

Town of Hampden

Municipal Offices

EMERGENCY ACTION PLAN

TABLE OF CONTENTS

INTRODUCTION.....	3
SCOPE	3
EMERGENCY RESPONSE PROCEDURES.....	4
VIOLENCE IN THE WORKPLACE.....	5
DIFFUSING AN ANGRY CUSTOMER.....	5
IF YOU FEEL IN DANGER	6
TRAINING	7
ADDRESSES AND PHONE NUMBERS	8
EMERGENCY PHONE NUMBERS	8

INTRODUCTION

Emergencies can threaten the safety and health of employees or the public as well as cause damage to buildings, equipment, and documents. Knowing in advance what actions to take in the event of an emergency and being able to take that action quickly are the keys to minimizing injuries, loss of life and property damage. This program was written to protect employees, the public, documents, and buildings and make the return to normal operations easier and faster.

It is the intention of the Town of Hampden to comply fully and in a prudent manner with all Occupational Safety and Health standards and regulations. Consequently, this program is to comply with the Department of Labor, Occupational Safety and Health Administration's Employee Emergency Action Plan Standard 1910.38 and is implemented and shall be enforced.

The Municipal Administrative Offices include the following: Town Manager, Information Technology, Municipal Clerks, Assessing, Planning, Finance, Economic Development, Public Works as well as a Conference Room, Council Chambers and three bathrooms.

SCOPE:

This program has been established by the Town of Hampden to provide training to assist all persons working in the Municipal Offices with the proper procedures to follow in an emergency situation. The potential for emergency situations includes fire, bomb threats, and violence in the workplace.

An emergency is any unplanned event that can cause death or injury to employees or the public, can shut down the business, disrupt operations, or cause physical or environmental damage to the building or documents.

Procedures are set forth that will reduce or eliminate injuries while working around the facilities.

It is the policy of the Town of Hampden to require all employees assigned to work in or around the facility to be adequately trained and protected from the hazards that might be encountered. All persons working in or around the facility shall rigidly follow the procedures set forth herein.

EMERGENCY RESPONSE PROCEDURES

Assess the emergency. Determine the appropriate response.

Fire, Bomb Threat, Building Evacuation:

1. Dial 911 and notify dispatch of the emergency.
2. Notify the building.
 - a. If a fire is suspected or known, pull the fire alarm located in the vestibule, on the wall in the front lobby and in Council Chambers.
 - b. If a bomb threat or other similar event -evacuate the building-leave all personal items behind.
3. If the source of a fire is known, limit the fire by closing the doors to that area if it is safe to do so.
4. Every room has an evacuation map on the wall near the door. The map shows the path of the exit nearest you.
5. The Finance Director and/or the Treasurer/Deputy Treasurer are responsible to secure the vault if it is safe to do so.
6. Clear the public with you as you exit.
7. Proceed to the Emergency Evacuation location:
 - a. Primary Location: Parking Lot Western Avenue side of building
 - b. Secondary Location: Parking Lot Post Office side of building
8. The Senior Administrator present will take a head count and account for people last known to be in the building.
9. Certain emergencies require employees not to evacuate, but to move to an interior, windowless room such as the vault. An example of this might be an active shooter or disgruntled person. Call 911 if possible (there is a phone in the vault) and find concealed shelter.

The Town of Hampden has decided that there will not be anyone that must remain because there are not any operations critical enough to jeopardize any employee's health or safety. Everyone will evacuate the facility as soon as a fire or other emergency is detected.

Fire extinguishers located throughout the facility are for use by first responders and others trained. Employees not receiving annual fire extinguisher use training are expressly forbidden to attempt to extinguish any fire. Untrained employees will sound the alarm, call Public Safety, and evacuate the building to the assembly area noted above.

Medical Emergency

1. Call 911.
2. Follow dispatcher's instructions.
3. If an extra person is available, alert Public Safety in person

Violence in the Workplace:

The Town of Hampden does not tolerate violent, threatening, aggressive, abusive, intimidating, or other disruptive behavior on the part of employees, customers or anyone else involved in its business or facilities.

If an employee engages in violent, threatening, aggressive, abusive, intimidating, or other disruptive behavior, report it to your supervisor. All reports of such incidents will be taken seriously and will be dealt with appropriately.

Diffusing an Angry Customer:

If a customer is behaving in a manner that you find intimidating, explain our policy regarding behavior, discontinue providing service and focus on de-escalating the situation.

1. If the customer cannot resume appropriate behavior and he/she is on the telephone, tell them that they may call back when they are calm and hang up.
2. If a customer cannot resume appropriate behavior and are in your physical presence, ask the customer to leave telling them they may return on another day when they are under control.
3. If the customer refuses to leave, disengage, leave the area and notify your Department Head or Supervisor who will then assume direction of the situation.

If, in your best judgment, an individual's behavior, whether a co-worker, customer, or other guest may endanger anyone or if the person refuses to leave the premises, call the police (or closest law enforcement official) and notify your Department Head or Supervisor.

Do not ignore violent, harassing, intimidating, or other disruptive behavior. If you observe or experience such behavior by anyone on the premises, whether an employee or customer, report it to your Department Head or Supervisor. The Supervisor will notify the Town Manager who will log the incident, investigate as necessary and assure that appropriate action is taken.

If you have foreknowledge of a potentially abusive or violent circumstance that may present itself in our workplace (e.g., the arrival of an abusive partner or an irate customer) immediately inform your Department Head or Supervisor or the most senior staff person in the facility.

IF YOU FEEL YOU ARE IN DANGER:

1. Get help; call 911.
2. Try to make another staff member aware of the issue so they can listen for signs of distress and/or call for help.
3. Do not fight back
4. Stay calm.
5. If possible, evacuate the building.
6. Keep in mind the vault can be used as a safe place to shelter in place. A 911 only cell phone is there to call for help

Names of people who can be contacted for information or explanation on this plan:

Paula Scott, Town Manager

Chris Bailey, Public Safety Director/Emergency Evacuation Coordinator

Tammy Ewing, Human Resources

TRAINING

Before implementing the Emergency Action Plan the Town of Hampden shall train all their Municipal Office employees so that they can all assist in the safe and orderly emergency evacuation of the Municipal Building complex.

1. Initially when the plan is developed, or the employee is first assigned to a job.
2. Whenever the employee's responsibilities or designated actions under the plan change.
3. Whenever the plan is changed.

The Town of Hampden will review what each employee must know to protect all affected employees in the event of an emergency. This written plan will be kept in the Emergency Action Plan Procedure Manual, which is in the Front Office under the front office window counter and will be available on the Town's website www.hampdenmaine.gov.

Periodic fire drills may be conducted. Your life and the lives of others will depend on your cooperation.

Acknowledgement of Receipt and Understanding of Policy:

Each Employee shall read and sign the acknowledgement, which will then be placed into their personnel file in the Human Resources office.

Employee: _____

Signature

Employee: _____

Print Name

Witness Signature _____

ADDRESSES AND TELEPHONE NUMBERS

Town Office	106 Western Ave	862-3034
Library	269 Main Rd. North	862-3550
Highway Garage	Canaan Road	862-3337
Public Safety	106 Western Ave	862-4000
Pool	146 Western Ave	862-4305
Sewer Dept	106 Western Ave	862-3337
Recreation	1 Main Rd North	862-6451

EMERGENCY TELEPHONE NUMBERS

EMERGENCY	911
HAMPDEN PUBLIC SAFETY DEPARTMENT	862-4000
DIG SAFE	1-888-344-7233
STATE POLICE	1-800-452-4664
COUNTY SHERIFF'S DEPARTMENT	778-2680
MAINE DEPARTMENT OF ENVIRONMENTAL PROTECTION	1-800-769-1036
NORTHERN LIGHT EMMC	973-7000
POISON INFORMATION CENTER	1-800-442-6305
VERSANT	973-2000
BANGOR WASTE WATER TREATMENT PLANT	992-4470