

EMERGENCY QUICK REFERENCE GUIDE



Professional Services

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Emergency Contact Numbers



Precinct 1

Bacliff VFD (non-emergency)/Police	281-316-8806
TC Fire Dept. (non-emergency)/Police	409-643-5720

Precinct 2

Galveston City Fire Dept. (non-emergency)/Police	409-765-3702
Hitchcock VFD (non-emergency)/Police	409-986-5559
La Marque Fire Dept. (non-emergency)/Police	409-938-9269
Sante Fe VFD (non-emergency)/Police	409-925-2000

Precinct 3

Crystal Beach VFD (non-emergency)/Police	409-766-2322
High Island VFD (non-emergency)/Police	409-766-2322
Port Bolivar VFD (non-emergency)/Police	409-766-2322

Precinct 4

Dickinson VFD (non-emergency)/Police	281-337-4700
League City VFD (non-emergency)/Police	281-332-2566

Contacts	Phone Number & Email
Risk Manager: Nia Patterson	Office: 409-766-2296 Email: Nia.Patterson@galvestoncountytexas.gov
Human Resources Director: Arnel Wetzel	Office: 409-740-5350 Email: Arnel.Wetzel@galvestoncountytexas.gov
Assistant HR Director/ Worker's Compensation: Rebecca Gilliam	Office: 409-770-5346 Email: Rebecca.Gilliam@galvestoncountytexas.gov
Facilities Director: Jose Escobedo	Office: 409-309-4763 Email: Jose.Escobedo@galvestoncountytexas.gov
Assistant Facilities Director: Mark Garcia	Office: 409-766-2308 Email: Mark.Garcia@co.galveston.tx.us

Type of Emergency	Emergency Number
Emergency Services (Fire/Police)	9-1-1
Accident/Injury Reporting	Rebecca Gilliam: 409-770-5346 Nia Patterson: 409-766-2296
Employee Medical Clinic (CareHere)	1-877-423-1330 Website: https://carehere.com/
Work Injury (WellNow)	409-572-2535 M-F: 8AM-7PM Sat: 9AM-2PM Sun: 12PM-4PM
Work Injury (West Isle Urgent Care)	409-744-9800 Everyday 8AM-10PM
Insurance Services (G.I.A.)	Garry Kaufman: 409-941-6001 / 409-256-9922
Gas Company	CenterPoint: 1-888-897-8638
Poison Control	1-800-222-1222



Medical Emergency

What is a Medical Emergency?

A medical emergency is a condition that, if not treated immediately, might cause loss of life, permanent OR severe disability.

Examples Include:

- Loss of Consciousness
- Seizures
- Severe Chest Pains (shortness of breath)
- Slurred Speech
- Choking

Medical Emergency Instructions

- Call the 9-1-1 Operator or ambulance dispatch service.
- Give the operator or ambulance dispatch service your name and address.
- State the patients name and describe the medical emergency.
- Await instructions from the operator or dispatcher.
- Do not hang up until you are told to do so.
- Tell the operator or dispatcher how or where the ambulance crew should enter the property and building.
- Tend to needs of patient.
- Direct other employees to flag down and meet the ambulance at the entrance and then escort them to the location of the medical emergency.

First aid kits can be found at Supervisors Office, or designated location.

What is a Medical Situation?

An injury that results in first aid or medical treatment (but not life-threatening) to the injured person. These conditions are not considered emergencies. The worker is in no danger of loss of life or limb.

Examples Include:

- Severe cut needing stitches
- Ankle injury with marked swelling
- Minor Burn over a small area (e.g. finger, hand).



AED & First Aid

AED can be used by anyone, no training required. Steps for use on an unconscious, non-breathing casualty:

- Call 9-1-1
- Start CPR. 30 compressions, 2 rescue breaths
- Switch on defibrillator
- Follow the visual and verbal prompts

First Aid Kits are vital to help injured or ill colleagues before professional help arrives.

- Items such as trauma pads, bandages, burn dressings, eye wash, ointment, antiseptic, foil blanket and tourniquets are located inside the First Aid cabinets.
- PPE, or personal protective equipment, should be worn to protect yourself from exposure. Latex gloves, disposable masks, face shields or goggles are all PPE tools.



SAVE A LIFE

Stop The Bleed ABC's:

A: Alert 9-1-1

- Once safe, notify emergency medical responders and police about the incident and location. Follow operators instructions.

B: Bleeding

- Find the source of blood, clothing can sometimes hide life-threatening injuries. Look for continuous bleeding, pooling blood or large-volume bleeding.

C: Compression

- Wear gloves to protect against blood-borne infections. Use gauze or cloth to cover and pack the injury. Apply direct pressure to the wound, keep compressing the wound until help arrives.

Fire & Evacuation Emergency



- It is the responsibility of all employees to immediately report all fires or fire related emergencies. Any employee who discovers a fire shall immediately activate a manual fire alarm box, get to a safe place and then call the local fire department.

When Sounding the Fire Alarm

- Become familiar with your buildings fire alarm system. There will be fire pull stations near all major entrances and exits.
- A manually operated fire alarm box is used by pulling the lever all the way down and releasing it. Make sure the alarm sounds.

When Reporting the Emergency by Telephone

- Call 9-1-1. The dispatcher will then direct your call to the appropriate authorities depending on the type of emergency you have.
- Give the operator the exact location of the emergency (physical address, location in the community if necessary) and/or any other means of identification nearest to the point of emergency.
- Clearly state your name and cell phone number. You may be contacted for any additional information at a later date.
- Describe the exact nature of the emergency, such as fire, smoke, explosion, odor, etc.
- Report all information regarding injuries, trapped victims, or special conditions.
- After the fire is extinguished, contact the Risk Manager and Facility Director.

Extinguishing Fires

- No attempt to extinguish fires shall be made until after the emergency has been reported.
- Your safety is our number one priority! Only employees trained and certified are permitted to use portable fire extinguishers. The usage of the fire extinguishers shall be limited to the scope of the training, and only if the employee is not in immediate danger from the fire.
- If you are trained and certified in the usage of an extinguisher, remember **P.A.S.S.**

Pull out the pin that secures the handle.

Aim the extinguisher nozzle at the base of the fire.

Squeeze the handle.

Sweep the extinguisher from side to side across the base of the fire until it is put out.

Location Evacuation Plan

- All locations are covered by an Emergency Evacuation Plan that describes the designated evacuation routes for all employees to use should an emergency arise. Make sure the Emergency Evacuation Plan is posted in a highly visible area. All employees should familiarize themselves with the locations of all emergency exits.
- When you hear the emergency alarm or evacuation order, exit the building calmly using the nearest safe exit.
- Report to the designated primary assembly area and remain a safe distance from the building.
- If unable to get to the primary assembly area go to a secondary or other location and report to your supervisor that you are safe.
- Do not leave the designated assembly area. If you're not present for the headcount, there's no way of telling that you got out safely.
- Do not return to the building until the "all clear" signal is given by an immediate supervisor or from Security representatives.

BOMB THREAT TELEPHONE CHECKLIST

DO NOT HANG UP PHONE!

Use another phone to have someone call 9-1-1

Bomb threats are delivered in a variety of ways. The majority of threats are called in to the target. Occasionally these calls are through a third party. Sometimes a threat is communicated in writing or by a recording. Whatever the reason for the report, there will certainly be a reaction to it. Through proper planning, the wide variety of potentially uncontrollable reactions can be greatly reduced.

An employee who discovers a suspicious package or container, or receives a verbal or written bomb threat, must immediately alert a supervisor. Secure the area around the suspicious object so that no one can disturb it.

If a threat is called in, record all available data on the Bomb Threat Checklist below. Then provide all completed information to the local authorities.

Person Receiving Call: _____

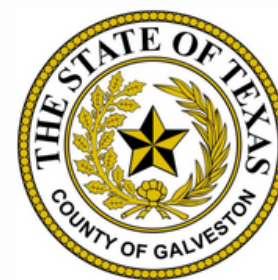
Date: _____

Telephone Number Call Received At: _____

Exact Time of Call: _____

Exact Words of Caller: _____

Tornado & Severe Conditions



Tornado Warning Steps

1. Shut down all operations.
2. Close windows and doors if safe to do so.
3. Use cell phone to gather information.
4. Proceed calmly to nearest designated tornado shelter area.
5. Sit down and try to face a solid wall or object.
6. Assume a protective posture by using your arms to cover and protect your head.
7. Remain in the protected area until the storm is over and an "ALL CLEAR" is announced.

Tornado Danger Signs

1. **Large hail:** Tornadoes are spawned from powerful thunderstorms and the most powerful thunderstorms produce large hail.
2. **Calm before the storm:** Before a tornado hits, the wind may die down and the air becomes very still.
3. **Cloud of debris:** An approaching cloud of debris can mark the location of a tornado even if a funnel is not visible.
4. **Funnel Cloud:** A visible rotating extension of the cloud base is a sign that a tornado may develop. A tornado is evident when one or more of the clouds turn greenish (a phenomenon caused by hail) and a dark funnel descends.
5. **Roaring noise:** The high winds of a tornado occur near the trailing edge of a thunderstorm. It is not uncommon to see clear, sunlit skies behind a tornado. You may have only seconds to escape. Act quickly.

Tornado Sheltering Emergency

When tornado season approaches, you must: **Be informed and be prepared!** An extensive warning and communication system should be in place to alert citizens to imminent danger. The damage from a tornado is a result of the high wind velocity and wind-blown debris. Tornado season is generally March through August, although tornadoes can occur at any time of the year. They tend to occur in the afternoons and evenings, over 80 percent of all tornadoes strike between noon and midnight.

SEVERE CONDITIONS FLOODS, HURRICANES & EARTHQUAKES

Know What to Expect

- Know your area's flood risk. If not familiar with this risk, ask your supervisor, risk manager, or co-workers.
- Develop a flood emergency response plan, if your location is in a flood plain.
- If it has been raining hard for several hours, or steadily raining for several days, be alert to the possibility of a flood. Listen to local radio or TV stations for flood information.

When a Flood WARNING Is Issued

- Listen to local radio and TV stations for information and advice. If told to evacuate, do so as soon as possible.
- If flooding has started, use your best judgement whether to drive home or remain at the workstation.

Plan

- Home, work, school, outdoor activities
- Identify safe areas
- Have a disaster kit
- Know how to stay weather aware

Monitor

- Weather Watcher
- Multiple ways to receive warnings

Act

- When severe weather threatens
- Activate your plan!

Galveston designated shelter locations: Bathrooms and other internal rooms.

Facility & Cyber Security



FACILITY SECURITY

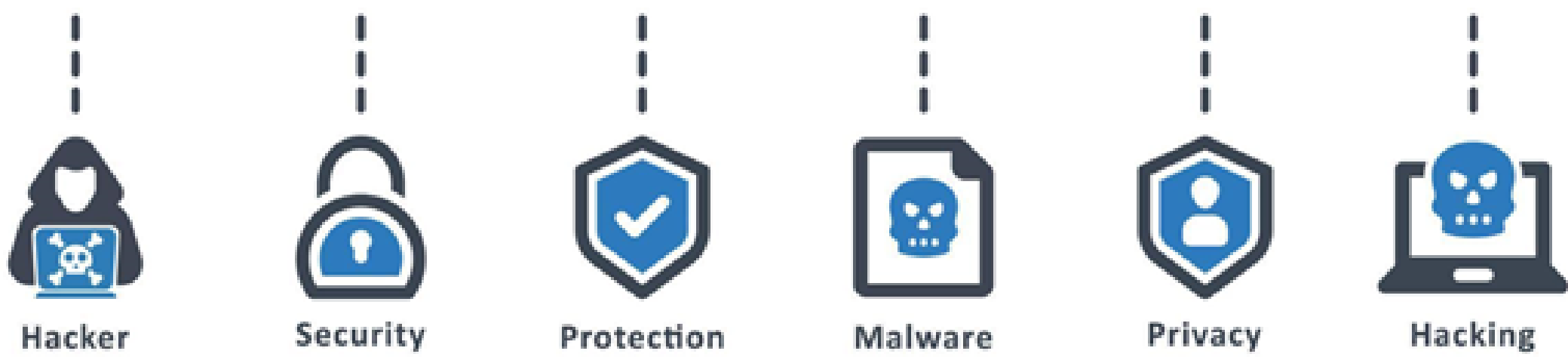
An employee who observes suspicious activity or is approached by a stranger regarding Galveston County property should:

- Never jeopardize his/her life, or the life/safety of others. If an armed robber demands valuables, comply with demand. Call 9-1-1 then notify supervisor.
- Identify as many of the person's characteristics as possible, such as age, race, gender, facial features, hair color, skin tone, height, weight, clothing, identifying marks (tattoos, moles), identifying voice characteristics (accent, tone).
- Identify the person's transportation: make and model of vehicle, color, license plate number, hub caps, identifying or unusual marks (decals, dents or damage, mirror or antenna decorations), and directions of travel to and from site.
- Identify the person's method of operation: identify the gun or weapon used, how it was used or threatened, individual's actions.
- Immediately after noticing suspicious activity and after obtaining as much information as you are able, call your supervisor to report the incident. If your supervisor is not available, report the incident to the next person up on your chain of command.
- Once the supervisor has recorded all information reported by the employee about the questionable person or activity the supervisor should contact law enforcement and let them investigate.
- The supervisor shall then contact the Risk Manager regarding this incident.
- The Risk Manager shall notify Legal and Human Resources about the incident as well as to act as a liaison for law enforcement and report back the findings to all relevant parties.

Managers should be vigilant with site security, as follows:

All County property should be secured by a locked door or gate when the site is unattended. Safety starts with awareness. Employees should be aware of their surroundings and who might be watching them. Here are some suggestions; when making daily rounds, keep an eye out for people who might be watching you. If you spot something suspicious, do not approach the person. Instead, report the suspicious activity to law enforcement at the next opportunity. Follow the suggestions of the police or sheriff. This might allow the officers to investigate without putting you at risk.

CYBER SECURITY



1. **Phishing-** hackers send out convincing emails to convince you to click on a link that can give them access to your computer systems.

- Look out for emails from unknown or unfamiliar senders and emails with questionable links.

2. **Use strong passwords!**

- Create password that contains upper and lower case letters, numbers and special characters.

3. **Proper data backups**

- Create a backup via hard drive or in the cloud to easily retrieve data

4. **Practice safe browsing.**

- A single click can expose your sensitive information.

5. **Be careful of what you download.**

- Some programs and apps carry malware and try to steal your information. Download content from trusted sites only.

6. **Wipe data securely before disposal.**

- Erase USB drives and remove hard disks.

7. **Always lock your workstation before walking away.**

- Windows Key + L

8. **Report suspicious activity or persons immediately.**

- Contact your immediate supervisor and/or Risk Manager

Chemical & Hazardous Spill



For the Facilities, Mosquito Control, Road & Bridges and Parks Departments.

Material Safety Data Sheets (MSDS) are available electronically through the “W” drive as well as hard copies at each facility. A MSDS book provides details about all the chemicals maintained in your facility. Refer to the MSDS sheet prior to cleaning any chemical spills.

Hazardous Material Incident Response

The action taken when a hazardous material incident occurs is dependent on the amount of spilled material along with the inherent fire and health effects of the material.

Chemical spills may be classified as Minor or Major. Employees may clean up minor spills or material that they normally work with and are familiar with the properties of the material.

Minor Chemical Spill

A minor chemical spill is one that a Galveston County Employee is capable of handling safely without the use of respiratory protection or the assistance of safety and emergency personnel (generally less than 2 gallons of moderately hazardous substance). All other chemical spills are considered major. Regardless of the size of the spill always refer to the MSDS available.

Cleaning up Chemical Spills

The cleanup of a chemical spill should only be done by knowledgeable and experienced personnel (e.g. customer rep./user who is familiar with the chemical and its safety data sheet). If you are not able to clean up a spill, contact an outside vendor for proper disposal.

1. Alert people in the immediate area of the spill.
2. Do not clean up a spill if you do not know the hazards of the chemical. Immediately call your supervisor or risk manager.
3. Increase ventilation in the area of the spill (open doors, turn on fans, etc.).
4. Wear necessary PPE (Personal Protective Equipment), including safety glasses or face shield and gloves.
5. Confine the spill to a small area with absorbent materials.
6. Use appropriate material to neutralize and absorb inorganic acids and bases. For other chemicals, use dry sand or paper towels.
7. Collect residue, place in a container, and label the container.
8. Clean the spill area with soap and water, if required.

In the event of a Major Chemical Spill

Some spills are large (>2 gallons) or involve very hazardous or unknown substances. ***You should not clean them up!*** Example of very hazardous substances include the following:

- Class 1 A flammable solvents (HMIS Label for Fire=4)
- Hydrochloric and Nitric Acid
- Propane spills/releases.

1. Immediately call your Emergency Number and notify immediate supervisor
2. Provide the Operator the following information.

State your name:
Provide the operator the phone number you are calling from.
Describe the nature of the incident (is this an equipment leak or spill).
The type of chemical or hazardous material release (propane).
Amount of material leaking or spilled (50 gallons, 3 gallons and still leaking)
Exact location of the release or area affected (location of the tank)
Product name or name of the safety data sheet.

Do not hang up until the operator releases you.

3. If warranted, alert people in the surrounding area to evacuate.
4. Attend to injured or contaminated persons and remove them from exposure. In case of personal contamination, remove any affected clothing and flush-contaminated area with water for at least fifteen minutes. Seek medical attention immediately.
5. If required, turn off ignition and heat sources, but do not place your health or safety at risk.
6. If needed, maintain ventilation in the room by opening doors or using fans.
7. If an evacuation is warranted, close doors to the affected areas as you leave.

Workplace Violence



Workplace violence can be any act of physical violence, threats of physical violence, harassment, intimidation or other threatening, disruptive behavior that occurs at the work site. Workplace violence can affect or involve employees, visitors, contractors, and other non-county employees.

How Can Employees Protect Themselves?

- Learn how to recognize, avoid, or diffuse potentially violent situations by attending personal safety training programs.
- Alert supervisors to any concerns about safety or security and report all incidents immediately in writing.
- Be familiar with site policy regarding workplace violence.
- Be responsible for questioning and/or reporting strangers to supervisors.
- Be aware of any threats, physical or verbal, and/or any disruptive behavior of any individual and report such to supervisors.
- Be familiar with local procedures for dealing with workplace threats and emergencies.
- Do not confront individuals who are a threat.
- Be familiar with the resources of the Employee Assistance Program.
- Take all threats seriously.

What Should Employers Do Following An Incident Of Workplace Violence?

- Encourage employees to report and log all incidents and threats of workplace violence.
- Take all reported concerns seriously.
- Provide prompt medical evaluation and treatment after the incident.
- Report violent incidents to the local police promptly.

Immediate Notifications

1. Notify Emergency Services
2. Notify Risk Manager
3. Notify Supervisor
4. Notify Human Resources

ACTIVE SHOOTER RESPONSE GUIDE

RUN

If you determine that you can reach an escape path to a safer area, then get out.

1. Be aware of your surroundings.
2. Have an exit plan.
3. Move away from the threat as quickly as possible.
4. Create as much distance between you and the threat as possible.



HIDE

If you can't evacuate, find a secure place to hide out.

1. Create distance between you and the threat.
2. Find barriers to prevent or slow down the shooter from getting to you.
3. Turn off the lights and silence your phones
4. Remain out of sight by hiding behind large objects.
5. Be quiet



FIGHT

As a last resort, if you can't hide out and if you have absolutely no other option, confront the active shooter.

1. Be aggressive, yell, and commit to your actions.
2. Do not fight fairly - Throw items and use improvised weapons
3. Survive by any means necessary



CALL 911 WHEN IT IS SAFE TO DO SO

