

EMERGENCY PREPAREDNESS PLAN

Santa Clara County Senior Nutrition Program



Be prepared for any emergency! The **Emergency Preparedness Plan** contains information you need in the event of natural disasters such as fire, earthquake or power outage. This plan, adapted from various sources, was intended to be used as a guide only. Please refer to your agency's preparedness plan.

NOTE: *In the event of an emergency, please notify the Senior Nutrition Program.*

FIRE RESPONSE PLAN



1. When fire is suspected, EVACUATE the area. Always evacuate the building when an alarm sounds. DO NOT WAIT for further alarms or directions.
2. CALL 911/Fire Department (regardless of whether or not the fire alarm signal has already sounded).
3. Give the 911-Dispatcher the following information:
 - a. Exact location of the building.
 - b. Explain problem, what is burning, etc.
 - c. Your name and as much other information as is requested.
 - d. Stay on the telephone long enough to know that the information was received and understood.
4. Alert your supervisor and follow the instructions of your management.
5. When evacuating, follow the routes described on the Emergency Exit Plan Maps.
6. Close doors to all areas once everyone is out to indicate that you have evacuated that space and reduce the spreading of the fire.
7. Exit by stairwells only (if applicable).
8. Once evacuated to a designated area, do roll call to ensure that everyone has vacated the building. The site manager may need to obtain the sign-in or registration sheet for this process.

DO NOT:

1. Panic.
2. Use elevators.
3. Re-enter space for valuables.
4. Open hot doors.
5. Become a spectator. The front of the building is where the fire fighters and fire trucks will be operating. Do not obstruct their access to the building.



FIRE PREVENTION:

1. Smoking is not allowed in the building (dining room, restrooms, or other common areas). If permissible, smoke only in a designated smoking area.
2. Unplug all electrical equipment that is not working properly or in need of repair.
3. Do not overload wall outlets. Do not use extension cords.
4. Keep heat-producing devices away from objects that will burn.
5. Assign someone to ensure appliances are turned off when leaving the building.
6. Store and use flammable liquids according to container instructions and city/code regulations.
7. Do not allow accumulation of trash or waste material that is flammable.
8. Do not hold fire doors open with doorstops or other items.
9. All wire and cable that extends above ceilings must be in conduit or be plenum rated cable.
10. Never use space portable heaters.
11. Do not leave appliances on or unattended such as coffee maker, microwave or toaster.
12. To ensure reliability, fire alarm systems must be regularly inspected, tested, and maintained per city or code regulations.

FIRE EVACUATION DRILL

Practice and drills are important to reducing panic and confusion. All congregate meal sites shall perform **Fire Drill in May**. The Site Manager shall maintain a record of evacuation drill by filling out the Fire Drill Report. A copy should be sent to SNP office upon completion of the drill.

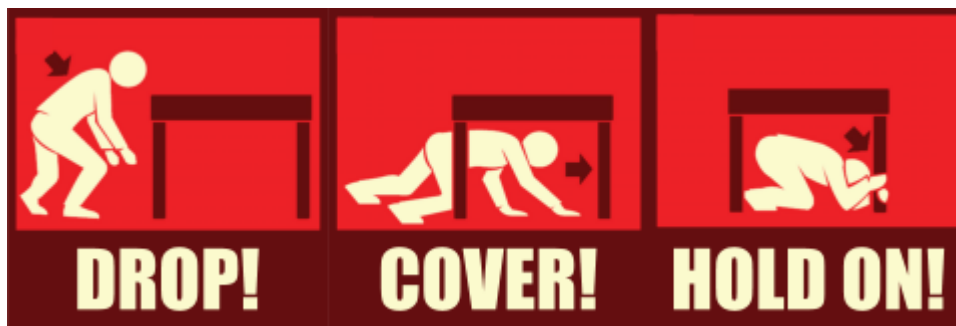


EARTHQUAKE

Earthquakes are relatively common in this area. Employees and other personnel need to be informed about the potential damage caused by earthquakes, and how to deal with these situations.

During the Quake:

- a) **Duck, Cover and Hold.** If you are inside a building, immediately take cover under a table or desk. If the furniture under which you have taken cover moves, stay under it and move with it.



- b) For seniors with impaired mobility, dropping to the ground may be a challenge. If the senior is in a wheelchair, make sure the wheels are locked. Have the seniors protect their heads and necks with their arms. The goal is to prevent injuries from falling down or from objects that might fall or be thrown at the seniors.
- c) Stay away from heavy equipment, glass windows and doors.
- d) If outside, stay there. Move away from buildings, walls, flagpoles, power poles, and lampposts. Stay away from downed lines and areas where gas leaks or chemical spills may have occurred.

After the Quake:

- a) Check for injured personnel. Do not move the seriously injured unless in immediate danger.
- b) Evacuate and take a headcount to determine that everyone is accounted for. **If safe,** and under direction from Site Manager, search for missing personnel in the area they were last seen.
- c) Check for fires, spills, and leaks.
- d) Do not allow building re-entry until the building has been checked. Do not operate equipment until it has been determined that it is functional.



EARTHQUAKE PREVENTION:

1. Properly secure tall file cabinets, shelves, cabinets, bookcases, etc., to wall studs.
2. Do not stack heavy boxes or supplies.
3. Avoid clutter that can easily “topple” in an earthquake.
4. Be prepared!

EARTHQUAKE EVACUATION DRILL

Practice and drills are important to reducing panic and confusion. All congregate meal sites shall perform **Earthquake Drill in October**. The Site Manager shall maintain a record of evacuation drill by filling out the Earthquake Drill Report. A copy should be sent to SNP office upon completion of the drill.

FLOODING



Flooding that occurs within a single building could be the result of broken water pipes, backed-up sewer lines, clogged drains, or open valves. If there is any risk of shock from electrical equipment, do not touch and wait for the arrival of the site's Safety Coordinator or Fire Department. Any electrical equipment that is not known to be disconnected should be assumed to be live and should be treated as a potential electrocution threat.

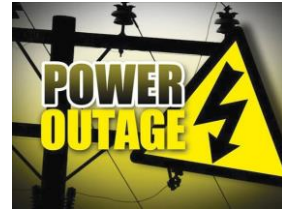
You should never ignore an evacuation order. Authorities will direct you to leave if you are in a low-lying area, or within the greatest potential path of the rising waters. If a flood warning is issued for your area or you are directed by authorities to evacuate the area:

1. Take only essential items with you.
2. If you have time, turn off the gas, electricity, and water.
3. Disconnect appliances to prevent electrical shock when power is restored.
4. Follow the designated evacuation routes and expect heavy traffic.
5. Do not attempt to drive or walk across creeks or flooded roads.

If you are ordered NOT to evacuate, you should get through the storm in the safest possible manner:

1. Monitor the radio or television for weather updates.
2. Prepare to evacuate to a shelter or to a neighbor's home if your home is damaged, or if you are instructed to do so by emergency personnel.

POWER FAILURE



Power outage or failure may occur at any time. We are especially susceptible to power outages during stormy, windy, or unusually hot weather. They can also be caused by a traffic accident, transformer problems, or as the result of an earthquake, fire, flood, or explosion. Power outages may last from less than a minute to several hours or even several days.

1. Notify supervisor &/or building management.
2. Keep at least one flashlight in use to provide light.
3. Turn off electrical office machines and appliances.
4. Leave a light switch on so you'll know when the power returns.
5. Contact PG&E or local utility company.
6. Keep refrigerator/freezer doors closed.
7. If a gas odor persists notify 911.
8. Refer to Emergency Meal Plan.
9. Be prepared to close the site if directed to do so by designated person in charge.
10. **Do not** use matches or other ignitable items. Be sure to convey this to all clients and visitors.

BOMB THREAT



1. If a bomb threat is reported by telephone:

- a) Assume the threat is real.
- b) Keep caller on the phone as long as possible.
- c) Try to get detailed information, i.e. location of bomb, time set to go off, as well as, exact words of caller, gender, and other details you might interpret.

Questions to ask the caller:

- 1. When will the bomb go off?
 - 2. Where is it?
 - 3. What does it look like?
 - 4. What type of bomb is it?
 - 5. What will cause it to explode?
 - 6. Did you place the bomb?
 - 7. Why?
 - 8. What is your address?
 - 9. What is your name?
- d) If possible, write "BOMB THREAT!" on a piece of paper and give it to another employee so that 9-1-1 can be called and people can be evacuated from the building while you are still on the phone.
 - e) After notifying the Police Department, also notify the office. Site staff may institute a fire alarm to initiate an evacuation of all buildings even if the immediate threat is to a single building.

2. Staff, volunteers and seniors shall follow regular evacuation procedures:

- a) Evacuate the building; leave immediately. The time interval between a bomb threat and the actual explosion can be a matter of minutes.
- b) When evacuating the building, everyone should try to notice anything suspicious on their way out as long as it does not delay their exit.
- c) Once outside, continue to the designated Emergency Assembly Area staying clear of the building being evacuated.
- d) Do not re-enter. Wait outside until Assigned Staff indicates that the building has been cleared to re-enter. Re-entering at the time of the explosion could result in serious injuries.
- e) Never touch, handle, or move a suspicious object. Ticking sounds may not always be heard; some bombs are devised to detonate if moved just slightly.
- f) Do not drive a car. Parking lots must be kept clear for emergency vehicle access.

PUBLIC DISTURBANCE



If a person is aggressive or violent, get as much distance as possible from the person. If the person is brandishing a weapon, do not find yourself in a trapped position. Always try to have an escape route or exit.

In the case of a civil disturbance, such as an angry group of people, unruly protest, riot, etc., do not treat the people causing the problem in a hostile manner in any way. If you feel that you are in danger, get away as quickly as possible. Get as much distance as you can between you and the group. If necessary, call 9-1-1 and have the police department handle the situation.

If you encounter an irate or aggressive person, report to your supervisor as soon as possible. If you need to speak to the person, you may do so if you feel safe:

- a. Stay calm and listen attentively.
- b. Be polite.
- c. Maintain eye contact.
- d. Be courteous and patient.
- e. Move and speak slowly, quietly and confidently.
- f. Be empathetic to the person and acknowledge the person's feelings. Focus your attention on the person to let them know that you're interested in what they have to say.
- g. Maintain a relaxed yet attentive posture and position yourself at a right angle to the person rather than directly in front of the person.
- h. Make sure there is at least 3' to 6' of space between you and the person (beyond arm's reach). Arrange yourself so that the person cannot block your access to an exit
- i. Use delaying tactics to give them time to calm down. For example ask them if they would like a drink of water (in a disposable cup).
- j. Be reassuring and point out choices. Break the big problems into smaller, more manageable problems.
- k. If the situation gets out of control, exit the area and call 9-1-1.
- l. **Never** take sides.
- m. **Never** agree with distortions.
- n. **Never** reject all their demands from the start.
- o. **Never** brush the person off, be cold, or give them the run around.
- p. **Never** pose in challenging stances. For example make sudden movements, place hands on your hips or cross your arms.
- q. **Never** challenge, criticize, be impatient, be condescending, threaten, or dare the person.
- r. **Never** try to make the situation seem less serious than it is.
- s. **Never** make false statements or promises you can't keep.
- t. **Call 9-1-1 if needed**



MEDICAL

Full medical emergencies are best handled by dialing 911 and providing first aid until the Fire Department or paramedics arrive.

When a medical emergency occurs, conduct a primary survey of the injured person to discover the main problems (i.e. burned, not breathing, laceration, chest pain, extremely hot, etc.). Next, call 9-1-1 for immediate assistance and instruct another employee to inform a Supervisor or other trained personnel of the situation.

DO:

1. Call 911.
2. Follow instructions from the 911-dispatcher.
3. Notify supervisor and/or building management.
4. Meet emergency personnel and direct them to injured person(s).
5. Record information:
 - a. Name of person injured
 - b. Medical problem
 - c. Hospital to be transported.
 - d. Notify family members
 - e. Emergency phone number(s)

TELEPHONE NUMBERS

PG&E or Local Gas & Electric Company:

Water Company:

Poison Control (24/7):

1(800) 222-1222

Local Police:

San Jose Police (for non-emergency):

1(408) 277-8900

Local Fire Department:

EMERGENCY MEAL PLAN



In the event of a disruption of normal, routine food service and meal delivery operations, a contingency plan is necessary to ensure meals are served to the seniors. Efforts should be made to maintain a supply of food, water and alternate energy sources to accommodate a variety of unexpected emergencies, disasters and disruptions.

The purpose of the Meal Plan is to make sure site staff is prepared to serve and provide meal service to the seniors during emergency situations. If there is an emergency situation at the site, an alternate meal plan should be followed:

1. Secure alternative sources of food from restaurants or grocery stores, delis, etc. when supplies are not available or kitchen is not functional. Site should have sample menu available that generally meets nutritional requirements.
2. Consider alternative cooking and dining facilities as appropriate.
3. Plan cold food items to be used when no gas and/or electric is available or when adequate staff are not available to provide for routine food service.
4. Use disposable dinnerware and utensils to avoid need for dishwashing when limited staff or when water is in short supply.
5. Have plan for washing and sanitizing hands when no running water available.
6. During power interruption, keep cooling and freezing units closed as much as possible. Use up what you can from refrigerated foods first, then from freezer as items thaw out. Use shelf-stable foods later when possible. Keep jugs or bottles of ice in freezer if space is available. The ice improves the efficiency of the freezer, keeps things colder longer when electricity is off and provides another source of fresh water.
7. If feasible, keep barbeque grill with gas or briquettes and lighter fluid for cooking outdoors. Keep at least one full backup propane tank for gas barbeques.
8. Keep supply of water available and replace periodically (i.e. 5-gallon jugs).
9. Post signs and make an announcement to all participants that the meal has changed due to an emergency and provide the alternate meal of the day.

SAMPLE EMERGENCY MENU



Maintain inventory of several shelf-stable foods that may be used in the usual menu cycle. Use fresh produce and refrigerated potentially hazardous foods first. Later, use foods that were frozen and then thawed to refrigerator temperatures.

Sample Emergency Meal for Cook-on-Sites with the following menu items usually available in stock.

Tuna Salad Sandwich:

- 3 oz. Canned Tuna (packed in water) or
- 1 Tbsp. Low Fat or Fat Free Mayonnaise
- 2 slices Bread (preferably Whole Grain)
- ½ cup Canned Three Bean Salad
- ½ cup Fortified Vitamin C Juice
- 8 oz. Non Fat or Low Fat Milk (non-flavored)

Serve on Disposables as needed.

Other Protein:

- Cooked or BBQ Fresh Meat (beef, fish, poultry pork, eggs) – 3 oz.
- Cheese – 3 oz.
- Peanut Butter – 4 Tbsp

Sample Emergency Meal for Catered Sites:

KFC (Kentucky Fried Chicken):

- Grilled Chicken (1 Thigh=17 gm protein **OR** 1 Drumstick **AND** 1 Wing=23 gm protein)
- ½ cup Mashed Potatoes*
- ½ cup Coleslaw*

Available On-Site, Purchased or Donated:

- 1 slice Bread or 1 Roll (preferably Whole Grain)
- ½ cup Canned or Fresh Fruit*
- 8 oz. Non Fat or Low Fat Milk (non-flavored)

*One of these items may be substituted for ½ cup 100% Fortified Vitamin C juice
Serve on Disposables as needed.

SUBWAY:

- 6" Turkey and Cheese Sandwich on Honey Oat Bread
- (Buy 1 foot long sandwich & cut in 2's—will provide TWO six-inch (6") sandwiches)
- 1 cup Lettuce, Tomatoes, Cucumbers, Green Bell Peppers, Spinach, and Onions

May add ground pepper, oil & vinegar.

Available On-Site, Purchased, or Donated:

- ½ cup Canned or Fresh Fruit
- 8 oz. Non Fat or Low Fat Milk (non-flavored)

Serve on Disposables as needed.

Home Delivered Meal Program (HDM)

In collaboration with MOW contractor, Trio Community Meals, SNP will provide a box of shelf-stable foods to MOW clients to keep in case of emergencies or unable to receive food supplies. Seniors are instructed to keep shelf-stable food in their home. Shelf-stable meals will be replaced periodically.



Trio Community Meals is required to have a written Emergency Plan for Meals on Wheels.

For more information on emergency preparedness, check out the websites below:

<https://publichealth.santaclaracounty.gov/health-information/emergency-preparedness>

<http://www.redcross.org/get-help/prepare-for-emergencies/types-of-emergencies>

<http://www.fema.gov>