



Emergency Action Plan

Revised October 2012

Purpose

This plan is for the safety and well-being of the employees and volunteers of the Animal Humane Society as well as visitors to the sites. It identifies necessary management and employee, volunteer and visitor actions during fires and other emergencies. Since all disasters are unique, this plan will not cover every disaster situation possible but contains specific information for the most common disasters to affect our shelters—fire, severe weather, and snow emergencies. For disasters that do not occur on our property but may affect AHS, the organization will follow the direction that is given to us by outside agencies. Education and training are provided so that all employees know and understand the Emergency Action Plan. For the purposes of this document, when a specific position is referenced, we are referring to that specific person or their designee.

Each department of this organization will be provided with a copy of this plan. A copy will also be maintained at Human Resources and Facilities.

Any questions concerning this plan should be directed to Rick R., phone xxx-xxx-xxxx or email.

Requirements—All sites are to be in compliance by November 1st, 2012

- Each site will have at least one NOAA weather radio. Site Managers and Supervisors will sign up at www.weather.com to receive emails and/or text messages when an alert is issued. Please contact Facilities if additional radios are required.
- Each site will have flashlights and at least one battery-powered radio with spare batteries available in the severe weather shelter area.
- Each site will conduct practice fire drills at least annually. These drills will be scheduled by the Site Manager, and a log will be kept at the site recording when the drills occur.
- Facilities is responsible for scheduling fire extinguisher inspections as required. These inspections will be coordinated with the Site Manager. Records from these inspections will be kept in the same log.
- Signage must be present at each site to clearly designate their severe weather shelter area. Additionally, the map of each site detailing emergency exits will be present in each department and all public areas. Please contact Facilities if additional signage is required.

- It is required that ALL staff, volunteers, and visitors evacuate the building in emergencies requiring evacuation, and that they will not return to retrieve animals or personal belongings.
- A list of emergency phone numbers is to be posted prominently near each telephone. A copy of those phone numbers is contained in this document.

Communication

IT will maintain an email group of all people who are to be contacted in the case of an emergency. This email @Emergency Response Team will include:

- | | |
|-----------------------------------|--|
| - CEO | - Director of IT/Facilities |
| - COO | - Director of Customer Service |
| - CAO | - Director of Animal Services |
| - CFO | - Facilities Manager |
| - Director of Communications | - Site Managers (5) |
| - Director of Digital Strategy | - Animal Behavior and Training Manager |
| - Director of Volunteer Services | - Community Programs Coordinator |
| - Director of Supporting Programs | |

Note that these are all internal emails, so if our internal email server is not available, no email will be sent. If internal email is down, or if it is likely that people may not see an email (at night for example) the phone call chain in the paragraph below will be followed. All other employees should refer to the AHS website or their supervisor for information.

When site closure is required, that determination will be made by the Chief Operating Officer, who will communicate the closure to the affected Site Managers as well as the Director of Communications, the Director of Digital Strategy, the Director of Facilities and the Director of Volunteer Services. The Site Managers will then communicate the information to the department supervisors, who in turn will contact their employees. The Director of Volunteer Services will coordinate communication to the volunteers. Site Managers are responsible for contacting emergency personnel as needed. The Digital Strategy department will be responsible for updating the website in the event of a closure.

In the event that a site sustains significant structural damage and/or becomes part of a disaster area the Communications department will also be responsible for communicating updates to the media. If disaster strikes while the sites are closed, the site manager or their designee is to report to the site to assess the damage and then notify the Chief Operating Officer and Director of Facilities. The Chief Operating Officer will send an email to the @EmergencyResponseTeam email group or contact members by phone as needed and keep them apprised of the situation. The site manager will also contact the supervisors to determine what staffing is needed to ensure care and/or transport of the animals to another location. If staff needs to report to the site, they are to wear their AHS uniforms to ensure passage through any roadblocks that may be in place. Depending on the severity of the situation, the site manager may want to determine a meeting place for the staff where they can then carpool or be bussed to the site.

Reporting Emergencies

Any employee, upon discovering an emergency situation, shall immediately notify their supervisor or the Site Manager. As soon as possible, the situation shall be reported to the appropriate outside emergency personnel following the list of phone numbers contained in this document.

Escape Procedures and Exit Routes

All exits will remain unlocked from inside the shelter and unobstructed during working hours. In the event of fire, bomb threat, explosions, toxic chemical spill or accidental release of toxic materials, employees, volunteers and visitors must proceed to the nearest exit and leave the facility in a quiet and orderly manner. In the event of a tornado warning employees, volunteers and visitors should proceed to the nearest severe weather shelter area.

Fire Procedures

When the fire alarm rings, you must leave the building by the nearest safe exit, shutting doors behind you as you go. Animals that are in the surgery areas should be secured in their cages. Veterinary Services should secure any animals in cages if there is the ability to do so in the room they are working in—we do NOT want staff to go back to holding areas to secure animals before evacuating. If they are unable to secure the animal in that room they are to take it with them as they exit the building. Ensure that all volunteers, visitors and customers also evacuate the building. No one is to stop to retrieve personal belongings or remove animals from cages. Do not run and do not use any elevators. Inform the Site Manager or your supervisor if someone is trapped, injured, or has difficulty leaving the building. All staff, volunteers and visitors are to assemble outside at the following areas:

Golden Valley

Administration, HR, Volunteer Services, IT, Facilities and Adoption: Flag pole

Receiving and Veterinary Services: Pond area, West side of building

Animal Care: East side of building, Tower area

Education, Community Engagement, AAC, Investigations, Surgery, Boarding, and Training:
North parking lot

Coon Rapids

All Departments: Flag pole

Buffalo

All Departments: Small parking lot East of Memorial Garden

Woodbury

All Departments: Lawn on North side of parking lot

Saint Paul

All Departments: Lawn opposite the parking area

Once everyone has assembled outside the building, supervisors are responsible for doing a headcount of their respective employees to ensure everyone has left the building. The Site Manager and/or supervisors will inform everyone once the fire department has given the “all clear” and it is safe to return inside.

Bomb threat, Explosions, Toxic Chemical Spill or Accidental Release of Toxic Gases Procedures

1. Notify the Site Manager or the Supervisor on-duty.
2. The Site Manager or Supervisor will identify the threat, and affected areas, and if warranted, will give the following announcement over the intercom twice: "An emergency situation has occurred, please exit the building immediately." If the affected area is small enough, the Site Manager or Supervisor will clear only the affected area.
3. When an announcement has been made, department supervisors are responsible for moving all of their staff including volunteers and any visitors out of the building and to an assembly area. Ensure that everyone proceeds in a calm direct fashion.
4. If possible and appropriate, Customer Service is to suspend transactions, lock cash drawers, set the phones to their normal closed mode, and lock public entrances. Veterinary Services is to secure any animals that may be out of their cages and lock medications.

When an evacuation announcement is made, you must leave the building by the nearest safe exit, shutting doors behind you as you go. Ensure that all visitors and customers also evacuate the building. No one is to stop to retrieve personal belongings or animals. Do not run and do not use any elevators. Inform the Site Manager or our supervisor if someone is trapped, injured, or has difficulty leaving the building. All staff and visitors are to assemble outside at the following areas:

Golden Valley

Administration, HR, Volunteer Services, IT, Facilities and Adoption: Flag pole

Receiving and Veterinary Services: Pond area, West side of building

Animal Care: East side of building, Tower area

Education, Community Engagement, AAC, Investigations, Surgery, Boarding, and Training:
North parking lot

Coon Rapids

All Departments: Flag pole

Buffalo

All Departments: Small parking lot East of Memorial Garden

Woodbury

All Departments: Lawn on North side of parking lot

Saint Paul

All Departments: Lawn opposite the parking area

Once everyone has assembled outside the building, supervisors are responsible for doing a headcount of their respective employees to ensure everyone has left the building. The Site Manager and/or supervisors will inform everyone once the fire department has given the "all clear" and it is safe to return inside.

Severe Weather Procedures

Monitor the weather. Look for signs of a developing thunderstorm such as darkening skies, flashes of lightning, or increasing wind. Once a tornado warning has been issued for your area, immediately begin the following emergency procedure.

1. Notify the Site Manager or the Supervisor on-duty.
2. The Site Manager or Supervisor will identify the threat, and if warranted, will give the following announcement over the intercom twice: "Your attention please. A tornado warning has been issued for our area. Please follow staff to the severe weather shelter area."
3. If the Kindest Cut or Big Fix is on-site, the Site Manager or Supervisor will assign a staff person to immediately inform them of the warning and then return to the shelter area. The Kindest Cut staff is also required to take shelter inside in the shelter area.
4. If surgery is in progress either on-site or in the Kindest Cut vehicle, the veterinarian will promptly close the incision and the animals that are under anesthesia will have their oxygen maintained on e-tanks or ambu bags and moved to the shelter area with the staff.
5. Ensure that there are no dog walkers outside. All animals are to be returned to their cages and kept there until the all-clear is given. Any customers who have their own pets with them for training or other purposes will be allowed to bring their animal with them to the shelter area.
6. When an announcement has been made, department supervisors are responsible for moving all of their staff including volunteers and any visitors to the shelter area. Ensure that everyone proceeds in a calm direct fashion. If customers wish to leave, inform them that it is not safe to do so and give them whatever information is being distributed by the weather service. Tell those who choose to leave that AHS is not responsible for their actions, and that we recommend that they stay inside until the National Weather Service declares an "all-clear".
7. If conditions permit, Customer Service is to suspend transactions, lock cash drawers, set the phones to their normal closed mode, lock public entrances and place a sign in the entrances stating the facility is closed because of severe weather before moving to the shelter area. Veterinary Services is to secure any animals that may be out of their cages and lock medications.

The Site Manager or Supervisor is responsible for monitoring the weather conditions while in the shelter area. Staff is not to monitor the public entrances. Once the warning is no longer in effect, the Site Manager or Supervisor will announce the "all-clear" and staff is to escort the public back to the public areas and return to their departments.

Snow Emergency Procedures

1. Site Managers will notify Chief Operating Officer of weather conditions. The Site Manager and Chief Operating Officer will determine whether a site will close due to a snow emergency. Sites can be closed independently – closing any site, even Golden Valley does NOT necessarily close any other site.
2. Staff will be notified of site closure by their supervisor. The Director of Volunteer Services will coordinate the communication of the closure to volunteers who are not on-site at the time of the closure.
3. Once it is determined to close one or more sites, the Chief Operating Officer will communicate with the Director of Communications to have a closing notice placed on the AHS website. The COO will also notify the CFO, Director of IT/Facilities and Director of Volunteer Services of the closure.
4. If the site is closed after opening, the Site Manager will communicate the closure over the intercom to all staff, volunteers, and visitors. Staff is encouraged to leave the site once the site is closed and the animals have been cared for. Staff may stay on site if needed with Site Manager or Supervisor permission.
5. All customers with appointments to surrender their animal must be notified of site closure as soon as possible.
 - a. The site is to call all appointments for the day and inform them of the closure and offer to reschedule their appointment for another day. If the customer is unsure about rescheduling at that time, refer them to the AAC.
 - b. If no one is available on-site and/or staff cannot access IAMS and the AAC is open, the site is to contact the AAC supervisor or lead to make arrangements for the AAC to call the site's appointments.
 - c. If no one is available on-site and/or staff cannot access IAMS and the AAC is also closed but another site is open and can access IAMS, the closing site is to contact the open site to request assistance with phone calls.
 - d. In situations where it is anticipated that the sites may close the next day, Receiving staff will print the next day's schedule report at the end of the day which will allow the sites to contact the appointments without having access to IAMS. Customers would then have to contact the AAC to reschedule.
 - e. If all sites close without opening, we will rely on phone messages and website notifications to inform customers of the closure.
6. Training and Behavior, Animal House and Education will close if the Golden Valley site closes. If a site other than Golden Valley closes and Golden Valley stays open, only training classes at that site will be canceled. Off-Site Education classes will be canceled at the discretion of the Education Manager in communication with the Director of Supporting Programs.
7. Training students will be told in advance to check the website or call the Training School for closure information.
8. If staff are on site when a site closes, the Site Manager, or a person they have designated, will lock site entrances and place a sign on all entrances notifying the public of the site closure.

9. Any person expecting a delivery should contact the delivery company to inform them of the site closure.
10. Administration is responsible for changing the greeting to notify callers of site closure. Individual sites are no longer responsible for changing the message. Administration staff knows how to change the voicemail remotely.
11. Site Managers will work with the Animal Services Supervisor to determine which staff will stay at or come into the site to care for the animals. The Boarding Supervisor will communicate with staff scheduled that day to determine which staff will come to the site to care for the animals.

Emergency Phone Numbers

A copy of these phone numbers is to be posted prominently at each telephone.

Golden Valley AHS Emergency Numbers

845 Meadow Lane N., Golden Valley 55422

Fire or Chemical Spill.....911
Police or Bomb Threat911
Medical Emergency.....911
Xcel Energy (electric).....xxx-xxx-xxxx
CenterPoint Energy (gas leak)xxx-xxx-xxxx
Poison Control.....xxx-xxx-xxxx
Facilities.....xxx-xxx-xxxx
IT.....xxx-xxx-xxxx
Site Managerxxx-xxx-xxxx
Severe Weather Shelter AreaLower level center hallway

Site temporarily closed due to severe weather



Emergency Personnel: Staff on-site in severe weather shelter

Site closed due to
snow emergency



Hilary Hager

Subject: Sample Incident Report Template

Hi, Sharon... Glad that you're okay!

Were you able to find easy access to soap, water, and bandaids okay right after the bite took place?

Were you able to complete a report on the cat with a RASKC staffer last Thursday? If not, it would be important to do so.

I also need to complete a separate Volunteer Injury Report.

Would you like to call me to go over the questions? If so, I'm available today until 12pm or between 4- 5:30pm (or tomorrow from 2- 7pm and other times this week), 206-225-4899. I'm also available this Thursday during your shift.

Or you can reply back to these questions via email. I can guess at some of the answers to these questions based on your earlier email, but it's best to get the answers directly from you...

1. What date did the bite occur?
2. Approximately what time
3. Did you contact a healthcare professional?
4. Were there any witnesses?

5. Did you have to miss any of your regular activities the next day or any of the following days due to your injury? If so, for how long? And when did everything resume to normal?

6. Will this injury restrict your normal activities in any way?

7. Please describe the injury and body parts injured. (Do not include diagnosis or confidential medical information)

8. What were you doing when the accident occurred?

9. How did the accident occur? Please fully describe the events leading to the injury. What happened? How did it happen? Name the objects and tell how they were involved? Give full details on all factors that led or contributed to the accident.

10. What will you do in the future to avoid a recurrence?

11. What part(s) of body was affected?

Abdomen

Ankle L? or R?

Arm L? or R?

Back low? Or upper?

Buttocks

Chest

Chin

Ears L? or R?

Elbow L? or R?

Eye L? or R?

Face

Finger Index? Middle? Ring? Middle?

Foot L? or R?

Forearm L? or R?

Forehead

Glasses

Groin

Hand L? or R?

Head

Heart

Heel L? or R?

Hip L? or R?

Internal

Jaw

Knee L? or R?

Leg L or R?

Lung

Mental

Mout

Multiple

Neck

Nose

Pelvis

Respiratory- upeer

Rib

Scalp

Shoulder L? or R?

Stomach

Teeth

Thumb L? or R?

Toe or Toes on which foot—L? or R?

Wrist L? or R?

Other? Please describe in detail

I am sorry that the bite occurred.

If there are ways we can prevent this from occurring from the future, then we want to learn from this situation.

Thanks for all of your work with the cats.

Thanks!

~ S. 206-225-4899

Sarah Luthens, J.D. RASKC Volunteer Program Manager

RCHS Incident Report Form

Incident reports should be filled out anytime there is a matter of concern regarding an animal, staff member, volunteer, or member of the public. This may include accidents, animal bites/scratches, confrontations or other issues of which a Supervisor and/or the Executive Director should be notified. Please fill out the incident report form as thoroughly and legibly as possible.

Date: _____ Date of Incident (if different): _____

Type of Incident: Accident Animal Bite/Scratch Customer Service Personnel

Location where incident occurred: _____

Initial Responder: _____ Staff Supervisor

Escalated to: _____ Supervisor E.D.

Person(s) involved:

Name: _____

Name: _____

Address: _____

Address: _____

Phone: _____

Phone: _____

Animal Name: _____

Animal ID #: _____

Description of Incident: _____
