**Emergency Action Plan**

|  |  |
| --- | --- |
| **For Funeral Home Name** |  |
| **Funeral Home Address** |  |
|  |

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**I. EMERGENCY CONTACT INFORMATION**

**A. Emergency coordinator**

The Emergency Coordinator is the person who serves as the main contact person for the Funeral Home in an emergency. The Emergency Coordinator is responsible for making decisions and following the steps described in this Emergency Action Plan. In the event of an emergency occurring within or affecting the worksite, the primary contact will serve as the Emergency Coordinator. If the primary contact is unable to fulfill the Emergency Coordinator duties, the alternate Emergency Coordinator contact will take on this role.

**Primary Emergency Coordinator**

|  |  |
| --- | --- |
| **Name** |  |
| **Telephone** |  |
| **Cell Phone** |  |
| **Email** |  |

**Alternate Emergency Coordinator**

|  |  |
| --- | --- |
| **Name** |  |
| **Telephone** |  |
| **Cell Phone** |  |
| **Email** |  |

**First Area/Floor Monitor**

|  |  |
| --- | --- |
| **Name** |  |
| **Telephone** |  |
| **Cell Phone** |  |
| **Email** |  |

**Second Area/Floor Monitor**

|  |  |
| --- | --- |
| **Name** |  |
| **Telephone** |  |
| **Cell Phone** |  |
| **Email** |  |

**B. EMERGENCY PHONE NUMBERS**

|  |  |
| --- | --- |
| Fire Department |  |
| Paramedics |  |
| Ambulance |  |
| Police |  |
| Local Emergency Shelter |  |
| Security (if applicable) |  |
| Building Manager |  |
| NFDA OSHA Hotline | 800-633-2674 |
| Poison Control Center |  |
| Hazardous Materials Removal |  |

**Utility Company Emergency Contacts**

*Specify name of the company, phone number, and point of contact.*

|  |  |  |
| --- | --- | --- |
| Electric | Phone |  |
| Contact |  |
| Water | Phone |  |
| Contact |  |
| Gas (if applicable) | Phone |  |
| Contact |  |
| Telephone Company | Phone |  |
| Contact |  |

**C. Emergency EQUIPMENT LOCATION**

*Specify location/s below.*

|  |
| --- |
| Fire Alarm: |
|  |
| Fire Extinguishers: |
|  |
| Fire Hose: |
|  |
| Automated External Defibrillator (AED): |
|  |

|  |
| --- |
| Quick Drench Shower: |
|  |
| Eyewash Station/s: |
|  |
| Emergency Communication Equipment: |
|  |
| Other: |
|  |
|  |

**Utility Shut-Off Locations**

|  |  |
| --- | --- |
| Electric Box |  |
| Water Cut-off |  |
| Gas Cut-off |  |

**First Aid Kits**

|  |  |
| --- | --- |
| Type of First Aid Kit |  |
| Location of First Aid Kit |  |
| Location of Other Supplies |  |

**D. Employees Trained in Emergency Procedures:**

The following employees have received training in the emergency procedures or equipment listed:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Name | |  | | | | | | |
| Telephone | |  | | | | Cell Phone | |  |
|  | **CPR** | |  | **AED** |  | | **First Aid** | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Name | |  | | | | | | |
| Telephone | |  | | | | Cell Phone | |  |
|  | **CPR** | |  | **AED** |  | | **First Aid** | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Name | |  | | | | | | |
| Telephone | |  | | | | Cell Phone | |  |
|  | **CPR** | |  | **AED** |  | | **First Aid** | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Name | |  | | | | | | |
| Telephone | |  | | | | Cell Phone | |  |
|  | **CPR** | |  | **AED** |  | | **First Aid** | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Name | |  | | | | | | |
| Telephone | |  | | | | Cell Phone | |  |
|  | **CPR** | |  | **AED** |  | | **First Aid** | |

**E. Employee emergency contact information**

|  |  |  |
| --- | --- | --- |
| **Employee Name** | **Contact Person and Telephone Number** | **Alternate Contact Person and Telephone Number** |
|  |  |  |
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### II. MEDICAL EMERGENCY

1. Call medical emergency phone number:

|  |  |
| --- | --- |
| Paramedics |  |
| Ambulance |  |
| Fire Department |  |
| Other |  |

1. Provide the following information:

a. Nature of medical emergency,

b. Location of the emergency (address, building, room number), and

c. Your name and phone number from which you are calling.

**IMPORTANT: STAY ON THE LINE. DO NOT HANG UP UNLESS DIRECTED TO DO SO.**

1. Call or contact Emergency Coordinator.
2. Do not move the injured or ill person unless the area is determined to be unsafe or you are directed to do so by police or medical professionals.
3. Call the following personnel trained in CPR, AED and/or First Aid to provide the required assistance prior to the arrival of the professional medical help:

|  |  |  |  |
| --- | --- | --- | --- |
| **CPR**: Name |  | Phone |  |
| **AED**: Name |  | Phone |  |
| **First Aid**: Name |  | Phone |  |

1. If personnel trained in First Aid are not available, as a minimum, attempt to provide the following assistance:
2. Stop the bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids).
3. Clear the air passages using the Heimlich maneuver in case of choking.
4. In case of rendering assistance to personnel exposed to hazardous materials, consult the Safety Data Sheet (SDS) and wear the appropriate personal protective equipment. Attempt first aid ONLY if trained and qualified.

### III. FIRE EMERGENCY

**REPORTING THE FIRE**

*When fire is discovered:*

* Stay calm – avoid panic and confusion
* Activate the nearest fire alarm (if installed)
* **Notify the Fire Department by calling**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | - |  | - |  |

* + If the fire alarm is not available, notify the Funeral Home personnel about the fire emergency.

*Fight the fire ONLY if:*

* + The Fire Department has been notified.
  + The fire is small and is not spreading to other areas.
  + Escaping the area is possible by backing up to the nearest emergency route exit.
  + The fire extinguisher is in working condition and personnel are trained to use it.

*Emergency Coordinator or Area/Floor Monitors should:*

* Disconnect utilities and equipment unless doing so jeopardizes his/her safety.
* Coordinate an orderly evacuation of personnel according to the Evacuation Plan beginning on page 12.
* If it can be done so safely, carry out the evacuation of any human remains from the preparation room, visitation or chapel rooms.

*Evacuation:*

* Follow the Evacuation Procedures beginning on page 12.

### IV. SEVERE WEATHER AND NATURAL DISASTERS

#### Tornado

* When a warning is issued by sirens or other means, seek inside shelter.

Proceed to the following:

* Small interior rooms on the lowest floor and without windows.
* Hallways on the lowest floor away from doors and windows.
* Rooms constructed with reinforced concrete, brick, or block with no windows.
* Stay away from outside walls and windows.
* Use arms to protect head and neck.
* Remain sheltered until the tornado threat is announced to be over.

#### Earthquake

* Stay calm and await instructions from the Emergency Coordinator or the Area/Floor Monitors.
* Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
* Assist people with disabilities in finding a safe place.
* Evacuate as instructed by the Emergency Coordinator and/or the Area/Floor Monitors. Follow Evacuation Procedures beginning on page 12.

#### Flood

*If indoors:*

* Be ready to evacuate as directed by the Emergency Coordinator and/or the Area/Floor Monitors.
* If evacuation is ordered, follow the Evacuation Procedures beginning on page 12.

*If outdoors:*

* Climb to high ground and stay there.
* Avoid walking or driving through flood water.
* If car stalls, abandon it immediately and climb to a higher ground.

#### Hurricane

* The nature of a hurricane provides for more warning than other natural and weather disasters. A hurricane watch issued when a hurricane becomes a threat to a coastal area. A hurricane warning is issued when hurricane winds of 74 mph or higher, or a combination of dangerously high water and rough seas, are expected in the area within 24 hours.

*Once* a *hurricane watch has been issued:*

* + - Stay calm and await instructions from the Emergency Coordinator or the Area/Floor Monitors.
    - Moor any boats securely, or move to a safe place if time allows.
    - Continue to monitor local TV and radio stations for instructions.
    - Move early out of low-lying area or from the coast, at the request of officials.
    - If you are you are on high ground, away from the coast and plan to stay, secure the building, moving all loose items indoors and boarding up windows and openings.
      * Collect drinking water in appropriate containers.

*Once* a *hurricane warning has been issued:*

* + Be ready to evacuate as directed by the Emergency Coordinator and/or the Area/Floor Monitors.
  + Leave areas that might be affected by storm. tide or stream flooding.

*During* a *hurricane:*

* Remain indoors and proceed to the following:
* Small interior rooms on the lowest floor and without windows.
* Hallways on the lowest floor away from doors and windows.
* Rooms constructed with reinforced concrete, brick, or block with no windows.

#### Blizzard:

*If indoors:*

* + Stay calm and await instructions from the Emergency Coordinator or the designated official.
  + Stay indoors!
  + If there is no heat:
* Close off unneeded rooms or areas.
* Stuff towels or rags in cracks under doors.
* Cover windows at night.
* Eat and drink. Food provides the body with energy and heat. Fluids prevent dehydration.
  + Wear layers of loose-fitting, light-weight, warm clothing, if available.

*If outdoors:*

* Find a dry shelter. Cover all exposed parts of the body.
* If shelter is not available:

Prepare a lean-to, wind break, or snow cave for protection from the wind.

Build a fire for heat and to attract attention. Place rocks around the

fire to absorb and reflect heat.

Do not eat snow. It will lower your body temperature. Melt it first.

*If stranded in* a *car or truck:*

* Stay in the vehicle!
* Run the motor about ten minutes each hour. Open the windows a little for fresh air to avoid carbon monoxide poisoning. Make sure the exhaust pipe is not blocked.
* Make yourself visible to rescuers.
* Turn on the dome light at night when running the engine. Tie a colored cloth to your antenna or door.
* Raise the hood after the snow stops falling.
* Exercise to keep blood circulating and to keep warm.

**V. CHEMICAL SPILLS**

**A. Preparation Room Spills**

*Specify location/s below.*

|  |  |
| --- | --- |
| **Spill Containment and Security Equipment** |  |
| **Personal Protective Equipment (PPE)** |  |
| **Safety Data Sheets (SDSs)** |  |

***When* a *Large Chemical Spill Has Occurred:***

* Immediately notify the designated official and Emergency Coordinator.
* Contain the spill with available equipment (e.g., pads, booms, absorbent powder, etc.).
* Secure the area and alert other site personnel.
* Do not attempt to clean the spill unless trained to do so.
* Attend to injured personnel and call the medical emergency number, if required.
* Call a local spill cleanup company or the Fire Department (if arrangement

has been made) to perform a large chemical spill cleanup.

* Evacuate building as necessary (follow evacuation procedures beginning on page 12).

***When* a *Small Chemical Spill Has Occurred:***

* Notify the Emergency Coordinator and/or supervisor.
* If toxic fumes are present, secure the area (with caution tapes or cones) to prevent other personnel from entering.
* Deal with the spill in accordance with the instructions described in the SDS.
* Small spills must be handled in a safe manner, while wearing the proper PPE.
* Review the general spill cleanup procedures.
* If information needed on safety procedures call NFDA’s OSHA Hotline at (800) 633-2674.

**B. External Chemical Spill, Gas Leak or Fire**

If there is visible smoke, vapor cloud or fire outside the building, take the following steps:

* Call 911 and report the emergency.
* Notify the Emergency Coordinator and/or supervisor.
* Make a determination to evacuate (follow evacuation procedures beginning on page 12).

### VI. VIOLENCE OR THREATENING BEHAVIOR

### A. Angry Family or Visitors

### 1. Prevention. The most important part of the steps is prevention to help diffuse a situation before it starts. The emotion of anger often takes control of a person, and in some cases a person can lose all logic.

### There are important things to know about anger: 1) anger can come from frustration when the person feels like no one is interested in his or her problem or from a sense of desperation that he or she has no options; 2) anger can be brought on by unrealistic expectations of the family member; and the family member may demand the same level of urgency that he or she is feeling; and 3) anger can be brought on by emotional problems and/or drugs and alcohol.

### Actions that can assist in controlling a difficult face-to-face incident with a family member and/or visitor can include:

### Stay as calm as you can. Your expression, behavior, and response can help diffuse the situation. Your emotion can feed their emotion so be careful.

### Speak softly and move slowly, trying to appear calm and controlled.

### Listen carefully and let the person know you are listening by verbal acknowledgement and non-verbal gestures such as nodding your head. You may also reiterate what they have said to assure the family member you heard them.

### Do not talk too much. Let the family member or visitor vent. Family members do not want you to talk until they are finished talking when they are angry. It may be necessary to mentally count to three, before you speak, to ensure that you do not respond too quickly.

### Be patient through the whole process.

### When the family member or visitor is calming down look for ways to resolve their problem. Try to put yourself in their shoes and show empathy.

### Avoid making the family member or visitor feel as though they are wrong even when they are. Find ways to help them save face.

### 2. Recognizing and Responding: If an angry family client member or visitor does not respond to any of the methods to calm down then follow the steps below:

### If at any point it appears that the individual appears is going to do physical harm or make threats, the panic button, if available, should be pushed immediately. Don’t worry about whether it is a real threat or not. The Funeral Home can always thank the authorities for their quick response even if the problem is resolved by the time they arrive. If any nearby employee sees and hears the situation and thinks it is dangerous, he or she should push the panic button on behalf of the co-worker.

### If the situation is intense but has not escalated to a dangerous or threatening level, a member of management should be notified immediately by the employees that are not directly dealing with the family member or visitor. Also, the employee dealing directly with the distraught individual can email or text for help as a backup.

### Another co-worker coming to the “side” of the employee dealing directly with the angry individual can be helpful if this is not a dangerous or threatening situation. Just stand nearby but do not interfere unless invited to participate in this discussion.

### When a family member uses abusive language, it may be necessary to ask the individual to refrain from this behavior. If the language does not cease then you may end the discussion by advising the family member that you are no longer able to continue the discussion, and you should contact senior management. Senior management may ask the individual to leave if you have not done so already. As always we want to help the family member and we can make arrangements to call or speak with the individual at a later time.

### B. Robbery

### 1. The Demand. The robbers will make a demand for a sum of money from one of the office personnel. This may or may not be done with a weapon present. Our actions will be the same for either event.

1. **The Response: the employee to whom the demand was made will do the following:**

### Remain calm.

### Listen carefully to the demand being made.

### Look carefully at the robber’s appearance and look for distinguishing marks.

### Follow the instructions of the robber.

### Give the robber what he or she is after.

### Lock doors after the robber leaves the building.

### 3. The Report: After the event has ended, take a few minutes to write down the following:

### Time the event occurred.

### What was the approximate height, age and weight of the robber?

### What type of clothing did they wear?

### Which exit did he or she use to leave the building?

### Contact the Police at:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | - |  | - |  |

### Contact the Emergency Coordinator.

### C. Active Shooter

### MAKE A QUICK DETERMINATION. You need to make a quick judgment call on the best way to protect your life and the lives of others. Take charge since families and attendees at the Funeral Home will look to you for direction during an active shooter situation. Look to undertake one of the following three options:

### 1. Evacuation: If there is an accessible escape path from the Funeral Home, attempt to evacuate the building. Take the following steps:

### If clients or attendees are present, alert them to follow you.

### Leave any belongings behind.

### Always move away from an active shooter area.

### Keep your hands visible.

### Follow instructions of law enforcement personnel.

### Do not attempt to move wounded people.

### Call 911 when you are safe.

### 2. Hide Out and/or Lockdown: If evacuation is not possible, find a place to hide. See Lockdown Procedures on page 19.

### Provide protection if shots are fired in your direction.

### Silence you cell phone.

### Turn off any source of noise (radio, etc.).

### Hide behind large items.

### Remain quiet.

### Call 911 if possible and communicate the shooter’s location.

### 3. Take Action Against the Active Shooter: As a last resort and only if your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

### Acting as aggressively as possible against him/her.

### Throwing items or improvising weapons.

### Yelling.

### VII. EVACUATION, SHELTER-IN-PLACE AND LOCKDOWN

**A. Evacuation Procedures**

***Emergency Coordinator or Area/Floor Monitors Must:***

* + If possible, without endangering yourself, go door-to-door and inform everyone in your area or floor that they must leave the building and direct them to the fire emergency exit using the established emergency evacuation route.
  + Do not open a hot door.
  + Start at the furthest point from the exit and evacuate back to the exit.
  + If members of the public are present in arrangement offices, visitation areas or Funeral Home chapels, their evacuation must be the first priority for employees. Supervise their orderly evacuation using the applicable emergency evacuation route on next page.
  + Identify any persons with disabilities and provide employee assistance for them to the Assembly Area.
  + Advise all evacuees to proceed to and remain at the assigned Assembly Area.
  + Count all employees at the Assembly Area to insure a full evacuation is completed. Immediately alert fire department personnel if any employee is not accounted for.
  + Do not allow anyone to re-enter the building until you have been notified to do so.

***Employees and Occupants Must:***

* + Stay calm and avoid panic and confusion.
  + Look at emergency evacuation route on the next page.
  + When the evacuation alarm has been activated, follow the emergency evacuation route that is assigned to the office or room that you occupy.
  + WALK, do not run to the emergency exit.
  + Employees should inform visitors of the exit route and accompany them along the route to the Assembly Area.
  + Close, but do not lock doors as you leave.
  + Follow instructions from the Emergency Coordinator or the Area/Floor Monitor.
  + Keep noise to a minimum so that you can hear emergency instructions.
  + Use handrails in stairwells and stay to the right.
  + Employees should assist anyone with a disability. People needing special assistance who are not able to exit directly from the building are to proceed and remain in a stairwell vestibule.
  + Any evacuated employee needs to notify the Emergency Coordinator of a disabled occupant who needs assistance to evacuate the building.
  + Remember the elevator is reserved only for employees with a disability. Never use an elevator in a fire or earthquake since electric power is likely to fail leaving occupants in an elevator trapped.
  + Proceed directly to the pre-designated Assembly Area. Report to the Emergency Coordinator so that he or she can take an account of anyone who is missing.
  + Remain in the Assembly Area until you are instructed by the Fire Department or the Emergency Coordinator that it is safe to return to the building. Do not return to or re-enter the building unless instructed to do so.

**EMERGENCY EVACUATION ROUTES**

**Insert emergency evacuation routes here for funeral home.**

**B. Shelter-In-Place Procedures**

### If there is an event necessitating employees and Funeral Home attendees to shelter-in-place, follow these steps:

### Clear all hallways and move people into designated rooms.

### Any person outside of the Funeral Home building should be advised to enter the building immediately.

### Depending upon the threat posed, those in the Funeral Home building should be moved into an interior room and away from windows.

### Hang a “Sheltering-in-Place” sign on the outside of the door, except when in situations where it may be dangerous to do so such as a situation with gunfire.

### Post “Sheltering-in-Place” signs in windows that are visible to responders from the outside.

### If there is a possibility of chemical fumes or smoke from outside sources, undertake the following steps:

### Place tape around windows, doors and vents

### Place wet towels along the bottom of doors

### Shut down the building’s air-conditioning system

### Turn off any pilot lights, air conditioners and exhaust fans.

### Call 911 and report the emergency, wait for further instructions and do not evacuate the room until told to do so.

**C. Lockdown Procedures**

### If there is an active shooter or other threat in the Funeral Home building, employees may be ordered to lock down the facility. In that case, you should take the following actions:

### All employees and members of the public should remain in the office or other room that they are in. Persons in hallways or passages should move to the nearest room.

### All doors and windows should be closed and locked or barricaded, if possible. Do not answer the door.

### Remain calm and assist others with you in remaining quiet and out-of-sight. Employees must supervise and assist members of the public.

### Keep back from any windows or doors, lay flat on the floor and seek protective cover for yourself and others (concrete walls, thick desks, filing cabinets may protect you from bullets).

### Place signs in exterior windows to identify the location of any injured persons.

### Turn off all lights and close the blinds.

### Silence all cell phones.

### Once in a lockdown area, call 911 and give the dispatcher your phone number at which they can reach you for further instructions.

### Do not approach emergency responders – let them come to you.

### Employees and other occupants of the building should remain in the lockdown area until they receive further instructions or an all-clear is issued.