



## **American Job Center**

## **VIOLENCE PREVENTION PLAN**

## **EMERGENCY OPERATIONS PLAN**

**Created in coordination with the Danville Area Community College Violence Prevention and Emergency Operations Plan and adapted to meet the needs of the American Job Center and its partners**

**October 2019**

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## **Center Security: Center Violence Prevention Plan**

### **MAINTAINING A NON-VIOLENT, NON-THREATENING CENTER**

Danville Area Community College and the American Job Center expects all employees, students and visitors to maintain a non-violent environment. Acts of violence or threats of violence should be immediately reported to 911, then to any center administrator or employee. The Center considers any act or threat of physical or emotional harm or damage to Center or individual property as unacceptable conduct. Employees should use their own best judgment when defining an act or situation as violent or threatening.

The Center Violence Prevention Plan works in conjunction with various other policies, procedures and services on the Danville Area Community College Campus and at off-site locations. Related College policies and programs include the following:

- Anti-Harassment in Education Policy
- Anti-Harassment in Employment Policy
- Criminal Background Investigation Policy
- Demonstrations on Center Policy
- Drug-Free Environment Policy
- Drug-Free Workplace Policy
- Drug Prevention & Education Programs
- Emergency Operations Plan & Team
- Emergency Text Alert System/Program
- Personal Counseling Services and Referrals to Community Services
- Preventing Sexual Violence Policy, Procedures & Education
- Registered Sex Offenders Policy
- Report It! Faculty & Staff Campaign (Use of Maxient Reporting System)
- School Reporting of Drug Violations Act
- Sexual Harassment in Higher Education is Illegal Policy
- Student Code of Conduct Policy & Procedures
- Threat Assessment Policy, Procedures & Team

### **WHY IS VIOLENCE PREVENTION IMPORTANT?**

Center violence can devastate an environment and affect the productivity of the organization as well as the quality of life of employees. An intimidating or violent center environment is disruptive AND CAN BE COSTLY IN TERMS OF LOST WORK TIME AND DAMAGED PROPERTY. But most importantly, DACC and the AJC STAFF seek to maintain a non-violent center environment because **IT IS THE RIGHT THING TO DO.**

### **WHY DOES IT HAPPEN?**

The Center can turn violent for several reasons. Violence can occur as a result of functioning as an educational institution, a place of business, or a point of community use. The personal lives of students and staff can also intrude on the center community in violent ways. The primary causes of center violence are:

- Criminal behavior (robbery, arson, etc.)
- Failed personal relationships (stalkers, domestic disputes, acrimonious divorces, etc.)

- Aggrieved or troubled current or past employees, students, or third parties
- Political turmoil
- Use of drugs and/or alcohol

Common types of violence at centers today include harassment, cyber-bullying, stalking, vandalism, physical assault, sexual assault and other forms of interpersonal violence, and suicide. Violence is a national problem in the culture at large. DACC and the AJC provides a comprehensive array of services and safeguards to provide a safe learning environment for all of our stakeholders.

## **TRAININGS FOR THE AMERICAN JOB CENTER FOR SAFETY AND VIOLENCE PREVENTION**

The AJC Leadership Team will provide on-going training opportunities to partner staff. Training includes:

- Emergency response handbooks
- In-Service Training for center threats and reporting tools

## **WHAT DO YOU DO? DIFFUSING A THREATENING SITUATION**

**Remember:** Trust your instincts. If a situation seems threatening, treat it as such. Personal safety is the Center's highest priority.

Many potentially threatening situations can be diffused if the agitated individual(s) perceives that he/she is being listened to and validated. Remember that the attitude you project is likely to be reflected back by the other person, so it is important to remain calm, confident, polite, and patient. If the confrontation is explicitly criminal, as in a robbery, cooperate with the individual(s), give them what they ask for, and allow them to leave the area. After the individual(s) have gone, call 9-911. Write down as many details as you can remember about what happened and what the perpetrator(s) looked like in order to fix them in your memory.

**When calling 911 be specific with respect to where you are calling from and the nature of the incident.**

**Only the President and his/her designee are authorized to make statements to the news media concerning facts relating to an emergency. College and Center officials, without the approval of the College President or his/her designee, will release no information.**

**DO** project calmness; move and speak slowly, quietly, and confidently. Be courteous. Make eye contact but do not stare.

**DO** encourage the person to talk and listen patiently. Acknowledge the person's feelings and show you understand his/her concerns.

**DO** pay attention to body language. Signs of potential violence include: intense eye contact, closing personal space, changes in skin color, distention of veins on the head and neck, increasing volume or total silence, abusive language, physical threats, and aggressive or improper physical touching.

**DO** discreetly try to make other employees aware of the situation but remember an agitated person often seeks an audience so other staff members should quietly summon assistance if necessary and possibly act only as silent witness. If you believe the situation could become violent, make every attempt to contact 911 and be specific with respect to your location and the nature of the incident.

**DO** maintain a relaxed yet attentive posture.

**DO** stand at a right angle to the person; do not block his/her path as this seems threatening.

**DO** ask for small specific favors from the individual, such as moving to a quieter area or asking him/her to sit down.

**DO** be reassuring and point out choices. Break large problems into smaller ones.

**DO** accept criticism in a positive way. If the criticism is justified, say so with statements like, "You're probably right." If it is not, ask clarifying questions.

**DO** ask for recommendations and then repeat them back to confirm your understanding.

**DO** make sure you have an escape route.

**DO** establish ground rules about persistent unreasonable behavior – explaining the consequences of violent action calmly.

**DO NOT** communicate in ways that generate hostility (responding with rudeness or coldness, going strictly by the rules, giving someone the runaround, brushing off concerns, being apathetic).

**DO NOT** reject the person's demands outright.

**DO NOT** appear to gang up on a threatening individual.

**DO NOT** make physical contact, point fingers, or make long periods of fixed eye contact. Do not stand in a confrontational position (with your hands on your hips, or your arms crossed). Do not invade the individual's personal space (keep 3' to 6' between you).

**DO NOT** make sudden movements.

**DO NOT** challenge, threaten, dare or belittle the individual or make him/her feel foolish.

**DO NOT** criticize or act impatiently toward the individual.

**DO NOT** try to make the situation seem less serious than it is.

**DO NOT** make false promises.

**DO NOT** offer lots of complicated information in an emotionally charged situation.

**DO NOT** take sides or agree with distortions.

## RECOGNIZING INAPPROPRIATE BEHAVIOR

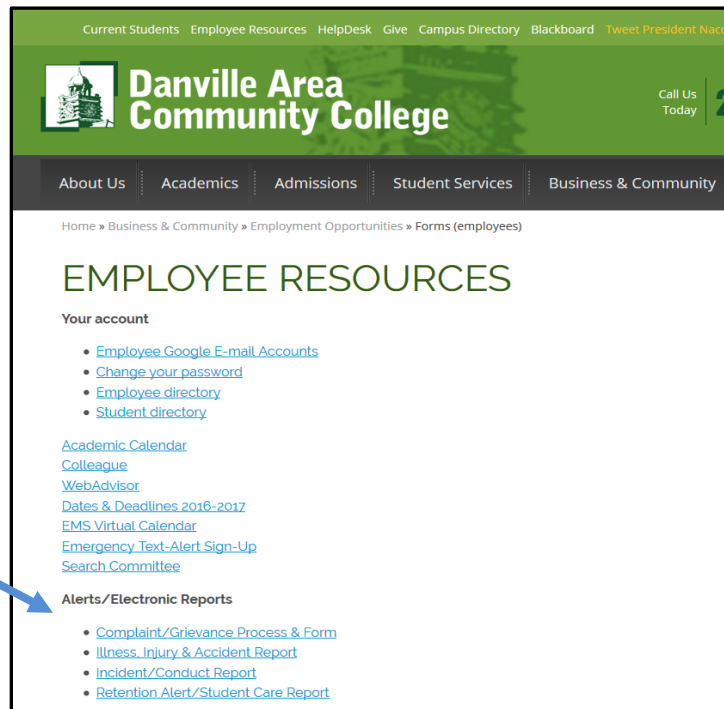
- Inappropriate behavior is often a warning sign of potential hostility or violence. When left unchecked it can escalate to higher levels.
- Unwelcome name-calling, obscene language, or other abusive behavior.
- Intimidation through direct or veiled verbal threats.
- Throwing objects in the workplace regardless of size or type of object being thrown or whether a person is the target of a thrown object.
- Physically touching another employee in an intimidating, malicious, or sexually harassing manner. That includes such acts as hitting, slapping, poking, kicking, pinching, grabbing and pushing.
- Physically intimidating others, including such acts as obscene gestures, “getting in your face” and fist shaking.

## RECOGNIZING WARNING SIGNS OF POTENTIALLY VIOLENT INDIVIDUALS

There is no exact method to predict when a person will become violent. One or more of these warning signs may be displayed before a person becomes violent, but does not necessarily indicate that an individual will become violent. Remaining alert to these indicators may enable you to identify a person who may be experiencing problems that need to be addressed.

- Irrational beliefs and ideas
- Verbal, non-verbal or written threats or intimidation
- Fascination with weaponry and/or acts of violence
- Expressions of a plan to hurt him/herself or others
- Externalization of blame
- Unreciprocated romantic obsession
- Taking up much of a supervisor’s time with behavior or performance problems
- Fear reaction among co-workers/students
- Drastic change in belief systems
- Displays of unwarranted anger
- New or increased source of stress at home or at work
- Inability to take criticism
- Feeling of being victimized
- Intoxication from alcohol or heightened anxiety
- Productivity and/or attendance problems
- Violence towards inanimate objects
- Theft or sabotage of projects or equipment
- Lack of concern for the safety of others

**Report It!** When in doubt, report the situation to an AJC Administrator/Team member or through the College's online Incident Report system at [https://cm.maxient.com/reportingform.php?DanvilleAreaCC&layout\\_id=10](https://cm.maxient.com/reportingform.php?DanvilleAreaCC&layout_id=10). Violence prevention requires many pieces of information/data.



Current Students Employee Resources HelpDesk Give Campus Directory Blackboard Tweet President Nacco

**Danville Area Community College** Call Us Today 2

About Us Academics Admissions Student Services Business & Community

Home » Business & Community » Employment Opportunities » Forms (employees)

## EMPLOYEE RESOURCES


Your account

- [Employee Google E-mail Accounts](#)
- [Change your password](#)
- [Employee directory](#)
- [Student directory](#)

[Academic Calendar](#)  
[Colleague](#)  
[WebAdvisor](#)  
[Dates & Deadlines 2016-2017](#)  
[EMS Virtual Calendar](#)  
[Emergency Text-Alert Sign-Up](#)  
[Search Committee](#)

**Alerts/Electronic Reports**

- [Complaint/Grievance Process & Form](#)
- [Illness, Injury & Accident Report](#)
- [Incident/Conduct Report](#)
- [Retention Alert/Student Care Report](#)



## CURRENT STUDENTS



### RESOURCES FOR STUDENTS

**Class Information:**

- [Academic Calendar](#)
- [Attendance and Leave of Absence](#)
- [Cancellation/Closing Procedure](#)
- [DACC Weekly Calendar](#)
- [Drop/Withdrawal Dates](#)
- [Finals Schedule](#)
- [Online Learning](#)
- [Online Services for Students](#)

**Forms:**

- [Complaint/Grievance Process & Form](#)
- [Transcript Request Form \(Paper Method\) \(Online Method\)](#)
- [Incident/Conduct Report](#)
- [Information Release Form / Permission to Release Non-Directory Student Information](#)
- [Mental Health Disclosure Form](#)



# Emergency Operations Plan

## DANVILLE AREA COMMUNITY COLLEGE

### EMERGENCY OPERATIONS PLAN

The *American Job Center* Emergency Operations Plan (EOP) is part of the overall center emergency preparedness. The *American Job Center* administrative staff and on site supervisory staff will establish a working knowledge of these emergency response principles and how they pertain to the *American Job Center* emergency response actions.

#### Relationship to Center Management Team

*The American Job Center* provides educational and public service contributions to the overall Center mission of providing public access to workforce development services. In addition, the knowledge base within the College represents a substantial asset to the American Job Center for responding to emergencies or disasters which may affect the Center operations. The research knowledge base, critical services, equipment, labor, specially trained staff, information and other resources of the College are essential to assist in Center emergency response and preparedness.

## Introduction

The purpose of the *American Job Center* emergency operations plan is to provide a programmed response from units when conditions arise requiring an emergency response. Situations which require implementation of this plan includes, but are not limited to:

- Medical
- Chemical
- Fire / Explosion
- Major Loss / Interruption of Center Services
- Natural Disasters
- Personnel
- Hostile Intruder

The goal of this emergency operations plan is to minimize disruption to the mission during times of crisis and to meet the expectations of the taxpayers of the State of Illinois. In order to meet this goal, *American Job Center* staff must be prepared, trained, available, and willing to respond to major emergency situations with the resources of the unit.

This plan will provide the basis for training people to respond appropriately in major emergency situations. It is impossible to cover every type of emergency. This plan outlines the process and lists the resources available so that a person who is familiar with the plan may react properly. In the event of an emergency, *American Job Center* staff is expected to familiarize themselves with this document and their respective responsibilities.

This emergency operations plan is designed for any major emergency that may arise within any department. There may be some center emergencies that are directed under other authority that have limited impact on the department, but for which, the department may need to be prepared to implement this plan.

Existing authority, whether established in the Center Emergency Management Team Procedure or a responding emergency agency from outside the American Job Center, will take precedence over authority established within this document until such time as the situation stabilizes and authority reverts back to *American Job Center* (Example: A major fire being fought by city fire units, or a hostage situation.)

## Objectives

1. Assure continuing personal safety for Center customers (staff, students, visitors, etc.) and personnel;
2. Minimize disruption to general center and partner services;
3. Provide full and complete communication to designated primary customer contacts and center administrators;
4. Provide emergency response services that are adequate to restore the situation to normal as soon as possible.

## Maintenance of the Document

- The Management Team will review the emergency operations plan at least annually.
- Partner suggestions for improvement are encouraged and will be solicited.
- Text changes should be communicated to the AJC One Stop Operator for incorporation in the document.
- Post event and/or drill critical review will be accomplished as incidents occur or in the case of a conducted drill.

## Activation and Trigger

The decision to implement this plan is the responsibility of the Emergency Management Team of American Job Center. The Executive Director of Workforce Development at the *American Job Center* under the direction of the College President will accept this responsibility. Further succession authority is explained in the next section, “Emergency Management Team.”

### **The following will trigger implementation of this emergency operations plan:**

1. Notification of a center emergency to *American Job Center* Administration.
2. A routine outage response which escalates and is deemed major by the Management Team
3. Severe weather related problems which threaten center operations
4. A major incident that has the potential to affect the center operations:
  - Major fire/explosion
  - Major hazardous substance release
  - Failure in the center utility system to the extent that the building and surrounding area is affected
  - An incident which creates the potential for fatality or major injuries

### **After Hours Trigger**

The purpose of this section will be to outline the procedures to be followed in the event that a crisis or emergency occurs on the center after hours and *American Job Center* Management Team personnel are **not** on duty. Emergencies which occur in *American Job Center* building after hours should be reported to Center One Stop Operator (OSO) at 217-304-2761.

If the Center OSO cannot be reached, the decision to implement this plan will be made by the first individual contacted that is a member of the *American Job Center* Emergency Management Team. Once a decision is made to activate the emergency operations plan, the individual will contact other members of the *American Job Center* Emergency Management Team and inform them to convene as soon as possible in the Center conference room, or a **designated room to be determined**.

### **Emergency Management Team**

The *American Job Center* Emergency Management Team is comprised of:

- President – Danville Area Community College – Dr. Stephen Nacco
- One Stop Operator – Danville Area Community College - Brian Hensgen
- Director – Vermilion County Works – Jonathan Jett
- Special Grant Coordinator/EO Officer – Vermilion County Works – Chuck Jones
- One Stop Operator Assistant – Danville Area Community College – Kelsee Landers
- Marketing Director – Danville Area Community College – Lara Conklin

### **Individual Responsibilities**

The Operator will act as the chair of the Emergency Management Team and will coordinate the *American Job Center* response in compliance with this plan. They will also serve as the *American Job Center* liaison with the center in conjunction with any center events requiring activation of the Emergency Management Team.

The individuals listed in this section are responsible to coordinate their unit responses to assure that the full measures of *American Job Center* resources are available to deal with the emergency. These resources include staff, material, and equipment as well as appropriate personal protective equipment. These individuals are also responsible to designate alternates to serve in their absence.

## Detailed Areas of Responsibility

### **I. President or Designee – Dr. Stephen Nacco**

Office: 443-8848/ Cell: 274-1764

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The President or Designee will be kept informed and updated by the *American Job Center Emergency Management Team* of all issues and occurrences.

### **II. Executive Director – Office of Workforce Development – Brian Hensgen**

Office: campus - 443-8823 / AJC – 442-0296 ext. 111 / Cell: 304-2761

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The Executive Director of Workforce Development assumes responsibility for the activation of this plan and will chair the Emergency Management Team. Notify the President of the college that the emergency operations plan has been activated.

- a. Declare an event to be a critical incident. Activate the *American Job Center* emergency operations plan.
- b. Assure that 911 is notified if this emergency operations plan is activated.
- c. Notify the Director of Vermilion County Works that the emergency operations plan has been activated.
- d. Act as liaison with center administration and external jurisdictions.
- e. Convene the *American Job Center* Emergency Management Team in a safe location, which would be named at the time of the incident.
- f. Assure that *American Job Center* response includes one person fulfilling the responsibilities outlined in Sections that follow. Designate a communications liaison with the Office of Marketing and College Relations and other center units.
- g. Advise the Emergency Management Team (as needed) concerning the status of *American Job Center's* response and provide an assessment of the impact on affected facilities.
- h. Contact the Emergency Management Team in the event of an after hours emergency or institute the appropriate call-back procedure.
- i. Contact Jim Cummings – Mervis Building Administrator – 304-3461

### **III. Director – Vermilion County Works – Jonathan Jett**

Office: 442-0296 ext. 104 / Cell: 217-260-5419

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The Director of Vermilion County Works assumes the responsibility for communication to staff and assumes responsibility as assigned.

- a. Oversees communication to Center personnel.
- b. Addresses questions and concerns of partner staff
- c. May coordinate activities relating to staffing
- d. Directs response to inquiries and provides support to necessary areas or needs.

**IV. Special Grant Coordinator – Vermilion County Works – Chuck Jones**

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Office: 442-0296 ext. 105 / Cell: 474-3997

Serves as a working member of the Emergency Management Team, and is essential in implementing any action that might affect the overall health and wellbeing of the Center customers.

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- a. Responsible for non-emergency communications that warrant center notification.

**V. One Stop Operator Assistant –Danville Area Community College- Kelsee Landers**

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Office: 442-0296 ext. 101 / Cell:

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- a. Assist all Team members as needed.

**VI. Communications Liaison – Lara Conklin**

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Office: 443-8798 / Cell: 369-4504 / Home: 354-2725

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The Communications Liaison Officer will provide information to the outside areas of the college:

- a. Direct media information and press releases to the public.
- b. Communicate to the DACC Message Board any information that is deemed necessary.
- c. Operate under the Incident Command Structure for providing resources to the Emergency Management Team.

## American Job Center

### Emergency Operations Command Center

The *American Job Center* Emergency Operations Command Center will be at a place where *American Job Center* personnel assemble. Location of this command center will be determined at the time of the incident.

1. Determine the extent of the emergency,
2. Develop an action plan to handle the emergency,
3. Send information to those individuals carrying out corrective measures.

#### **Emergency Communications *American Job Center* (call book plus the following):**

- A. Once the Emergency Management Team or the President or a designee declares the need for an emergency response, *American Job Center* shall notify the following agencies if they haven't been notified already:
  - Danville Police Dept. – 9-911
  - Direct members of the Emergency Management Team to coordinate communication with outside agencies as needed.
- B. Members of the Emergency Management Team will be notified via:
  - The center telephone system
  - *American Job Center* Emergency Call Schedule
  - *In person when time permits*

## **COMMUNICATION PLAN AND PRIMARY CONTACT LIST**

The purpose of this plan is to insure that relevant College/Center administrators receive accurate information from the *Emergency Management Team* for decision-making purposes during major emergencies. This program will be activated at the discretion of the chair of the EMT who will, without delay, and taking into account the safety of the community, determine the content of the notification and initiate the notification system unless the notification will, in the professional judgment of responsible authorities, compromise efforts to assist victims or to contain, respond to or otherwise investigate the emergency.

During an emergency, the chair of the EMT will designate a field contact that will be responsible to:

- monitor the situation
- coordinate the response
- make decisions designed to resolve the problem

**The designated field contact will remain in constant contact with the *American Job Center Emergency Operations Command Center*.**

*Emergency Management Team* will further establish a Communication Team comprised of staff members that will be responsible to communicate with designated center partners concerning the status of the incident on a regular basis. The assignment of contacts will occur as each incident unfolds. Members of the Communication Team will be responsible for keeping the designated customer contact list informed of the status of the emergency response.

Media inquiries should be forwarded to DACC Director of Marketing and College Relations. Only the President or his/her designee is authorized to make public comment on behalf of American Job Center. Line supervisors and employees should refrain from making public statements, in order to avoid inaccurate or misleading communication.

### **Operation of the Communication Team**

The Communication Team will be selected from the list of American Job Center employees that follows. The One Stop Operator Assistant for American Job Center will be responsible for contacting the appropriate number of individuals on this list for duty on the Communication Team. The Chair of the Emergency Management Team will be responsible for assuring that the Communication Team is adequately staffed based on the initial assessment of the crisis and nature of emergency response.

Members of the Communication Team will be assigned a customer group from the Primary Contact List. The Emergency Management Team will determine the size of the Communication Team and how many members of the Emergency Communication Team call list will be needed to respond to customer concerns. This number may fluctuate during the event. The Chair of the Emergency Management Team or their designee will be responsible to assign the Communication Team members to their respective customers.



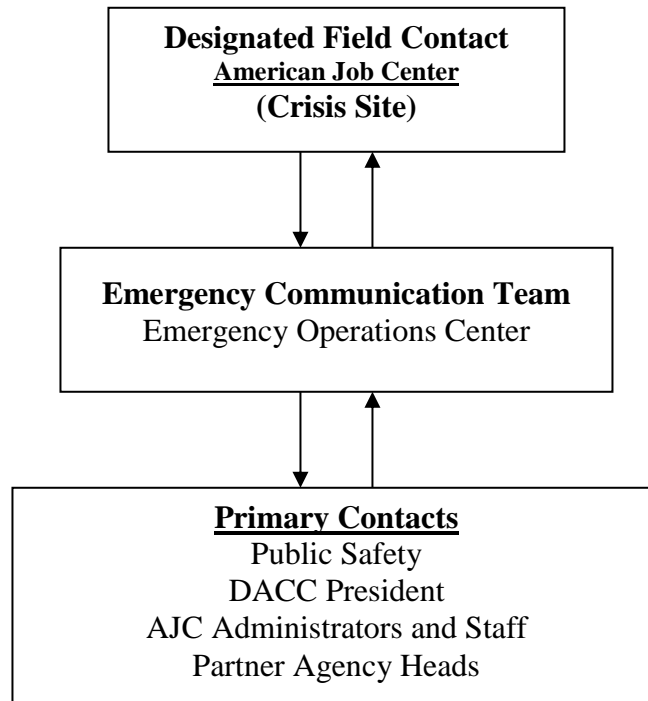
If the emergency occurs outside of normal business hours, the Communication Team will gather in an area to be determined. It is the intention of the communication plan that customers affected by the crisis will receive updates regularly.

Once the Communication Team is called together they will be briefed on their responsibilities and the initial public statement concerning the emergency response. Unless the emergency occurs in other than normal business hours, it is anticipated that the first customer contacts will be made within the first hour of the event.

Questions from the customers to the members of the Communication Team (that they are unable to answer) must be forwarded immediately to the Emergency Management Team for discussion and reply. The Communication Team members must be aware that while acting in this role, they assume direct ownership of all customer concerns, questions, or problems. **Please understand that the cell numbers should only be given in the event of an emergency.**

## Communication Process Flow Chart

It is intended that each member of the American Job Center Communication Team will maintain regular communication with the Customer Contact units assigned to them as information becomes available at regular intervals. These communications will continue until the crisis is resolved. The flow chart that follows depicts information flow during a center emergency.



## Maintenance of Critical Operations

### **Identification**

All current employees of American Job Center must have and maintain current identification.

### **Know Hazards**

At this time there are no known hazards that exist that would prevent any outside emergency provider from gaining complete access to the center.

### **Emergency Shutdown Procedures**

In the event that American Job Center would have to shut down for an unknown event, notification would be made to all employees, students, and visitors to vacate the premises. Under direction of the Emergency Management Team, all employees, students, and visitors would be required to exit for safety reasons and access to the building would only be allowed after it is determined that the emergency situation has been resolved and normal functions of the college can resume.

### **Evacuation Plan**

The Emergency Management Team will assist *American Job Center* personnel in developing an evacuation plan for each location occupied by *American Job Center* staff. A copy of this plan should be disseminated to each employee who works at these respective locations. Each plan will identify both a primary and secondary means of egress. These plans must be prominently displayed at each location.

Individuals reporting to satellite locations will be provided information on proper egress routes to be used in the event of an emergency. Persons assigned to work in *American Job Center* buildings are responsible for their own safety. This means that regardless of where they are working, they should be mindful of the nearest points of egress to protect their own safety.

## Evacuation Plan Template

Evacuation decisions and/or “shelter in place” decisions should be clearly communicated to employees to assure that they follow proper protocols.

1. **Display Routes for Evacuation:** Departments should clearly display evacuation routes from each facility and from each area within facilities. Displayed routes should depict the safest egress from an area.
  
2. **Account for Employees:** The evacuation of center facilities presents unique situations. Assigning responsibilities during an evacuation is important but in facilities as described above, timely and responsible evacuation often becomes the responsibility of a few key individuals.

The Center plan is to assign at least one coordinator and a backup person to carry out the responsibilities outlined in this evacuation plan. Responsibilities of the coordinator and/or backup will be to notify all persons within their area of the need to evacuate and where to assemble, check common areas and restrooms, meet the employees at the rally point to assure full evacuation, and be prepared to report regarding the status of the evacuation. The coordinator may be asked to either use a bull horn or air horn to provide audible notification of the order to evacuate.

Employees should be encouraged to help one another by directing them or making them aware to pass along important evacuation instructions once the decision has been made to evacuate a given facility.

3. **Pre-established Gathering/Rally Point:** Once the decision has been made to evacuate a facility, the employees should proceed in an orderly fashion to a pre-designated gathering point or rally point to complete the accounting process as near as practical. The rally point should be located at a point that does not interfere with emergency response staging. The coordinator should report to the incident command site for briefing of emergency response personnel on the status of the evacuation. Employees who do not report to the rallying point are presumed to be still in the building and possibly in need of emergency rescue.
  
4. **Assisting Persons with Disabilities & Areas of Rescue Assistance:** Center staff should maintain an awareness of individuals with disabilities who require assistance to egress from an upper floor or sub-ground level floor of a facility (AFFILIATE SITES) in the event that transportation via elevator is not possible. Seeking volunteers to assist persons with disabilities during an emergency is acceptable, but the individual volunteer should understand they are not an emergency responder. Their role is to assist in moving persons with disabilities either to an acceptable sheltering area, area of rescue assistance or otherwise designated tornado shelter.

5. **Tornado shelters:** Shelter areas, either inside or outside the facility, should be clearly designated on evacuation diagrams posted within the facility and clearly understood by all employees and coordinators who volunteer to assist during evacuation. Evacuation coordinators are encouraged to account for persons within the building once movement to the shelter area or gathering point is complete. This would include checking common areas and restrooms as long as doing so does not place the coordinator at greater risk for their personal safety. Sheltering in place is a common practice especially during tornadoes when satisfactory shelter exists within the facility. During a tornado warning event, individuals should seek shelter on the lower floors of their facilities, basements are preferred. Additional suitable areas for tornado sheltering include:
  - a. Interior Halls without Windows
  - b. Interior Rooms without Windows
  - c. Interior stair areas without windows
  - d. Restrooms without windows
1. **Exercises and drills:** Partners are encouraged to conduct an annual review of this plan. Regular exercises/discussion should be conducted to familiarize key staff with their roles in the event of any emergency.

The institution's procedures is to test the emergency response and evacuation procedures on at least an annual basis, including publicizing its procedures in conjunction with at least one test per calendar year, and documenting a description of the exercise as well as the date and time of the exercise and whether it was announced or unannounced.

Evacuation Plan – American Job Center

The following information is provided if it becomes necessary to evacuate the facility listed below due to fire, structural damage, contamination, or weather related emergency.

**Building Evacuation Coordinator:** Jonathan Jett/ Chuck Jones

1. 1<sup>st</sup> floor coordinator: Jonathan Jett/ Chuck Jones

**Rally Point:** In the event that it becomes necessary to evacuate this building, occupants are directed to report to:

During site drill or building evacuation go to: Parking Lot

In the event it becomes necessary to evacuate the building and go to an alternative location, all personnel should report to First Assembly of God, 428 N. Walnut, Danville, IL.

**Areas of Rescue Assistance:** In the event that it becomes necessary to evacuate this building, the Building Evacuation Coordinator will direct staff personnel to assist persons with disabilities in moving towards an “area of rescue assistance” or in the event of a situation that was imminently dangerous to life and health, an exterior rally point. Persons assisting individuals with disabilities are not emergency responders and must exercise common sense and judgment in providing such assistance. It is preferable to allow persons with disabilities to manage their own movement and extrication from a situation if that is possible and/or to wait for emergency response units properly trained in the rescue of persons with disabilities.

**Employee Accountability:** Each Department Administrator or Supervisor will be designated to account for the department employees during a building evacuation. A second and third person will be designated with the accountability responsibility in the absence of the department head. The designated person will report any unaccounted persons to the Danville Emergency Services by telephoning 911. To prepare for any anticipated emergency situation, at the beginning of each work day, the designated responsible person should determine who is absent from work that day.

Each department administrator will be responsible for training employees of evacuation procedures due to an emergency situation and tornado shelter.

The person with a disability is the person to determine the amount of assistance they require. Recognize that the person with disability may elect to remain in the facility at a point of refuge or rescue assistance to await professional assistance from the emergency responders. If this occurs, assist the person if necessary to the point of refuge or rescue assistance and once the class has safely evacuated, notify the emergency responders of the location of the person with disability.

**Accounting for employees:**

Individuals listed as coordinators should make an attempt to verify the presence of persons on the job and to account for them once they have reached the rally point. The purpose will be to verify that all persons have safely evacuated the facility. This would include checking restrooms and common area space during evacuation.

**Display routes for evacuation:**

Display evacuation routes are located at prominent locations throughout the facility. Such displays reflect the closest exit routes and the rally point.

**Tornado Shelter:**

Departments are encouraged to also reflect the tornado shelter location for the facility in question. Physical Plant personal and the Public Safety Department may be consulted with regards to proper tornado shelters in any particular facility. During a tornado warning event, individuals should seek shelter on the lower floors of their facilities, basements are preferred (AFFILIATE SITES ONLY). Additional suitable areas for tornado sheltering include:

- Interior Halls without Windows
- Interior Rooms without Windows
- Interior stair areas without windows
- Restrooms without windows

## **Spills/Releases Of Hazardous Chemicals Or Oils**

In all situations, life threatening or not, anyone who discovers a release of a substance they suspect to be harmful to human health or the environment, should immediately report the release to the appropriate center officials. This includes oil and chemical spills into a storm drain.

During normal work hours, if release is **LIFE-THREATENING** call:

1. Phone 911
2. Then contact: Immediate Supervisor

If release is **NON-LIFE THREATENING** call:

1. Immediate Supervisor

### **Large Hazardous Materials Spills:**

Danville Fire Department is responsible for evacuation. If possible to do safely, shut down the source of the spill. Processes and buildings (particularly that processes involving flammable materials) should be shut down and secured, if possible, prior to leaving the area.

To all practicable extents, without endangering his or her own life, the witness to a release should try to obtain and convey the following information to the emergency contacts above:

- Location of the Release.
- Time of the Release.
- Type and quantity of substance released.
- Whether the release entered a storm sewer
- Whether the release occurred inside a building, outside to the land, water, or air.
- Damages or injuries caused by the release, whether any life is threatened by the release.

Never add water to try to wash a spill into the ground or down a drain! If it is possible to do safely, and without contacting the substance, spills of hazardous chemical or oil should be contained by diking (using sand), or diverted to a safe area. Absorbent materials can be used to soak up most liquid chemicals with an oil base. Sewer manholes should be sealed to prevent entry of hazardous materials by placing heavy plastic over sewer manhole covers and weighing them down with sand.

Waste from a chemical spill cleanup, such as contaminated dirt, brooms, pads and absorbent, must be disposed of in accordance with State and Federal regulations. Consult Danville Fire Department for proper disposal. No special training is required for employees to clean up small oil spills on the ground or floor. Also, a sturdy bag with a few shovels or a single bucket of oily dirt/absorbent can be disposed of in a dumpster, as long as the soil is not dripping oil.



## **Tornado Preparedness**

### **Introduction:**

Natural disaster can strike at any time, destroying property and lives. Being prepared for natural disaster helps avoid panic and prevents further disaster. This section provides basic information you will need to know to help in preparing for a natural disaster.

### **Tornado Procedures:**

Danville, Vermilion County, and American Job Center are prepared to keep a watchful eye on weather conditions and to warn the populace of impending tornadoes. This will be done by sounding the civil defense sirens, located in strategic positions throughout the city for a continuous three-minute unwavering blast. The sirens will be sounded only if a tornado is actually sighted or if American Job Center is mentioned as being in the path of an approaching tornado. (Tornado warning sirens are tested on the first Tuesday of the month at 10:00 a.m.) The Executive Director Office of Workforce Development is constantly monitoring the situation.

If you are *outside* when you hear the warning siren, seek inside shelter, in the nearest building.

Once *inside* a building, go to the interior hallway or other enclosed area that is away from windows and on a lower floor of the building. Avoid going into auditoriums, gymnasiums, or other large rooms where roof collapse may be likely. In wooden buildings, such as houses, the least hazardous place is in the basement or under heavy furniture in the center of the building. Stay away from all windows.

In the event of injuries, give first aid to the best of your ability and notify emergency personnel as soon as possible at 911.

### **Tornado Warning Guidelines:**

All staff should read these tornado guidelines. Sirens located throughout the City provide a tornado warning alert. A continual siren at any time, except for the emergency test conducted the first Tuesday of each month at 10:00 a.m., indicates an emergency condition. It is presumed to be a tornado warning unless notified by officials to the contrary.

Tornadoes are unpredictable; therefore, you should avoid exterior windows, walls, and ceilings whenever possible. Statistics have indicated that the northeast interior corner of the building is the safest. Caution and common sense by each individual is of utmost importance. In particular, actions that may cause panic should be avoided.

All employees of the college are encouraged to know where the shelter areas are within their work areas. Center shelter maps are located in the hallways indicating the closest shelter to the area.

**American Job Center Guidelines:**

1. Staff located in the *American Job Center* buildings will be notified by Center supervisors when a tornado warning is in effect.
2. You should quickly secure your work area (e.g., close doors and windows, shut down machinery, computers, etc. and move away from exterior doors and windows). Leave a few doors or windows open to equalize pressure variances. Proceed into interior hallways and/or the basement. **Do not use the elevator.** Use the stairwell closet to your specific work area. If available, use east, west stairwells since tornadoes generally follow a southwest to northeast path.
3. If working outside, seek shelter inside a building near the job site and follow instructions previously given.
4. Protect your head. Get under a heavy desk, table or other sturdy furniture available, lie flat and put your arms over your head. If possible, cover your body with a blanket or whatever is available.

**For All Buildings:**

1. Evacuate any occupied rooms above ground level if possible.
2. Floors below ground level, hallways, and rooms in the center of a building that are not on the top floor may be used as shelters.
3. In the event of fire or personal injury, go to the nearest safe telephone to call for help.
4. After a tornado, do not re-enter damaged buildings.
5. Be aware of down electrical lines, chemical releases, broken gas lines, and weak building structures.

**Tornado Warning Siren Procedures:**

The decision to activate the sirens will be based upon the following situations:

- A funnel cloud or tornado, which is threatening *American Job Center* has been sighted by, or has been confirmed by, law enforcement or Fire Department personnel.
- A tornado has touched down in any area near American Job Center.
- A report of a radar echo of a tornado threatening the *American Job Center* has been received from the U.S. Weather Service.
- The report of a tornado or funnel cloud threatening the *American Job Center* has been received from the Vermilion County ESDA emergency operations center.

The siren-warning signal is intended to advise all who hear it to take cover for a period of 30 minutes. Should the dangers outline above persist, the warning signal will be repeated every 30 minutes for as long as those conditions continue or as new similar situations develop.

### **Tornado Questions and Answers:**

March through October is “tornado season” in Central Illinois. However, a tornado can occur at any time of the year, day or night. Two of the most asked questions about tornadoes are:

*Q. What is the difference between a funnel cloud and a tornado?*

A. A funnel cloud is just what its name implies. It is a funnel-shaped cloud that does not touch the ground. When a funnel cloud does touch the ground, it is then referred to as a tornado.

*Q. Where does Illinois rank in tornado frequency?*

A. The Central United States is the area of maximum tornado frequency. Of the central states, Illinois ranks eight in frequency. Although Illinois has a high rate, the probability of a tornado striking twice in exactly the same place is once in 500 years.

### **Commonly Used Terms:**

**Tornado Watch:** Weather conditions are favorable to produce these storms. You should be alert to changing weather conditions and a “tornado warning” being announced.

**Tornado Warning:** A tornado has been sighted in the area.

### **Fire and/or Explosion**

Each person should be continually on the alert for fire safety hazards. If hazards are observed, they should be reported to their supervisors.

Some examples of the most frequent fire safety hazards are:

- Permitting aisles, corridors, and routes of egress to become obstructed.
- Using extension cords, ungrounded plugs, and non-over current protected multiple outlet adapters for various small appliances. These are NOT PERMITTED and will only overload the electrical circuit.
- Illegal storage in corridors, fan rooms, equipment rooms, under stairways, etc. THESE AREAS MUST BE KEPT CLEAR AT ALL TIMES.
- Improper handling and storage of chemicals and flammable liquids; these must be limited to acceptable quantities and stored only in approved cabinets.
- Wedging open of fire resistive doors. These doors are designed to slow the spread of fire. Keep them closed at all times.
- Improper smoking habits. The center is tobacco free, no smoking is allowed.

### **Be Prepared:**

- Know the exit routes from your office, floor, and building. Study these in advance. It is easy to get disoriented during an actual emergency.
- Always assess the safety of putting out the fire yourself before doing so. Only attempt to put out small fires if you will not be endangering yourself or others in the process. Attempting to put out a small fire is a voluntary decision.

- Always allow yourself a clear route of escape from the fire should it get out of control.

**In the Event of a Fire:**

- Leave fire area and close doors.
- Actuate nearest wall-mounted fire alarm.
- Notify EMERGENCY 911 reporting the location of the fire if known.
- Evacuate the building, and keep clear of all exits.
- Report to Police or Fire Officer if anyone is suspected of being in the building after general evacuation.

**When Fire Alarms Sound – Do the Following:**

1. Evacuate the building quickly even though alarm is suspected to be false.  
**NOTE:** It is **MANDATORY** for all *American Job Center* buildings to be evacuated upon sounding of the building fire alarm unless a test has been announced.
2. Do **not** re-enter the building; keep clear of the evacuated area until authorized by the Fire Officer or Police.

**Fire Do's and Don'ts:**

- **Do** report the fire – don't assume someone else will call. Call the Fire Department at 911.
- **Do** activate the nearest alarm box. Know their locations.
- **Do** close doors – they will slow the spread of fire.
- **Do** use stairs to vacate the building. Assemble outside.
- **Don't** congregate in the stairways – keep to the right and keep going until it is safe to exit. Always move down and out.
- **Don't** panic – remain calm. Help is on the way.

## **Bomb Threat Procedures**

All calls regarding bomb threats must be documented as though they are real. In the event of a bomb threat, the following actions will be initiated. It is critical that the individual receiving the call must do the following:

1. Let the caller finish the message without interruption.
2. Let the caller talk, document the message exactly and listen for the following clues:
  - Caller's sex and approximate age.
  - Noticeable conditions affecting speech, such as drunkenness, laughter, anger, etc.
  - Peculiarities of speech, such as accent, speech impediment, tone, pitch, etc.
  - Background noises audible, such as music, traffic, talking, machinery, etc.
3. When the caller has given the message, try to keep the person in conversation. The following key questions should be asked if possible:
  - Where is the bomb located?
  - What time will it explode?
  - When was it placed?
  - Why was it placed?
4. Note the exact time the threat was made.
5. Notification must be made immediately to the Danville Police Department (911). Based on assessment and evaluation action will be taken as deemed necessary.

## **Earthquakes**

The following are some helpful tips that should be practiced daily to help prepare for an earthquake:

- Identify what equipment you should shut down if time permits.
- Look around your area and decide where the safe spots are, under sturdy tables, desks or against inside walls.
- Determine where the danger areas are: near windows, hanging objects, tall unsecured furniture (bookcases, cabinets, and appliances), and chemical sites. Most casualties in earthquakes result from falling materials.
- Store flammable and hazardous chemicals in proper cabinets.
- Keep breakables and heavy objects on lower shelves whenever possible.
- Make sure latches on cabinets, process tanks, storage tanks, and closets are secured.

### **Safety Tips:**

- Stay indoors if already there. If you're in a high-rise building, do not use the elevator.
- If you're outdoors, stay in the open, away from buildings, trees, and power lines. Don't go near anything where there is a danger of falling debris.

### **Emergency Procedures:**

After an earthquake, follow these guidelines:

- Check for injuries and follow first-aid procedures.
- Be prepared for aftershocks. Earthquakes sometimes occur in a series of tremors, which could last for a period of several days. Aftershocks may last from a few seconds to as long as 5 minutes.
- Don't re-enter damaged buildings. Aftershocks could knock them down.
- In the event of a fire or personal injury, go to the nearest safe telephone to call for help.
- Be alert for gas and water leaks, broken electrical wiring, downed electrical lines, or ruptured sewer lines. Whenever possible, turn the utility off at the source. If you do enter a building, use atmospheric testing equipment to check for leaking chemical or gas lines. If problems are detected, leave the building quickly, and notify your supervisor or the communication center.
- Know your shutdown procedures.

### **Active Hostile Intruder in the Building:**

Recognizing that all situations that occur or might occur on the center cannot be predicted or planned for, this information is provided as a guide to assist us in protecting you in a hostile/active shooter situation.

The Center Staff has the responsibility of ensuring that you know how to respond in the unlikely event that you ever encounter a situation with the potential for death or great bodily harm or violence on our center.

Any type of incident of this nature is unpredictable, and your immediate response depends on the situation you face. The following guidelines have been developed by the Center Staff based on the best practices established by law enforcement experts.

If it is possible to do so safely, exit the building immediately when you become aware of an incident, moving away from the immediate area of danger, and take the following steps.

**Please note**, if you were to encounter any armed or hostile person and it appears that this person is attempting to exit the center on their own it is **OKAY** to allow the offender to exit or escape the building, or the area, on their own. **Do Not** attempt to stop the intruder or take any action that would put you into danger.

#### **Scenario #1:**

1. Notify anyone you may encounter to exit the building immediately.
2. Evacuate to a safe area away from the danger, and take protective cover, stay there until assistance arrives.
3. Call 911 providing the dispatcher with the following information:
  - a. Your name
  - b. Location of the incident (be as specific as possible)
  - c. Number of shooters (if known)
  - d. Identification or description of shooter(s)
  - e. Number of persons who may be involved

- f. Your exact location
  - g. Injuries to anyone, if known
4. Individuals not immediately impacted by the situation are to take protective cover, staying away from windows and doors until notified otherwise.

**Scenario #2:**

If you are directly involved in an incident and exiting the building is not possible, the following actions are recommended: (Shelter in Place)

- 1. Go to the nearest room or office.
- 2. Close and lock the door.
- 3. Turn off the lights
- 4. Seek protective cover; out of sight of doors, and windows
- 5. Keep quiet and act as if no one is in the room.
- 6. Do not answer the door.
- 7. If possible Notify 911 and Center Safety and Security Department (if it is safe to do so), providing the dispatcher with the following information:
  - a. Your name
  - b. Your location (be as specific as possible)
  - c. Number of shooters (if known)
  - d. Weapon description (if possible)
  - e. Identification or description of shooter
  - f. Number of persons who may be involved
  - g. Injuries if known
- 8. Wait for responding police agency officers to assist you out of the building.

Our Center has established understandings with all area police departments and assistance will be provided. The Danville Police Department has a trained, well equipped Swat team that will respond to provide additional assistance if the situation dictates.

During the initial phase of any major incident, the Center Emergency Management Team will evaluate the situation to determine the best course of action for the safety of the American Job Center Community.

Periodic updates and vital information will be disseminated on a need to know basis and as the situation dictates. **Please understand that cell numbers should only be given in the event of an emergency.**

**APPENDIX A**

***American Job Center***  
**EMERGENCY CALL SCHEDULE**

| <b>NAME</b>            | <b>TITLE</b>                                 | <b>WORK</b>       | <b>HOME</b>       | <b>CELL</b>  |
|------------------------|----------------------------------------------|-------------------|-------------------|--------------|
| Nacco, Stephen         | President, DACC                              | 443-8848          |                   | 274-1764     |
| Hensgen, Brian         | Executive Director – OWD                     | 443-8823          | 442-0296 x<br>111 | 304-2761     |
| Jett, Jonathan         | Director – VCW                               | 442-0296<br>x 104 |                   |              |
| Jones, Chuck           | Special Grants – VCW                         | 442-0296<br>x 105 |                   |              |
| Smith, April           | Career Specialist, VCW                       | 442-0296 x<br>110 |                   |              |
| Landers, Kelsee        | OSO Assistant                                | 442-0296<br>x 101 |                   |              |
| Pacheco, Victoria      | Career Specialist, VCW                       | 442-0296<br>x 106 |                   |              |
| Conklin, Lara          | Director, Marketing & College<br>Relations   | 443-8798          | 354-2725          | 369-4504     |
| Hightower, Christopher | Willie Christian                             | 442-0296<br>x 107 |                   |              |
| Cranmore, Jill         | Vice President of Human Resources            | 443-8756          | 765-793-<br>2716  | 765-585-1168 |
| Cunningham, Mike       | Vice President of Administrative<br>Services | 443-8831          | 765-793-<br>2624  | 765-366-0322 |
| VanVickle, Randy       | IDES                                         | 442-0296<br>x 102 |                   |              |
| Boswell, Bill          | IDES                                         | 442-0296<br>x 112 |                   |              |
| Illa, William          | IL Dept. VA                                  | 442-7895          |                   |              |
|                        |                                              |                   |                   |              |



| <b>A. DAY EMERGENCIES (6:00 A.M. TO 5:00 P.M.)</b> |  |  |
|----------------------------------------------------|--|--|
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| <b>B. AFTER HOURS EMERGENCIES (5:00 P.M. – 7:00 A.M.)</b> |  |  |
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| <b>C. INFORMATION TECHNOLOGY SERVICES</b> |  |  |
|-------------------------------------------|--|--|
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## AJC EMERGENCY RESPONSE TASK LIST

### **Staff Responsibilities:**

#### **I. Before emergency**

##### **A. Policies and Procedures:**

- \_\_\_\_\_ The Administrator and his/her direct reports will meet once a year to review the plan and any changes proposed by the review team.
- \_\_\_\_\_ Review of procedures with appropriate center emergency response units.
- \_\_\_\_\_ Review Communications Plan and update as necessary.

#### **II. During emergency**

##### **A. Emergency Operations Center (EOC):**

- \_\_\_\_\_ American Job Center administrative personnel convened at EOC.
- \_\_\_\_\_ Notification to center leadership.
- \_\_\_\_\_ Communication established with Command Center personnel at the site.

##### **B. Emergency Equipment/Services/Supplies:**

- \_\_\_\_\_ Cellular phones, two-way radios or other communications
- \_\_\_\_\_ Vehicle and equipment support to assure continued center operation with minimal disruption of regular service.
- \_\_\_\_\_ Manpower services as deemed necessary by the Emergency Management Team.
- \_\_\_\_\_ Emergency supplies to affect repairs, or provide continuing services as necessary.

#### **III. After initial emergency**

- \_\_\_\_\_ Assist with temporary relocation of center offices; classes; events; etc.
- \_\_\_\_\_ Assist with liability assessment.

#### **IV. Post emergency:**

- \_\_\_\_\_ Evaluate emergency procedures, including all tasks outlined above.
- \_\_\_\_\_ Revise procedures as appropriate.

**EMERGENCY INCIDENT CRITIQUE SHEET**

At the conclusion of any American Job Center emergency incident, it is critical to have select personnel involved in the incident review and evaluate what went well and what could be improved. Attach additional sheets as needed.

1. Date of incident: \_\_\_\_\_
  2. Name of incident: \_\_\_\_\_ YES NO
  3. Were you notified in a timely fashion? ..... \_\_\_\_\_
  4. Was the incident well coordinated? ..... \_\_\_\_\_  
In no, please comment: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  5. Did you have available the necessary equipment?..... \_\_\_\_\_  
If no, please comment: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  6. Of the equipment you used, was it in serviceable condition? ..... \_\_\_\_\_  
If no, please comment: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  7. Was there good cooperation and coordination between different work units? \_\_\_\_\_  
If no, please comment: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  8. During the incident, what went well? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
What did not go well? \_\_\_\_\_  
\_\_\_\_\_  
What would be your recommendations for improvement? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Name: \_\_\_\_\_ Date: \_\_\_\_\_

**EMERGENCY OPERATIONS PLAN CHANGES**