

## ***Section 4 – Emergency Management***

### **4.1 General Assistance**

The following section provides guidance for proper response during major emergency situations. Being prepared and knowing your responsibilities during any given situation helps ensure the safety and well-being of the Building's occupants and visitors while minimizing loss of property.

All Tenants should have the following items readily available:

- Internal emergency plans
- Current employee telephone tree (including cell, home and pager numbers)
- Cellular phone or change for pay phone
- Flashlight with fresh batteries
- Battery-operated radio

PHSA Department Tenants with computer access to the Providence intranet, can log onto the PHSA Emergency Preparedness site:

<http://phsaweb.provak.org/service%5Flines/safety/EmPreparedness.asp>

PHSA Department Tenants should also refer to PHSA Disaster Manual, PHSA Satellite Emergency Flipchart and PHSA Environmental of Care Manual for additional policies, procedures and general information.

All Tenants should know the location of the fire exits and fire pull station(s) in their Building as well as the fire extinguishers, both in the Leased Premises and the Building's common areas. While not required, evacuation maps showing the exit route out of Tenant's Leased Premises, may be posted wherever exit signs are not clearly visible (see "**Evacuation Procedures**" in this section). Contact PHSA Property Management if maps are needed 907-212-2328.

Evacuation maps showing exit routes out of the Building are required in common areas, and those shall be posted by PHSA Property Management where appropriate.

Some of the larger PHSA-managed properties have formed Building Safety Committees. Policies and procedures are developed and implemented by these Safety Committees for emergencies and other safety or health issues. In Buildings that do not have such a committee, each Tenant is individually responsible for establishing emergency policies and procedures and training staff in their roles during emergencies. Tenants with more than ten people in the Leased Premises should establish their own

Safety Committee.

If your Building is scheduled for a fire drill, Tenants will be notified in advance. Some Tenants hold their own mini-drills where they practice evacuation and various disaster scenarios. Some Tenants take it upon themselves to get a group together comprised of one or two Tenants from each suite to discuss disaster plans and assign someone to act as “floor warden” in the event of a true disaster (more on this in “**Evacuation Procedures**” in this section).

In this section, Tenants will find generic guidelines for most major disaster situations that should guide them in writing their own safety policies and procedures.

## **4.2 Fire Emergencies**

In the event of any smoke or fire emergency, Tenants should be familiar with the “**R-A-C-E**” acronym. **RACE** is a reminder of the Fire Emergencies four steps to take when smoke or fire is in the immediate area:

### **R -REMOVE ANYONE IN IMMEDIATE DANGER**

**A -ACTIVATE AN ALARM:** 1) PULL A FIRE PULL STATION; 2) CALL 9-1-1 – REPORT LOCATION OF SMOKE/FIRE

**C -CONFINE THE SMOKE/FIRE – CLOSE ALL DOORS IN IMMEDIATE AREA AND DO NOT REOPEN. CLOSE ALL OTHER DOORS BEHIND YOU AS YOU EXIT**

**E -EXTINGUISH THE BLAZE – IF THE FIRE IS SMALL, AND YOU HAVE BEEN ADEQUATELY TRAINED, USE AN APPROPRIATE FIRE EXTINGUISHER (see more in this Section regarding fire extinguishers)**

### **Fire Extinguishers Before There is a Fire**

1. Know the location of the nearest fire extinguisher.
2. Know the location of fire pull stations in your Leased Premises or in the common area corridors.
3. Know the location of all exits from your Leased Premises and common area corridors. Keep all fire exits clear at all times.
4. Know the location of emergency lighting, e.g., flashlights.
5. Designate an “area of refuge” where your staff will assemble following an evacuation. This area should be away from the Building and any line of travel likely to be used by emergency responders.

## **In the Event of a Fire**

1. When alarm sounds, or when there is imminent danger, i.e., smell smoke/see fire, evacuate the Building. Alarm is in effect until bells stop ringing.
2. Use the stairs to exit (NOT an elevator).
3. Meet at your designated area of refuge.
4. Return to the Building only when so instructed by authorities.

### **4.3 Fire Prevention**

- Fireproof trash receptacles are recommended.
- Turn off all electrical appliances in kitchen areas when not in use, and all computers, copying and other business machines at the close of each business day. Note that coffee and popcorn makers are the leading causes of office Building fires. Popcorn makers are not allowed at Murray Business Center (Leased property).
- To prevent overloading of electrical circuits, keep all electrical use to a minimum. Notify your Maintenance Department if you have continual electrical overload problems in your Leased Premises.
- Check all electrical cords for fraying and replace frayed/damaged cords immediately.
- Store and handle all cleaning or other chemical materials as directed by the manufacturer.
- Keep exit routes out of your Leased Premises free and clear of any debris.

Fire extinguishers are provided by PHSA Property Management at all PHSA-managed properties. One extinguisher is required for every 75-foot radius. Your Leased Premises may or may not have an extinguisher, depending on the location of extinguishers in the Building common areas.

The PHSA Maintenance Department for your particular location is responsible for monthly checks of all Building-provided extinguishers and will replace as needed. It is strongly recommended that Tenants not purchase their own extinguishers. If a Tenant feels that additional extinguishers are needed for a particular area in their suite, i.e., kitchen, lab, etc., please call your Property Management Maintenance department for an assessment of the area.

In the event of a small fire, and when Tenant has been trained in its use, a fire extinguisher can be used.

**Procedure for using a fire extinguisher:**

1. Remove extinguisher from bracket;
2. Stand at least 6 feet back from the fire.
3. Use the P.A.S.S. acronym:

**P -Pull the pin**

**A -Aim the nozzle at the BASE of the fire**

**S -Squeeze the handle**

**S -Sweep back and forth**

**DO NOT ATTEMPT TO EXTINGUISH AN OVERHEAD OR LARGE FIRE – you only have about 15 seconds of chemical retardant available**

Always notify PHSA Property Management at 907-212-2328 when a fire extinguisher has been used in the Leased Premises.

The objective of the Fire Safety Program for PHSA-managed properties is to minimize the risk of personal injury and property **Fire Safety Program** loss related to fire and to establish correct responses to fire alarms and actual fire emergencies.

**PHSA Property Management is responsible for:**

1. Maintaining fire alarm and fire suppression systems, including fire extinguishers
2. Maintaining clear exits through the Building common areas
3. Providing prior notification to Tenants about Building fire drills
4. Providing consultation on fire safety issues at Tenant's request

**Building Tenants are responsible for:**

1. Instructing staff in fire safety procedures for their particular Building and Leased Premises, including but not limited to:
  - Correct response to fire alarm (treat as a real event and respond accordingly)
  - Location of Leased Premises and Building fire exits and stairwells
  - Location of Leased Premises and Building fire extinguishers and pull-alarm stations
  - PHSA Smoking Regulations [Environment of Care #165; also see Smoking

- Regulations in Section 2 of this Handbook]
  - Fire drills are required at least once per year (one per shift) in all places of business
2. Maintaining their office spaces in a manner which reduces the risk of fire:
- Keep all exit ways clear at all times;
  - Store flammable materials appropriately;
  - Use only commercial-grade, UL- or ETL-approved electrical equipment and appliances;
  - Keep 18” clearance between cabinets and ceiling tiles;
  - Use UL-approved surge protector strips. Standard extension cords are prohibited, except in emergency situations for short durations. Contact your Maintenance Department for assistance. [also see Electrical Safety in Section 2];
  - Conduct safety inspections of your Leased Premises at least quarterly.

#### **4.4 Evacuation Procedures**

##### **Planning for evacuation:**

1. Form a team. Tenants are encouraged to form an evacuation team, wherein a “floor warden” role is designated to coordinate evacuations (PHSA Department Tenants note: written department evacuation policy is required).
2. Post maps. Tenants in large suites are encouraged to post evacuation maps within their Leased Premises wherever exit signs are not clearly visible. Call PHSA Property Management at 907-212-2328 for a floor diagram and instructions on labeling and posting evacuation maps.
3. Train all staff in the evacuation plan, including:
  - Patient transport
  - Security of the Leased Premises
  - Area of refuge, e.g., designating a meeting place that is far enough away from the Building that people do not impede the movement of emergency responders and are not in danger from fire, smoke, falling glass or bricks, etc.
  - Area of refuge for disabled persons in stairwells.

### **Actual evacuation:**

1. Begin evacuate proceedings when fire alarm sounds or there is clear and present danger (you can see fire and/or smell smoke) or when ordered to do so by the Fire Marshal, Building Management or other authorized personnel at the scene.
2. Keep calm.
3. Discontinue all medical procedures at the earliest opportunity. Once the alarm has sounded, Tenants must immediately exit.
4. Gather up crucial personal items. Including schedule book, cash box and other valuables, if possible.
5. Assign staff to escort all ambulatory patients and visitors from the Building in an orderly fashion; assign staff to assist non-ambulatory patients in exiting. Walk DOWN, OUT and AWAY from the Building; do not run. Do NOT use the elevator.
6. Meet in a pre-designated area of refuge; take patient and staff inventory to ensure all persons are accounted for.
7. Do not reenter the Building until the "ALL CLEAR" is given by the Fire Marshal, Building Management or other authorized personnel at the scene.

### **4.5 Earthquake Response**

The following is in part, reprinted from "Earthquakes Fact Sheet" published by the Federal Emergency Management Administration.

Although some portions are more applicable for home use, it serves as a useful review tool for earthquake preparedness and response during and after. All Tenants should develop an earthquake plan for their staff that includes possible evacuation scenario (meeting at Area of Refuge) if your Building becomes damaged. As soon as possible after the event, contact the Maintenance Department that serves your Building to report any damage noted to your Leased Premises and/or the Building and surrounding grounds.

Earthquakes strike suddenly, violently and without warning. Identifying potential hazards ahead of time and planning in advance can reduce the dangers of serious injury or loss of life from an earthquake.

#### **BEFORE**

- Check for hazards (some, if needed, will require calling the Maintenance Department for your Building):
  - fasten shelves securely to walls
  - place large or heavy objects on lower shelves
  - store breakable items such as bottled foods, glass, etc., in low, closed cabinets

- with latches
- Hang heavy items such as pictures and mirrors away from beds, couches and anywhere people sit
- Brace overhead light fixtures
- Repair defective electrical wiring and leaky gas connections. These are potential fire risks.
- Secure a water heater by strapping it to the wall studs and bolting it to the floor.
- Repair any deep cracks in ceiling or foundations. Call Maintenance if you see signs of structural defects.
- Store poisonous or flammable products securely on bottom shelves in closed cabinets with latches.
- Identify safe places in each room:
  - Under sturdy furniture such as a heavy desk or table.
  - Against an inside wall.
  - Away from where glass could shatter (around windows, mirrors, pictures) or where heavy bookcases or other heavy furniture could fall over.
  - If you are in a hallway, drop to the floor and lean against an inside wall.
- Locate safe places outdoors:
  - In the open, away from Buildings, trees, telephone and electrical lines, overpasses or elevated expressways.
- Disaster supplies to have on hand:
  - flashlight and extra batteries
  - portable battery-operated radio and extra batteries
  - first aid supplies and manual
  - emergency food and water
  - non-electric can opener
  - essential medications
  - cash/credit cards
  - sturdy shoes

## **DURING**

**If indoors, take cover under a piece of heavy furniture or against an inside wall: DUCK, COVER AND HOLD ON. Place your head between your knees and your hands over your head and neck. STAY INSIDE. The most dangerous thing you can do during an earthquake is to try to leave the Building because objects can fall on you. When the quaking stops, exit the Building.**

**If outdoors, move into the open, away from Buildings, street lights and utility wires. Once in the open, stay there until the shaking stops.**

**If in a moving vehicle**, stay in the vehicle. If near Buildings, trees, overpasses or utility wires, attempt to move to safer location. Once shaking has stopped, proceed with caution. Avoid bridges or ramps as they may have been damaged by the quake.

## **AFTER**

- Be prepared for after-shocks. Plan for where you might take cover. Although they are usually smaller than the main shock, aftershocks can cause additional damage and may bring weakened structures down. Aftershocks can occur in the first hours, days, weeks or even months after the quake.
- Help injured or trapped persons. Give first aid where appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.
- Use the telephone only for emergency calls.
- Open closet and cupboard doors cautiously.
- Clean up spilled medicines, bleaches or other flammable liquids immediately. Leave the area if you smell gas or fumes from other chemicals.
- Evacuate the Building if it will no longer support safe operations.
- Stay out of damaged Buildings. Return only when authorities say it is safe. Remember to check on those in neighboring houses and Buildings to see if others need assistance.
- Call your Maintenance Department if:
  - you see sparks, broken or frayed wires or you smell hot insulation, indicating electrical system damage.
  - you suspect sewage lines are damaged. Avoid using toilets or tap water.
  - if safe water needed, melt ice cubes.
- Also see attached PHSA Policy on **“What To Do Immediately Following An Earthquake”** [next page]

## What To Do Immediately Following An Earthquake

### If you are on duty:

- Triage yourself (assess yourself for injuries). Then begin to respond to immediate needs around you.
- Reassure patients, visitors, others.
- If the magnitude of the earthquake warrants, the hospitals and Anchorage Service Area Command Centers and Labor Pools will be opened.
- Evaluate damage in your immediate area:
- Check for fires, interruption of life support systems, broken oxygen lines, electrical problems, water lines, chemical spills. (*See department procedures for Chemical Spill cleanup*)
- Check for persons trapped in rooms or other spaces.
- Mark rooms that have already been checked for persons and evacuated (e.g. put a pillow or towel in front of doors, mark doors with chalked or taped "X").
- Report findings (hazardous areas, persons trapped etc.) to the department manager.
- Turn off and unplug all unnecessary equipment.
- Begin clearing hallways and evacuation routes.
- Move patients and others to safe locations, i.e. toward interior walls, pull drapes to protect from breaking glass, stay away from windows. In severe damage situations, move to interior corridors.
- Remain alert for order to evacuate.
- Minimize water use, do not flush fixtures.
- Do not serve food or water that has not been covered or sealed.
- Do not use telephone except for emergency purposes.
- Be prepared for aftershocks, plan where you will take cover.
- Prepare for change to extended shift hours.

**When evacuation is ordered:**

*(Follow your department's procedures)*

- Assess entire length of evacuation route and alternative route.
- Clear route that allows for quickest evacuation from department to a safer location.
- Mark rooms that have already been checked for persons and evacuated (e.g. put a pillow or towel in front of doors, mark doors with chalked or taped "X").
- Expect to find some doors jammed. Pry open if possible.
- Contact Security Dispatch (907-562-2211) if additional help is needed.

**If you are away from your department:**

- Check the safety of your family; contact pre-designated out-of-state person.
- Provide first aid as appropriate for skills, certification, or licensure or request transport to nearest triage location or hospital if you are dealing with more severe injuries.
- Listen to Emergency Broadcast frequencies (radio, TV).
- Unless directed otherwise by manager and assuming travel conditions allow, report to work at your regular duty time.
- Wear your employee ID tag. (You may not be allowed access to the facility without it.)
- On arrival at work, park in designated location. Report to your department or, if person in charge releases you, report to a designated hospital Labor Pool.
- Physicians not directed to report to the ED are to report to a hospital Labor Pool and await directions from Physician Leadership (in the hospital Command Center).

**4.6 Bomb Threat**

**Threat by Phone:**

**Before:**

1. Train staff in response. PHSA Department Tenants shall utilize the PHSA Satellite Emergency Flipchart recording sheet.

**During:**

1. **STAY CALM.**
2. Shut down all equipment that produces radio waves such as cell phones, because of possible detonation.
3. Keep caller talking. Record all questions asked and responses.
4. Notify supervisor to call 9-1-1 and PHSA Security Dispatch emergency number at 907-562-2211.
5. **NEVER** touch any unusual-looking item. Note its location for emergency responders.
6. Do not evacuate until directed to do so by authority on-site.

After:

1. **STAY CALM.**
2. Visually inspect your immediate area and have all staff do the same. Report anything unusual without touching or disturbing. You will know what is unusual or out of place; police or other responders will not.
3. Emergency responder, officer at scene or Building Management will determine if a search of the Premises shall be done.
4. Follow evacuation plan when so-instructed by emergency responder, officer at scene or Building Management.

#### **Threat by Mail:**

Before:

1. Train staff in response. Document well. PHSA Department Tenants shall utilize the Satellite Emergency Flipchart recording sheet.

During:

1. **STAY CALM.**
2. Notify supervisor to call local police and PHSA Security Dispatch emergency number at 907-562-2211.
3. Put on gloves or use forceps before handling papers again.
4. Place all papers, including the envelope, in a large manila envelope. Write the date and time the threat was received on the outside and initial. If delivered by a messenger, note description and any other details.
5. Keep envelope in possession until police arrive. Note the date/time on the envelope when it is turned over to the authorities.

After:

1. **STAY CALM.**
2. Visually inspect your immediate area and have all staff do the same. Report anything unusual without touching or disturbing. You will know what is unusual or out of place; police or other responders will not.
3. Remain available to answer any questions by the authorities.

#### **4.7 Utility Failure**

Power and other utilities usually fail as a result of external occurrences. Exit and emergency lights will usually remain lit in a general power failure, but will only last for a limited time period.

Before:

Develop a utility failure plan and train staff. Know your backup systems for equipment, their locations and use, and emergency shutoff locations.

During:

1. Shut off the utility if at all possible.
2. If any utility fails, immediately notify appropriate PHSA Maintenance Department for your Building. If after 4:30 p.m. at any location, call PHSA Security Dispatch emergency number at 907-562-2211.
3. Protect threatened people / equipment.
4. Open drapes and raise blinds to let in natural light.
5. Check and maintain condition of patients.
6. Wait for direction from emergency authority or Building Management on-site before evacuating.

After:

1. Check and maintain condition of patients.
2. Report any medical equipment failures [PHSA Department Tenants call Clinical Engineering per Safe Medical Device Act].
3. Assess status of back-up equipment / systems for future emergencies.

#### **4.8 Broken Water Pipe / Flooding Situation**

If a broken water pipe or flooding from any source occurs in your Leased Premises or Building, immediately contact the appropriate PHSA Maintenance Department for your location. If after 4:30 p.m., at any location, call PHSA Security Dispatch emergency number at 907-562-2211.

If the flooding is in your suite and the water source is known, e.g., sink or toilet, shut off the water valve at the source immediately to stop the water flow. If the leak is coming from the ceiling, attempt to cover all computers, electrical equipment and other valuable items, with plastic sheeting or other available water-proof material.

#### **4.9 Snow & Ice Removal**

For all PHSA Satellite properties physically located on the Providence Alaska Medical Center hospital campus, the Grounds keeping Department will provide snow and ice removal. For all other PHSA Satellite properties, Property Management has contracted with various companies to provide the following services during inclement weather **ONCE EACH DAY** (early a.m. Monday through Friday and weekends for those Buildings that are regularly scheduled open):

##### **Snow to be removed from:**

- main front entrance of Building
- sidewalks leading up to main entrance
- handicap parking up to sidewalks / main entrance
- employee entrance (if applicable)

**During icy conditions, these same areas will be sanded or have de-icer applied.**

De-icing is normally NOT done on mornings where a light frost will burn off by 9-10 a.m. Please prepare for icy conditions by wearing proper footwear, keeping hands free by dropping off items at the front door before parking, and have appropriate tires on your vehicle.

#### **4.10 Office/Building Shutdown**

Tenants will make their own “shut down” decision during inclement weather. Please note that PHSA Property Management provides snow removal or de-icing service only **once** each day as outlined above. Tenants are asked NOT to apply their own purchased de-icer, sand, etc., as it may adversely react with the cement sidewalk/parking lot materials.

When an entire Building elects to close down early due to weather conditions, Tenants will notify PHSA Property Management at 907-212-2328 PHSA Security Dispatch at 907-562-2211 or PAMC Facilities at 907-212-5000. Call these same numbers to report any extremely hazardous condition that needs immediate attention.

There may be rare occasions when weather conditions, such as heavy ice load, render a Building uninhabitable. Under such conditions, PHSA Property Management will make the decision to close the Building and the Tenants will be asked to vacate the Building. Providence Health System is under no obligation to Tenants for loss of business under such circumstances.

#### **4.11 Medical Emergencies**

Tenants in Satellite Buildings who are physically located on a hospital/medical center campus, need to be aware that emergency teams cannot respond from the hospital site to the medical office Building site. Liability insurance restrictions prevent them from performing medical services beyond the physical scope of their hospital environment.

**ALL OTHER TENANTS CALL 9-1-1 FOR PATIENTS NEEDING EMERGENCY MEDICAL ATTENTION.**