

## Emergency Preparedness and Evacuation Policy and Procedure

### POLICY

It is the policy of GMS to provide a safe, accessible, effective, and efficient environment consistent with the mission, values, services, laws, and regulations. This Emergency Preparedness and Evacuation Policy and Procedure is to inform and protect employees, visitors, contractors, and anyone else in the facility. This is intended to provide direction to employees, people who receive services, and all other visitors who may be present in the facility at the time of a disaster or evacuation. It is GMS's policy to follow directions provided by local, state, and federal authorities, as applicable, in an emergency including a state of emergency.

### GENERAL INFORMATION

An emergency or disaster is an environmental condition or circumstance which makes the facility uninhabitable, or which may jeopardize the health and safety of people working in, receiving services, or visiting the facility. The emergency or disaster may either be discovered by an employee, person receiving services, or visitor to this facility or reported by an external entity. There are many types of events that could be construed as an emergency requiring specific action. Each situation may have an individualized approach or response to maintain safety which may include evacuation. It is not possible to cover all potential emergent scenarios. The following are general guidelines and information to use in educating and providing direction in these situations.

The Executive Director and designees are responsible for emergency preparedness management at GMS. GMS has a Safety Committee consisting of administration, other employees, and representatives, as requested, from MEMIC, OSHA, or other area of expertise needed. The Safety Committee provides a forum where recent accidents, near misses, and corrective actions and opportunities can be discussed. The Safety Committee also identifies planning and training areas to promote a safe and secure environment with education and instruction to minimize safety hazards for employees, people receiving services, and visitors.

There are many possible emergencies or disasters including, but not limited to, the following:

- Weather emergencies: snow, ice, wind, hurricane, tornadoes, floods, etc.
- Fires, explosions, toxic spills, etc.
- Transportation accidents
- Civil disorders
- Active shooter
- Loss of utilities: water, electricity, heat, etc.
- Uninhabitable facility

Some emergencies require immediate evacuation while others may be more short-term emergencies which pose no immediate danger, but which will adversely affect the health and safety of those who live and work in the facility.

Generally, protective actions for life safety include:

- Evacuation
- Sheltering
- Shelter-In-Place
- Lockdown

## Education and Training

Employees will receive training in disaster and emergency preparedness annually.

- ✓ New office/administrative employees will receive training in emergency preparedness and the *Rave Alert System* in orientation specific to employees with offices located at the GMS office. Employees with GMS phones will have an automatic notifications app on their phones for the [Rave Alert System](#), see link for more information. To activate the *Rave Alert System*, press the red button for 1.5 seconds. This will call 911 and send out text alerts to all employees on the emergency distribution list.
- ✓ Follow-up Documentation:
  - After each emergency has abated an [Administrative Incident/Drill Report](#) will be written and filed by the Director of Projects and Compliance, or next highest-ranking administrator present/involved. These reports will be kept in the Safety Binder in the Compliance Office. The Safety Committee will review these reports at the following Safety Committee meeting.
  - If applicable, a Reportable Event will be filed through the data base system used by the Office of Aging and Disability Services.
  - The [Administrative Incident/Drill Report](#) will be completed and placed in the Safety Binder located in the Compliance office. The log will identify any issues or corrective actions that need to be taken to ensure safety. It is not uncommon for outside emergency personnel to be present during drills. These logs will be reviewed by the Safety Committee at the following meeting.
- ✓ As part of compliance, a monthly test of emergency safety lights will be completed to ensure they are operational should there be a power outage.
- ✓ The Emergency Preparedness and Evacuation Procedures will be reviewed at least annually.
- ✓ These policies and procedures will be available to employees through the GMS website.
- ✓ Exits will be clearly marked with maps of the facility, displayed where required by regulation.
- ✓ Evacuation (fire or other drill) will be held and documented on at least a quarterly basis at an unannounced time in the GMS administrative office building. Evacuation drills for other GMS locations will take place as determined by the Executive Director or designee, and in accordance with applicable regulations. This will include a test of the fire alarm system to assess whether it is working properly

and can effectively alert all present in the building. Employees should be familiar with the warning sound or system of notification.

- ✓ Each home or facility will have individualized disaster, emergency, evacuation plans to include the following information, per applicable regulations:
  1. Local emergency contacts
  2. Emergency on-call system cell phone contact, and/or Rave Alert System
  3. Department of Health and Human Services (DHHS) contacts
  4. Temporary relocation sites
  5. Program specific information
- ✓ Employees will be provided with initial and continuing training on emergency preparedness and evacuation procedures specific to their work location, including evacuation drills.
- ✓ These situations apply primarily to the main office but employees in other offices or sites should follow similar protocols as applicable.

### **Notification of Emergency or Disaster**

In the event an emergency or disaster is known to a GMS employee, administration will be notified via the Emergency On-Call System for the affected location and/or implementation of the [Rave Alert System](#), see link for more information. To activate the *Rave Alert System*, press the red button for 1.5 seconds. This will call 911 and send out text alerts to all employees on the emergency distribution list. Each GMS facility will have specific evacuation procedures to follow including notification protocols.

### **The chain of command in an emergency as addressed above will be as follows:**

- Executive Director
- Associate Director
- Director of Projects and Compliance
- HR Director
- Assistant Associate Director
- Residential Director
- Shared Living Director
- Financial Director

### **PROCEDURES for GMS Administrative Offices, 15 Saunders Way, Suite 500-G, Westbrook, ME**

All administrative employees at the GMS office are responsible for disaster, evacuation, and emergency preparedness management with coordination and immediate oversight provided by the Director of Projects and Compliance. All reports concerning the management of the disaster, evacuation, and/or emergency are

to be reported to the Executive Director, Human Resources Director, other relevant administrative/supervisory personnel, DHHS/OADS, and affected families/guardians/home providers per regulation, as applicable.

## **Building Security**

The GMS office building has some security measures to protect employees, people receiving services, and visitors. The facility is equipped with a security system which is to be activated when no authorized user, which could be an employee of the facility or contractor of the facility is present. The system is armed by authorized users provided with a code to arm and disarm the system. Authorized users are determined by the Executive Director. Authorized users are responsible for activating and deactivating the alarm. No visitor, GMS employee working at another location, or person receiving services should be left alone without an authorized user present in the building.

**Visitors, employees, and people who receive services in other GMS locations**, and people accessing services in the main part of the building are expected to use the front entrance. There is a secure waiting area where a person can utilize an intercom system to announce themselves and state their purpose. The Office Administrative Assistant or designee monitors and responds to the intercom. Visitors to employees or services located in the building are to sign in and sign out and have an escort to the location of their meeting or appointment.

**Employees with an office in the GMS building** will sign in and out upon arrival and leaving throughout the workday on forms attached to clipboards located at each entrance/exit.

[Sign In/Out Sheets](#) will be used to account for people in the building at the time of the processes discussed in this document, per OSHA regulations. Any office employee leaving the building or moving to shelter in place will take the clipboard to the meeting area. The lists will be used to account for everyone in the building and inform emergency personnel whether everyone has been accounted for. When employees are evacuated from a building, OSHA regulations require an accounting to ensure that everyone has gotten out safely.

**Entrance/exit of the Community Treasures program** is located on the side-rear of the building. This area has a coded door prohibiting entrance to the main building without escort from an employee located at this facility. The Community Treasures entrance is locked during non-program hours or when employees located in this section of the building are not present.

**Facilities entrance/exit**-located at the front of the building to the right of the main entrance. This is a locked door with access to the main building through another door. Facilities personnel and authorized key holders have keyed access to this area and can proceed through this area to the main building.

**Employee entrance/exit**- is located on the left side of the building toward the front. It is always locked with keyed access by employees located at this facility. The security alarm pad is inside at this door location and can be armed or disarmed by limited employees.

## Evacuation

Prompt evacuation of employees and others present requires a warning system that can be heard or provide notification throughout the building. The fire alarm system, *Rave Alert System*, public address system, and air horns are possible means of notification. The need for evacuation may include, but are not limited to fire, flood, bomb threat, toxic spill, catastrophic weather conditions, and/or active shooter. The Director of Projects and Compliance, or designee, is responsible for planning and managing drills. All office employees are responsible for emergency preparedness, notifications, and following disaster/evacuation procedures.<sup>1</sup>

## Sheltering

Although tornados are infrequent in Maine it is good to be prepared. If a tornado warning is broadcast, a distinct warning signal should be sounded, and everyone should move to shelter in the strongest part of the building. Shelters in this building are interior rooms with no windows, Training Room 2 in the back of the building is the preferred location. Since there may be little time to shelter when a tornado is approaching, early warning is important. If there is a severe thunderstorm, monitor news sources in case a tornado warning is broadcast. Tune in to weather warnings broadcast by local radio and television stations.<sup>2</sup> Employees with GMS phones will have an automatic notifications app on their phones for the *Rave Alert System*.

## Shelter-In-Place

Sheltering-in-place may be needed in the event of a tanker truck crash on a nearby highway releasing a chemical cloud, a local manufacturing plant has a fire with billowing smoke traveling to this location, a nearby explosion, an act of terrorism has occurred, or other event where public emergency officials order people in the vicinity to “shelter-in-place”. The *Rave Alert System* would be the means of notification to shelter-in-place, away from windows to the core of the building, Training Room 2. Anyone working outside the building should be warned and should enter the building immediately. Exterior doors and windows should be shut, and the building’s air handling system should be shut down by Senior Team or Director of Projects and Compliance. Everyone should remain sheltered until public officials broadcast that it is safe to evacuate the building.<sup>3</sup>

## Lockdown

An act of violence in the workplace could occur without warning. If loud “pops” are heard and gunfire is suspected, every employee should know to hide and remain silent. They should seek refuge in a room, close and lock the door, and barricade the door if it can be done quickly. Training should be included to hide under a desk, in the corner of a room and away from the door or windows. Multiple people should be trained to broadcast a lockdown warning from a safe location using the *Rave Alert System*.<sup>4</sup>

---

<sup>1</sup> <https://www.ready.gov/business/implementation/emergency>

<sup>2</sup> <https://www.ready.gov/business/implementation/emergency>

<sup>3</sup> <https://www.ready.gov/business/implementation/emergency>

<sup>4</sup> <https://www.ready.gov/business/implementation/emergency>

## Procedures for Specific Disasters or Emergency Situations

### General Evacuation from the building:

1. REMAIN CALM and remember Safety First!
2. Any employee located at the GMS office may initiate emergency evacuation if the facility is uninhabitable and/or unsafe by pulling a fire alarm, or activation of the *Rave Alert System*.
3. Employees located in the facility will immediately evacuate to the nearest exit, or if blocked by hazard to a secondary exit, closing doors when leaving a vacated room and proceeding to the designated meeting area.
4. Once evacuated, the Director of Projects and Compliance or highest-ranking administrator will contact 911 or emergency services.
5. Office employees with visitors or responsibility to people receiving services will guide and assist those people to evacuate to the nearest exit, or if blocked by hazard to a secondary exit, and proceed to the Designated Meeting Area.
6. **Designated Meeting Areas** are as follows:
  - **Dumpster Meeting Area**
    - Community Treasures entrance/exit-rear of building near the dumpsters.
  - **Field Meeting Area**
    - Employee side entrance/exit-north through the parking lot, past the Woodfords green building to the field.
    - Front/Main entrance/exit-forward heading north through the parking lot past the Woodfords green building to the field.
7. Once gathered in Designated Meeting Areas, the Director of Projects and Compliance will note those present and those missing and any relevant information. The ranking employee supporting people at the Community Treasures Designated Meeting area will communicate through the *Rave Alert System* to inform the Field Meeting Area as to who is present and/or unaccounted for and any relevant information. The Director of Projects and Compliance will report to the appropriate/responding authority (police/fire department). In the absence of the Director of Projects and Compliance the highest-ranking administrator will take charge.
8. Instructions or directions received from emergency services will be followed, including when to re-enter the building when deemed safe.

9. **IMPORTANT—DO NOT RETURN TO AN EVACUATED BUILDING until told to do so by emergency response personnel.** And remember—during an actual emergency resulting in a building evacuation, stay at the designated meeting area until an accurate HEADCOUNT has been taken and you are told it is safe to return to the building or provided other instruction.
10. In all emergency situations where disaster and/or evacuation is needed, the following will be notified as soon as possible, once people are in a safe location: Executive Director, Associate Director, Director of Projects and Compliance.

### **Weather Emergencies**

In the event of a weather emergency (snow, ice, wind, hurricane, tornadoes, floods, etc.) employees should follow official protocol statements issued by police or other emergency personnel such as the Maine Emergency Management Agency and/or Federal Emergency Management Agency, (evacuations, road closures, etc.). In the event of a weather emergency occurring before the GMS office's regularly scheduled hour to open (8:00 am), employees should follow MEMA evacuation procedures if applicable. For more specific GMS directions, see **Incident Weather Protocol** in [GMS Policies and Procedures Manual](#).

The GMS office has limited resources to support the community in dealing with such circumstances as GMS is not a disaster receiving station. GMS can best contribute to managing the difficulty by continued protection and care of individuals in the building until the emergency abates or administration provides other directions such as office closure. [Link to American Red Cross Emergency Shelters](#)

- If a weather emergency occurs while employees are in the office, the Executive Director or another member of the Senior management team will determine whether it is safer for personnel and/or people receiving services to remain in the building or leave.
- Employees should use good judgment about disasters or weather emergencies. If it does not seem safe to travel to or from the office, do not do so.
- In the event persons receiving services are at the GMS office at the time of a declared disaster or evacuation warning, they will be informed by employees of cancellation of services for the affected day(s).
- Program employees will support the person(s) served with planning transportation to their home or another safe location. Program employees will notify the person's family, home provider, and/or Emergency Contact of plans for transportation or other needs due to the event.
- If the cancellation of programming occurs after program hours, notification to all parties will occur.
- The building will be prepared for the hurricane/snowstorm and employees will be dismissed to go home and prepare.

### **Fire Safety**

Fire extinguishers are in various locations in the GMS office. It is important for office employees to familiarize themselves with the locations. Employees should attempt to extinguish a fire only when doing so would not put them in harm's way. In the event of a fire in the GMS office, employees should exit the building following General Evacuation procedures.

**Follow basic fire safety principles:**

1. If there is smoke in the air, stay as close to the ground as possible when exiting the building.
2. If any item of clothing catches fire, stop-drop-and-roll to extinguish the fire.
3. Test doors before opening them; if a door feels hot, do not open it. Likewise, if you open a door and find more smoke, close the door immediately and do not go through it.
4. If trapped behind a closed door (due to heat or smoke), exit through a window if possible. If exiting is not possible, keep the door shut, try to put something along the crack at the bottom to minimize smoke entering the room, and open a window for fresh air.
5. If trapped in the building for any reason, signal to others that you are there (yell or place something in the window to draw attention).<sup>5</sup>
6. Follow **General Evacuation** procedures.

**Explosions**

These events can occur from bombs, damaged equipment such as hot water heaters, gas lines, and other sources. Explosions or threat of explosion requires calling 911 immediately and getting all individuals to safety ASAP since fires often occur after explosions and the integrity of the building may be in question.

1. REMAIN CALM and remember Safety First!
2. Immediately take cover under tables, desks, and other objects, which will give protection against falling/flying glass or debris.
3. After the initial effects of the explosion and/or fire have subsided, notify 911 Emergency Services. Give your name and describe the location and nature of the emergency. Be sure to notify 911 Emergency Services of any special hazards, like gas leaks and power failures.
4. Unless instructed otherwise, seek shelter in place.<sup>6</sup>
5. If the explosion threatens you and other building occupants, or if you are instructed to do so, activate the building fire alarm or *Rave Alert System* to signal that an emergency exists. **Follow General Evacuation Procedures**

**Bomb Threats**

1. REMAIN CALM and remember Safety First!

---

<sup>5</sup> <https://www.ready.gov/home-fires>

<sup>6</sup> <https://www.ready.gov/explosions>



2. If you observe a suspicious object or potential bomb in or near the building, **DO NOT HANDLE THE OBJECT!** Clear the area and immediately call 911 emergency services.
3. Any person receiving a phone call bomb threat should ask the caller:
  - When is the bomb going to explode?
  - Where is the bomb located?
  - What kind of bomb is it?
  - What does it look like?
  - Why did you place the bomb?
4. Keep talking to the caller as long as possible and record the following:
  - Time of call.
  - Approximate age and sex of caller.
  - Speech pattern, accent, possible nationality, etc.
  - Emotional state of the caller.
  - Background noise.
5. If possible, have someone contact 911 emergency services while you are on the phone with the caller. If not possible, use the *Rave Alert System* to alert others for assistance.
6. Emergency services will conduct a detailed bomb search. Employees are requested to make a cursory inspection of their area for suspicious objects and to report the location to the Director of Projects and Compliance or the highest-ranking administrator present. Again, **DO NOT TOUCH ANY SUSPICIOUS OBJECTS!** Do not open drawers, cabinets, or turn lights off.
7. If the bomb threat threatens you and other building occupants, or if you are instructed to do so, evacuate the space by walking quickly to the nearest marked exit, proceed to the building's designated meeting area, and await further instructions. Generally, the building alarm system **SHOULD NOT BE MANUALLY ACTIVATED** during bomb threat situations, unless done so by someone in authority.<sup>7</sup>

## **8. Follow General Evacuation procedures.**

### **Toxic Spills**

Spills of common chemicals less than 1 Liter in volume are mitigated by those personnel trained and knowledgeable with the use of the chemical in the first place. However, any chemical spill beyond the capabilities of trained users or other internal response providers is classified as an "emergency spill".

1. Any emergency spill of a hazardous chemical or radioactive material should be reported to 911 emergency service; be as specific as possible.

---

<sup>7</sup> <https://www.hamilton.edu/emergency-planning-and-procedures/eap>

2. If possible, the individual discovering the spill should vacate the affected area at once and seal it off to prevent further contamination of other areas.
3. Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity and give their names to Emergency Services. Required first aid and cleanup by specialized authorities should be started at once.
4. If the nature of the spill threatens other building occupants (fire conditions, toxic/acrid vapors or fumes), activate the building alarm to signal an evacuation, walk quickly to the nearest marked exit, and proceed to the building's designated meeting area. <sup>8</sup>
5. Follow **General Evacuation** procedures.

### **Transportation accidents**

An auto collision can be an emotional and exhausting experience especially if you are transporting another individual. Many motorists drive defensively, take driver education courses, and prepare for stressful driving situations, but unfortunately vehicle collisions still occur.

A driver is responsible for knowing what to do if they are involved in a collision. Even the most prepared and competent drivers sometimes find themselves involved in a crash. It does not matter who is at fault, the most important thing to do first is make sure everyone is OK, then seek medical and law enforcement help. Being prepared always helps you feel more in control of any situation.

1. REMAIN CALM and remember Safety First!
2. At any time during the following processes, call your supervisor or other GMS contact to provide support to you and/or the people you are with. Do not leave the person unattended, this is your priority, help them to remain calm.
3. Remember, once you assess your own safety and possible injuries, you are responsible for the health and safety of any person receiving support.
4. **Assist the Injured.** Quickly check those involved in the collision to determine if there are any injuries. If medical attention is needed, call 911 emergency services. If medical attention is not needed, make sure you and the people receiving services are not in imminent danger at the roadside.
5. **Control the Scene.** Before taking time to exchange information, get to a safe place making sure people you are responsible for are safe; your primary role remains to provide supervision and support to the individuals you are with. If there are no injuries and the vehicle is drivable, safely move to the right or left emergency lane, out of the way of other vehicles. Turn on your hazard lights and set out warning flares or reflective triangles. Do not leave the scene of the crash but find a safe place to remain until emergency services arrive.

---

<sup>8</sup> <https://www.hamilton.edu/emergency-planning-and-procedures/eap/chemical-spills>

6. Notify the police, call 911, and submit a report. The law requires you notify the police. No matter what either party says, call the police and file a report.
7. Document the scene and exchange information. It is important to exchange and gather information with all parties involved in the crash, including witnesses. Having this on file will help complete any future paperwork or address potential problems: (camera pictures can be taken of the following if the other person allows)
  - Names
  - Addresses/email address
  - Vehicle information including makes, models, and years for all cars involved
  - Vehicle identification/license plate numbers
  - Driver's license numbers
  - Insurance carriers and policy numbers
  - Take photos of the location, people involved and damaged vehicles
8. **Vehicle insurance notifications.** GMS agency vehicle involved in an accident must be reported to the agency insurance carrier following a crash to start the proper claim filing. The [Vehicle Accident Report](#) must be completed and provided to the Accounts Receivable Specialist. Directions will be provided where to bring the vehicle and/or arrange for alternative transportation and support. Employees will report the accident to their personal carrier when the accident involves their personal vehicle.
9. **Unattended vehicle or property.** If you are involved in a crash that involves an unattended vehicle or property, take action to inform the owner. If you cannot locate the owner, attach a written notice of the collision to the vehicle or property, being sure to include your contact information and information listed above, #7.
10. Drivers and owners of motor vehicles must be prepared to assume legal and financial responsibility if involved in a crash, do not let your emotions and feelings get in the way of deciding who is at fault. Never allow yourself to be pressured into admitting fault or giving an opinion about the cause of a crash.
11. **Complete Required Documentation.** Complete a General Event Report (GER) for each person receiving services involved in Therap; a supervisor will complete a Reportable Event in the Office of Aging and Disability Services (OADS). If you are injured, complete an [Employee's Report of Injury Form](#) and provide it to your supervisor or Human Resources as soon as possible.<sup>9</sup> See 8. Above.

### Civil Disorders

Civil disorders are public disturbances by usually a group of people involving acts of violence that cause immediate danger, damage, or injury to others or their property. These types of situations can threaten the well-being of individuals in the office and requires an immediate call to 911. Instructions provided by

---

<sup>9</sup> <https://exchange.aaa.com/automotive/roadside-assistance/auto-collision-tips/#.XqmSlmhKjb0>

emergency personnel are to be followed to guide individuals in the office to safety. The office and/or services may be cancelled for a period until a time it is deemed safe.

## **Active Shooter/Hostile Intruder**

### **Mitigation:**

- ❖ The Safety Committee in collaboration with the Senior Team should establish a procedure for performing a risk vulnerability analysis review and threat assessment to determine necessary resources to respond to an active threat incident (at least annually).
- ❖ GMS administration should conduct drills/exercises to test their response to an active shooter emergency that includes all areas/personnel as well as local police.

### **Preparedness & Training:**

- ❖ An *active threat* refers to an individual actively engaged in killing or attempting to kill or otherwise harm people in a confined and populated place.
- ❖ Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to mitigate harm to victims.
- ❖ Because active shooter situations are often over within 10-15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.
- ❖ An active shooter in the workplace may be a current or former employee or an acquaintance of a current or former employee. Employees may notice characteristics of potentially violent behavior in an employee. Alert the Human Resources Department if you believe an employee exhibits potentially violent behavior.
- ❖ Employees should be trained to be aware of indications of workplace violence and know how to take remedial actions accordingly.
- ❖ GMS administrative building will maintain strict adherence to access controls (keys, security pass codes).
- ❖ Assemble crisis kits:
  - ✓ Floor plans
  - ✓ Employee roster with contact information
  - ✓ First aid kits
- ❖ Components of an Active Shooter Training Plan
  - ✓ Recognizing the sound of gunshots
  - ✓ Reacting quickly when gunshots are heard and/or when a shooting is witnessed
  - ✓ Evacuating the area
  - ✓ Hiding out
  - ✓ Acting against the shooter as last resort
  - ✓ Calling 911
  - ✓ Reacting when law enforcement arrives
  - ✓ Adopting the survival mindset during times of crisis

### **Response:**

Quickly determine the most reasonable way to protect your own life. Remember that people who receive services and visitors are likely to follow the lead of employees and managers during an active shooter situation.

1. REMAIN CALM and remember Safety First!
2. RUN, HIDE, FIGHT ([see video](#) 6 min) (This video refers to a “buckeye alert” which is similar to our Rave Alert System and was created for a college campus.)
  - **Run** away from the threat if you can, as fast as you can, and never run in a straight line. Do not stop and gather personal belongings. Warn others but do not wait for them. Call 911 emergency services when it is safe to do so.
  - **Hide** if evacuation is not possible by finding a suitable closable and securable location. Block or otherwise obstruct the door if it is not lockable. Turn off lights and eliminate sources of sound, including cell phones.
  - **Fight** as a last resort to save your life. Use any available means within reach that can be used as a weapon and position yourself for attack if your door is breached.
3. If you are caught and subdued by the intruder, never look him/her in the eyes, be submissive and obey all commands, and do not appear to pose a challenge. Try to remain as calm as possible.

If you are notified that an active shooter/hostile intruder is on the premises by any emergency communication method (verbal, email, phone, reverse 911) and a “shelter-in-place” command is given, take the following actions:

1. Take note of the two nearest exits.
  2. Stay inside the building you are in. If you are outdoors, proceed to the nearest accessible building.
  3. If you are in an office/room, stay there and secure (lock) the door, close any blinds or curtains, and eliminate sources of sound (including cell phones).
  4. If you are in a hallway, get into a room and secure the door.
- ✓ Call 911 when it is safe to do so and alert police to the shooter’s location. If you cannot speak, leave the line open and allow the dispatcher to listen.
  - ✓ If readily accessible to you, activate the *Rave Alert System* to call 911 and send out text alerts to all employees on the emergency distribution list.
  - ✓ If the active shooter is nearby, lock the door, silence your cell phone, turn off any source of noise, hide behind large items, and remain quiet.
5. If you are in a more public location (classroom, conference room, hallway, kitchen), persons in positions of authority should take the lead and initiate the following actions:
    - Terminate any ongoing activities (teaching, meetings, etc.).
    - Close, lock, block or obstruct all windows or doors to the building to minimize access and close any blinds or curtains to obscure direct lines of sight.

- Move personnel to smaller interior rooms within the building (if available) and secure those spaces to the maximum extent possible.
  - If there are visitors, contractors, people receiving services or others around you, invite them to follow your lead.
  - Do not arbitrarily activate a building alarm to evacuate the building unless directed to do so by 911 emergency personnel or through the RAVE Alert System as this may alert the intruder(s) of pending response activities.
6. Once the police arrive, obey their commands. This may involve your being handcuffed or made to put your hands in the air. This is done for safety reasons and once circumstances are evaluated by the police, they will give you further directions to follow.
  7. During building evacuations, assist others in exiting the building. Remain calm and do not panic.
  8. Following emergency evacuations, your designated meeting area is the primary assembly point, or alternate assembly point if the emergency is impacting your primary location. Proceed to your assembly point once instructed to do so by the Director of Projects and Compliance or highest-ranking administrator. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
  9. A Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
  10. **IMPORTANT—DO NOT RETURN TO AN EVACUATED BUILDING until and unless told to do so by emergency response personnel.** And remember—during an actual emergency resulting in a building evacuation, stay at the designated meeting area until an accurate HEADCOUNT has been taken and you are told it is safe to return to the building or provided other instruction.<sup>10</sup>

**Loss of Utilities: water, electricity, heat, sewage disposal, etc.**

When there is a loss of utilities at the GMS office building, the Facilities Department will notify the landlord and utility provider of the issue. Evaluation will be done by administration with the Facilities Department to determine the impact of the utility loss on services and office activities. The Executive Director or designee will determine if office and services closure is needed for safety and operations. In the event the office is closed, program employees will arrange for safe transportation of any person’s receiving services to return to their home providing notification to the Emergency Contact, home provider, or family. Administration will determine if office employees will re-locate their work site or cease work and receive pay.

If a power outage at 15 Saunders Way Suite 500- G is anticipated (i.e. during a lightning storm) employees should turn off all computers. If breakers need to be reset, please notify the Director of Projects and Compliance or Facilities personnel.

---

<sup>10</sup> <https://www.hamilton.edu/emergency-planning-and-procedures/eap/active-shooter-hostile-intruder-on-campus>

## **General Safety/First Aid,**

Employees are encouraged to complete certification courses for CPR and Basic First Aid. Employees who have completed such a course should notify their supervisors and have a copy of their certification cards placed in their employment file. GMS has established an office First Aid Team to support first aid situations in the office until emergency services arrives, if necessary. The team consists of the HR Director, the nurses, the Training Manager, the Assistant Associate Director. The team can be notified through the RAVE Alert System, or verbal request for assistance in the office. First Aid Kits are located throughout the building.

## **Uninhabitable facility**

There are many aspects of planning and preparedness when considering damage to the GMS office building. What is the level of damage and/or cause to cause it to be uninhabitable? Impacts to the building structure, equipment, file, and system retrieval, etc. See the following as a resource for developing a detailed plan of action, [Disaster Preparedness Guide for Small Business: You've Gotta Have a Plan! by Becky Crow](#).

## **RECOVERY/DEBRIEF**

**After any accident, incident, disaster, or emergency the following should take place:**

- Critical Incident Stress Debriefing and/or counseling will be made available to impacted employees and/or people who receive services to provide any necessary physical, emotional, and psychological support.
- The Senior Team in collaboration with the Safety Committee will develop a post-incident report that addresses the agency's areas of strength and areas for improvement that can, at a later date, be incorporated into the agency's current operating procedures to enhance future response.

## **Resources used in developing this document as well as resources for more details on Emergency Preparedness and planning:**

The American Red Cross website is generally a good resource of how to manage different disaster situations,

[Red Cross Disaster and Relief Resources](#)

Ready.Gov is a good resource for Disasters and Emergencies, [Ready Dept of Homeland Security](#)

Hamilton-resource for Emergency Action Plans, [Hamilton Emergency Preparedness Planning and Procedures](#)

[Disaster Preparedness Guide for Small Business: You've Gotta Have a Plan! by Becky Crow](#)

## **GMS resources and directions for Emergency Preparedness, Incidents and Accidents:**

See GMS website For Employees for links to the following information: [For Employees](#)

- Employee Assistance Program
- MEMIC Safety Net Blog
- Report Safety Concerns

- COVID-19 information
- GMS Employee Handbook
- Injury Report
- Hazard Communication Plan
- Exposure Control Plan
- CDS & Safety Academy Training

[Silica Control Plan](#)

[Communicable Disease Procedure](#)

[Coronavirus Procedure](#)

[Influenza Protocol Procedure](#)

[Vehicle Accident Report](#)

**Statutory Requirement:**

-14-197 CMR Chapter 10: Certification Requirements for Agencies Seeking to Provide Community Based Targeted Case Management for Adults with Intellectual Disability and Autism