiting at the building entrance to meet emergency personnel.

In the event of MINOR injury or illness:

- Notify the supervisor in charge.
- Assess the situation and administer first aid if necessary or requested by the injured person.
- Summon assistance, if needed.

When an injury breaks the skin, the best initial defense against infection is to clean the area. For minor wounds, wash the area with soap and water. Open wounds need some type of covering to help control bleeding and prevent infection. First aid kits are available at each Worknet center.

If the injury requires medical treatment, other than emergency medical care to save life or prevent undue suffering, the injured employee will be seen by the County contracted Worker's Compensation physician. An employee may choose to be seen by their own physician only if they have a pre-designated physician on file with the Merced County Risk Management.

If the employee declines medical treatment, he/she must complete and sign the declination of medical treatment form.

Workplace Safety Hazards

- If an employee sees a specific activity that appears to be potentially hazardous, the employee should alert a supervisor of the situation immediately. Unsafe conditions or hazards must also be reported to your supervisor or safety team members.
- WI personnel will immediately report any occupational injury or illness to his/her immediate supervisor.

Weapons

Policy. It is WI policy to maintain a safe environment for employees and customers within our facilities (Wardrobe and Los Baños). WI specifically prohibits anyone from carrying a handgun, firearm, illegal knife, or prohibited weapons of any kind onto the premises, including work areas, personal offices, common areas such as break rooms, restrooms, conference rooms, classrooms, County owned motor vehicles, or personal vehicles parked in parking lots under control of WI. This policy applies to all employees and customers, with the exception of on-duty Law Enforcement personnel.

WI takes a zero tolerance approach to violations of its weapons free workplace policy. Therefore, any person who is determined to have violated this policy may be subject to disciplinary action and/or arrest by law enforcement officers.

Procedures. It is the responsibility of all WI personnel to promptly notify a supervisor of any employee or customer who is in possession of a weapon, whether or not physical injury has occurred, particularly in the case of a firearm.

- Weapons such as firearms or illegal knives (knives with a three inch or longer blade length) must be reported immediately.
- Supervisors must ensure the safety of all personnel and must methodically assess the situation when a weapon is reported. If a threatening environment exists, call 9-911. The supervisor may also initiate a building evacuation.
- If no intent to harm is determined, the supervisor must ask the individual to leave the building. **Note:** The individual may be banned from future admittance to WI and his or her picture may be posted at the reception desk. An incident report must be completed to document the action. The report will be forwarded to the Director/Special Projects Manager.
- If a firearm is involved, the police should be notified immediately, and a building evacuation may be initiated. The supervisor will complete an incident report.
 - Consider and treat all firearms as if they are loaded.
 - Firearms are expressly prohibited on County owned or leased property, in a County owned vehicle, or in a personal vehicle while being used for County business or parked on County owned or leased property.