



*To compassionately serve our diverse community of Hoosiers by dismantling long-standing persistent inequity through deliberate human services system improvement.*

**WWW.FSSA.IN.GOV**



# Emergency Action Plan

Indiana Family & Social Services Administration





## What is the Purpose of the Emergency Action Plan?

The **Emergency Action Plan** is to assist in the protection of Family and Social Services Administration staff and visitors from serious injury, loss of life or loss of property in the event of an emergency.

An emergency is a serious, unexpected and often dangerous situation requiring immediate action, such as a **fire, severe weather/tornado, earthquake, hazardous material spill, bomb threat** or other **similar events**.





# How does it affect me?

Everyone plays a part and is affected where safety is concerned. The Emergency Action Plan outlines responsibilities and appropriate response actions for all employees and trained individuals, such as the floor wardens. The first step for anyone is knowing who your important contacts are and how to reach them.

- **Emergency Response For All Locations:** 911
- **Physical Plant Operations**
  - **Manager:** Philip Wages - 317-741-5202
  - **Safety Officer:** RJ Walters - 317-741-3937
- **IGC Security Office:** 317-234-4830
- **Leased Space Liaison for DFR and DDRS:**
  - 92C Partners – Kara Riggle - 317-727-4801
- **Human Resources Contacts:**
  - **FSSA HR Director:** Casey Parent - 317-499-7938
  - **Admin and OECOSL:** Taylor Schultz - 317-460-3847
  - **DMHA and ISPHN:** Heather Tubbs – 317-503-3981
  - **DFR:** Debra Blake - 317-605-4316
  - **DDRS, Division of Aging, and OMPP:** Erica Reitz - 317-402-5297



# Floor Wardens, Managers and Designees

## What is a floor warden?

<https://www.in.gov/fssa/thehub/employee-resources/fssa-facility-safety-and-floor-warden-procedure/>

The floor wardens are a group of trained employees who assist Physical Plant Operations with the application of procedures and protocols in the areas of employee safety and building services. If a floor warden hasn't been assigned or if they aren't present, the program area's supervisor, manager or designee is expected to perform their duties.

Field offices don't have floor wardens, so in these locations, it is expected that a manager or designee would perform the duties of a floor warden.





# Responsibilities for All Staff

**Below are the responsibilities every employee is obligated to fulfill to ensure the utmost safety for everyone.**

- Be knowledgeable of the Emergency Action Plan and its provisions for emergency situations; e.g., evacuation routes, sheltering locations, bomb threats.
- Staff shall report all existing or potential hazards to the PPO Manager, their floor warden, manager or designee.
- **Immediately** report any known false alarms to their manager, floor warden, and/or the PPO manager.
- Follow instructions given by the PPO Manager, floor wardens, manager or designee in implementation of this plan during emergencies or practice drills.
- Report any emergency that requires EMS/Fire/Police by Calling 911
- **Government Center:** Following the call to 911, notify the IGC Security Office by calling 317-234-4830. This should then be followed by notifying the local Floor Warden, Supervisor/Manager and/or the Physical Plant Operations Manager.



# When To Fill Out An Incident Report

## **SF 34401**

- Whenever a state employee (not a contractor) gets injured / illness in the course and scope of their work.
- When the injury can not be handled by a simple first aid kit and the person will possibly seek medical treatment or when you feel that they should
- Submit this form to [HRFSSA@fssa.IN.gov](mailto:HRFSSA@fssa.IN.gov)

## **SF 53708**

- Whenever there is a disturbance in the workplace, theft, any emergency personnel (Police, Fire Dept, EMTs, etc) need to be called, anyone gets injured / or suffers from a serious illness at a state facility. This also applies to state employees, requiring both forms be filled out in the case of an injury / illness.
- Submit this form to [Physical.PlantOperations@fssa.in.gov](mailto:Physical.PlantOperations@fssa.in.gov)

Anyone can fill out an SF-53708 but the SF-34401 should only be filled out by a member of management or the injured party due to confidential information it collects.

Both of these forms can be found on the State Forms Online Catalog at:

<https://www.in.gov/iara/services-for-public/state-forms-online-catalog/>.



# Emergency Actions

Emergency actions will be required for several situations. The most likely scenarios are listed below:

- Fire Evacuations
- Severe Weather
- Earthquakes
- Exposure to Hazardous Materials
- Suspicious Mail/Parcel
- Bomb Threat
- Power Outage
- Workplace Violence / Active Shooter
- Traumatic Events







# Evacuations

## When Do You Evacuate?

### At the Government Center:

- FSSA staff and visitors must evacuate to the assigned assembly area when they hear the announcement from the public address system or see the strobe lights flashing on their respective floor.
- The standard operating procedure is to evacuate the floor that is the source of fire or incident and those floors immediately below and above it. The strobe lights on these floors **will** be flashing.
- If the strobe light is not flashing on your floor, but on another floor, remember that every FSSA staff member has the choice to evacuate if they feel it is unsafe to stay inside the building during a building evacuation incident.

### At Field Offices:

- FSSA staff and visitors must evacuate to the assigned assembly area when they hear the announcement from the public address system, see the strobe lights or their managers or designees inform them of a fire.





# Evacuation Instructions for All Staff

## At All Locations:

- **Do not panic! Walk - do not run! Do not use the escalators or elevators unless so directed by Emergency Responders!**
- Staff must immediately leave their work areas. If the alarm is not sounding or flashing on your floor, you may choose to remain in that area.
- Employees are neither expected, nor required, to use any portable fire extinguishers.
- Employees are expected to evacuate the building, not fight the fire.
- Persons needing assistance should remain at the top of the stairs until emergency personnel arrives
- When exiting via stairwell, check doors for heat and smoke before passing through a door.
- In the unlikely event all electrical communication systems should fail in a fire situation, staff that are aware of the situation shall notify all other area employees who may not be aware of the fire condition, and all shall immediately leave the building.
- Staff are to go to their assembly points and meet with their floor wardens, managers or designees.
- All staff are expected to follow the instructions of all emergency responders and floor wardens or their designees.



# Evacuation Instructions for All Staff, Cont.

## At the IGC:

- Only individuals on the Persons Needing Assistance (PNA) list or those with a temporary injury should use the elevators! If a bank of elevators detect the presence of smoke, they will descend to the first floor and open their doors, remaining unresponsive. If an individual presses an elevator button and it doesn't light up, they should proceed to the next closest bank of elevators. If none of the elevators are operable, they should stay in place and await rescue by emergency personnel. Their floor wardens will be reporting their unaccounted-for status.
- Evacuation plan maps are posted in the elevator lobbies of each floor.
- Travel under the building loggias till you reach the end of the building so that you stay out of the path emergency vehicles.



# Primary Assembly Area

## For IGC:

Floor wardens shall assure that all FSSA staff are properly evacuated and accounted for at their appropriate assembly area.

- Any Suite beginning with “W” along with N857 should assemble in Military Park.
- Any Suite beginning with “E” along with N200 should assemble at the west side of the South Lawn.
- All FSSA staff are assembled by program areas: staff must report to their supervisors/wardens and stand by at that location.
- When the South Lawn is not available as an assembly area, FSSA staff at the Government Center will be directed to the designated alternate assembly area at Military Park.
- Please be quiet when at the assembly area, whether during a drill or an actual emergency, to aid in emergency communications.

## For Field Offices:

- Please speak with your managers or designees, as your primary assembly areas will vary depending on location.





# Severe Weather Sheltering Procedures

There are two conditions to be aware of during possible severe weather activity:

**Thunderstorm / Tornado Watch:** Conditions are favorable for severe weather.

**Thunderstorm / Tornado Warning:** Means severe weather is in the area.

**In the event of a severe weather watch at a field office,** managers or designees shall:

- Begin monitoring the storm system on the radio, TV or weather radio.
- Close all exterior doors and windows.
- Close all drapes, shades, blinds, etc., to reduce the possibility of flying objects.
- If time permits, review severe weather policies and procedures and ensure first aid kits are available.
- Be prepared to transition from a watch to a warning with little or no advance warning.
- Continue all precautions until an official “all clear” has been issued.
- Normal activities should continue.





# Severe Weather Sheltering Procedures, Cont.

**In the event of a severe weather and/or a tornado warning, all employees shall:**

- Proceed to the nearest or area that is away from exterior facing windows. Close, but **do not lock**, the door. If there are no areas without exterior facing windows, all individuals should be moved towards the central areas of the building. If all designated areas on your floor level are fully occupied, go to the next lower level, and seek shelter.
- Contact your floor warden, manager or designee for assistance or to report safety concerns.
- Stay inside your shelter area and listen carefully to any public address system announcements.
- If possible, get under a table or desk. Crouch and protect your neck and head.
- Wait until "all clear" instruction is given by IDOA, emergency responders, floor wardens, managers or designees before you leave your shelter area. area..
- Unless needed for emergency situations, travel should be suspended during a tornado watch or completed at your own risk.





# Earthquake Response Procedures

At the first indication of an earthquake, all employees, clients and visitors shall seek shelter under a sturdy table or desk. Caution should be taken to avoid areas with windows as the tremors could cause the glass to shatter leading to injury. Employees with disabilities who are unable to get under furniture should protect their head with any material that might act as a cushion, like a coat or pillow. After the earthquake, floor wardens / managers / designees shall help restore calm and report any injuries requiring treatment. Other emergency procedures will be initiated if conditions require it.



# Hazardous Materials Procedures

Hazardous materials include substances such as cleaning supplies, paint thinner and gasoline. If a hazardous material has been spilled or released to the atmosphere, the person discovering the incident shall:

- Inform their floor warden and manager / designee
- Inform nearby affected individuals
- Have the floor warden, manager or designee report the incident by calling Facilities Management or the leasing liaison and then inform the PPO Manager.
- **Do not attempt to clean up the spill. The Fire Department Hazmat team will be contacted for assistance if required.**







# Mail Emergency Procedures

If an employee receives a letter or package at any FSSA location that they suspect may contain a harmful substance or a live weapon like a bomb, the affected employee shall:

- **REMAIN CALM**
- Calmly and discreetly ask any other individuals in the immediate area to leave. In order to prevent a possibly unnecessary panic, do not alert them to the threat.
- Do not leave the area.
- Do not touch anyone.
- **Do not use any cellular or remote devices.**
- Set the package down and do not interact with it any further.
- Quietly and calmly contact the floor warden, supervisor, manager, designee or PPO manager.
- If they believe that a credible threat exists, the supervisor, manager, designee or PPO manager will contact 911
- If they haven't already been contacted, the floor warden, manager or designee will also contact the physical plant operations manager to report the incident.
- Individuals exposed should be quarantined in the area where the possible exposure occurred.
- Emergency responders will determine if there is a need for decontamination procedures to be performed.
- Follow all instructions given by police or emergency responders.



Suspicious letters or packages are those with the any or all of the following characteristics as noted on the USPS poster to the right.




SUSPICIOUS MAIL ALERT

If you receive a suspicious letter or package:



**1** Handle with care. Don't shake or bump.

**2** Isolate it immediately

**3** Don't open, smell, touch or taste.

**4** Treat it as suspect. Call local law enforcement authorities

If a parcel is open and/or a threat is identified ...

<p><b>For a Bomb:</b> Evacuate Immediately Call Police Contact Postal Inspectors Call Local Fire Department/ HAZMAT Unit</p>	<p><b>For Radiological:</b> Limit Exposure – Don't Handle Evacuate Area Shield Yourself From Object Call Police Contact Postal Inspectors Call Local Fire Department/ HAZMAT Unit</p>	<p><b>For Biological or Chemical:</b> Isolate – Don't Handle Evacuate Immediate Area Wash Your Hands With Soap and Warm Water Call Police Contact Postal Inspectors Call Local Fire Department/ HAZMAT Unit</p>
--	---	---



# General Threat Procedures

When you receive a threat, no matter how credible you may believe it to be the following steps should always be taken:

- Remain Calm. Do not escalate the situation.
- Try to remember as much detail as you can, such as time, date, the person's name, etc. This will assist you in filling out the required incident report.
- Notify your Manager / Supervisor, your Floor Warden, and Physical Plant Operations of the threat
- Depending on the situation and guidance from your Manager / Supervisor or Physical Plant Operations you should notify law enforcement and file a police report.
- **At Field Offices:** Managers / Supervisors should notify the property manager.



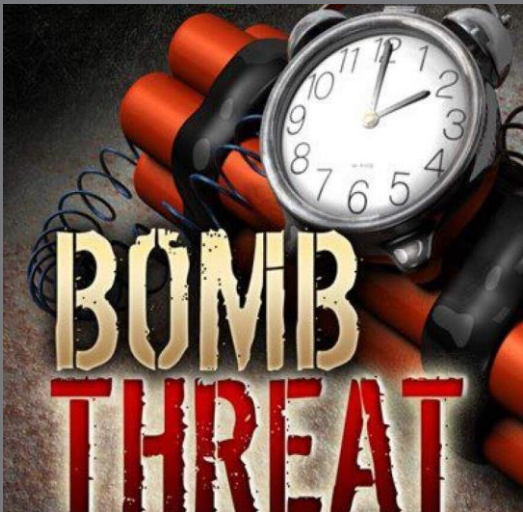


# Bomb Threat Procedures

**Caution:** when FSSA staff are informed of a bomb threat in any FSSA facility, they should immediately cease operation of cell phones and other remote frequency devices such as remote door openers and emergency buttons at front desk. Bombs are often triggered by remote frequency devices.

Staff should print out the Bomb Threat form, State Form 24353, and keep it near or under their phone ahead of time. This will assist in collecting and remembering the information that is being given by the caller. The form is available on the <http://forms.in.gov> website.

- Immediately call 911 to notify emergency responders of the situation. Contact the PPO Manager immediately afterwards.
- Emergency responders will contact facilities and implement appropriate steps at the Government Center. At field locations, the manager or designee will contact both the leasing liaison and the PPO manager.
- If evacuated, FSSA employees will return to their work area only after emergency responders have cleared the building.





# Power Outage Procedures

- Due to the risk of injury caused by tripping, staff shall remain quiet and in their work area while the reason for outage is investigated.
- All announcements will be conveyed through the floor wardens, managers or designees.
- During the investigation, PPO management will request information from facilities' staff to determine cause of outage and the projected time for service restoration.
- **At Field Offices:** The manager or designee will contact the leasing liaison to determine cause of outage and the projected time for service restoration.
- Based on the outage timeframe, the human resources director will contact State Personnel to determine if emergency conditions status has been met.
- If emergency conditions status has been met, the human resources director will advise the FSSA Secretary's Office. The Office of Communications, floor wardens, managers and designees will facilitate any further notifications.
- All staff needing assistance to evacuate shall notify the local floor warden, manager or designee and then proceed to the main elevator lobby or stairwell and await assistance.
- If an evacuation is necessary, the floor wardens, managers or designees will assist in an orderly evacuation.
- If the facility is uninhabitable, the Continuity of Operations Plan will be enacted.





# Workplace Violence Procedures



There are many forms of workplace violence, ranging from subtle acts of aggression to overt acts like Active Shooter Events.

Note: Active Shooter Events are incidents wherein the perpetrator is wielding a weapon and is in the active pursuit of killing others in a public space. Active Shooters could be wielding any kind of weapon, not necessarily a firearm.

Workplace violence may be performed by **anyone** wishing to do harm to someone else in the office.

**Above all, REMAIN CALM**



# Workplace Violence Procedures, Cont.

- Determine the current level of aggression:
  - > If it is a matter of raised voices or threats, contact a supervisor to intervene with de-escalation tactics.
  - > If the supervisor requires assistance in de-escalating the situation or if it continues to worsen, notify the PPO Manager and Floor Warden
- If the individuals involved have ignored attempts to de-escalate, if there exists a reasonable fear of physical violence or if the individuals have already begun to commit physical violence:
  - > **Direct bystanders to seek safety away from the situation**
  - > **If accessible/present, activate the panic button in your suite**
  - > **Call 911 for resolution of the situation**
  - > **Update the PPO Manager and Floor Warden if safe to do**
- If the individual is attempting to engage in an Active Shooter Event or presenting a weapon in a threatening manner, quickly determine the most reasonable way to protect your own life and enact **RUN, HIDE, FIGHT.**



# What is RUN, HIDE, FIGHT?

Let's Take a Deeper Look at What RUN, HIDE, FIGHT Means:

## **RUN - Evacuate If Possible**

- You should swiftly get away from the sound of gunshots or an armed person, even if there is a significant distance between you and the source of the gunfire or the armed person. If gunshots or an armed individual is coming from within your building, and it is safe to do so, immediately flee the structure and walk a significant distance away from it until you are in a location where you can hide safely.
- Refrain from bringing your stuff with you.
- Always keep your hands where law enforcement can see them.
- Bring along other people but stay caught up even if others won't go with you.
- When it is secure to do so, dial 911 immediately. Do not assume that another person has already reported the occurrence. Your ability to offer law enforcement certain information, including the number of shooters, a physical description and identity of each shooter, the number and type(s) of weapons, and the shooter's location, may be of the utmost importance.







# What is RUN, HIDE, FIGHT?

Let's Take a Deeper Look at What RUN, HIDE, FIGHT Means:

**HIDE: Stay as quiet as possible while hiding in a location that is as secure as possible.**

- If you cannot flee the area securely because the shooter is nearby, you should take cover obscured from the shooter's line of sight.
- If you can, look for a spot to hide with significantly thicker walls and fewer windows.
- If it is feasible, you should barricade the doors with furniture.
- Put out the lights.
- Put the phone on silent and power down any other electrical devices.
- Pull the drapes, shades, and blinds across the windows and try not to be seen outside the room.
- Find a spot to hide that offers shelter from gunfire, such as a brick wall, a vast tree, or a structure, if you are outside and cannot RUN safely.
- Keep where you are until you are given the signal to go on by your employer or first responders, like the police.





# What is RUN, HIDE, FIGHT?

Let's Take a Deeper Look at What RUN, HIDE, FIGHT Means:

**Fight: Interrupt or incapacitate the shooter by taking appropriate action.**

- Fight it out as a last-ditch effort. Only act if you cannot escape the area safely or conceal, and only then should you do so when your life is in immediate danger.
- Please try to render the shooter unable to continue their acts or to distract them.
- Take direct, physical action against the person who shot at you.
- Use things already available in your location, such as fire extinguishers or seats.
- If you can, throw objects at the person who is shooting.
- When it is secure to do so, dial 911 immediately.
- Immediately after the event, if you are still within the building, you should wait for officers of the local law enforcement agency to help you exit the structure.
- When law enforcement personnel approach, clients, customers, and workers must show their palms open and empty hands.





# What is RUN, HIDE, FIGHT?

## A few things to keep in mind during the event of workplace violence:

- If there is more than one person in the exact location when a violent event occurs, you should disperse yourselves across the room so that the perpetrator of the violent act does not have an easy target.
- **Be aware:** Violent assaults can include any weapon, not just a gun; they can happen anywhere at any time. It is possible for other tools, such as knives, blunt objects, physical force, or explosives, to be just as lethal as a firearm. Any situation involving physical conflict suits the defensive strategies that have been outlined.
- **Have a Plan:** Visualize various escape routes, making sure to include paths that are physically accessible for employees who have impairments and those who have restricted mobility.

Note: Please be aware that the sound of gunfire may be simulated. Consider any popping sound to be the result of gunshots.





# Workplace Violence Procedures, Cont.

## **POLICE INTERACTION**

If notifying police either outside the affected area and in person, or remotely via text or phone call, share all known information: number of shooters, physical descriptions, names of shooters, type of weapons, location, number of injured, etc.

### **If evacuating the building and you encounter law enforcement:**

- Stop and slowly raise your hands and spread your fingers.
- Keep hands visible at all times.
- Remain calm and follow the officers' instructions.
- Do not attempt to stop any officer for help or direction. Their mission is to end the active shooter event and have been trained to ignore all requests for assistance.
- Take no action that could be perceived as a threat.



# Workplace Violence Procedures, Cont.

## WOUNDED INDIVIDUALS

- Police will not aid wounded individuals during an active shooter event.
- Paramedics and Emergency Medical Technicians will not be allowed to enter the affected area until after the police have cleared it of all shooters and potential explosives. Given the size of the location, this can potentially take a long time.
- Anyone with first aid certification is encouraged to assist the wounded while waiting for medical help.
- Do **NOT** place yourself in harm's way.



# Workplace Violence Procedures, Cont.

## AFTER THE EVENT

- Follow all directions from law enforcement officers.
- Police will likely direct staff to an alternate location. All staff present are expected to comply as they will be a part of an official investigation.
- Police are likely to seek witness statements. To ensure as true a statement as possible, do not speak with other witnesses about the event until after the police get your statement.
- Do not leave the area until law enforcement officers have given you the clearance to do so.
- Do not speak to the media.



# Continuity of Operations for Field Locations

If the facility has been evacuated, staff is required to exit the building and go to the assembly point. Should the facility become uninhabitable, the office manager shall communicate with their regional manager and find out if emergency leave has been approved by State Personnel or if staff should move to an alternate facility.

## **If uninhabitable for any reason and an alternate facility is required:**

- Phones should be transferred to the alternate facility as designated by the regional manager.
- Staff shall report to the designated alternate facility.
- Division of Family Resources office managers or designees shall place a sign on the door directing clients to proceed to the alternate facility or call DFR at 1-800-403-0864 with any questions.
- Division of Disability and Rehabilitative Services office managers / designees shall place a sign on the door directing clients to proceed to the alternate facility or call DDRS at 1-800-545-7763 with any questions.
- A Manager / Designee shall notify PPO via e-mail at [Physical.PlantOperations@fssa.in.gov](mailto:Physical.PlantOperations@fssa.in.gov)



End

