



# Emergency Operations Plan

## Mission Statement

The purpose of the Eau Claire Area Chamber of Commerce Emergency Operation Plan is to provide a reasonable procedure to follow in the event of an emergency. The Eau Claire Area Chamber of Commerce Emergency Operation Plan emphasizes safety awareness and being prepared for such an event. The priorities of the Eau Claire Area Chamber of Commerce in any emergency include:

1. Safety and well-being of employees and visitors
2. Securing and restoring the Chamber and its working functions
3. Providing services to Chamber members as well as to the community

All employees should keep a copy of this plan at their homes, as well as at their worksite.

## Introduction

This Disaster/Emergency Evacuation Plan has been developed to establish procedures in the event of a fire, severe weather, or circumstances endangering the safety of employees and visitors to the building.

This plan is provided to each employee of the Eau Claire Area Chamber of Commerce. This plan requires the involvement and responsibility of each individual employee to assure response to any foreseeable emergency situation.

## General Evacuation Information

Depending on the emergency situation, evacuation to another portion of the building may be sufficient as opposed to total evacuation. However, in the event that a partial or complete evacuation of the building becomes necessary, the following procedures should be followed:

## Maps/Floor Plan

A floor plan of the Eau Claire Area Chamber of Commerce will be posted at the main entrance and staff entrance to the building. The floor plan identifies the location of fire extinguishers, exits, and emergency numbers. (See Attachment A).

## Personal Belongings

In the event of an emergency situation, secure your work area, taking your personal belongings if quickly available. Otherwise, evacuate immediately.

## Exits

All personnel and visitors should leave the building upon hearing the emergency announcement or alarm using the closest exit. *Walk, do not run.* Do not reenter the building without fire department approval.

## Evacuation Site

Once you have left the building, report to the designated evacuation site\* immediately. Employees are to remain at that designated evacuation site until an "all clear" signal has been given by the fire department or designated emergency personnel (building coordinator).

It is important to note that each situation is going to be different, and that sound judgment and common sense are the best practices in an emergency. Therefore, the President/CEO or charge persons will have to make the best judgment at that time.

*\*The designated site will first be 1) Cigan Properties Office. If that property is damaged then: 2) RCU Corporate Headquarters lobby. If that property is damaged then: 3) Chamber President's home.*

### Authority

The CEO is the only person who may close the Eau Claire Area Chamber of Commerce office and is also the only one who will determine when employees will report to work.

The CEO will make all determinations regarding salary/wage benefits paid for unscheduled time off due to closings or evacuations.

When there is an emergency requiring immediate action (bomb threat, fire, flood, etc.) the employees are authorized to act without the expressed authorization of the CEO.

Should an emergency situation occur outside regular working hours, the staff will be advised by phone, text or email. All employees should maintain an emergency contact list at their homes.

### Corporate Continuity of Management

During the continuation of an emergency, the Executive Committee will be authorized with all the powers of the Board of Directors should there not be sufficient Board members for a quorum. Should there not be a quorum for the Executive Committee, those from the Board who remain will serve along with the remaining Executive Committee members, as an Emergency Management Committee with all the powers of the Board during the continuation of the emergency.

In the event of an emergency requiring CEO succession, the Chair of the Board, in consultation with staff, will manage the day to day in accordance with the policies and procedures.

### Catastrophic Loss of Facility

In the event that the Chamber Building is destroyed and cannot be occupied, the current building owner, Cigan Properties, owns 1.9 million square feet of multi use space and has indicated that the Chamber could immediately set up operations in that facility. It has internet access and telephone connections that we would use. Our data is backed up each day and a copy is kept off-site. We would just need to arrange for phones and computers and we could be operational within 48 hours.

### Protected Records

The Chamber's data base is with Chamber Weblink in Indianapolis, IN and is connected over the internet so everything we do is backed up in their location.

All data is backed up daily and we use a rotation of 11 tapes, one of which is taken off-site by a Chamber staff member.

The Chamber Bucks are kept in a special fire proof/water proof safe which would withstand any disaster. These are actually not active until the Chamber prints the final amount and signature.

Long term permanent records, beyond three years old, are kept off-site at Banbury Place in a special storage unit rented by the Chamber.

### Fire

The primary purpose of the fire policy and procedure is to provide a course of action for all personnel to follow in the event of a fire.

#### Procedure: R A C E

**R – Rescue** anyone in immediate danger.

**A – Alert** other staff members of the fire and location over the intercom system. Pull the nearest fire alarm, and contact the fire department by calling 911.

**C – Contain** the fire. Close all doors and windows adjacent to the fire. Close all fire doors. Shut off all fans, ventilators and air conditioners as these will feed the fire and spread smoke throughout the building.

**E – Extinguish** if the fire is small. The extinguisher should be aimed low at the base of the fire and moved slowly upward with a sweeping motion.

- Never aim high at the middle or top of the flames as this will cause the fire to spread.
- If you cannot extinguish the fire, evacuate the building immediately.

Note: The most common cause of death in a fire is smoke, and not the flames. Keep low to the floor and avoid inhaling too much smoke.

**If you smell smoke**, notify office staff and then, if necessary, contact the Eau Claire Fire Department.

**If you discover a fire**, (see procedure above).

**Go to a safe area and dial 911.** Provide as much information as possible to the dispatcher.

### Severe Weather

Televisions are always on in the office and would go off in the event of storm warnings or weather advisories. Some staff also have automatic storm warnings on their cell phones.

In the event of severe weather, an announcement will be made to inform staff and visitors. In the event of a tornado, shelter would be sought in the main storage area (which is an interior room with no windows). Everyone should stay away from exterior and interior glass windows. Updates should be given on the weather situation. The following are definitions of severe weather advisories:

**Thunderstorm watch** – atmospheric conditions favor the development of severe thunderstorms.

**Thunderstorm warning** – a thunderstorm may be moving through that could produce lightning and damaging winds.

**Tornado watch** – atmospheric conditions favor the development of storms in which a tornado can occur. Staff should stay alert to changing weather conditions. During a tornado watch, stay tuned to local radio and TV stations or a weather radio for further updates.

**Tornado warning** – a tornado has been observed. Be prepared to take shelter immediately by going to the storage room in office.

Because not much advance warning is given, staff should take shelter immediately in the hallway. Staff should crouch down and cover their heads.

If you are outside and do not have time to seek shelter inside, lie flat in the nearest ditch, etc.

Staff should cover their head with their hands.

## **Bioterrorism Preparedness - Bomb Threats / Suspect Mail**

Emergency evacuation procedures for bomb threats will follow this Emergency Management Plan. Staff who have the primary responsibility for answering general information lines should be particularly trained in these procedures.

### **Letter and package bomb indicators**

- No return address
- Restrictive markings such as Confidential, Personal, etc.
- Foreign mail, air mail and special delivery
- Excessive postage
- Misspelling of common words
- Titles but no names
- Rigid or bulky envelope
- Badly typed or handwritten address
- Strange odor
- Protruding wires or tinfoil
- Oily stains or discoloration on wrapper
- Lopsided or uneven package/envelope
- Wrong title with name
- Excessive weight
- Visual distractions
- Excessive securing material such as masking tape, string, etc.

Do not handle the package or letter further. Contact president/building coordinator who will advise. Refrain from using cellular phones or portable radios near suspicious package. Next, go to a safe location and call 911, relaying all known information and staying on the line until dispatcher tells you to hang up. The building should be evacuated until an "all clear" is given.

In the event of a bomb threat, the building will be evacuated until a safety determination is made by the appropriate safety personnel and the CEO.

Make yourself available to the police and fire department personnel in the event additional information is required.

At the conclusion of this incident, document the incident by filling out an Accident Report.

## **Flood**

- Turn off all utilities
- Move valuables to higher level
- Remove any valuable equipment that staff can save and take with them without putting themselves at risk

## **Medical Emergency**

Quick and proper action is important in the event of a medical emergency.

If an employee becomes aware of a medical emergency, the employee should call 911.

The employee should stay on the line and answer as many questions as possible regarding the condition of the injured person.

Staff is trained in CPR and defibrillator is onsite.



In conjunction with the Eau Claire City-County Health Department, Emergency Risk Communication Plan Committee, a crisis communication plan is being developed. This plan will integrate the overall emergency response plan for the organization and the local and state plan. An important benefit is the opportunity to mobilize shared resources; for example, a city-wide telephone number to respond to the public concerns. The plan will systematically address all of the roles, lines of responsibility, and resources in order to provide information to the public, members, media and partners during a public health emergency. In addition, the plan will define where to go for must-have information.

### Security Alarm System

An ADEMCO security alarm system has been installed by Per Mar Security. The system provides:

- Three forms of protection: burglary, fire and emergency
- One keypad which provides control of system and displays system status
- Various sensors for perimeters and interior burglary protection
- Smoke or combustion detectors designed to provide early warning in case of fire.

In the event that unauthorized persons would enter the building, the security alarm would go off. All employees have been given passwords for deactivating the alarm upon entry and activating the alarm when exiting. All employees receive training on procedures.

Alarms: When an alarm occurs, both the keypad and external sounders will sound, and the keypad will display the zone(s) causing the alarm. An alarm message will be sent to a Central Monitoring Station, Per Mar Security. To stop the alarm sounding, simply disarm the system. "Canceled" should appear on the keypad when the alarm has been silenced by the Code+OFF sequence and will remain on until another Code+OFF sequence is keyed.

### Important

- When entering codes and commands, sequential key depressions must be made within 4-5 seconds of one another. If 4-5 seconds elapse without a key depression, the entry will be aborted and must be repeated from the beginning. Be sure to observe this precaution when performing any procedures.
- If you make a mistake while entering a security code, stop, press the [\*] key, and then start over. If you stop in the middle while entering a code, and then immediately start the entry over, an erroneous code might be entered.

User Guide for the ADEMCO Security System is located in the office file cabinet in storage room under Alert System.

### Review of Emergency/Disaster Plan

All employees are provided the plan at the time of employment and it is reviewed on an annual basis or as needed when a procedure is revised. Employee phone numbers are maintained at each work station in the event of an emergency.

### Supply Checklist for Disaster

- Supply Kit (in water resistant container)
- Two week supply of prescriptions
- Eyeglasses, contacts and prescriptions for each member of the family
- Two week supply of non-perishable/special dietary food
- Drinking water: 3-gal/per person/per day for two weeks
- Flashlights and batteries for each member of the family
- Portable radio
- First aid kit
- Mosquito repellent and candles
- Two coolers (one for food/one for ice)
- Plastic tarp, nails, tools
- Infant necessities
- Clean up supplies
- Camera and film
- Non-electric can opener
- Extra batteries
- Plastic trash bags
- Toilet paper, paper towels and pre-moistened towelettes

### When a storm threatens Eau Claire

- Review emergency plan with family
- Stay tuned to local radio and TV
- Review your disaster preparedness kit
- Gather important papers, including driver's license, birth certificates, special medical information, insurance policies and property inventories
- Let friends and relatives know of your emergency plans

### Training

All employees will review the emergency operations plan individually and with his/her supervisor.

New employees will be introduced to the emergency operations plan via employee orientation.

Ongoing training will consist of drills including evacuation drills and other emergency preparation drills.

