



Emergency Preparedness and Business Continuity Plan

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Purpose

The purpose of this Emergency Preparedness and Business Continuity Plan is to provide a systematic approach to prepare and to follow in the event of an emergency or disaster and the process of recovery.

Emergencies, disasters, accidents and injuries can occur at any time and without warning. Being prepared physically and mentally to handle emergencies is an individual as well as an organizational responsibility.

This plan has been developed to protect staff and visitors and to restore the critical business functions of the Houma-Terrebonne Chamber of Commerce.

The Chamber's priorities in any emergency are:

- The safety and well being of Chamber employees and guests.
- Securing and restoration of the building and equipment.
- Recovery to quickly resume services to Chamber members and the business community at large.

To ensure that the Houma-Terrebonne Chamber of Commerce continues its mission after a disaster strikes, this plan integrates business continuity planning principles.

Even if the Chamber's building is unharmed by an event and all of the Chamber's employees are unhurt, a disaster can threaten the continuation of the Chamber's survival. If many of the Chamber's member businesses are severely impacted by a disaster, Chamber revenues could be lost at a time when the Chamber is experiencing increased costs to recover.

Objectives

The objective of the Emergency Preparedness and Business Continuity Plan is to minimize the critical decisions to be made in a time of crisis, and to facilitate the timely recovery of the Chamber's core business functions.

Key Components

- Planning and preparation
- Crisis management
- Response
- Recovery

Critical Business Functions

Chamber mission is to support and develop the economy of Terrebonne Parish. After a disaster, the Houma-Terrebonne Chamber of Commerce's mission shifts to support our members' and the community's recovery efforts.

The Chamber works throughout the year to identify infrastructure needs to protect our community from hazards such as hurricanes, and the Chamber works closely with area legislators to obtain funding to build projects like new levee systems.

The Chamber is an active participant in the emergency planning process, lead by our local Terrebonne Parish Office of Homeland Security & Emergency Preparedness (OHSEP). In addition, the Chamber works with local, state and Federal agencies through opportunities such as public hearings, and works to gain knowledge of various governmental recovery programs available to business, such as financial assistance programs.

After an event, the Chamber shifts its focus on assisting member businesses with their recovery efforts. The Chamber strives to be a resource entity to its member businesses, as well as assist in securing national and international assistance for community recovery efforts.

Needed for critical functions:

- Office space
- Communication systems such as phone and internet service
- Laptop computers with basic business software
- Vital data and files such as contact lists and recovery program information

Declaration of Emergency

In the event that an emergency situation or disaster occurs, the employee first aware of the situation is responsible for contacting the Chamber President immediately.

The Chamber President is responsible for the decision to close the Chamber office and determining whether employees will report to work.

The Chamber President will arrange for a location that the Chamber can operate from if an event prevents the building from being used.

The Chamber President shall delegate responsibility for emergency decisions in the event of his/her absence.

If an emergency occurs due to fire, flood, hurricane, tornado, bomb threat, or any life-threatening emergency, any employee is authorized to evacuate the building in the Chamber President's (or delegate's) absence.

Continuity of Management

President / CEO

In the event of an emergency requiring Chamber President succession, the senior staff member in consultation with the Chairman of the Board will manage the day to day operations in accordance with the Houma-Terrebonne Chamber of Commerce policies and procedures.

Board of Directors

During the continuation of an emergency, the Executive Committee will be authorized with all powers of the Board of Directors if there are not sufficient Board members for a quorum. In the event there is no quorum for the Executive Committee, those from the Board who remain will serve, along with remaining Executive Committee members, as an Emergency Management Committee with all the powers of the Board during the continuation of an emergency.

Media Protocol

The Chamber President will act as the Public Information Officer (PIO) and is responsible for all statements to the media. Employees are not permitted to make statements to the media on behalf of the Houma-Terrebonne Chamber of Commerce.

Training and Drills

The Chamber President is responsible for training programs to increase safety awareness among the staff. All staff should be familiar with the Emergency Preparedness Plan and procedures. All staff shall be instructed in the operation of fire extinguishers and fire drills should be conducted periodically, at least once per year. Staff is encouraged to obtain CPR training which is available from community resources at the Chamber’s expense.

Staff Responsibilities

An emergency event can occur at an employee’s home, in part of or throughout the community, or at the Chamber building.

Chamber staff members are responsible for making every attempt to contact the Chamber President as to their location and safety.

Staff Contact Information

The Chamber will regularly update and maintain an employee roster with all available contact information.

Staff Contact Information

Name	Title	Mobile Phone	Text Service	Alt Phone	Evacuation Address
Drake Pothier	President / CEO	985-870-1833	Yes	985-209-8358	
Angelle Percle	Comm. Director	985-860-1786	Yes		
Kay Thibodeaux	Membership Coord.	985-856-2539	Yes		

Jessica Verret	Office Manager	985-217- 0662	Yes
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Staffing Resources

In the recovery effort, the Chamber may make use of resources available from other Chamber of Commerce organizations in the region and assistance from the Chamber’s member businesses to supplement any loss of staff and when demands require additional assistance.

Emergency Notification

The Chamber will use various available mediums to inform staff, board members and visitors about emergency incidents.

Staff Alerts

During an incident, the Chamber President or other Chamber staff members may provide the first alert of an emergency situation.

Fire Alarm

When the fire alarm is activated, follow emergency procedures for Fire.

Telephone

During an emergency, the office phone system is one means that will be utilized to notify staff. Cellular telephones are another means including using text messaging services. It is important that everyone ensures that their staff contact information is current.

Internet E-mail and Text Service

Email messages or messages via text service with the subject “Emergency Notification HT Chamber” may be utilized as another means of communication.

Emergency Authorities or Personnel

During an emergency, the Police, Fire or other emergency authority personnel may alert the Chamber of an incident. Follow the instructions of emergency authorities.

Key Contacts

The Chamber will maintain throughout the year all business, governmental, media, utilities and other resource contact information in hardcopy and digital form. Contact information will include physical address (alternative location), all available telephone numbers (voice and fax), cellular (including text) and internet addresses. The contact files will be included with files designated in the computer backup plan.

Suppliers / Vendors

The Chamber is not dependant upon any one supplier or dependant upon any particular product to continue the Chamber's critical business function.

In the event that the building is damaged, pre-selected contractors will be included in the Key Contacts list to obtain repair services.

Equipment / Vehicles

The Chamber does not depend upon specialized equipment to carry out critical business functions. Laptop computers, printers and other small, common office equipment are required.

The Chamber does not own nor depend upon specialized vehicles to conduct critical business functions. Employee owned vehicles are used by staff for business functions and are reimbursed for their travel expense.

Voice / Data Communications

The Chamber does not depend upon specialized communications equipment to carry out critical business functions. A high speed internet connection is required in order to access the Chamber's Web-based membership database and e-mail newsletter systems.

Vital Records

The Chamber President is responsible for ensuring that records and data vital to the continuation and recovery of the Chamber are identified and protected. Vital records need to be backed up on one or more media and maintained off site in a protected environment.

Records that meet any of the following criteria will be considered vital.

- Required for the Chamber's success
- Required for legal reasons
- Required by a regulatory agency
- Required to support recovery efforts

Examples of vital records include employee data, payroll, financial and banking records, customer contact lists, and insurance policies. During an event, records of expenses may be needed to support insurance claims.

Computer Equipment and Software

The Chamber staff will utilize laptop computers to continue operations in the event that the Chamber offices are not suitable for operations.

The Chamber is not reliant upon specialized computer hardware or software to conduct critical business functions. Basic PC desktop or laptop computers are required. Microsoft Office products are the current Chamber standard and the accounting system program Quick Books is required.

The Chamber’s database and e-mail newsletter systems are Web-based and do not require software.

Emergency Resource Agencies

The Terrebonne Parish Office of Homeland Security / Emergency Preparedness is responsible for the coordination of actions needed to protect the lives and property of the residents of Terrebonne Parish when threatened from natural disasters, as well as man-made occurrences such as hazardous material incidents.

The Office of Homeland Security / Emergency Preparedness operates from the Parish’s Emergency Operations Center (EOC). It is the primary site for direction and control of emergency operations. The EOC is linked with the 911 Communications Center, sheriff, police, fire, medical and all parish service departments’ work together to form the parish’s emergency team.

Emergency Resource Agencies

ALL EMERGENCIES	911
Fire, Sheriff, EMS	911
Poison Control Center	800-222-1222
NON-EMERGENCY NUMBERS	
Terrebonne Parish Consolidated Government	985-868-5050
Terrebonne Parish Office of Homeland Security / Emergency Preparedness	985-873-6357
Hazardous Materials	985-873-6357
American Red Cross	985-447-3229
TRAC (Readiness Action Committee)	985-851-2952
Council on Aging	985-868-8411
Houma Central Fire Station	985-873-6391
Bayou Black Volunteer Fire Station	985-879-3359
Terrebonne Levee District	985-868-8523
Houma Police Department	985-873-6371
State Police Troop C	985-857-3680
	985-659-5907
State Police Road Closures	985-469-4828

Emergency Relocation Sites

In the event that the Chamber building is not available due to an event, an alternative location may be necessary to resume operations. The Chamber has a Memorandum of Understanding with the Thibodaux Chamber of Commerce to share space in the event either organization has an event making their building unsuitable for operations.

Emergency Relocation Sites

Primary	Thibodaux Chamber of Commerce 318 East Bayou Road Thibodaux, LA 70301-8036	985-446-1187
Secondary	Place Name Address Address	985-000-0000

Emergency Supplies

Supplies to be kept on hand in a watertight container for use in the event of an emergency

Emergency Supply Kit Supplies			
1	First aid kit with manual	1	Basic tool kit
5	Flashlights / batteries	6	Work gloves
1	NOAA Weather Radio	6	Rubber, latex gloves
3	Duck tape	5	Eye goggles, safety glasses
1	Plastic garbage bags	10	Bottled water (1 gal/person/day)
3	Plastic sheeting, rolls		Non-perishable food (3 days)
1	Camera / storage discs	24	N95 Dust or filter masks
5	Germicidal hand wipes	12	Paper Towels, rolls
4	Hand sanitizer	5	Matches / lighters
5	Zip top bags	1	Bleach, non-scented
4	Blankets	1	Scissors

The kit should be kept in a designated place, which is cool and dry. The kit should be checked regularly to ensure that all items are not beyond their “use by” or expiration date.

Emergency to Go Box

An “Emergency to Go Box” shall be assembled and maintained for use in the event of an emergency or event which requires evacuation or relocation of the operations. The Chamber President will delegate a staff person responsible for the kit. The kit should include:

Emergency To Go Box Supplies			
10	Legal pads (8 ½ x 11)	1	Staff directory
10	Legal pads (4 x 5)	1	Road Maps
10	Ball point pens	5	Disaster Plan document
1	Marker set	5	Flashlights, batteries
25	Label sheets	2	First aid kit
1	Local phone directories		

Emergency Procedures

General Building Evacuation Procedure

Some disasters will require employees to leave the workplace quickly. The Chamber staff needs to know how to get out of the building in the event of an emergency.

A floor plan of the site buildings and grounds, which indicates the location of all exits, utility shut-offs, fire extinguishers, and emergency equipment and supplies, shall be posted, maintained and updated, as necessary. All staff members should familiarize themselves with the building's exit routes.

The Chamber President or designee will notify employees when evacuation of the building is necessary. A building alarm, such as the fire detection system, may also notify staff of an emergency event.

The following steps to exit the Chamber building in the event of a emergency is intended to minimize confusion, time to exit, and to account for all staff safely.

What to do:

1. Call 911 immediately to report situation if appropriate
2. Only if time permits:
 - Get personal items from desk (keys, purse, etc.)
 - Turn off coffee pots, computers, copiers and other electrical devices
 - Forward phones to voice mail or remote location
3. Exit the building through nearest exit door. If the nearest door is close to the emergency, go to another exit door – refer to evacuation diagram.
4. After exiting building, report to designated assembly area location.
5. Perform a roll call to ensure everyone has safely evacuated the building.
6. Remain at the assembly area until released by the Chamber President or his/her designee.

Key points:

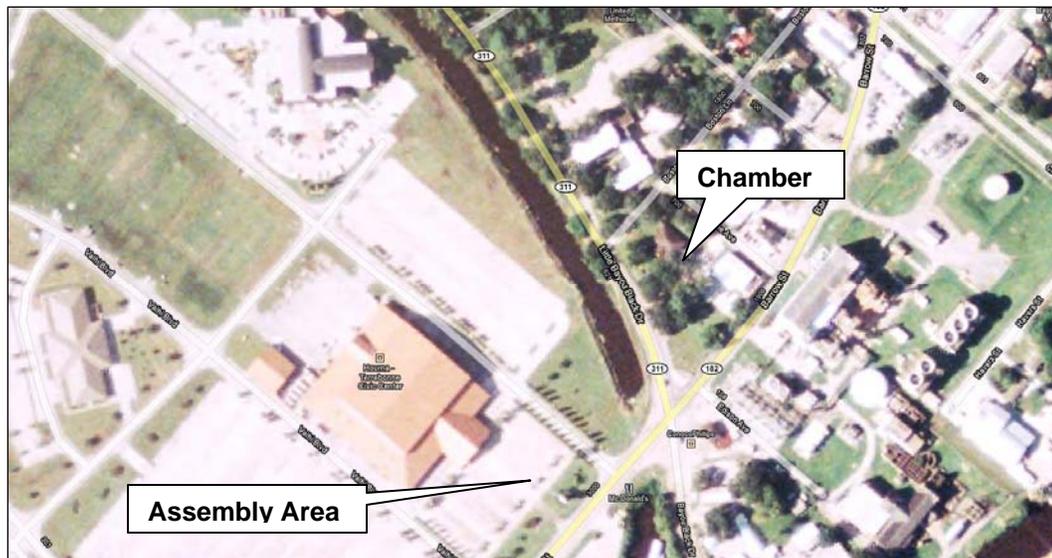
- Know where the nearest exit is located
- Respond quickly, but do not panic

Assembly area

The Chamber President will designate an outdoor assembly area where staff and visitors will gather whenever the building is evacuated.

If the Chamber building must be evacuated, staff and visitors should be directed to the designated assembly area. The assembly area is the parking lot located in front of the Houma-Terrebonne Civic Center.

Assembly Area Map



Shelter-In-Place Procedure

In some situations, local authorities may instruct the public to remain indoors and shelter-in-place.

If authorities believe the air is contaminated with a chemical (often odorless), they may instruct the public to shelter in a sealed room to temporarily protect against contaminated air. A sealed room with a floor size of ten feet square will provide enough air to prevent carbon dioxide build-up for up to four to five hours.

Prepare:

- Review annually the shelter-in-place procedures.
- Create checklists for each responsibility.
- Assign specific duties to employees in advance, train employees as alternates.
- Select a specific room to use if authorities instruct the public to shelter in a sealed room.
- To save critical time, pre-measure and cut plastic sheeting for each opening in the shelter room.

What to do:

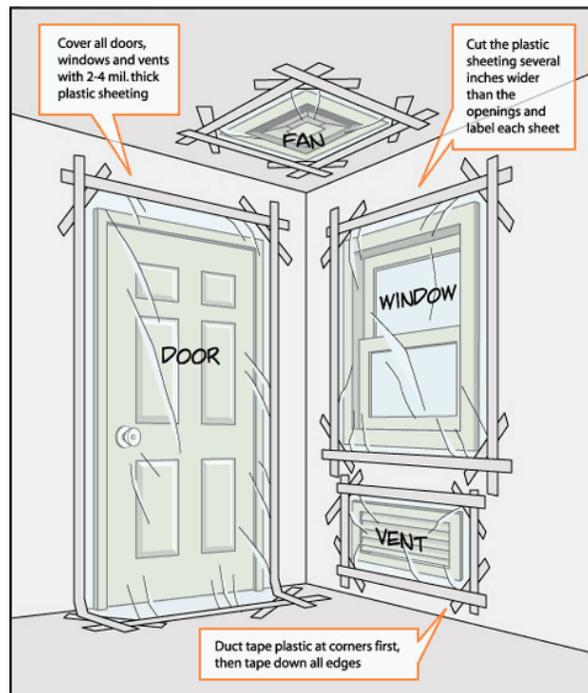
- Account for all workers and visitors, take a head count.
- Assign specific duties.
- Locate emergency supply kit.

If told to “seal the room”

1. Close operations.
2. Lock doors, close windows, air vents and fireplace damper.
3. Turn off fans, air conditioning and heating systems.
4. Choose a room, preferably an interior room with as few windows and doors as possible.

5. Take emergency supply kit to shelter room.
6. Seal all windows, doors, and air vents with plastic sheeting and duct tape. Seal any gap. (See Shelter-In-Place diagram)
7. Monitor radio or TV news for official news and instructions.
8. After the emergency has passed, ventilate the shelter room.

Shelter-In-Place, Sealed Room Diagram



Natural Hazards

Severe Weather

Severe weather, such as thunderstorms can produce tornadoes, high winds, hail, lightning, and flooding, which can create dangerous situations.

The Chamber will purchase and operate on a continuous basis a National Oceanographic and Atmospheric Administration or NOAA weather radio. A NOAA weather radio automatically alerts you when a watch or warning is issued in your area. In addition, the NOAA weather radio can alert you to announcements from the Department of Homeland Security. The Chamber staff should ensure that batteries for backup power area available.

What to do:

- Shutter windows and secure doors if time permits.
- Lower blinds and windows
- Remove objects from outside that could become a projectile.
- Secure your immediate work area and work together to secure common areas.
- Find shelter in the interior of the building, seek shelter in a hall or center most room or closet, away from windows until the danger has subsided. For extra protection, get under a sturdy piece of furniture.
- Stay away from freestanding objects.
- If time permits, move emergency supply kit to shelter location.
- Do not attempt an evacuation unless the situation warrants or when so ordered by local Fire, Police or other authorities. Follow evacuation procedures.

Terms to know:

Tornado

A violently rotating column of air, usually pendant to a cumulonimbus, with circulation reaching the ground. It nearly always starts as a funnel cloud and may be accompanied by a loud roaring noise. On a local scale, it is the most destructive of all atmospheric phenomena.

Severe Thunderstorm

A thunderstorm that produces a tornado, winds of at least 58 mph, and/or hail at least ¾" in diameter. Structural wind damage may imply the occurrence of a severe thunderstorm. A thunderstorm wind equal to or greater than 40 mph and/or hail of at least ½" is defined as approaching severe.

Flash Flood

A flood which is caused by heavy or excessive rainfall in a short period of time, generally less than 6 hours. Also, at times a dam failure can cause a flash flood, depending on the type of dam and time period during which the break occurs.

Understand severe weather warnings:

Tornado Watch

Tornadoes are possible in your area. Remain alert for approaching storms. Know what counties or parishes are in the watch area by listening to NOAA Weather Radio or your local radio/television outlets.

Severe Thunderstorm Watch

Tells you when and where severe thunderstorms are likely to occur. Watch the sky and stay tuned to know when warnings are issued.

Flash Flood Watch

Issued to indicate current or developing hydrologic conditions that are favorable for flash flooding in and close to the watch area, but the occurrence is neither certain or imminent.

Tornado Warning

A tornado has been sighted or indicated by weather radar.

Severe Thunderstorm Warning

Issued when severe weather has been reported by spotters or indicated by radar. Warnings indicate imminent danger to life and property to those in the path of the storm.

Flash Flood Warning

Issued to inform the public, emergency management, and other cooperating agencies that flash flooding is in progress, imminent, or highly likely.

Hurricane

A "hurricane" is the most severe category of the meteorological phenomenon known as the "tropical cyclone."

The primary hazards associated with hurricanes are storm surge, high winds, heavy rain, and flooding, as well as tornadoes.

Hurricane season starts June 1 and continues to November 30. September is the most active month for hurricanes.

Terms to know:

Tropical Cyclones

Tropical cyclones are low pressure systems that have thunderstorm activity with a defined surface circulation in counterclockwise rotation.

Tropical Depression

A tropical depression is a tropical cyclone that has winds of 38 mph or less.

Tropical Storm

A tropical storm is a tropical cyclone that has winds reaching 39-73 mph.

Hurricane

When the winds of a tropical cyclone exceed 74 mph, the storm is considered to be a hurricane.

Storm Surge

A storm surge is a large dome of water, 50 to 100 miles wide, that sweeps across the coastline near where a hurricane makes landfall. Storm surge is the greatest potential threat to life and property associated with hurricanes.

Saffir Simpson Hurricane Scale

The Saffir-Simpson Hurricane Scale defines hurricane strength by categories. A Category 1 storm is the weakest hurricane (winds 74-95 mph); a Category 5 hurricane is the strongest (winds greater than 155 mph).

Saffir-Simpson Hurricane Scale Categories and Likely Effects

Scale	Damage	Storm Surge
1	Winds 74-95 mph: No real damage to building structures, Damage primarily to unanchored mobile homes, shrubbery, and trees. Also, some coastal road flooding and minor pier damage.	4-5 feet
2	Winds 96-110 mph: Some roofing material, door, and window damage to buildings. Considerable damage to vegetation, mobile homes, and piers. Small craft in unprotected anchorages break moorings.	6-8 feet
3	Winds 111-130 mph: Some structural damage to small residences and utility buildings with a minor amount of curtainwall failures, Mobile homes are destroyed. Flooding near the coast destroys smaller structures with larger structures damaged by floating debris. Terrain may be flooded well inland.	9-12 feet
4	Winds 131-155 mph: More extensive curtainwall failures with some complete roof structure failure on small residences. Major erosion of beach areas. Major damage to lower floors of structures near the shore Terrain may be flooded well inland.	13-18 feet
5	Winds greater than 155 mph: Complete roof failure on many residences and industrial buildings. Some complete building failures with small utility buildings blown over or away. Major damage to lower floors of all structures located near the shoreline. Massive evacuation of residential areas may be required.	Greater than 18 feet

*In operational use, the scale corresponds to the 1-minute average sustained wind speed as opposed to gusts which could be 20 percent higher or more.

The category of the storm does not necessarily relate directly to the damage it will inflict. Lower category storms (and even tropical storms) can cause substantial damage depending on what other weather features they interact with, where they strike, and how slow they move.

Typically, the more intense the storm (in terms of the Saffir-Simpson Hurricane Scale), the more wind damage a community will sustain, particularly if it does not have an effective mitigation program and has not prepared in advance for the storm. Tropical storm-force winds (39-73 mph) can also be dangerous, and it is wise to have evacuations completed before they reach your area.

Hurricanes (and some tropical storms) typically produce widespread rainfall of 6 to 12 inches or more, often resulting in severe flooding. Rains are generally heaviest with slower moving storms (less than 10 mph). The heaviest rain usually occurs to the right of the cyclone track in the period 6 hours before and 6 hours after landfall.

Tornadoes are most likely to occur in the right-front quadrant of the hurricane. However, they are also often found elsewhere in the rain bands. Typically, the more intense a hurricane is, the greater the tornado threat.

Understand severe weather warnings:

Hurricane Watch

Hurricane conditions, heavy rain, tidal flooding, and winds above 75 mph are possible in the specified area of the watch within 36 hours.

Hurricane Warning

Hurricane conditions are expected in the specified area within 24 hours.

Prepare:

- Distribute to staff the “Louisiana Storm Survival Guide” from TRAC at start of hurricane season.
- Distribute to staff the official Louisiana Evacuation Route Map.
- Encourage each employee to prepare a family disaster plan.
- Have method of notifying employees concerning work status before and after storm.
- Remove damaged or diseased limbs from nearby trees.
- Update staff contact information.

What to do:

When a hurricane watch is in effect:

- Each employee should fill their family’s critical medicines.
- Secure outdoor objects on the property.
- Board windows and/or close storm shutters.
- Clear clogged drains, gutters, and downspouts
- Monitor radio or TV for advisory information

When a hurricane warning is issued:

- Continue to monitor radio or TV for advisory information.
- Turn off utilities if instructed to do so.
- Evacuate if directed to do so by local authorities, follow their instructions.

When a hurricane strikes:

- Stay indoors during hurricane and away from windows and glass doors.
- Don’t attempt to drive anywhere
- Unplug electrical equipment
- Close all doors inside building.
- Avoid using phone except for emergencies
- Take refuge in small interior room, closet or hallway on lowest level
- Lie on the floor under a table or sturdy object

After a hurricane:

- Stay tuned to new media for updates.
- Stay inside until authorities give an “all clear” report
- Look for downed power lines leading to the building, stay clear of downed lines.
- Do not go sightseeing, as the roads may be filled with debris and you can hamper the recovery operation.

If you evacuate:

- Consult Louisiana official evacuation route maps to plan trip.
- Follow recommended evacuation routes.
- Do not take shortcuts as they may be blocked.
- Leave early enough to avoid being trapped by severe weather.
- Be alert for washed-out roads and bridges. Do not drive into flooded areas.
- Stay away from downed power lines.
- Contact the Chamber President or the delegate to discuss when you are to return to work.

Fire

Fire is the most common of all business disasters. Fires can spread quickly, becoming life threatening in two minutes and engulfing a structure in five minutes. While flames are dangerous, heat and smoke can be more dangerous and can sear your lungs. As a fire burns, poisonous gases are emitted than can cause you to become disoriented or drowsy. The leading cause of fire-related deaths is asphyxiation.

Prepare:

- Draw and post floor plan with at least two ways of escaping every room.
- Install A-B-C type fire extinguishers.
- Know where and how to shut off utility services.
- Ensure hallways are kept clear of any obstructions.
- Enforce policy against candles and smoking within the building.
- Reduce clutter, as it is a fuel source and can block exits.
- Make sure windows are not nailed or painted shut.
- Do not use gasoline, or similar flammable liquids indoors. Store flammable liquids in approved containers in well-ventilated storage areas.
- Use caution when using portable heating devices.
- Replace extension cords that are damaged, and do not overload extension cords or outlets.

Monthly:

- Inspect, test and clean smoke detectors and fire extinguishers for proper operation and document maintenance efforts.
- Inspect cleaning supplies and other chemicals to ensure they are properly stored.
- Dispose of excessive or unneeded chemicals, paper products and other combustible materials

Annually:

- Inspect Chamber building(s) inspected for fire safety; and compliance with fire codes and regulations.
- Review evacuation route plans and procedures to ensure they are current.
- Practice how to evacuate in the event of a fire, at least on an annual basis.
- Educate staff on the proper use of fire extinguishers.
- Replace the batteries in smoke detectors.
- Meet with insurance agent to ensure that the Chamber has adequate insurance coverage.

What to do:

In the event of a fire, don't risk life to save property!

1. No matter how small the fire, immediately notify the fire department by calling 911.
2. Staff may attempt to extinguish the fire using fire extinguishers in the building as soon as possible, avoiding possible injury and not taking excessive risk.
3. Notify all occupants, to leave the building, and proceed to the designated assembly area.
4. If smoke is evident in the corridor of the nearest exit, use an alternate route.
5. If you must use an escape route where there is smoke, stay as low as possible. Crawling lets you breathe the cleaner air near the floor as you move toward the exit.
6. Leave the fire area as quickly as possible, closing the door to the room where you saw the fire.
7. Close all doors that you pass through on your escape.
8. Proceed directly to the nearest fire exit.
9. Before you open a closed door, feel it with the back of your hand. If it is hot, leave it closed and use an alternative escape route. If it feels normal, brace your body against the door and slightly open the door; be prepared to shut the door quickly if heat or smoke starts to rush in.
10. Proceed to the designated assembly area and gather with fellow employees and visitors. Take a headcount to determine if anyone has not left the building.
11. Do not go back inside the building.

If your clothes catch on fire, you should **stop, drop and roll** until the fire is extinguished. Running only makes the fire burn faster.

Immediate treatment for burn victims:

1. Call for emergency medical attention.
2. Remove all burned clothing. If clothing adheres to the skin, cut or tear around burned area.
3. Remove all jewelry, belts, tight clothing from the burned areas and from around the victim's neck. Burned areas swell immediately.
4. For thermal burns, caused by flame, steam, hot liquid or contact with hot surface: stop the burning process using low-pressure, cool water. For chemical burns, if chemical in powder form, brush off as much of the chemical as possible before using low pressure water.

Technological Hazards

Hazardous Materials Incidents

Chemicals are found everywhere. But, chemicals also can be hazardous to humans or the environment if used improperly. You are at risk if a chemical is used unsafely or released in harmful amounts into the environment.

If authorities believe the air is contaminated with a chemical (often odorless), they may instruct you to shelter in a sealed room to temporarily protect against contaminated air.

Prepare:

- Ensure the disaster supply kit is maintained.

What to do:

- Listen to radio or TV stations for detailed information and instructions from official emergency response authorities.
- Follow the evacuation instructions or shelter-in-place procedure as instructed by authorities immediately.

If you have come in contact with or have been exposed to hazardous chemicals:

- Follow decontamination instructions from authorities. You may be advised to shower, or to stay away from water and follow another procedure.
- Seek medical treatment from unusual symptoms as soon as possible.
- Place exposed clothing and shoes in tightly sealed containers. Do not allow them to contact other materials. Call authorities to find out about disposal.
- Advise everyone who comes in contact with you that you may have been exposed to a toxic substance.

Household Chemical Emergencies

Nearly every household chemical uses products containing hazardous materials or chemicals. Many similar products or chemicals are found in the workplace as well.

Examples:

Drain cleaners	Herbicides
Wood / metal polishes	Insecticides
Toilet cleaners	Ant, roach sprays and baits
Tub, tile, shower cleaners	Mouse, rat poisons
Bleach	Adhesives and glues
Motor oil	Paint thinners, strippers
Air conditioning refrigerants	Mercury thermostats / thermometers
Automotive batteries	

Although the risk of a chemical accident is slight, knowing how to handle these products and how to react during an emergency can reduce the risk of injury.

A Material Safety Data Sheet (MSDS) is a form containing data regarding the properties of a particular substance. A MSDS is intended to provide workers and emergency personnel with procedures for handling or working with that substance in a safe manner and includes information such as physical data, storage, disposal, protective equipment, and spill handling procedures.

A Material Safety Data Sheet for the products contained in the building should be collected and maintained in a readily available file or location. Material Safety Data Sheets can be obtained from the product manufacturer, and many can be downloaded from the web.

Prepare:

- Inspect the building to determine where and what chemicals are stored.
- Check product labels to ensure that the product is used, stored, and disposed according to the manufacturer's directions.
- Store chemicals in places where children cannot access them.
- Buy only as much of a chemical as you think you will use.
- Obtain a MSDS for each product.
- Keep products containing hazardous materials in their original containers and never remove the labels unless the container is corroding. Corroding containers should be repackaged and clearly labeled.
- Never store hazardous products in food containers.
- Never mix household hazardous chemicals or waste with other products.
- Post the phone number of the emergency medical services (911) and the poison control center by all telephones. The National Poison Control Center number is (800) 222-1222.

What to do:

- Follow the manufacturer's instructions for the proper use of the household chemicals.
- Never smoke while using household chemicals.
- Never use cleaning solutions, paint products or pesticides near an open flame.
- Clean up any chemical spill immediately. Use rags to clean up the spill, wear gloves and eye protection. Allow the fumes in the rags to evaporate outdoors, then dispose of the rags by wrapping them in newspaper and place them in a sealed plastic bag in the trash can.
- Dispose of hazardous materials correctly. Take household hazardous waste to a local collection program.

Recognize the symptoms of toxic poisoning:

- Difficulty breathing
- Irritation of the eyes, skin, throat, or respiratory tract
- Changes in skin color
- Headache or blurred vision
- Dizziness
- Clumsiness or lack of coordination
- Cramps or diarrhea

For medical attention:

- Call emergency medical services (911) and or the poison control center (800) 222-1222.

If danger of fire or explosion:

1. Exit building immediately.
2. Call the fire department (911) from neighbor's phone or cell phone.
3. Stay upwind and away from building to avoid breathing toxic fumes.
4. Proceed to designated assembly area.

If you have come in contact with or have been exposed to household chemicals:

1. Call emergency medical services.
2. Find or have someone find any containers of the substance that are readily available in order to provide requested information.
3. Follow the emergency operator or dispatcher's first aid instructions carefully. Do not give anything by mouth unless advised to do so by a medical professional.
4. Discard clothing that may have been contaminated as some chemicals may not wash out completely.

Human Events

Pandemic Flu

A flu pandemic occurs when a new influenza virus emerges for which people have little or no immunity, and for which there is no vaccine. The flu spreads easily from person to person when a person coughs or sneezes. The pandemic flu causes serious illness and even death, and can infect an entire community in a matter of days. Many things we take for granted may be temporarily disrupted including transportation, food and water, health care, work, and schools. A pandemic flu has occurred in the past and public health officials believe that another pandemic flu will happen in the future. The US government expects 25% of the population will become ill during a flu pandemic.

If available, a vaccination against the flu is the best way to prevent the disease.

Understand:

- Symptoms include fever, body aches, runny nose, sore throat, nausea, vomiting, and diarrhea.
- The incubation period of the infection is about two days and an infected person can be infectious to others for at least seven days.
- The flu virus can live on hard surfaces or objects up to eight hours. Flu viruses may be spread when a person touches a hard surface where the virus has landed and then touches his or her eyes, nose or mouth.

What to do:

Take precautions:

- Use elbows or arms to open doors, when possible.
- Press the elevator button with a knuckle or back of the hand.
- Place hand sanitizers in convenient locations throughout the building to promote use.
- Do not use other worker's phones, desks, offices, and other work tools.
- Carry and use sanitizing hand hygiene gel frequently.
- When using public bathroom, use a paper towel to shut off the water, turn out lights or flush a toilet.
- Wash hands with soap and warm water for at least 20 seconds.
- Avoid close contact with sick people.
- If exposed or sick, isolate or quarantine yourself.
- Limit travel.
- Cover your nose and mouth with a tissue when you cough or sneeze, then dispose of the tissue. If you don't have a tissue, cough or sneeze into your sleeve, not your hands.
- Avoid touching your eyes, nose or mouth.
- If you get sick, stay home from work and limit contact with others to keep from infecting them. Contact your health care provider.

In the event of a pandemic flu:

- Stay informed by listening for news and specific instructions from local public health and emergency management officials.
- Respiratory masks (N95), disposable gloves, and safety goggles will be provided.
- All work surfaces and frequently touched areas will be disinfected often.
- If necessary, the building may be restricted, allowing entry of only those authorized by the Chamber President and wearing proper personal protection (mask, gloves, and goggles).
- The Chamber President may request some staff members to work from a computer at home to continue essential Chamber functions.

Bomb Threat

While 95% of bomb threats are hoaxes, all bomb threats should be treated as a serious matter. Most bomb threats are made by telephone.

What to do:

If you receive a call:

1. Get as much information from the caller as possible and record everything that is said. Note the exact time of the call. Ask:
 - Who is the bomb going to explode?
 - Where is the bomb?
 - What does it look like?
 - What kind of bomb is it?
 - What will cause the bomb to explode?
 - Did you place the bomb?
 - What is your name?
 - Write down the phone number from Caller ID.
 - Try to determine gender, age and motivation.
 - Listen for background noise.
2. Notify emergency authorities, call 911.
3. Do not touch or disturb any suspected bomb!
4. Do not turn on or off or otherwise create static electricity.
5. Follow emergency authorities' instructions, notify everyone in the building and evacuate the building.
6. As you leave the room and building, visually sweep the area to look for suspicious items.
7. If a suspicious package was delivered, do not touch. Inform emergency authorities. US Postal Service screens all packages.

If there is an explosion:

1. Get under a sturdy table or desk if things are falling around you. When they stop falling, evacuate the building immediately, watching for hazards and falling debris.
2. Do not retrieve personal belongings or make phone calls.
3. Proceed to the designated assembly area.

Suspicious Letters, Packages, and Unknown Substances

What to do:

1. Do not smell, touch, or shake the package or letter.
2. Wash hands with soap and water if you touched the item.
3. Notify emergency authorities, call 911 for assistance.
4. Turn off HVAC ventilation system.
5. Notify everyone in the building, follow emergency authority instructions.

Violent, Criminal or Threatening Behavior

Violence in the workplace can have many sources. It may be a current or former disgruntled employee or an angry spouse or relative of an employee or someone with no relationship to staff. Violent behavior may come from someone as a random act or as a planned act to gain public attention.

What to do:

- Notify emergency authorities, call 911 for assistance.

For a shooting situation:

Each shooting incident is different and the overriding consideration is your safety and that of others in the building. These procedures are only a guide and your response must be based on your assessment of the specific situation.

- If safe to do so, evacuate the building.
- If you are unable to leave the building, lock the door to prevent the suspect(s) from entering the room. Barricade the door or entry points using furniture or any other method available. Turn off the lights, remain low and take cover.
- Proceed to the designated assemble area.
- Notify emergency authorities, call 911 for assistance.
- Provide as much information as possible.
 - Location of the incident and if the subject is still shooting.
 - Condition of the victim(s) and number of victims
 - Description of the suspect(s), physical, clothing, and vehicle.
 - Type of weapons used (hand gun, rifle, etc.).
 - Direction of travel or location of suspect(s).
- Follow instructions provided by emergency authorities.
- Remain at the designated assembly area until instructed by emergency authorities.

If you encounter an angry, threatening or potentially violent person:

- Avoid being alone with the person. Don't isolate yourself; always keep an open path for exiting. Don't let the person stand between you and the door.
- Signal a co-worker that you need help. (If you are under duress, prearranged code words)

- Acknowledge the person’s anger or frustration calmly; using empathetic language such as “I can see how upset you are.”
- Allow the person to vent his or her feelings and frustrations.
- Maintain eye contact.
- Be courteous and be patient. Present a calm caring attitude.
- Calmly tell the person that verbally abusive behavior is unacceptable; “When you yell at me, I find it hard to listen to you.”
- Avoid arguing, shouting, becoming hostile or threatening.
- Don’t touch the person or try to physically remove the person.
- Leave, the building if possible, notifying others.
- Notify emergency authorities, call 911 for assistance.

If taken hostage:

- Don’t speak unless spoken to, and then only when necessary.
- Don’t try to negotiate or offer suggestions.
- Don’t cry or complain.
- Don’t argue or challenge.
- Don’t make sudden movements.
- Maintain a low profile. Don’t be a hero.
- Resign to the situation and prepare to wait.

Web Resources

Be Ready Campaign	www.ready.gov
Department of Homeland Security	www.dhs.gov
Federal Emergency Management Agency	www.fema.gov
National Oceanic and Atmospheric Administration	www.noaa.gov
American Red Cross	www.redcross.org
Louisiana Department of Transportation (LADOTD)	www.dotd.state.la.us
LADOTD Hurricane Evacuation Route Map	http://www.dotd.state.la.us/maps/
Terrebonne Parish Consolidated Government	www.tpcg.org
Material Safety Data Sheets	http://www.ehso.com/msds.php
American Association of Poison Control Centers	http://www.aapcc.org
Louisiana Poison Center	www.Lapcc.org
Centers for Disease Control	www.cdc.gov
Flu.gov	www.pandemicflu.gov