



BERGEN COUNTY HOUSING, HEALTH AND HUMAN SERVICES CENTER

120 SOUTH RIVER STREET
HACKENSACK, NJ 07601-6908

(201) 336-6475

Fax: (201) 488-9298

TDD: (201) 343-2185

JULIA M. ORLANDO, CRC, ED.M, MA
DIRECTOR

EMERGENCY AND DISASTER POLICY

Effective Date: 10/1/12

Revision Date: 10/15/13

Revision No.: 1

Date: 10/15/13

The following procedures have been enumerated to serve as guide for staff and guests. Upon any occurrence, the Department of Community Affairs should be promptly informed in writing within 72 hours.

FIRE

In case of fire, the Bergen County Housing Health and Human Services Center (BCHHHSC) has been fully-equipped with fire suppression system that includes:

- Water sprinklers in all rooms and hallways in the facility;
- Fire alarm bells that will sound the alarm in the facility and send a signal to a Central Station Alarm Vendor, Simplex Grinnell at 973-586-4418.
- Fire extinguishers are strategically located in areas in each and every floor.

The Hackensack Fire Department will be **automatically** alerted due to Central Station, direct alarm hook-up system. They will immediately call the Hackensack Fire Department with the closest proximity to the BCHHHSC. They will call this facility to confirm and any staff member answering their call will confirm. However, at the same time, the On-Duty Security Officer will call 911 or the Fire Department, alert them of the fire, provide our address and confirm that they are on the way.

If smoke only, alarms will turn on. If fire, the sprinklers will automatically turn on.

All staff members will be trained to handle the situation and assist the guests. Guests will be reminded of the monthly Fire Drills.

All guests will be advised to:

- Avoid panic,
- Refrain from shouting fire,
- Be calm and act with assurance.

All guests upon hearing the alarm bells:

- Will leave their bedrooms and
- Close the doors behind them and
- Evacuate the building immediately through the nearest exits and as directed by the staff.
- Guests will not be permitted to search around for personal possessions.

If you smell smoke, feel heat or remotely suspect there is a fire and no person is in immediate danger, evacuation or rescue of that person should be done first. Any delay in pulling the fire alarm box could be a matter of life or death. The staff member will then immediately notify the Security Office to contact the fire department to confirm the fire.

The On-Duty Security Officer will remove the security log and sign in/sign-out book if possible.

Fire extinguishers are located throughout the facility, which may be used by the staff or the security officer to extinguish a small fire. Under no circumstances shall anyone attempt to fight the fire without first setting off the fire alarm, calling 911 and making sure that any person in immediate danger has been evacuated.

Upon leaving the building, all guests under the guidance of the staff will gather **to a safe location** or other safe area as directed by center officials. A head count will be taken of all guests to make sure that all guests have evacuated the building safely. **If this place proves unsafe, then all guests should be moved to the nearest location designated by the Bergen County Department of Human Services and/or the Office of Emergency Management. Transportation Services for immediate pick-up of the guests and staff will be arranged by the Bergen County Office of Emergency Management.** If medication is urgently needed, security should call an ambulance to attend to guest.

If not on the premises, the Director and fire officials will be notified immediately.

If facility has been damaged, then ALL guests should be assessed and transported by ambulance to the hospital for further observation. Once cleared from hospital, all able guests will be moved to another facility or location designated by the Bergen County Department of Human Services and/or Office of Emergency Management.

The staff will call the guests' authorized family member or guardian, if available, and inform them of the situation. Family members who can take care of a guest should be encouraged to come and pick them up from the hospital after their check-up.

If false alarm, all guests and staff will return to the facility once it has been declared safe by the Fire Department. Staff will check on each guest as to their condition and call the necessary authority to address any need.

(See below for other instances of FIRE SITUATIONS inside the facility)

EXPLOSION

An explosion produces blast and concussion and may be accompanied by or followed by fire. A severe explosion could shatter glass and cause structural as well as cosmetic damage. Prompt action should be initiated for evacuation of the entire building and removal of any trapped or injured persons. The staff learning of the explosion will immediately contact the security officer on-site if practical who will call 911, the Director of the facility and notify the Bergen County Police Department/fire/ambulance dispatcher.

All guests will be advised to:

- Avoid panic,
- Be calm and act with assurance.

All guests upon hearing the alarm bells:

- Will leave their bedrooms and
- Close the doors behind them and
- Evacuate the building immediately through the nearest exits and as directed by staff.
- Guests will not be permitted to search around for personal possessions.

The On-Duty Security Officer will remove the security log and sign in/sign-out book, if possible.

Upon leaving the building, all guests will gather **to a safe location** or other safe area as directed by staff. A head count will be taken of all guests to make sure that all guests have evacuated the building safely. If medication is urgently needed, a security officer should call an ambulance to attend to guests.

If not on the premises, the Director and fire officials will be notified immediately.

If facility has been damaged, then ALL guests should be assessed and transported by ambulance to the hospital for further observation. Once cleared from hospital, all able guests should be moved to another facility or location that has been designated by the Bergen County Department of Human Services and /or Office of Emergency Management.

The staff will call the guests' authorized family member or guardian, if available, and inform them of the situation. Family members who can take care of a guest should be encouraged to come and pick them up from the hospital.

BOMB THREAT

In the event of a bomb threat, the security officer will call 911, the Bergen County Police Department and fire department, if possible.

All guests will be advised to:

- Avoid panic,
- Be calm act and with assurance.
- Leave their bedrooms and
- Close the doors behind them and
- Evacuate the building immediately through the nearest exits and as directed by staff.
- Guests will not be permitted to search around for personal possessions.

The On-Duty Security Officer will remove the security log and sign in/sign-out book if possible.

All guests will be asked to evacuate the building and gather to **a designated safe location** or other safe area designated by the Bergen County Department of Human Services and /or Office of Emergency Management. A head count will be taken of all guests to make sure that all guests have evacuated the building safely. If medication is urgently needed, the security officer should call an ambulance to attend to the guest.

If not on the premises, the Director and fire officials will be notified immediately.

A search of the premises will be conducted by the Bergen County Police Department/bomb squad with particular attention first given to the area mentioned by the caller on phone. The guests will not be allowed to return to the facility until the search is completed and the place declared safe by Bergen County Police Department/bomb squad.

If facility has been damaged, then ALL guests should be assessed and transported by ambulance to the hospital for further observation. Once cleared from hospital, all able guests should be moved to a facility designated by the Bergen County Department of Human Services and/or Office of Emergency Management.

The staff will call the guests' authorized family member or guardian, if available, and inform them of the situation. Family members who can take care of a guest should be encouraged to come and pick them up from the hospital.

STORM DAMAGE

Hurricanes, tornadoes, windstorms and lightning can produce severe physical damage. High winds could break windows, or damage a building's exterior to the extent that it could cause structural damage and render a facility unsafe for occupancy or expose the building interior and its occupants to the weather.

If there is sufficient warning of an impending hurricane, tornado or windstorm, all guests should be kept inside the building with all the shades down. Guests should be kept away from the windows and doors with glass and preferably should stay in the hallways during the worst part of the storm.

Time permitting, families/friends will be notified and will be allowed to take them home if they so desire.

In case evacuation has been suggested, please refer to the emergency evacuation plan.

FLOOD

In the event of a flood, the following measures will be taken:

1. If evacuation of the facility is required, the guests will be evacuated to an area designated by the Bergen County Department of Human Services and/or Office of Emergency Management.
2. The main entrance door will be shut tightly or will be sand bagged to make it as watertight as possible – other doors on the first floor will be treated in the same manner.
3. All guests will be asked to go to the second floor or to a higher level until the help arrives.
4. All emergency supplies including first aid kit and patients' medications should be made ready, safe and available.

Time permitting, families/friends will be notified and will be allowed to take them home if they so desire.

In case evacuation has been suggested, please refer to the emergency evacuation plan.

NUCLEAR INCIDENT OR OTHER RADIOACTIVE ACCIDENTS

The chances of the facility becoming an active participant in a nuclear incident or other radioactive accidents is more likely to result from an accident in transportation of radioactive materials or at a nuclear power plant or a nuclear attack by a foreign country during war.

If this occurs, guests and staff should remain indoors with all windows and doors closed. All guests will be moved to the lowest level of the facility. The Director/Staff should remain in touch with the Bergen County Department of Human Services and/or Office of Emergency Management for possible evacuation of the guests to a place designated by them. In addition, the Director/Staff will have the radio turned on to listen for emergency instructions.

All medical emergencies should be addressed promptly and medical assistance should be immediately summoned.

Time permitting, families/friends will be notified and will be allowed to take them home if they so desire.

In case evacuation has been suggested, please refer to the emergency evacuation plan.

ELECTRICAL POWER FAILURE

In the event of electrical power failure, the fire alarm systems, and the illuminated exit signs will automatically switch to backup battery power. Emergency backup lighting is connected to the emergency generator.

The Director/Staff will contact the **PSE&G** if the power is not restored within 30 minutes to 1 hour to determine if the problem is external and the time it will take to restore it. If the cause of the power loss is internal, then the facility will contact the **electrical contractor** to correct the problem.

In the event that electrical power has been lost for an extended period of time that may affect the health and welfare of the guests, the Director/Staff will contact the Bergen County Department of Human Services and/or Bergen County Office of Emergency Management.

Flashlights and blankets will be distributed as necessary. Guests will be brought to a central area sitting room or the dining room if this is feasible and appropriate. Decision to evacuate will be based on the duration of the power failure, excessive heat or cold weather conditions, guests conditions and most important the guests' health and welfare. A **310 gallon diesel emergency generator** at this facility powers essential lighting and building systems. A portable radio with batteries will be available for use.

If possible, call the guest's family/friends members and ask if they are interested to take them before the storm arrives.

In case evacuation has been suggested, please refer to the emergency evacuation plan.

EMERGENCY EVACUATION

Bergen County Office of Emergency Management

CONCEPT OF OPERATIONS

General Operations

When an evacuation warning is given, the Bergen County Office of Emergency Management will determine a location for emergency shelters. Guests providing their own transportation will be directed to the emergency shelter by the Center Director/Staff. Transportation will be provided for those who need it designated by the Bergen County Department of Human Services and/or Office of Emergency Management. All emergency shelters will be set up with food and cots. Shelter Administration / Staff will arrange with existing vendor to deliver food. If this is not available, then the Shelter Administration / Staff will make arrangements to purchase or organize an emergency food donation drive.

BCHHHSC Plan of Action

1. Director will call the Bergen County Department of Human Services designee at 201-336-7474 first and as a back up, the Office of Emergency Management via 201-785-5757 and request for transportation specific to requirements of its guests; inquire on shelter destination.
2. Available off duty staff will be called to report to work immediately.
3. The guests will be transferred to another shelter provided (**see Important Numbers under Emergency Plan Evacuation**) (by a written agreement), or to an area designated by the Bergen County Office of Emergency Management.
4. Records including the guests' files and sign out book will be transported to the temporary location. All guests will be counted and checked. The facility will be closed and locked.
5. All guests with immediate medical requirements should receive immediate medical attention. Director, security or staff should call 911 and the guest's physician and transported to the hospital. Guest's family/friend member should be called immediately to inform them of the situation. If no family/friend, staff should inquire later on about his/her condition.
6. A portable radio with spare batteries, flashlights and blankets will also be transported to the designated shelter. Staff should also bring first aid kit and some food.
7. Time permitting, families/friends will be notified and will be allowed to take them home if they so desire.
8. The Bergen County Department of Human Services, Bergen County Board of Social Services, the State Department of Health and the Department of Community Affairs will be notified as soon as possible. Department of Community Affairs will also be notified in writing with an incident report.
9. Until the emergency situation is abated, guests will be kept as comfortable as possible and together as a group, separated only by sex if necessary. There will be at least one staff

member with the guests at all times for continued supervision and ensuring essential care.

10. Once emergency situation has passed, Director will schedule with the Bergen County Office of Emergency Management for transportation of all its guests and staff, back to the BCHHHSC.

11. All important numbers are located in the Security Office.

EMERGENCY EVACUATION PLAN

EMERGENCY EVACUATION SITES:

Bergen Community College: 201-447-7100 at 400 Paramus Road, Paramus, NJ 07652.

www.bergen.edu

And/or as directed by the Bergen County Department of Human Services and/or the Office of Emergency Management

LOCAL TRANSPORT SQUAD:

Bergen County Division of Community Transportation

178 Essex St., Lodi, NJ 07644

201-368-5955

FIRE DEPT:

Hackensack Fire Department: 911

BERGEN COUNTY POLICE DEPARTMENT DEPT:

Bergen County Police Department: 201-646-2700

BERGEN COUNTY DEPARTMENT OF HUMAN SERVICES

Name: Gina King

Phone: 201-336-7455

BERGEN COUNTY DEPARTMENT OF HEALTH

Name: Nancy Mangieri

Phone: 201-634-2601

COUNTY & MUNICIPAL EMERGENCY MGMNT COORDINATORS:

Agency: Bergen County Office of Emergency Management

Name: Lieutenant Matthew Tiedemann

Phone: 201-785-5757 / 201-646-2700 (Bergen County Police Department)

FIRE ALARM SYSTEM VENDOR:

Name: **Simplex Grinnell**

Phone: **973-586-4418**

SPRINKLER VENDOR SYSTEM:

Name: **Simplex Grinnell**

Phone: **973-586-4418**

PLUMBER:

Name: **Mazzer Plumbing**

Phone: **201-475-8095**

ELECTRICAL CONTRACTOR:

Name: **TSUJ**

Phone: **973-713-4847**

ELECTRICAL POWER & NATURAL GAS COMPANY:

Name: **PSE&G**

Phone: **800-436-7734**

REGISTERED NURSE:

Name: **Provided through Bergen County Sheriff Department**

Phone: **201-336-3500**

COUNTY WELFARE AGENCY:

Contact Name: **Diane Baillif of Bergen County Board of Social Services**

Phone: **201-368-4297**

ARAMARK (FOOD VENDOR) (located at the Bergen County Jail)

Contact: **Charles Cicero**

Phone: **201-336-3500 Extension 7865**

FAMILY PROMISE (DINNER PROGRAM):

Contact: **Kate Duggan**

Phone: **201-833-8009**

ANCILLARY PARTNER : AMERICAN RED CROSS

LOCAL CHAPTER: Ridgewood, NJ Office

Contact: **Ray B. Shepherd**

Phone Number: **201-652-3210**

DEPARTMENT OF HEALTH & SENIOR SVCS:

Phone: **1-609-633-8993** (M-F) (9 – 5)

*1-609-392-2020 State operator (for emergencies for Off
Hours/Weekend)*

Notification to be followed up in writing

Department of Community Affairs:

Contact Name: **Ashanti Baxter**

Phone: **1-609-984-4258** (M-F) (9 – 5)

Notification to be followed up in writing

VETERANS ADMINISTRATION: (For VA Guests Only)

VA Contact : **Jennifer Schied**

Phone: **908-647-0180 ext. 4090**

SUMMITTED TO:

Captain John Niland Hackensack Office Of Emergency Mgmt. 65 Central Avenue Hackensack, NJ 07601 Date: <u>10/15/13</u>	Lieutenant Matthew Tiedemann Bergen County Office of Emergency Mgmt 285 Campgaw Road Mahwah, NJ 07430 Date: <u>10/15/13</u>	Diane Baillif Bergen County Board of Social Services 216 Route 17 North, Building A Rochelle Park, NJ 07662 Date: <u>10/15/13</u>
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EMERGENCY EVACUATION PLAN

KITCHEN FIRE

1. Summon Fire Department by pulling down Fire Box Cover, located by the back kitchen door.
2. Close doors; turn off equipment.
3. If fire is confined to small area in kitchen, use extinguisher by back door or on wall by first aid kit. If fire is over stove, pull extinguishing system to activate (on wall by back door)
4. If fire is elsewhere, report to the security officer after shutting off all equipment and closing kitchen door.
5. Follow evacuation plan.

LAUNDRY ROOM FIRE

1. If fire is in laundry room, pull down fire box located outside room to call Fire Department.
2. If fire is confined to small area, use extinguisher located on wall. Notify security officer to call fire department.
3. If fire is elsewhere, report to the security officer and await instructions.
4. Follow evacuation plan.

DUTIES OF CLEANING PERSONNEL

1. Move your cleaning equipment to a safe area, out of the way of traffic.
2. Walk to security office — report to person in charge.
3. Listen for instructions.
4. Follow evacuation plan

ADMINISTRATIVE MANUAL:

BUILDING EVACUATION

POLICY:

It is the policy of BCHHHSC to train its staff to respond to any emergency that requires the evacuation of our building.

PROCEDURE:

The practice of conducting regular fire drills serves to Acquaint personnel, and guests with proper emergency procedures.

At least once a month, fire and evacuation drill will be held. These drills may be announced or unannounced and will be conducted as though a real emergency existed.

During a staged or real fire emergency, all electrical Appliances are to be unplugged or turned off, lights are to be switched off, windows and doors closed, but unlocked.

All staff members are responsible for assisting guests from the building. There are Emergency evacuation plans posted **ON ALL FLOORS** throughout the building. It is the responsibility of each staff member to become familiar with plan and exits and fire alarm stations.

IN CASE OF FIRE STAFF ARE TO:

1. REMAIN CALM
2. PULL NEAREST ALARM
3. NOTIFY THE SECURITY OFFICER
4. RESCUE GUESTS IN IMMEDIATE DANGER
5. CLOSE DOORS. DO NOT OPEN UNTIL ALL CLEAR IS GIVEN
6. DO NOT LEAVE GUESTS UNATTENDED

NOTE: A Record of these fire drills is required by The Department of Community Affairs and is kept in the facility's documentation file.

RECORD OF FIRE DRILL

FACILITY: _____ DATE: _____

PARTICIPATING STAFF: _____

SYSTEM MALFUCTION? YES: ____ NO: ____ LOCATION: _____
TIME: _____ A.M./P.M.

CHECK ONE: DAY SHIFT: ____ NIGHT SHIFT: ____ EVENING SHIFT: ____

FULL STATION TESTED: YES ____ NO ____

LOCATION _____

LOCATION OF DRILL FIRE (BE SPECIFIC): _____

CLIENT ROSTER & SIGN OUT BOOK, REMOVED BY: _____

TIME ELAPSED FOR EVACUATION: _____

POSTED DIAGRAMS OF EXITS: YES ____ NO ____

WERE EXITS ACCESSIBLE YES ____ NO ____

WERE FIRE EXTINGUISHERS UPDATED YES ____ NO ____

WERE ALL DOORS CLOSED UPON LEAVING BUILDING YES ____ NO ____

NUMBER OF CLIENTS AND STAFF EVACUATED _____

COUNTED BY _____

ALL EXITS CLEARLY MARKED/LIGHTED YES ____ NO ____

ALARM COMPANY NOTIFIED TIME: _____ YES ____ NO ____

FIRE DEPT./CENTRAL NOTIFIED TIME: _____ YES ____ NO ____

JOINT DRILL WITH LOCAL FIRE OFFICIALS (1) REQ. PER. YR YES ____ NO ____

FIRE OFFICIAL NAME _____

PROBLEMS/COMMENTS/EVALUATION OF GUEST W/ ASSISTIVE DEVICES:

STAFF IN SERVICE RE: FIRE/SAFETY/EVACUATION: _____

INFORMATION SUBMITTED BY: _____

PERSON-IN-CHARGE: _____