

Missouri Job Center Safety and Security Manual

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INTRODUCTION

What are the greatest risks to safety and security? According to statistics kept by the Federal Emergency Management Agency, the list for Missouri includes **Extreme Heat, Fires, Flood, Hail, Tornados, Wildfires, and Winter Weather**. The Bureau of Labor Statistics report on Fatal Occupational Injuries for Missouri (2018), found that transportation related accidents accounted for the greatest number of occupational fatalities in Missouri. The report found that the second most common cause of occupational fatalities is Workplace Violence.

The Office of Workforce Development desires to promote a safe work environment for the employees and customers of the Missouri Job Centers. The Office will work with our partners to maintain a work environment that is free from violence and other disruptive behavior; as well as one that is prepared for any emergency.

The categories within each section of the manual represent the **critical** pieces of a comprehensive safety and security plan. Each Job Center must have a customized safety manual on-hand that includes identifying local emergency contacts and resources, identifying safe areas/meeting locations for various emergencies as well as other pertinent information specific to that Job Center. OWD expects staff to have an understanding of this over-arching safety manual, and expects staff to follow their respective Job Center manual in the event of emergency.

The primary purpose of this Safety and Security Manual is to provide employees of the Missouri Job Centers with the instructions and resources for managing emergencies and threatening situations that can occur both inside and outside the workplace.

The resources provided in the manual include links to state and federal agencies that provide comprehensive safety and security information. There are training resources listed at the end of every section and include such links as templates for planning and preparedness.

Always keep in mind: ***The actions taken in the initial minutes of an emergency are critical to life and safety.***

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SECTION I: DEVELOP AN EMERGENCY RESPONSE PLAN

Creating a Plan:

Each Region/Job Center must develop and implement an emergency response plan for protecting the lives of employees, customers, and all others who may be in the Job Center at the time of an emergency. In order for people to be prepared, they must know what to do! To learn what we must do in the event of any emergency or life-threatening incident, managers and employees must engage in planning, implementing and training for every type of emergency or disaster.

The U.S. Department of Homeland Security, Federal Emergency Management Agency offers a comprehensive website for emergency planning and preparedness: [Ready.gov](https://www.ready.gov). One of the features of Ready.gov is [Ready Business](https://www.ready.gov/ready-business), which will assist businesses in developing a preparedness program by providing the tools to create a plan that takes an *all hazards approach*. Please see **Attachment A** for more detail about the five steps of developing an emergency response plan: Program Management; Planning; Implementation - Writing a Preparedness Plan; Training - Testing and Exercises; and Program Improvement.

The first priority when an emergency occurs is *life safety*! Establishing policies and procedures prior to an emergency will assist staff (and staff will assist customers) in achieving a calm, orderly response to *all hazards*. The categories listed in this section are critical to every emergency.

Calling 911 or Law Enforcement:

This policy should clearly communicate to Job Center staff that, any staff member that feels threatened by the behavior of a customer or occupant of the building has authorization to call 911. A policy or written procedure clarifies the role of personnel in contacting law enforcement, emergency responders, utility companies, etc., and list the specific types of emergencies, incidents and situations.

Emergency Contact List:

An emergency contact list should be developed and distributed to all staff. It is a good idea to include alternate numbers for essential staff (Workforce Board Director, Regional Manager, and Supervisors) such as home or cell phone numbers. (Please see sample form in Attachment B)

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An additional document to the Emergency Contact List should designate the name/title of the staff that will handle an emergency as well as describe the responsibilities including contacting law enforcement/emergency personnel; providing medical assistance such as CPR; ordering evacuation or shelter-in-place procedures and other necessary actions.

An Emergency Contact List should include the following:

- Local Law Enforcement: Police Department, Sherriff, Highway Patrol
- State Emergency Management Agency (SEMA)
- Local Hospital and Ambulance Service
- Fire Department
- Building Management and Maintenance
- Electric Company
- Gas Company
- Water and Sewer Districts
- Mental Health Crisis Line

Preparing for Evacuation, Sheltering, Shelter-in-Place and Lockdown:

If there is a hazard or threat inside the building, staff and customers must evacuate. If there is a hazard or threat outside the building, staff and customers must stay in the building, taking shelter there in order to stay safe. The key is to be prepared for any type of emergency or hazard.

Evacuation:

The major components of preparing for an evacuation include:

- A warning system
- At least two exits
- An evacuation team leader and employees assigned to assist
- Pre-planned assistance for persons with disabilities
- Method of accounting for every employee and customer to ensure that everyone has gotten out safely. (See [osha.gov/workers](https://www.osha.gov/workers))
- Drills and training exercises
- Evacuation maps that clearly show emergency escape routes.
- Evacuation procedures in place if time permits
- Shut off any equipment
- Grab personal items

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Exit the building through the closest exit:

- Use stairs, not the elevator
- Help others who need assistance, if possible
- Report to a designated area
- Make sure you are present for the head count/roll call
- Share if anyone is missing
- Inform First Responders of any hazards
- Wait for further instructions
- Do not reenter the building

Sheltering:

- Provide a space in the building (basement, interior rooms) that can hold all employees and customers in the event of severe weather
- The space should include methods of access to news sources and/or an Emergency Alert System radio

Shelter-in-Place:

- Staying in the building due to a chemical spill, noxious fumes in the air, a near-by explosion, or an act of terrorism
- Move to the core of the building
- Avoid occupying the basement
- Close exterior doors and windows
- If possible, shut down the building's ventilation system

Lockdown:

- Hiding under a desk or seeking refuge in a room of the building during a terrorist or active shooter event

General Safety and Prevention Tips: Safety for Individuals

Be proactive in taking responsibility for your own safety and security! There are two vital elements:

1. Remain calm
2. Call 911

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The best way to “remain calm” is to **prepare**. Some tips to prepare include:

- Read the Safety and Security Policy Manual and study the information available in the resource links. Add local contacts and resources
- Participate in all safety training available at your facility, and seek out training that may be available through the emergency agencies and personnel in your local area. If possible, take the Red Cross trainings available in your community, such as CPR and First Aid, to be prepared to assist others
- Practice day-to-day safety through general housekeeping. Be aware of your environment and “stop and fix” potential hazards, such as blocked aisles, frayed or loose wires, trip hazards, etc.
- Mop up wet spots and spills. Place a “CAUTION” sign in the area to mark clearly wet or damp areas to prevent anyone in the center from falling
- Clear your desk of confidential documents and lock expensive equipment in a drawer or cabinet at the end of the day. Keep valuables out of sight to reduce the chance of theft
- Learn about Workplace Violence, (see Section III) and how to handle an angry, threatening customer, or a co-worker exhibiting threatening behavior
- Be aware of ALL exits and Emergency Exits so you are prepared to use them in the event of an emergency. Make sure there is a diagram or floor plan of the facility, with exit routes clearly marked, and displayed throughout the facility
- Be aware of designated safe locations both inside and outside the facility. Note: locations for fire and severe weather may be in different locations
- Discuss how to prepare for an emergency with any co-worker or customer that may need assistance during an emergency
- Make sure that the facility has a complete First Aid Kit, and that it stays up to date

Incident Reporting Procedures:

As soon as possible after an incident is over, a Job Center Leader must complete an OWD Incident Report Form and submit it to the OWD Job Center Services Manager. The online [Incident Report Form](#) is on jobs.mo.gov/dwdmain.

Resources

In addition to the following resources available on the internet, seek guidance from your local fire department, police department, and emergency management agency.

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- Employee Assistance Program (EAP) provided through ComPsych. Call MCHCP Member services at 800-487-0771 for help accessing assistance.
- [Ready.Gov](#): Comprehensive website from Homeland Security for emergency planning and preparedness.
- [Shelter-In-Place Information](#)
- [FEMA Training](#): Emergency Management Institute
- [Emergency Planning Exercises](#)
- [Build an Emergency Kit](#)
- [American Red Cross Ready Rating](#): self-guided program to help organizations be better prepared for emergencies
- [How to Plan for Workplace Emergencies and Evacuations](#)

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SECTION II: WORKPLACE VIOLENCE, THREATS and DISRUPTIONS

Recognizing, Handling, and Preventing Work Place Violence

This section of the Safety Manual assists employees in becoming more aware of the potential for violence in their workplace – the Missouri Job Centers.

The DHEWD [Personal Accountability and Conduct Policy](#) prohibits: Fighting, assaulting, threatening and/or intimidating others; and participating in roughhousing including, but not limited to, pushing, throwing objects and practical jokes.

Congress defined workplace violence as “incidents of sexual assault, robbery, and aggravated and simple assault that occur while the victim is at work or on duty are appropriately classified as “workplace violence.” However, it is important to recognize that workplace violence includes more than these physical attacks. Threats, harassment, bullying, emotional abuse, intimidation, and all other forms of conduct that create anxiety, fear, and a climate of distrust in the workplace are part of the workplace violence problem.

Keep in Mind: Any staff member that feels threatened by the behavior of a customer or occupant of the building may call 911.

There are many excellent training resources teaching situational awareness to Job Center staff to recognize early warning signs of potentially violent situations, and to help them understand how to respond. The training resources at the end of this section provide publications and videos that provide detailed information on recognizing the potential for violence, diffusing a violent situation, and what to do when violence occurs.

Examples of Behaviors that Threaten Safety and Security:

The following are examples of behaviors and situations that may be a threat to the safety and security of Job Center staff:

- Throwing, kicking or pounding on objects in a threatening manner, or threatening gestures such as shaking a fist at others
- Physical contact such as hitting, pushing, shoving, sexual harassment or inappropriate touching
- Carrying or displaying an unauthorized weapon
- Theft, attempted theft, or destruction of Missouri Job Center property.
- Possession or use of alcohol or illegal drugs, and suspected intoxication or actions that indicate impairment

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- Verbal or written threat to harm, or endanger the safety of an individual
- Obscene, profane, or abusive language or remarks that interrupt the ability to conduct business
- Inappropriate bodily exposure
- Stalking: repeated, unwanted attention or contact

Actions of Staff to Diffuse a Threatening Situation:

If Job Center staff encounters an immediate threat of violence such as a person with a gun, knife or other weapon, the following actions may help diffuse the situation:

- Stay calm and non-confrontational. Do not argue with, touch, or attempt to restrain an individual because this may further incite the individual's anger
- Move and speak slowly, quietly and confidently. Do not attempt to bargain with the individual
- If possible, try to arrange yourself so that you have an avenue of exit from the immediate area. Try to maintain three to six feet between you and the individual.
- Try to remember a description of the individual such as gender, race, approximate age, height and weight, hair color and style, tattoos or piercings, type of clothing, etc.
- Signal security or a co-worker for assistance
- As soon as safely possible, remove yourself and other individuals to a safe environment

Telephone Threat:

If a customer makes a threat over the telephone:

- Listen carefully and write down the date and time of the call as well as everything the individual says. Describe any background noise you may have heard during the call. Note tone and volume
- Notify a supervisor immediately concerning the telephone call so that the supervisor can decide if it is appropriate to contact the police
- If the Job Center receives a threatening voicemail, do not erase the message until law enforcement reviews the message
- Notify your Regional Manager

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In-Person Threat:

If confronted by an individual in the Job Center who makes a verbal threat to harm any person or threatens to damage center property, immediately contact the police by dialing 911 and notify your Regional Manager

Letter, Fax or E-Mail Threat:

If a job center staff receives a written document such as a letter, fax or e-mail from an individual who makes a threat to harm any person or property

Offensive Language without a Verbal Threat:

If Job Center staff receives a telephone call from or an individual confronts a staff member using offensive, profane, or vulgar language but does not make a verbal threat to harm any person or threatens to damage job center property there are multiple de-escalation tactics that can be used. The top 10 de-escalation tactics from the [Crisis Prevention Institute](#) are:

- Be Empathic and Non-judgmental
- Respect Personal Space
- Use Non-threatening non-verbals
- Avoid Overreacting
- Focus on Feelings
- Ignore Challenging Questions
- Set Limits
- Choose Wisely What you Insist Upon
- Allow Silence for Reflection
- Allow Time for Decisions

If a customer is not responding to de-escalation strategies, please alert the supervisor for assistance.

Suicide Threat

If a Job Center staff receives a telephone call from, or an individual threatens to commit suicide, staff should call for help and take steps to de-escalate the situation until professionals arrive:

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- Immediately call 911
- If the individual is on the telephone, call and transfer the individual to the suicide prevention hotline posted at your office
- If the individual is in the center, if possible, move to a more private area with a telephone in the work location. Call the suicide prevention hotline and hand the telephone to the individual. Inform a supervisor of these action

Active Shooter

The following information comes from the U.S. Homeland Security publication: [Active Shooter: How to Respond](#).

“An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims.”

Be prepared for an active shooter situation:

- Have a plan for your office and make sure everyone knows what to do if confronted with an active shooter
- Wherever you go look for the two nearest exits, have an escape path in mind and identify places you could hide if necessary
- Understand the plans for individuals with disabilities or other access and functional needs
- **Run, Hide, Fight**

During and active shooter incident:

- **RUN** and escape if possible
 - Getting away from the shooter or shooters is the top priority.
 - Leave your belongings behind and get away
 - Help others escape, if possible, but evacuate regardless of whether others agree to follow
 - Warn and prevent individuals from entering an area where the active shooter may be
 - Call 911 when you are safe and describe the shooter, location and weapons
- **HIDE** if escape is not possible
 - Get out of the shooter’s view and stay very quiet
 - Silence all electronic devices and make sure they will not vibrate

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- Lock and block doors, close blinds and turn off lights
- Do not hide in groups. Spread out along walls or hide separately to make it more difficult for the shooter
- Try to communicate with police silently. Use text message or social media to tag your location or put a sign in a window
- Stay in place until law enforcement gives you the all clear
- Your hiding place should be out of the shooter's view and provide protection if shots are fired in your direction
- **FIGHT** as an absolute last resort
 - Commit to your actions and act as aggressively as possible against the shooter
 - Recruit others to ambush the shooter with makeshift weapons like chairs, fire extinguishers, scissors, books, etc.
 - Be prepared to cause severe or lethal injury to the shooter
 - Throw items and improvise weapons to distract and disarm the shooter

After and active shooter incident:

- Keep hands visible and empty
- Know that law enforcement's first task is to end the incident and they may have to pass injured along the way
- Armed officers may use rifles, shotguns or handguns and may use pepper spray or tear gas to control the situation
- Officers will shout commands and may push individuals to the ground for their safety
- Follow law enforcement instructions and evacuate in the direction they come from unless otherwise instructed
- Take care of yourself first, and then you may be able to help the wounded before first responders arrive
- If the injured are in immediate danger, help get them to safety
- While you wait for first responders to arrive, provide first aid. Apply direct pressure to wounded areas and use tourniquets if you have the appropriate training

Attacks in Public Places:

- Mass attacks intend to harm multiple victims.
- Use weapons to attack crowds
- Target less protected indoor or outdoor spaces

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- Use the attack(s) to intimidate
- Can use makeshift or modern weapons

Types of Mass Attacks:

- Active shooter: Individuals using firearms to cause mass casualties.
- Intentional Vehicular Assault (IVA): Individuals using a vehicle to cause mass casualties
- Improvised Explosive Device (IED): Individuals using homemade bombs to cause mass casualties
- Other methods of mass attacks may include knives, fires, drones or other weapons

Protect Yourself Against a Mass Attack:

- Stay alert
- Observe Warning Signs
- Seek safety; cover and hide
- Defend yourself
- If You See Something, Say Something®
 - Report suspicious behavior, items or activities to authorities. Signs might include:
 - Unusual or violent communications
 - Expressed anger or intent to cause harm
 - Substance abuse
 - Ideologies promoting violence
 - Suspicious behavior such as excessive questioning or attention to security details
- Be Alert to Your Surroundings
 - Observe what is going on around you and avoid distractions such as texting, listening to headphones or being on your cell phone
 - Identify areas you could hide under cover in case of attack in familiar places such as work, school and outdoor events
- Have a code word to alert colleagues to dangerous or suspicious behavior
 - Racial profiling of any kind is UNACCEPTABLE!
- Learn and practice skills such as casualty care, CPR and first aid
- Organize and participate in safety drills in places where people gather including home, school and work

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During a Mass Attack:

- Get away from the shooter or shooters. Run to a safe area if possible.
- Find a hiding place and take cover. Your hiding place should be out of the shooter's view and provide protection if shots are fired in your direction
- Call 911 if possible
- Warn others from entering the area, if possible
- Throw items and improvise weapons to distract and disarm the shooter
- Be aggressive and commit to your actions
- Know that law enforcement's first task is to end the incident and they may have to pass injured along the way

After a Mass attack:

- Take care of yourself first, and then you may be able to help the wounded before first responders arrive
- While you wait for first responders to arrive, provide first aid. Apply direct pressure to wounded areas and use tourniquets if you have the appropriate training
- Keep hands visible and empty
- Follow law enforcement instructions and evacuate in the direction they come from unless otherwise instructed
- Consider Seeking Professional Help
- Be mindful of your health. If needed, seek help for you and your family to cope with the trauma

Bioterrorism

Biological agents are organisms or toxins that can kill or disable people, livestock, and crops. A biological attack is the deliberate release of germs or other biological substances that can make you sick.

There are three basic groups of biological agents commonly used as weapons: bacteria, viruses, and toxins. Biological agents spread by spraying them into the air, person-to-person contact, infecting animals that carry the disease to humans and by contaminating food and water.

A biological attack may or may not be immediately obvious. In most cases, local health care workers will report a pattern of unusual illness or there will be a wave of sick

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people seeking emergency medical attention. An alert through an emergency radio or TV broadcast a telephone call or a home visit from an emergency response worker.

To prepare for a Biological Attack:

- Build an [Emergency Supply Kit](#).
- Follow the IDPRP

During a Biological Threat:

The first evidence of an attack may be when you notice symptoms of the disease caused by exposure to an agent. In the event of a biological attack, public health officials may not immediately be able to provide information on what you should do. It will take time to figure out exactly what the illness is, how to treat it and who is in danger. During a threat:

- Watch TV, listen to the radio, or check the Internet for official news and information including:
 - Signs and symptoms of the disease
 - Areas in danger
 - If medications or vaccinations are being distributed
 - Where to seek medical attention if you become ill
- If you become aware of a suspicious substance, quickly get away.
- Cover your mouth and nose with layers of fabric that can filter the air but still allow breathing. Examples include two to three layers of cotton such as a t-shirt, handkerchief or towel
- Depending on the situation, wear a facemask to reduce inhaling or spreading germs
- If exposed to a biological agent, remove and bag your clothes and personal items. Follow official instructions for disposal of contaminated items
- Wash yourself with soap and water and put on clean clothes
- Contact authorities and seek medical assistance. Stay away from others or even to quarantine
- If your symptoms match those described and you are in the group considered at risk, immediately seek emergency medical attention
- Follow the instructions of doctors and other public health officials
- Avoid crowds
- Wash your hands with soap and water frequently
- Do not share food or utensils

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After a Biological Threat:

- Pay close attention to all official warnings and instructions on how to proceed. It is possible that medical services for a biological event is different due to increased demand
- The basic procedures and medical protocols for handling exposure to biological agents are the same as for any infectious disease
- Visit the [Centers for Disease Control and Prevention](#) for a complete list of potential agents and diseases and the appropriate treatments

Associated Content:

- [Biological Attack Fact Sheet: Human Pathogens, Biotoxins, and Agricultural Threat](#)
- [Centers for Disease Control and Prevention Bioterrorism](#)

Chemical Emergencies

Chemical agents are poisonous vapors, aerosols, liquids, and solids that have toxic effects on people, animals or plants. Chemical agents can cause death but are difficult to deliver in deadly amounts because they dissipate quickly outdoors and are hard to produce. A chemical attack could come without warning. Signs of a chemical release include difficulty breathing, eye irritation, and loss of coordination, nausea or burning in the nose, throat and lungs. The presence of many dead insects or birds may indicate a chemical agent release.

What to do to prepare for a chemical attack:

- Build an [Emergency Supply Kit](#) and include:
 - Duct tape
 - Scissors
 - Plastic (to cover doors, windows and vents)
- Follow the IDRP

During a Chemical Emergency:

- Quickly try to figure out which areas are affected or where the chemical is coming from, if possible
- Get away immediately
- If the chemical is inside your building, get out of the building without passing through the contaminated area, if possible

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- If you cannot get out of the building or find clean air without passing through the affected area, move as far away as possible and [shelter-in-place](#)
- If you are instructed to remain in your home or office building, you should:
 - Close doors and windows and turn off all ventilation, including furnaces, air conditioners, vents and fans
 - Seek shelter in an internal room with your disaster supplies kit
 - Seal the room with duct tape and plastic sheeting
 - Listen to the radio or television for instructions from authorities
 - If you are caught in or near a contaminated area outdoors
 - Quickly decide what is the fastest way to find clean air
 - Move away immediately, in a direction upwind of the source

After a Chemical Emergency:

- Do not leave the safety of a shelter to go outdoors to help others until authorities say it is safe to do so
- If affected by a chemical agent, you will need immediate medical attention from a professional. If medical help is not immediately available, decontaminate yourself and help others decontaminate
 - How to decontaminate:
 - Remove all clothing and other items in contact with your body
 - Cut off clothing normally removed over the head to avoid contact with the eyes, nose and mouth
 - Put contaminated clothing and items into a plastic bag and seal it
 - Remove eyeglasses or contact lenses. Put glasses in a pan of household bleach to decontaminate them and then rinse and dry
 - Wash hands with soap and water
 - Flush eyes with water
 - Gently wash face and hair with soap and water before thoroughly rinsing with water
 - Proceed to a medical facility for screening and professional treatment

Associated Content:

[Chemical Attack Fact Sheet: Warfare Agents, Industrial Chemicals, and Toxins](#)
[Centers for Disease Control and Prevention Chemical Emergencies](#)

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Explosions

Explosive devices may travel through people, care, mail, or another way. Explosive devices detonate easily from remote locations or by suicide bombers. There are steps you can take to prepare.

Be Prepared for an Explosion:

- Build an [Emergency Supply Kit](#)
- Follow Emergency Plan
- Learn what to do in case of bomb threats or receiving suspicious packages and letters
- Make sure the Department has up-to-date medical information and emergency contacts

Bomb Threats Received by Phone:

- Get as much information from the caller as possible. Try to ask the following questions:
 - When is the bomb going to explode?
 - Where is it right now?
 - What does it look like?
 - What kind of bomb is it?
 - What will cause it to explode?
 - Did you place the bomb?
 - Keep the caller on the line and record everything
- Notify the police and building management immediately

Suspicious Packages and Letters:

- Characteristics of suspicious packages:
 - Is unexpected or from someone you do not know
 - Has no return address, one that does not match the postmark, or is not verifiable
 - Is marked with phrases like “Personal,” “Confidential,” or “Do not X-ray”
 - Has inappropriate or unusual labeling such as threatening language
 - Has protruding wires or aluminum foil, strange odors or stains
 - Has excessive postage or packaging material, such as masking tape and string
 - Has an unusual weight given its size or it is lopsided or oddly shaped
- Take these additional steps against possible biological and chemical agents:

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- Never sniff or smell suspicious mail
- Place suspicious envelopes or packages in a plastic bag or some other type of container to prevent anything from leaking
- Leave the room and close the door or section off the area to prevent others from entering
- Wash your hands with soap and water to prevent spreading any powder to your face
- If you are at work, report the incident to your building security official or an available supervisor. They should notify police and other authorities right away.
- List everyone in the room or area when the suspicious letter or package was recognized. Give a copy of this list to both the local public health authorities and law enforcement officials for follow-up investigations and advice

During an Explosion:

- Get under a sturdy table or desk if things are falling around you. When they stop falling, leave quickly, watching for obviously weakened floors and stairways.
- Do not use elevators
- Stay low if there is smoke. Do not stop to retrieve personal possessions or make phone calls
- Check for fire and other hazards
- Once you are out, do not stand in front of windows, glass doors or other potentially hazardous areas
- If trapped in debris, use a flashlight, whistle or tap on pipes to signal your location to rescuers
- Shout only as a last resort to avoid inhaling dangerous dust
- Cover your nose and mouth with anything you have on hand

What to Expect after an Explosion

- There may be significant numbers of casualties or damage to buildings and infrastructure
- Heavy law enforcement involvement at the local, state and federal levels.
- Extensive media coverage and strong public fear
- Workplaces and schools may be closed and there may be restrictions on travel.
- You may have to evacuate an area
- Clean up may take many months

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Associated Content:

- [American Red Cross Terrorism Preparedness](#)
- [Explosions and Blast Injuries](#)
- [IED Attack Fact Sheet: Improvised Explosive Devices](#)

Criminal Activity Resulting in Staff Victimization

Report criminal activity toward employees or customers that occur within the Job Center facility or parking area to a supervisor or Regional manager. If criminal activity such as stalking has the potential to escalate into a dangerous situation on the premises, notify management and appropriate staff to stay on alert for known threats to staff or customers.

Employees experiencing stalking are encouraged to obtain Ex Parte Orders of Protection or Restraining Orders from the court against the person who is stalking or threatening the individual. If the person who is the recipient of an Ex Parte or Restraining Order enters the job center, take the following steps:

- Notify the employee involved, the individual's supervisor, the Job Center leader and Regional Manager
- Take the employee to another part of the building that is safe while the *subject* is in the job center
- Notify law enforcement to "be on alert" in the event that the situation should become violent
- Do not deny services to the *subject* unless he/she is displaying threatening or violent behavior
- If violent behavior occurs, call law enforcement

Break-Ins or Vandalism at a Job Center:

If an employee discovers evidence of a break-in, vandalism or other criminal activity at the Job Center, the employee should immediately make sure their colleagues are safe notify local law enforcement, as well as the supervisor or Regional Manager.

The supervisor or Job Center Leaders should call other appropriate parties (DHEWD Facilities, property owner, etc.). All employees and customers should be restricted from entering the premises until authorized to do so by the authorities or supervisor. This is to avoid potential danger or disturbing any evidence. The witness will complete an Incident Report as soon as possible.

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Hostage Situation

The primary concern in a hostage situation is the safety of staff, customers, and others in the Job Center; try to remain calm, and if it is safe, call 911. Be prepared to give the 911 operator the following information:

- Your name
- Location of the hostage taker(s)
- The number of hostages
- What the hostage taker(s) look like, i.e., gender, age, clothing, physical characteristics, etc.
- What types of weapons they have
- If anyone is injured

Staff should alert others in the immediate work area, and supervisors and Job Center Leaders should alert their direct line of authority. Do not attempt to collect personal items before evacuating the building via nearest exit, this could delay or prevent a safe evacuation. If it is *unsafe* to evacuate the building, stay in your work area or other safe area. If possible, conceal yourself by closing the door.

Take the Following Actions if you are a Hostage:

- Remain calm
- Cooperate with the hostage taker(s) and follow instructions
- Do your best to keep all those involved calm
- Do NOT overextend your role in the situation. Do NOT commandeer the situation and do NOT antagonize the hostage taker(s)
- Be patient. Do not make mistakes that could hazard your well-being or the well-being of others.
- Avoid drastic or heroic actions
- Be alert
- Attempt to establish a rapport with the hostage taker(s)
- Do not speak unless spoken to, and then say only what is necessary
- Do not talk down to the hostage taker(s) and avoid appearing hostile
- Maintain eye contact with the hostage taker(s) at all times, but do not stare
- Comply with instructions the best you can and avoid arguments
- Expect the unexpected
- Be observant. Release or escape is possible

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- The personal safety of others may depend on your memory
- If a hostage needs medication, first aid, or the restroom, say so. The hostage taker(s), in all probability, do not want to harm the hostage(s)
- Be prepared to answer the police on the phone
- In the event you should escape, or release, do not scatter or leave the area. If law enforcement is on the scene, a command post will be set up for you to report to immediately. Otherwise, report directly to the nearest law enforcement official at the scene

Law enforcement information and tips:

- If possible, hostage should try to stay seated on the floor. Individuals in a hostage situation are more likely to be considered for release if they urinate on themselves
- Try to remain calm while awaiting intervention from law enforcement.
- Intervention may not be immediate
- Law enforcement may deliberately stall in order to increase effectiveness in assessing the psychological profile of the individual(s) holding others hostage
- Interagency communication may not be possible in this situation and evacuation of the building determined by law enforcement

Suspicious Appearance or Behavior of a Customer

If suspicious persons are discovered, either inside or outside, the building, contact law enforcement immediately by dialing 911, and be prepared to advise the dispatcher of the following information:

- The exact location of the situation
- The number of suspicious individuals
- What the individual(s) looks like (sex, age, physical characteristics, etc.)
 - DO NOT RACIALLY PROFILE CUSTOMERS
- What threats are being made and to whom
- If any weapons are visible
- If anyone is injured

Consider the following signs and behaviors that may be suspicious:

- If the person is running and looking about furtively as if they were being pursued
- If an unknown person is carrying property such as computer equipment or furniture from the office or a person is going door-to-door in an office building

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- Unusual noises such as gunshots, screaming, sounds of fighting, an explosion, abnormally barking dogs may signal danger or illegal activity
- A person exhibiting unusual mental or physical symptoms, such as (1) inability to hold a cohesive conversation, (2) inability to focus on a particular subject, or (3) inappropriate clothing

Restricting Violent / Disruptive Customers' Access to Job Center

Customers who access the Job Center to obtain employment and training services, and/or to utilize Job Center resources, and who display an abusive, violent or threatening behavior that creates a disruption (and threat) for staff and other center customers, may be restricted or banned from entering the center on a case-by-case basis, as determined appropriate by DHEWD Legal. The customer's (prohibited) behavior includes, but is not limited to the following:

- Disruptive behavior, which includes disorderly conduct, physical abuse, abusive or threatening language
- Theft, vandalism or other illegal acts during their visit
- Displaying violent or aggressive behavior that warrants alarm for the safety and health of other individuals

Take the following actions when a customer exhibits unacceptable violent or disruptive behavior in a Job Center:

- Immediately notify security personnel (if provided locally) and/or contact law enforcement (911)
- Notify immediate supervisor for assistance
- Complete an Incident Report and include applicable witness statements, photographs, video, etc. Submit the Incident Report to the OWD Job Center Services Manager and Local Workforce Board Director

The type and length of restriction may be permanent or temporary and based on the severity and extent of the violent act or behavior as determined by legal authority.

Civil Disturbances and Riots

This situation is a form of refusal, non-compliance, defiance, or disobeying legal authority characterized by the employment of such non-violent techniques such as boycotting, picketing, demonstrating, or committing violent acts such as destruction of property, looting, burglary, etc.

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In the event a civil disturbance occurs at a Job Center, staff should take the following action immediately:

- Immediately contact law enforcement (911) and follow guidance of law enforcement personnel
- Notify immediate Supervisor and/or the Regional Manager

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SECTION III: MEDICAL EMERGENCIES and HAZARDOUS SUBSTANCES

Medical Emergencies

Job Center staff should respond to all medical emergencies by assessing the victim and *reacting to the situation as quickly and calmly as possible*. If the staff remains calm, it will help keep the victim calm. At the victim's request, a family member may take them to an appropriate place for care if the illness or injury is minor. Staff should not transport a customer to seek medical attention. When an employee, customer, or other visitor becomes seriously ill or injured, call an ambulance immediately by calling 911. The checklist below will assist staff in taking action:

- Provide the ambulance dispatcher with the exact location of the emergency including address, building name, floor level, and other identifying information
- Describe the nature of the medical emergency and the symptoms of the victim
- If the victim is conscious, ascertain any allergies, heart or other conditions, and current medications. This will assist medical responders if the victim loses consciousness. Check to see if victim is wearing a Medic Alert bracelet or necklace. If possible, gather information about victim's name, address, phone number, and birth date
- Try to control any heavy bleeding using direct pressure on the wound. Use latex gloves for protection, which should be available in the First Aid Kit
- Do not move the victim or allow the victim to move around until medical responders arrive. Stay with the victim, if possible, no matter how minor it seems.
- An employee should meet the ambulance at the building entrance to direct the medical responders to the victim.
- Ask employees and guests who are not assisting the victim to stay clear of the immediate area
- Notify the family of the victim at the request of the victim

Anytime there is a medical emergency involving a customer or a visitor in the Job Center, an Incident Report should be completed and submitted to the Job Center Services Manager. Anytime a staff member is injured, contact Human Resources immediately.

Preparing for Medical Emergencies:

The Job Center should prepare for medical emergencies affecting staff and customers. Each Job Center should have a First Aid Kit, readily available with appropriate supplies.

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([Red Cross: List of Items in a First Aid Kit](#)). The kits should be accessible and familiar to all staff and checked frequently to replace and update expired items.

Hazardous Substances:

Job Center staff should respond to all hazardous spill/substance emergencies by assessing the situation and *reacting as quickly and calmly as possible*. The most important factor is keeping staff and customers safe. If an employee, customer, or other visitor becomes seriously ill or injured, call an ambulance immediately by calling 911.

Incidents Outside the Facility:

If an incident occurs outside the facility, and evacuation is not possible, take the following actions:

- Assist in preparing the building for in-place sheltering. Close all doors to the outside, and close and lock all windows (windows seal better when locked).
- Seal gaps under doorways and windows with wet towels and those around doorways and windows with duct tape or similar thick tape
- Set all ventilation systems to 100 percent recirculation in order not to draw outside air into the building. If this is not possible, turn off the ventilation system
- Seal any gaps around window-type air conditioners, restrooms, and other spaces
- Close as many internal doors as possible in the building
- If an outdoor explosion is possible, close drapes, curtains, and shades over windows. Stay away from windows to prevent injury from flying glass
- If you suspect that gas or vapor has entered the building, hold a wet cloth over your nose and mouth and go to a safe location
- Listen to local radio or television stations for information concerning the hazardous material incident and in-place sheltering
- If you are outside the facility, move indoors as quickly as possible
- Do not allow staff or customers to leave if it is not safe to do so

Incidents inside the Facility:

If an incident occurs inside the facility, determine if a hazardous condition exists. If cleanup of a hazardous material spill is beyond the level of knowledge, training or ability of the staff in the immediate spill area or the spill creates a situation that is immediately

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dangerous to the life and health of persons in the spill area or facility, take the following steps:

- Alert people in the immediate area of the spill and evacuate the room
- Confine the hazard by closing doors as you leave the room
- If exposure of a hazardous substance occurs, use the eyewash, safety showers, or sinks as available to rinse thoroughly the affected area(s)
- Call the local poison control from a safe location, and provide details of the incident
- Evacuate any rooms that may be affected, and if the hazard will affect the entire building, evacuate the entire building, following the general evacuation procedures
- Move to the designated safe area for your floor (interior rooms or hallways).
- Close and lock windows and doors.
- Contact facilities personnel to shut off HVAC (heating/cooling systems) to reduce both internal air movement and external air exchange
- Remain in the designated safe area until authorities give an all clear

Complete an Incident Report form anytime there is a hazardous substance incident at a Job Center. Submit Incident Reports to the Central Office Job Center Services Manager and the Workforce Board Director.

Blood-Borne and Airborne Pathogens:

A *pathogen* is a microorganism that is a disease-producing organism. Blood-borne and airborne pathogens/diseases transmit to others through blood and the air, causing *communicable diseases* – transmitting from one person to another.

Blood-Borne Pathogens:

A blood-borne disease spreads through contamination by blood and other body fluids. The most common blood-borne pathogens are HIV, Hepatitis B, and Hepatitis C. Since it is difficult to determine what pathogens any given blood contains, and some blood-borne diseases are lethal, standard medical practice regards all blood (and any bodily fluid) as potentially infectious.

Avoiding exposure to blood-borne pathogens is the most effective safety protocol. Staff must follow IDPRP. For your safety, follow these guidelines while in the workplace:

- Treat all spills of body fluids as infectious in order to avoid infection

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- Wear disposable waterproof gloves when you come into direct contact with body fluids (when treating bloody noses, handling clothes soiled by incontinence, or cleaning small spills by hand). Place used gloves in a plastic bag or lined trash can and disposed of the same day
- Wash your hands after removing gloves even if the gloves appear to be intact.
- If you have unexpected contact with body fluids or if gloves are not available (i.e., applying pressure to a bleeding wound), immediately wash your hands and other affected skin for at least 10 seconds with soap and water
- If exposure to blood, bodily fluids or potentially infected materials reaches the eyes, nose, or mouth, flush the affected eyes, nose, and/or mouth with running water as soon as possible
- Wear any other applicable personal protective clothing for eyes and face protection and clothing for body protection. Dispose of contaminated clothing

There may be situations where decontamination must occur in the workplace following a spill. Decontaminate surfaces, equipment, and other objects the blood or other potentially infectious materials touched. If a spill occurs:

- Contact your Regional Manager for guidance. A professional cleaning may be necessary
- If decontamination can be conducted locally by staff:
 - Wear appropriate personal protective equipment (gloves, masks, etc.).
 - Carefully cover the spill with paper towels
 - Pour a solution containing 10% bleach or other cleaning solution that kills 99.9% of germs over the towels
 - Disinfect all mops and cleaning tools after cleaning
 - Dispose of all contaminated materials appropriately
 - Wash your hands thoroughly with soap and water immediately after the cleanup is complete

Airborne Pathogens:

An airborne pathogen transmits through the air. The pathogens include viruses, bacteria and fungi, and they spread through coughing, sneezing, the raising of dust, and spraying of liquids. The inhalation of airborne pathogens or allergens often causes inflammation in the nose, throat, sinuses and the lungs.

Some ways to prevent communicable diseases include washing hands, using hand disinfection (sanitizer), getting immunizations, wearing a mask, and limiting time spent in the presence of a person likely to be a source of infection. Staff should always follow the IDPRP.

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Always follow the IDPRP and be aware of the signs of airborne or flu like illnesses, a combination of:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills or repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- Sudden loss of taste or smell
- Fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, and sudden loss of taste or smell

For severe symptoms, call 911 and let them know you think you may have a contagious illness. If you can, put on a cloth face covering before medical help arrives. If you are experiencing milder symptoms, consult your medical provider.

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SECTION IV: BUILDING EMERGENCIES

Building, Parking Lot and Grounds

It is important to document information about your building systems such as ventilation, electrical, water, sanitary systems, emergency power supplies, detection, alarms, communication and warning systems. Documentation of building systems including shut-off location and procedures may prove valuable when a specific system fails or when public emergency service personnel must enter the building due to an emergency or incident.

The action of documenting systems and examining the safety and security aspects of the building, grounds and parking lot will provide valuable information for building owners, managers and occupants – and is a vital component of the Job Center's emergency response plan.

Building Security:

As in other areas of maintaining awareness for the sake of safety and security for all people in the job center, staying vigilant about the building where you work is very important. The following list provides guidelines for keeping your building secure:

- Report the following to your supervisor or Job Center Leader
- Unknown individuals in the building who are not conducting center business
- Any unlocked doors before or after business hours to your supervisor
- Any unknown individuals in the building after business hours

Staff and Job Center Leaders should be aware of the following:

- Do not work in the center after hours
- Discard waste materials properly
- Keep work areas neat and orderly
- Place files in cabinets when not being used
- Keep hallways and exits clear
- Post detailed floor plans with marked exits in all areas of the building
- Place fire extinguishers on each level of the building. Keep access to fire extinguishers clear. Be aware of the location of fire extinguishers and learn how to use them
- Place notices in the building that Job Centers are smoke free facilities
- Close windows, turn off lights/lamps and coffee pot at the end of the workday
- Lock and double-check each exit at the end of the workday

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Parking Lot and Grounds Security:

- Always lock your car upon arrival at work
- Place all valuables out of sight, preferably in your trunk
- Report any individual seen loitering in the parking lot
- Upon departing your office, carry your car key in your hand
- Examine the area around and beneath your vehicle as you approach. Make sure no one is hiding inside before getting in
- Leave your vehicle in a lighted area if working after dark. Ask someone to accompany you to your vehicle
- Upon entering your vehicle, always lock the doors for the trip home. An open door is an invitation to theft, assault, or a possible carjacking
- Never leave your vehicle unlocked upon entering a convenience store, dry cleaner, etc.
- If there is snowfall during the day, keep paths clear
- Treat icy areas with salt or snowmelt to help prevent falls
- Ensure grounds surrounding the building allow for optimal visibility and reduce the risk of any person tripping on objects. Contact DHEWD Facilities if the grounds needs attention
- Keep outside steps and sidewalks clear of any debris, snow, or ice

Fire Emergencies:

Always remember **Fire is FAST!** In less than 30 seconds, a small flame can turn into a major fire. It only takes minutes for thick black smoke to fill a house or for it to engulf in flames. **Fire is HOT!** Heat is more threatening than flames. Room temperatures in a fire can be 100 degrees at floor level and rise to 600 degrees at eye level. Inhaling this super-hot air will scorch your lungs and melt clothes to your skin. **Fire is DARK!** Fire starts bright, but quickly produces black smoke and complete darkness. Most importantly, **Fire is DEADLY!** Smoke and toxic gases kill more people than flames do. Fire produces poisonous gases that make you disoriented and drowsy. Asphyxiation is the leading cause of fire deaths, exceeding burns by a 3-to-1 ratio.

Create and Practice a Fire Escape Plan:

Find two ways to get out of each room in the event the primary way is unavailable.

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Know if windows open and if so, make sure they are not stuck and if they have screens, they are removable.

During a Fire Event:

- Crawl low under any smoke to your exit. Heavy smoke and poisonous gases collect first along the ceiling
- Before opening a door, feel the doorknob and door. If the door/doorknob is hot or if there is smoke coming around the door, leave the door closed and use your second exit
- If you open a door, open it slowly. Be ready to shut it quickly if heavy smoke or fire is present
- If you cannot get to someone needing assistance, leave and call 911 or the fire department. Tell the emergency operator where the person is located
- If you cannot get out, close the door and cover vents and cracks around doors with cloth or tape to keep out smoke. Call 911 or your fire department. Say where you are and signal for help at the window with a light-colored cloth or a flashlight.
- If your clothes catch fire, stop, drop, and roll – stop immediately, drop to the ground, and cover your face with your hands. Roll repeatedly or back and forth until the fire is out. If you or someone else cannot stop, drop, and roll, smother the flames with a blanket or towel.
- Use cool water to treat the burn immediately for three to five minutes. Cover with a clean, dry cloth. Get medical help right away by calling 911 or the fire department

After a Fire Event:

- Check with the Fire Department to make sure the center is safe to enter, but only enter the center if approved to do so by DHEWD Facilities or Senior Leadership
- If entering, watch out for any structural damage caused by the fire
- The Fire Department should make sure that utilities are either safe to use or are disconnected before they leave the site. DO NOT attempt to reconnect utilities yourself
- If instructed to do so, conduct an inventory of damaged property. Do not dispose of any damaged goods unless instructed to do so

Electrical and Appliance Safety:

- Frayed wired can cause fires. Do not use any equipment or appliance if the cord is frayed

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- Contact DHEWD Facilities to replace or repair the damaged equipment or appliance
- Do not place rugs or furniture on top of cords
- If an appliance has a three-prong plug, use it only in a three-slot outlet. Never force it to fit into a two-slot outlet or extension cord
- Immediately shut off light switches that are hot to the touch and lights that flicker
Contact DHEWD Facilities immediately if this is occurring

Power Outages:

A loss of power occurs when the electrical power goes out unexpectedly. A power outage may disrupt communications, water, and transportation. Power outages may cause water contamination and prevent the use of medical devices. Protect yourself and your co-workers during a power outage:

- Close the Job Center to customers
- Disconnect appliances and electronics to avoid damage from electrical surges.
- Have flashlights with extra batteries on hand
- Keep mobile phones charged. The state phone system will not work during a power outage
- Contact your Regional Manager or the Job Center Services Manager

Associated Content:

[Power Outage Information Sheet](#)

[Department of Energy](#)

[Individuals with Disabilities and Others with Access and Functional Needs](#)

[Centers for Disease Control](#)

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SECTION V: WEATHER-RELATED EMERGENCIES and THREAT

State Policy for Inclement Weather

Due to the importance of the services provided by state government, some state operation/facilities need to remain open even in extreme cases of inclement weather or resulting road/traffic conditions. Only the Governor's Office has the authority to close state operations including a Missouri Job Center. This is a rare occurrence due to the importance of the services provided to the public. When this occurs, employees may not need to utilize personal leave balances to cover missed work time – the Office of Administration will provide guidance. However, in most cases of extreme inclement weather, the Governor will implement the Hazardous Travel Policy. During this time, statewide critical service employees must report to work, though non-critical employees may use their leave in accordance with this policy. Missouri Job Centers and OWD employees are **not** considered critical service employees.

The Department has a specific Hazardous Travel policy that specifies the guidelines regarding accounting for missed work time or making up missed work time.

Employees who are unable to report to work or choose to stay home due to inclement weather need to report to their supervisor immediately so the supervisor can assure office coverage and/or account for missing staff. Supervisors should notify the partner agency supervisor and/or Workforce Development Board if no staff will in the office. Supervisors must also notify their Regional Manager and the OWD Job Center Services Manager in Central Office.

Notification of Hazardous Travel Policy Effected:

- In consultation with the Missouri State Highway Patrol, the Governor will determine when to implement the Hazardous Travel Policy
- Radio and television news generally will announce the implementation of the Hazardous Travel Policy. In addition, the Office of Administration will post a notification on the oa.mo.gov website when the Hazardous Travel Policy is implemented indicating which areas of the state are impacted

Non-Critical Employee Hazardous Travel Guidelines:

- An employee who is delayed or prevented from reporting to work due to inclement weather or who elects to leave work early due to worsening weather or road conditions will notify his/her supervisor of the absence, delay or early departure

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- An employee may account for an absence incurred while the Hazardous Travel Policy is in effect with the approval of his/her supervisor:
 - Charge absence to his/her accumulated compensatory leave balance.
 - Charge absence to his/her accumulated annual leave balance
 - With supervisor approval, readjust the work schedule to make up the absence within the current and next pay periods, if determined feasible based upon the employee's work responsibilities
 - The employee may not incur overtime from adjusting the work schedule to make up absences due to inclement weather
 - Charge absence to leave without pay only if the employee has insufficient accumulated compensatory and/or annual leave and the supervisor cannot adjust the work schedule within the workweek to make up the missed time

Severe Weather

Severe weather can happen anytime. Severe weather can include hazardous conditions produced by thunderstorms, including damaging winds, tornadoes, large hail, flooding and flash flooding, and winter storms associated with freezing rain, sleet, snow and strong winds. Know your risk and understand the type of hazardous weather that affect where you live.

Snowstorms and Extreme Cold:

Winter storms create a higher risk of car accidents, hypothermia, frostbite, carbon monoxide poisoning, and heart attacks from overexertion. Winter storms and blizzards can bring extreme cold, freezing rain, snow, ice, and high winds. A winter storm can:

- Last a few hours or several days
- Knock out heat, power, and communication service
- Place older adults, young children, and sick individuals at greater risk

If you are under a winter storm warning:

- Follow the Hazardous Travel Policy
- Do not report to the Job Center if it is not safe to do so
- Stay indoors and dress warmly
- Listen for emergency information and alerts

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How to stay safe when a winter storm threatens:

- Pay attention to weather reports and warnings of freezing weather and winter storms. The Emergency Alert System (EAS) and the National Oceanic and Atmospheric Administration (NOAA) provide emergency alerts
- Follow the Hazardous Travel Policy and go home if conditions are becoming unsafe
- Create an [emergency supply kit for your car](#). Include jumper cables, sand, kitty litter, a flashlight, warm clothes, blankets, bottled water, and non-perishable snacks. Keep the gas tank full

Associated Content:

[Winter Safety Social Media Toolkit](#)

[Winter Storm Information Sheet](#)

[National Weather Service](#)

[American Red Cross](#)

Thunderstorms & Lightening:

Lightning is a leading cause of injury and death from weather-related hazards.

Thunderstorms are dangerous storms that include lightning and can:

- Include powerful winds over 50 MPH
- Create hail
- Cause [flash flooding](#) and [tornadoes](#)

If you are under a thunderstorm warning:

- Seek shelter right away
- Stay indoors until the warning expires; do not leave the Job Center until safe to do so
- Pay attention to alerts and warnings
- Do not use landline phones

Stay safe when a thunderstorm threatens by being prepared and signing up for your community warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

During a Storm:

- When thunder roars, go indoors. A sturdy building is the safest place to be during a thunderstorm

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- Pay attention to weather reports and warnings of thunderstorms. Be ready to change plans, if necessary, to be near shelter
- If indoors, avoid running water or using landline phones. Electricity can travel through plumbing and phone lines
- Unplug appliances and other electric devices
- Do not touch anything metal
- Avoid flooded roadways. Turn Around. Do not drown! Just six inches of fast-moving water can knock you down, and one foot of moving water can sweep your vehicle away

After a Storm:

- Listen to authorities and weather forecasts for safety information
- Watch for fallen power lines and trees. Report them immediately

Associated Content:

[Thunderstorms Information Sheet](#)

[NOAA Watch](#)

[Centers for Disease Control and Prevention - Lightning](#)

[American Red Cross](#)

Tornadoes:

Tornadoes can destroy buildings, flip cars, and create deadly flying debris. Tornadoes are violently rotating columns of air that extend from a thunderstorm to the ground. Tornadoes can happen anytime and anywhere, bring intense winds and look like funnels.

If you are under a tornado warning:

- Find shelter right away. A sturdy building is the best place to be
- Do not leave the Job Center when under a tornado warning
- Go to an interior room, basement, or storm cellar. Move all staff and customers to a safe place until the warning expires
 - If you are in a building with no basement, then get to a small interior room on the lowest level
 - Stay away from windows, doors, and outside walls
 - Watch out for flying debris that can cause injury or death

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Be prepared and stay safe when a tornado threatens:

- Know the signs of a tornado, including a rotating, funnel-shaped cloud; an approaching cloud of debris; or a loud roar—similar to a freight train
- Sign up for your community warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts. If your community has sirens, then become familiar with the warning tone
- Pay attention to weather reports. Meteorologists can predict when conditions might be right for a tornado
- Be sure you and your co-workers know where to shelter in the Job Center when a tornado threatens
- If you must go to a community or group shelter during severe weather, take hand sanitizer and disinfecting wipes to clean, disinfect, deodorize and remove allergens from surfaces
- If possible, try to keep a safe distance away from others in the shelter

During a tornado:

- Immediately go to the safe location identified
- Account for all staff and customers and then move everyone to the identified safe location
- If possible, have your cell phone with you
- Take additional cover by shielding your head and neck with your arms and putting materials such as furniture and blankets around you
- Listen to EAS, NOAA Weather Radio, or local alerting systems for current emergency information and instructions
- Do not leave and try to outrun a tornado in a vehicle
- If you are in a car or outdoors and cannot get to a building, cover your head and neck with your arms and cover your body with a coat or blanket, if possible

After a tornado:

- Keep listening to EAS, NOAA Weather Radio, and local authorities for updated information
- If able, notify your Regional Manager and/or Central Office
- If trapped, cover your mouth with a cloth or mask to avoid breathing dust. Try to send a text, bang on a pipe or wall, or use a whistle instead of shouting
- Stay clear of fallen power lines or broken utility lines
- Do not enter damaged buildings until told that they are safe

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- Save your phone calls for emergencies. Phone systems are often down or busy after a disaster
- Use text messaging or social media to communicate with family and friends

Associated Content

[Tornado Information Sheet](#)

[Taking Shelter from the Storm: Building a Safe Room Inside Your House](#)

[American Red Cross](#)

Extreme Heat:

Extreme heat is a period of high heat and humidity with temperatures above 90 degrees for at least two to three days. In extreme heat your body works extra hard to maintain a normal temperature, which can lead to death. In fact, extreme heat is responsible for the highest number of annual deaths among all weather-related hazards. Remember:

- Extreme heat can occur quickly and without warning
- Older adults, children and sick or overweight individuals are at greater risk from extreme heat
- Humidity increases the feeling of heat as measured by a heat index

If you are under an extreme heat warning:

- Stay inside with air conditioning
- Avoid strenuous activities
- Wear light clothing
- Watch for heat cramps, heat exhaustion and heat stroke
- Never leave people or pets in a closed car
- Do not solely rely on fans to keep you cool. While electric fans might provide some comfort, when temperatures are really hot, they won't prevent heat-related illness
- Drink plenty of fluids to stay hydrated. If you or someone you care for is on a special diet, ask a doctor what would be best. Conventional water treatment methods, such as those in most municipal drinking water systems, use filtration and disinfection methods that should remove or inactivate viruses
- Watch for symptoms of heat exhaustion:
 - Heavy sweating
 - Paleness
 - Muscle cramps

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- Tiredness
- Weakness and dizziness
- Headache
- Nausea and vomiting
- Fainting
- Watch for these symptoms of heat stroke:
 - Extremely high body temperature (above 103 degrees)
 - Red, hot and dry skin with no sweat
 - Rapid, strong pulse
 - Dizziness or confusion
 - Unconsciousness
- If a staff, customer or other visitor to the Job Center is exhibiting signs of heat stroke, call 911 immediately
 - Cool down the affected person with whatever methods are available until medical help arrives

Associated Content:

[Extreme Heat Information Sheet](#)

[Extreme Heat Safety Social Media Toolkit](#)

[National Weather Service Heat Safety Tips and Resources](#)

[National Weather Service - Dangers of Heat](#)

[National Weather Service - Safety During Heat Wave](#)

[National Weather Service Summer Safety Weather Ready Nation Outreach Materials](#)

[Centers for Disease Control and Prevention](#)

[National Integrated Drought Information System](#)

[National Integrated Heat Health Information System](#)

Flooding:

Flooding is a temporary overflow of water onto land that is normally dry. Floods are the most common natural disaster in the United States. Failing to evacuate flooded areas or entering floodwaters can lead to injury or death. Floods may:

- Result from rain, snow, coastal storms, storm surges and overflows of dams and other water systems
- Develop slowly or quickly. Flash floods can come with no warning
- Cause outages, disrupt transportation, damage buildings and create landslides

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If you are under a flood warning, find shelter as soon as possible. Do not walk, swim or drive through floodwaters. **Turn Around, Do not drown!** Just six inches of moving water can knock you down, and one foot of moving water can sweep your vehicle away.

Always follow evacuation or other instructions from authorities. Depending on the situation, you may need to:

- Evacuate if told to do so
- Move to higher ground or a higher floor
- Stay where you are

Before a flood happens:

- Make a plan
- [Build a “Go Kit”](#) of the supplies if you have to evacuate quickly.
- Know types of flood risk in your area. Visit FEMA’s [Flood Map Service Center](#) for information
- Sign up for your community warning system. The [Emergency Alert System \(EAS\)](#) and [National Oceanic and Atmospheric Administration \(NOAA\)](#) Weather Radio also provide emergency alerts. Sign up for [email updates](#) and follow the [latest guidelines](#) about coronavirus from the Centers for Disease Control and Prevention (CDC) and your local authorities to prevent the spread of communicable diseases
- If flash flooding is a risk in your location monitor potential signs, such as heavy rain
- Learn and practice evacuation routes, shelter plans, and flash flood response
- If you live in a storm surge-flooding zone make plans to stay with family and friends. Evacuate to shelters only if you are unable to stay with family and friends. Check with local authorities to determine which public shelters are open
- Review your previous evacuation plan and consider alternative options to maintain social and physical distancing to prevent the spread of communicable diseases
- Gather supplies, including non-perishable foods, cleaning supplies, and water for several days, in case you must leave immediately or if services are cut off in your area. The CDC recommends having at least 3 days’ worth of supplies on hand, including one gallon of water per day for each person and pet. If you are able, set aside items like soap, hand sanitizer that contains at least 60 percent alcohol, disinfecting wipes, and general household cleaning supplies that you can use to disinfect surfaces you touch regularly. After a flood, you may not have access to

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these supplies for days or even weeks. Keep in mind each person's specific needs, including medication. Do not forget the needs of pets. Include extra batteries and charging devices for phones and other critical equipment

- Keep important documents in a waterproof container. Create password-protected digital copies

Survive during a flood:

- If told to evacuate, do so immediately
- Never drive around barricades. Local responders use them to safely direct traffic out of flooded areas
- Listen to EAS, NOAA Weather Radio or local alerting systems for current emergency information and instructions regarding flooding and other important information
- Do not walk, swim or drive through floodwaters. Turn Around. Do not drown!
- If trapped in a building go to its highest level. Do not climb into a closed attic
- Signal for help

Be safe after a flood:

- Listen to authorities for information and instructions. Return home only when authorities say it is safe
- Be aware of the risk of electrocution. Do not touch electrical equipment if it is wet or if you are standing in water. If it is safe to do so, turn off the electricity to prevent electric shock
- Avoid wading in floodwater, which can be contaminated and contain dangerous debris. Underground or downed power lines can also electrically charge the water
- Continue taking steps to protect yourself from infectious diseases, such as washing your hands often and cleaning commonly touched surfaces with disinfecting products

Associated Content:

[Coronavirus](#)

[Flood Information Sheet](#)

[National Flood Insurance Program \(NFIP\)](#)

[Flood Safety Social Media Toolkit](#)

[National Weather Service Weather Ready Nation Spring Safety Outreach Materials](#)

[Flood Insurance Facts](#)

[Six Things to Know Before a Disaster](#)

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[When the Cloud Forms](#)

[How to Prepare for a Flood](#)

[American Red Cross](#)

SECTION VI: RESOURCES and FORMS

Resources:

- [Missouri Office Of Administration Leased Facilities Handbook](#)
- [Missouri Department of Public Safety](#)
- [State Emergency Management Agency \(SEMA\)](#)
- [Occupational Health and Safety Administration](#)
- [U. S. Bureau of Labor Statistics, Census of Fatal Occupational Injuries](#)
- [American Red Cross](#)
- [U. S. Homeland Security](#)
- [Federal Emergency Management Agency](#)
- [DHEWD Infectious Disease Preparedness Response Plan](#)
- [Incident Report Form](#)

Attachments:

- Developing an Emergency Response Plan: Attachment A
- Emergency Contacts List: Attachment B
- Bomb Threat Questionnaire and Report Form: Attachment C

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ATTACHMENT A

Developing an Emergency Response Plan

The U.S. Department of Homeland Security published the Preparedness Plan for Your Business. “Ready Business” will assist in developing a preparedness program by providing tools to create a plan that addresses the impact of many hazards. This website and its tools utilize an *all hazards approach*, and follow the program elements within [National Fire Protection Association 1600](#), the Standard on Disaster/Emergency Management and Business Continuity Programs. NFPA 1600 is an American National Standard, and has been adopted by the U.S. Department of Homeland Security.

The Ready Business program may be accessed at <http://www.ready.gov/business>, and provides the details of the five steps, listed below, in developing a preparedness program.

Program Management:

- Organize, develop and administer your preparedness program
- Identify regulations that establish minimum requirements for your program

Planning:

- Gather information about hazards and assess risks
- Conduct a business impact analysis
- Examine ways to prevent hazards and reduce risks

Implementation: Write a preparedness plan addressing:

- Resource management
- Emergency response
- Crisis communications
- Business continuity
- Information technology
- Employee assistance
- Incident management

Testing and Exercises:

- Test and evaluate your plan
- Define different types of exercises
- Learn how to conduct exercises
- Use exercise results to evaluate the effectiveness of the plan

Program Improvement:

- Identify when the preparedness program needs review

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- Discover methods to evaluate the preparedness program
- Utilize the review to make necessary changes and plan improvements

Planning Resources

- [Preparedness Plan for Business](#)
- [How to Plan for Workplace Emergencies and Evacuations](#)
- [Evacuation Planning Matrix](#)

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ATTACHMENT B

Job Center Emergency Contact List

Contact Name **Telephone Number**

Emergency Coordinator -----

Alternate Emergency Coordinator -----

Committee Member-----

Committee Member-----

Ambulance Services -----

Building Owner/Management Company -----

DHEWD Facilities-----

OA Facilities-----

Electric Company – Emergency -----

Gas Company – Emergency -----

National Weather Service -----

Police Department-----

Water District – Emergency -----

Other -----

Other -----

Other -----

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ATTACHMENT C

Bomb Threat Questionnaire and Report Form

Very Important: If there is Caller ID on the phone, write down the number of the caller.

#-----

Nature of Threat: (*Check all that apply*)

Arson: ----- Personal:----- Bomb: ----- Work Related: ----- Other: -----

Provide the Exact Wording of the Threat:

Questions to Ask the Caller:

When will the bomb explode?

Where is it right now?

What does it look like?

What kind of bomb is it?

What will cause it to explode?

Did you place the bomb?

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Why?

What is your name?

Where do you live?

Check the Following Characteristics of the Caller:

Callers Voice	Callers Voice	Background Sounds	Threat Language	About Caller
Calm	Nasal	Street Noise	Foul	Age
Angry	Stutter	Other Voices	Incoherent	Race
Excited	Lisp	P.A. System	Irrational	Gender
Slow	Raspy	Music	Recorded	Other:
Soft	Deep	Office or Industrial Machines	Message Read	
Loud	Clearing Throat	Animal Noises	Educated	
Laughter	Deep Breathing	Vehicle or Other Motor Running	Articulate	
Crying	Disguised or False Tone	Other:	Other:	
Slurred	Accent			
Other:	Other:			

Phone number that received the call:

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Time call came in: -----

Date: -----

Did you report call immediately to Police Department? -----Yes -----No

Comments:

