



Menasha Utilities
321 Milwaukee Street
Menasha, Wisconsin 54952
(920) 967-3400

EMERGENCY ACTION PLAN (EAP)

**OCCUPATIONAL HEALTH AND SAFETY ADMINISTRATION
(OSHA) 1910.38**

**DEPARTMENT OF SAFETY AND PROFESSIONAL SERVICES
(SPS) 332.15**

Employer Name:	Menasha Utilities	
Program Name:	Emergency Action Plan	
Plan Created On:	April 8, 2016	
Prepared By:	MEUW Regional Safety Coordinator	Date: 4-8-16
Revised By:	MEUW Regional Safety Coordinator	Date: 11-16-16
Plan Administrator:	Water Utility Manager, Engineering Manager, Electric Manager, Customer Service Manager	

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Preface

This program contains procedures intended to comply with SPS 332.15 and OSHA 1910.38.

Purpose

Menasha Utilities is committed to providing a safe and healthy work environment for employees. This program establishes, implements, and maintains effective procedures to deal with emergencies that may arise in the workplace and assist visitors with safe response procedures for emergency situations.

Hereafter, Menasha Utilities will be referred to as “The Utility”.

Program Administration

The program administrator or his/her designee (hereafter referred to as program administrator) is responsible for the implementation of this plan, making this plan available to all employees, and providing required training.

The program administrator and the MEUW Regional Safety Coordinator will review the plan annually for any changes and revise as necessary.

Plan Administrator Responsibilities

- Ensure that this program is available to all employees for review,
- Comply with all plan procedures and regulations and hold employees accountable for safe work practices when utilizing the emergency action plans,
- Provide and maintain proper engineering, administrative controls to comply with state and federal regulations,
- Provide all required job and safety training as required by state and federal regulations,
- Conduct an annual review of the effectiveness of this plan and revise as needed,
- If smoke or fire is observed, call 911,
- Ensure that facility maps are posted strategically throughout each building,
- Ensure that all emergency exits are clearly illuminated with the word "EXIT" to provide visual guidance for evacuation,
- Ensure that all tornado shelters are clearly marked,
- Ensure that doorways along exit routes that could be mistaken for an exit must be clearly marked "NOT AN EXIT",
- Ensure that all emergency exits are unlocked, in good operating condition, and kept clear and free of obstruction for quick egress,
- Ensure that fire extinguishers are properly inspected, maintained, mounted, and available for adequately trained employees,
- Ensure that critical files and records are adequately protected against fire or water damage on an ongoing basis,
- Ensure that anyone with a physical or hearing impairment is provided with assistance to evacuate/shelter-in-place safely,
- Supervise employees to evacuate or shelter-in-place if an emergency exists,
- Report to designated meeting areas,
- Ensure all employees and visitors have been accounted for after an emergency.

Employee Responsibilities

- Report to a supervisor any hazards that they observe,
- Be familiar with and follow all safety rules, guidelines, and procedures complying with all applicable state and federal regulations, and adhere to proper engineering controls in place,
- Request from a supervisor training or additional training if they do not comprehend the work practices, hazards, or any other related issues to be used during their job duties,
- Call 911, if smoke or fire is observed,
- Verbally alert others in the area of any emergency,
- If possible, help those with physical or hearing impairments to a safe place,
- Ensure that all emergency exits are clearly illuminated with the word "EXIT" to provide visual guidance for evacuation and report any inoperable to the supervisor,
- Ensure all exit doors and hallways are free and clear to allow unrestricted egress,
- If possible, shut down any operations which may create additional hazards if left unattended without endangering any lives,
- Be familiar with the EAP and participate in annual emergency action plan drills,
- Report to designated meeting areas.

Emergency Situations

Fire

Notification

In the event an employee detects smoke or fire that employee shall immediately activate the alarm system, and also call 911 immediately upon exiting the building.

Name & Address	Meeting Location
Menasha Utilities – Main Office 321 Milwaukee Street – Menasha WI, 54952	First National Bank Fox Valley
Water Plant 57 Manitowoc Street – Menasha WI, 54952	High Lift Pump Station 105 Manitowoc Street

Fire Extinguisher

Employees shall be familiar with and aware of fire extinguisher locations, fire exits, and alarm systems in their department and trained when and how to safely use extinguishers. Fire extinguishers require labeling with proper use procedures as listed below.

Pull the pin

Aim the discharge nozzle

Squeeze the operating handle that discharges the extinguishers contents

Sweep the spray nozzle back and forth spraying at the base of the fire

If an **incipient fire** (the beginning stage of a fire) is discovered, employees should;

- fight the fire only if it can be done without risking personal injury,
- keep their back to the exit to maintain an escape route,
- begin extinguisher discharge when 10 to 30 feet from the base of the flames,
- use a sweeping motion (back and forth) and aim at the base of the fire.

Remember to **PASS** and aim the extinguisher hose at the **BASE** of the fire.

Evacuation

If a **structural fire** (i.e. wall burning, room engulfed) is discovered, the employee should activate the fire alarm and then:

- Immediately evacuate the premises. Remain calm during evacuation. **DO NOT** re-enter building to retrieve personal belongings.
- Precede along primary evacuation routes, using stairway exits. Do not evacuate past a fire scene, use alternative evacuation route(s). **DO NOT USE ELEVATORS.**
- All employees shall meet at the designated meeting area (at least 300 feet from the building, upwind based on prevailing winds) to establish a head count. Stay out of the roadway/driveways and away from emergency response equipment/vehicles.

SPECIAL EVACUATION PROCEDURES

In the event alarms stop sounding, employees should continue to evacuate facility.
EMPLOYEES SHALL NEVER RE-ENTER THE FACILITY UNTIL INSTRUCTED TO DO SO BY THE FIRE DEPARTMENT.

Handicapped individuals requiring assistance shall be assisted by an employee.

The program administrator or designee should take a head count and serve as the contact for emergency personnel. Employees shall remain in the designated meeting area until instructed otherwise.

Weather

The plan administrator shall monitor the National Weather Service when severe weather is expected in the area. If weather conditions warrant, initialize the Emergency Action Plan.

Wind Advisory/Warning

If wind advisories are issued by the National Weather Service, employees should be aware of the dangers of flying objects outdoors and securing objects may be necessary. If these dangers exist, taking shelter indoors may safeguard employees.

Severe Thunderstorm Watch/Warning

Severe thunderstorm watch indicates conditions are favorable for the development of severe thunderstorms in and close to the watch area within the next 12 hours. Employees shall remain alert for changing weather conditions.

A severe thunderstorm warning indicates the potential for hail $\frac{3}{4}$ " (penny size) diameter or larger and/or wind gusts of 58 mph or greater are expected or occurring in the immediate area.

When these conditions are expected employees shall work indoors or work near permanent structures that can be used for shelter. In the event essential work or storm damage repairs must be conducted, extreme caution shall be used.

Tornado/Severe Weather Watch

Conditions are favorable for the development of severe thunderstorm with the potential for tornadoes. Remain alert for approaching storms and monitor the weather.

Tornado Warning

A tornado has been sighted or detected on radar in your area. **TAKE SHELTER IMMEDIATELY!** Employees shall remain in the shelter until the "All Clear" has been given by the National Weather Service.

Supervisors shall be responsible to inform employees where to gather if a tornado warning is issued. Employees should have knowledge of the designated gathering area (employees should be instructed to go to a center hallway, bathroom, or closet on the lowest floor away from windows). This gathering place shall remain uncluttered and properly identified. A tornado shelter drill will take place annually.

At the sound of a tornado/severe weather siren:

- Take shelter immediately in the nearest safe area,
- If possible, help those with physical or hearing impairments to the shelter area,
- If a supervisor provides an alert of severe weather, take shelter in the nearest safe area,
- Stay away from exterior walls, windows, mirrors, glass, overhead fixtures, unsecured objects such as filing cabinets and bookcases,
- If time permits, close window coverings,
- Do not leave the shelter area until a supervisor gives you the all clear signal.

Each Menasha Utilities location has designated shelter areas as listed below.

Name & Address	Meeting Location
Menasha Utilities – Main Office 321 Milwaukee Street – Menasha WI, 54952	Locker Rooms
Water Plant 57 Manitowoc Street – Menasha WI, 54952	Locker Rooms

If outdoors when severe weather approaches:

- Look for a nearby safe structure where you can take shelter.
- If in a motor vehicle, **GET OUT OF IT**. Never try to out run a tornado.
- Lay in the lowest area, such as a ditch away from trees. Lay face down with hands covering the back of your head and neck.
- Stay away from fallen power lines.
- Stay out of damaged areas.
- Check for injured or trapped people, if possible.

Flood

A flood watch indicates the potential for a river to exceed flood stage in the next 12 to 72 hours.

A flash flood watch indicates the potential exists for heavy rains to create flash flooding in the next 6 to 24 hours.

A flood warning indicates the river is expected to exceed flood stage in the next 48 hours. Loss of life or property is possible with this type of event.

A flash flood warning indicates conditions are occurring or are expected to occur in the next 6 hours. Loss of life or property is possible with this type of event.

Medical Emergencies

In the event of medical emergencies contact 911 and then provide emergency care according to your level of training.

Employees can provide assistance to emergency response personnel by directing them to the incident location and removing any safety hazards.

Hazardous Materials

In the event of a hazardous material spill event, refer to the Hazard Communication Program procedures or the SPCC (Spill Prevention, Control and Countermeasure Plan) for detailed instructions.

A contact call to 911 shall be made, unless prior pre-plans/procedures are in place for specific hazardous chemical spills in the workplace.

Each incident will require specific response and mitigation procedures that **may** include:

- Emergency response contact,
- Incident isolation,
- Evacuation,
- Shelter-in-place,
- Containment,
- Material clean-up,
- Disposal,
- Event debriefing and review.

Workplace Violence

In the event of a situation of violence such as verbal abuse, physical assault, or threatening behavior in the workplace, an immediate response is required. Employees experiencing issues should advise a Supervisor or emergency response personnel, if needed.

Active Shooter

In the event an individual is in the workplace with a weapon that is a clear and present danger, call 911 and activate a panic alarm.

Panic Button Policy

With the installation of the Panic Button at Menasha Utilities (MU), it is important that employees understand the proper procedures for reporting emergencies and understand how the Police Department will respond. Panic Buttons are currently located at both customer service counter front desks. It is activated by pushing button inward until it stops.

Understanding the button's capabilities and limitations enables staff to determine its applicability and effectiveness when addressing a developing emergency.

- The Panic Button will automatically notify Emergency 911.
- The Panic Button will send out a phone/text message alerting all employees at MU within

immediate access to the customer service area.

- A list of notified employees will be maintained and made available upon request.
- When the panic button is pushed avoid the front counter area, and assume there is an active threat to employee safety.
- An “All Clear” notification will be sent out to all employees on the notification list after the threat has been eliminated.

IF AN EMERGENCY OCCURS AND YOU ARE ABLE TO SPEAK

- If an emergency is occurring and you are able to relay the information, you should call 911 to report the incident. The dispatcher will render the appropriate assistance whether it is Police, Fire or EMS.
- Be prepared to provide as much information as possible regarding the situation to better aid the response of public safety. Some of the basic info that the dispatcher will need is: specific location, weapons involved, what is happening medically (fainted, chest pains, etc.)

IF AN EMERGENCY OCCURS AND YOU ARE UNABLE TO SPEAK

- If you are unable to speak to the dispatcher due to extenuating circumstances (i.e. hostage situation, person with a gun, etc.) you should activate the panic button, if possible.
- If you are not near the panic button, but are near a phone, you should call 911 from the phone and leave the line open so that the dispatcher can hear what is going on and send the appropriate number of units.
- It is preferable that you use a MU phone, so the dispatcher will know your exact location. If you are unable to use a MU phone, but have a cell phone available, try to communicate your location so the dispatcher knows where to send help.
- The only time you should do either of these is if you or others are in immediate danger and cannot relay the information of the situation to the dispatcher.
- IF AN EMERGENCY OCCURS AND YOU ACTIVATE A PANIC BUTTON
- The Menasha Police Department is notified and sends assistance to the MU building.
- Of course, it is always better to know what is going on if at all possible, as it aids the responders in determining the necessary resources needed for the situation. Upon reaching someone within the area that initiated the alarm, the police officer staff will triage the call to determine if police, fire and/or medical are needed.
- If the activation of the panic button was an accident, a police officer will still respond to the alarm to confirm it is a false alarm.
- If they are unable to reach an employee via the phone, they will continue sending police to the area to investigate the unknown trouble.

If the shooter has entered the building, some considerations to be made are:

- Get Out
 - If you can get out safely, get out and proceed to (designated area) and call 911 as soon as you can safely do so.
- Hide Out
 - Crawl under a desk, duck into a closet, hide behind a door.
- Keep Out
 - Lock and barricade the door. Block the door or jam the door shut.

As a last resort, a hands-on intervention with an attacker(s) may be necessary.

Internal Threats

In the event of a threat in the workplace such as from or to an employee or a customer, contact a Supervisor immediately.

A threat can be verbal, physical, or any other act of aggression and should be regarded as a potentially dangerous event.

External Threats

In the event of a threat to an employee from an external source, such as a threat received by telephone or a threat to an employee in the field, appropriate response will include calling 911 and notifying a supervisor. A threat can be verbal, physical, or any other act of aggression and should be regarded as a potentially dangerous event.

Domestic Violence

If an employee experiences a domestic violence issue that may manifest in the workplace, contacting a supervisor is encouraged.

Bomb Threat

In the event of a bomb threat, it is essential to remain calm and collect as much information as possible. Immediately secure the *Bomb Threat Checklist Form* (in the forms section), listen carefully to the caller and complete as much of the form, as possible.

Additionally, alert another employee by a note or hand signals and notify a supervisor to inform them of the incident. If the situation requires it, supervisors shall initiate an evacuation of the building, by following established evacuation procedures and contact law enforcement.

Terrorist Activities

Employees should be aware of suspicious vehicles or any questionable activities related to potential terrorist target areas such substations, distribution operations, and water operations. In the event of a credible terrorist activity or threat to person or property, contact a supervisor and law enforcement immediately.

Methods of Compliance

Exposure Determination

Methods of potential exposures shall be evaluated through facility inspections, risk audits, and hazard assessments to develop effective methods of responding to various emergencies. These activities will result in determining the level of risk for each possible situation and developing an appropriate preparedness plan for various emergency situations.

Engineering Controls

Based on exposure determination, engineering controls shall be developed to minimize loss of life and property. Such controls may include, but are not limited to emergency exit lighting, safety signage, alarm systems/event notification and other controls developed from risk assessment. Where engineering controls are not feasible, alternative administrative controls or personal

protective equipment shall be utilized to provide an effective level of protection, based on the severity and frequency of the risk.

Pre-plans

Appropriate pre-plans will be implemented following exposure determination methods in order to define the preparedness and response elements of an incident. Pre-plans may include, but are not limited to written safety programs and procedures, SPCC (Spill Prevention Countermeasures and Control), NIMS (National Incident Management System), and Mutual Aid procedures.

Ensure adequate supplies such as PPE (personal protective equipment), communication devices, response and mitigation supplies, safety supplies (first aid, AED, weather monitors), appropriate recovery materials and equipment are available. In addition, an imperative component of pre-planning is to provide employee safety training and required annual emergency drills to meet regulatory compliance.

Training and Communication

The program administrator will ensure that all affected employees participate in training upon hire and as needed thereafter, or when procedural changes take place. New or transferred employees shall also receive required training prior to working in the workplace.

The regional safety coordinator is responsible for conducting training and maintaining all training records to meet regulatory compliance.

Training Records

Training records are completed for each employee upon completion of training. These documents will be kept for at least **(3) three years**.

The training records include:

- The dates of the training sessions,
- The contents or a summary of the training sessions,
- The name of the trainer,
- The names, job titles, and signatures of all persons attending the training sessions,
- The completed tests of all persons attending the training sessions, when applicable.

Plan Evaluation and Review

The program administrator in conjunction with the regional safety coordinator shall review the Emergency Action Plan annually to determine its effectiveness and provide input for potential revisions.

Emergency Contact Information

American Red Cross – Appleton	(920) 733-4481
AT&T Emergency – Gary Laabs	(920) 735-3063
Chem-Trec (Hazardous Material Information Hotline)	(800) 424-9300
CN Railroad	(800) 465-9239
DNR - Jason Higgins Local Warden	(920) 410-9222
DNR /Dept. of Natural Resources- CHEMICAL SPILL	(800) 943-0003
EPA/Environmental Protection Agency	(800) 621-8431
Menasha Police Department	(920) 967-5128
Menasha Utilities – Energy Company	(920) 967-5190
Menasha Utilities – Water Company	(920) 967-3450
National Response Center – Report Chemical/Oil Spills	(800) 424-8802
National Weather Service	(800) 762-3947
Neenah-Menasha Fire and Rescue Department	(920) 886-6200
ThedaCare Regional Medical Center - Neenah	(920) 729-3100
Time Warner Cable – Vince Albin	(920) 378-0444
Winnebago County Dispatch Center - Neenah	(920) 727-2888
Winnebago County Emergency Management - Neenah	(920) 236-7463
Winnebago County Sheriff's Department	(920) 236-7643
Wisconsin Energies – Gas	(800) 261-5325
Wisconsin State Patrol – Northeast Region	(920) 929-3700
Wisconsin State Patrol Headquarters	(800) 762-3947

Threat Checklist

Give Completed checklist to Police Officer

- DO NOT use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- DO NOT touch or move a suspicious package.
- DO NOT hang up, leave the line open (even if caller hung up)

Name:	
Job Title:	
Department:	
Call Received:	Time:
	Date:

IF YOUR PHONE HAS CALLER ID DISPLAY, RECORD NUMBER OF INCOMING CALL

IF A BOMB THREAT TRY TO KEEP THE CALLER ON THE PHONE AND TALKING BY ASKING THE FOLLOWING QUESTIONS:

1. WHEN WILL IT EXPLODE? AT WHAT TIME? _____
2. WHERE IS IT LOCATED? WHAT FLOOR? ROOM? _____
3. WHAT DOES IT LOOK LIKE? _____
4. WHAT KIND OF BOMB IS IT? _____
5. WHAT WILL SET IT OFF? _____
6. WHY ARE YOU DOING THIS? _____
7. WHO ARE YOU? _____

DESCRIPTION OF CALLER (check all that apply)

Sex: Male _____ Female _____ Unknown _____ Approximate Age _____

Voice	Speech	Language	Behavior	Background Noise
<input type="checkbox"/> Clean	<input type="checkbox"/> Accented	<input type="checkbox"/> Educated	<input type="checkbox"/> Agitated	<input type="checkbox"/> Airport
<input type="checkbox"/> Distorted	<input type="checkbox"/> Deliberate	<input type="checkbox"/> Foreign	<input type="checkbox"/> Angry	<input type="checkbox"/> Animals
<input type="checkbox"/> Loud	<input type="checkbox"/> Distinct	<input type="checkbox"/> Foul	<input type="checkbox"/> Blaming	<input type="checkbox"/> Baby
<input type="checkbox"/> Muffled	<input type="checkbox"/> Fast	<input type="checkbox"/> Intelligent	<input type="checkbox"/> Calm	<input type="checkbox"/> Birds
<input type="checkbox"/> Nasal	<input type="checkbox"/> Hesitant	<input type="checkbox"/> Irrational	<input type="checkbox"/> Fearful	<input type="checkbox"/> General Noise
<input type="checkbox"/> Pitch-High	<input type="checkbox"/> Lisp	<input type="checkbox"/> Rational	<input type="checkbox"/> Laughing	<input type="checkbox"/> Guns Firing
<input type="checkbox"/> Pitch-Med	<input type="checkbox"/> Slow	<input type="checkbox"/> Slang	<input type="checkbox"/> Nervous	<input type="checkbox"/> Gymnasium
<input type="checkbox"/> Pitch-Low	<input type="checkbox"/> Slurred	<input type="checkbox"/> Uneducated	<input type="checkbox"/> Righteous	<input type="checkbox"/> Machinery
<input type="checkbox"/> Pleasant	<input type="checkbox"/> Stuttered	<input type="checkbox"/> Unintelligible	<input type="checkbox"/> Other:	<input type="checkbox"/> Music
<input type="checkbox"/> Raspy	<input type="checkbox"/> Regional Dialect	<input type="checkbox"/> If Foreign,		<input type="checkbox"/> Party
<input type="checkbox"/> Smooth	Describe:	Describe:		<input type="checkbox"/> Quiet
<input type="checkbox"/> Soft				<input type="checkbox"/> Restaurant
<input type="checkbox"/> Squeaky	<input type="checkbox"/> If Accented,			<input type="checkbox"/> Talking
<input type="checkbox"/> Unclear	Describe:			<input type="checkbox"/> Tavern/Bar
<input type="checkbox"/> Other				<input type="checkbox"/> Television
§ REMAIN CALM, BE COURTEOUS, AND DO NOT INTERRUPT THE CALLER § GET ATTENTION OF ANOTHER PERSON - GIVE NOTE SAYING "CALL POLICE - BOMB THREAT" § WRITE DOWN EXACT WORDS OF THE CALLER AND THREAT § NOTIFY A SUPERVISOR				<input type="checkbox"/> Traffic
				<input type="checkbox"/> Train
				<input type="checkbox"/> Typing
				<input type="checkbox"/> Water/Wind
				<input type="checkbox"/> Other:

