



Safety Training

Emergency Preparedness, Business Continuity and
Communication Plan

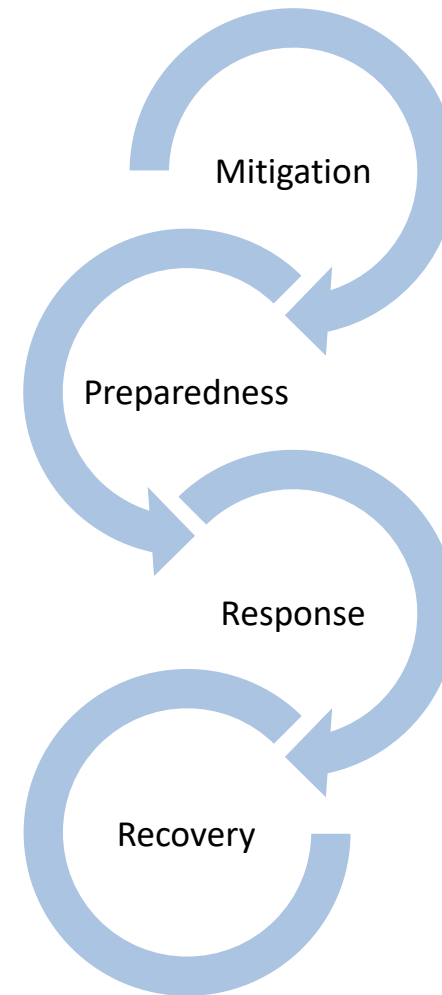


After This Training, You Will Know How:

- To respond to emergencies
- To report an emergency
- Lifeline of Ohio will communicate with you during and after an emergency
- Lifeline of Ohio will perform business continuity
- To access policies and resources for emergency planning and employee safety

Emergency Preparedness and Business Continuity

- Lifeline of Ohio has a Business Continuity, Emergency Preparedness and Communication Plan to provide a timely, integrated and coordinated response to disasters or emergencies
- The better we respond, the more rapidly we recover



Emergency Preparedness and Business Continuity

Responding to an emergency is everyone's responsibility

1

Read and understand the Business Continuity, Emergency Preparedness and Communication Plan in PolicyTech or 2nd floor break room

2

Be prepared to respond to emergencies and to deploy and support essential functions in the event of and emergency or implementing the Continuity Plan

3

Continue to participate in training and exercises as directed

4

Ensure your contact information and emergency contacts are up to date in Paylocity/Volgistics

5

Develop an emergency preparedness plan with your family

Emergency Preparedness and Business Continuity

An Emergency Can Happen Anytime and Anywhere

- Medical
- Weather/Natural Disasters
- Power Loss
- Fire
- Accidents
- Cybersecurity
- Safety Threats
- Hazardous Materials
- Public Health Emergencies

Know How to Respond

- When an emergency occurs, the priority is always life safety
- Each event and your location may require you to take a different action
- Know which action to take to ensure your safety

Report The Emergency

- Call 911, if needed
- Report the Emergency to the Safety Officer, Administrator on Call or Supervisor

Follow Communication from Leadership and First Aid Officials

- Emergency Communication will be provided by Crisis Management Team via Text or Email
- Once an emergency has been initiated and you are safe, report your safety and location to your supervisor

Lifeline of Ohio Safety Officer Darcy Beckler

Emergency Preparedness and Business Continuity

Lifeline of Ohio's Crisis Management Team will evaluate an emergency, communicate, and initiate the Business Continuity Plan, if needed

- The CEO will send communication to staff, contractors and volunteers to:
 - Provide notification of the emergency and immediate protective action to take
 - Provide direction and support to respond to the emergency
 - Initiate the business continuity plan
- Initial communication will occur through an emergency text with additional details and information provided through email
- The Crisis Management Team will coordinate and communicate with emergency management agencies and media

Protective Actions for Life Safety

- Evacuation may be required with little warning
- Coordination and communication is vital to ensure safety
- The scope and impact of the incident will determine the type of evacuation needed

Complete Evacuation

- Leave the building and assemble at the flag poles
- Only use the stairs

Horizontal/Vertical Evacuation

- Evacuate certain areas based on the impact to the building

Area Evacuation

- Evacuation away from the area of an incident

Protective Actions for Life Safety

Sheltering

- Move to shelter in the strongest part of the building
 - Stairwells or restrooms on the first floor

Shelter – In - Place

- Move away from windows, into the core of the building
- If you are outside, enter the building immediately
- Remain sheltered until you are told by emergency officials that it is safe to evacuate

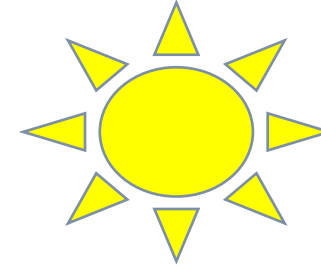
Lockdown

- Seek refuge in a room, close and lock the door and barricade the door, if possible

Emergency Preparedness and Business Continuity

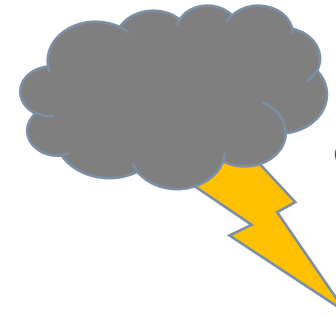
Essential Functions

- During Business Continuity, staff focus on ensuring the essential functions (EFs) can continue for up to 30 days
- EFs are those that cannot be deferred during an emergency; they must be performed continuously or resumed quickly
 - Packing and transporting organs
 - Paying staff and expenses
- All EFs and the processes, resources and staff required to continue those functions in response to an emergency are in the BCP



Regular Day

Day to day, we work together, with our partners to provide essential functions, capabilities and services



Continuity Event

An event can disrupt the performance of essential functions, capabilities and services

Emergency Preparedness and Business Continuity

Essential Functions

- Your supervisor will communicate if modifications to a process are needed to complete the essential function if it was impacted by the emergency
 - Work remote during a power outage or pandemic
 - Re-order supplies to a designee's home address during building access loss
 - Use a handheld recorder for authorization calls during a cybersecurity event
 - Request support from partner agencies, such as other OPO's
- Communicate with your supervisor if you do not have the resources you need to perform your role

Emergency Preparedness and Business Continuity Resources

- Have a plan for your home and with your family for the types of emergencies most common in your area
 - [Ready.gov](https://www.ready.gov) provides you with resources to develop a plan
- Policies
 - Lifeline of Ohio Policy S-110 Driver Safety
 - Lifeline of Ohio Policy S-200 Employee Health and Safety
 - Lifeline of Ohio Policy OP-300 Business Continuity



Fire Safety

Fire Safety

All staff, volunteers, visitors

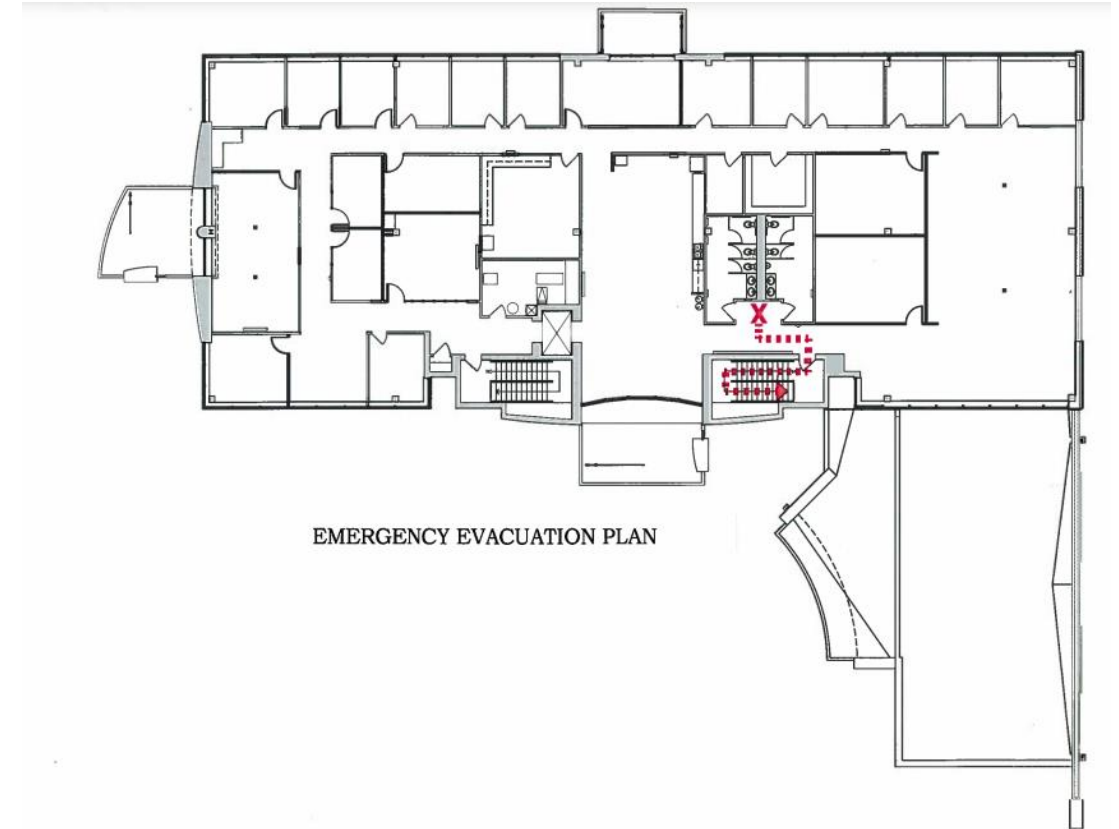
- If a fire is discovered
 - Activate the nearest fire alarm
 - Call 911
- Fight the fire only if
 - Someone has called 911
 - The fire is small and is not spreading to other areas
 - Escaping the area is possible by backing out to the nearest exit
 - You know how to use the fire extinguisher
- Leave the building and assemble in the north corner of the lot by the flag poles
- Remain outside until the Safety Officer or designee announces it is safe to reenter

Supervisors

- Coordinate an orderly evacuation, closing doors behind you
- Perform an accurate head count of staff and volunteers
- Provide necessary information to the Safety Officer
 - About the building
 - Missing staff, volunteers, visitors

Evacuation Routes

- Emergency Exits are marked throughout the building
 - Emergency Evaluation Plans are throughout the building to guide you to the nearest exit
- Fire extinguishers available in each hallway
- Fire alarm pull stations at stairwells and exits





Severe Weather and Natural Disasters

Tornado Safety

- A tornado can:
 - Happen anytime and anywhere
 - Bring intense winds, over 200 miles per hour
 - Look like funnels
- If there is a tornado or severe weather warning:
 - Go to NOAA Weather Radio and the local news for where you are located
 - Follow the instructions of state and local officials



Tornado Warning

Go to a safe shelter immediately and protect yourself by covering your head and neck your arms

In the Office

- Proceed to an interior space on the first floor
- Stairwell
- Restrooms
- Avoid windows and glass

While Traveling

- Find a public shelter such as a rest stop
- Do not go under an overpass or bridge. You are safety in a low, flat location.

At a Partner Organization

- Follow instructions provided by the organization
- Do not leave until the sever weather has subsided

After a Warning

In the Office

- Leadership or the Safety Officer will notify employees it is safe to return to their office
- Continue to monitor weather alerts

While Traveling

- Notify the Safety Officer or your supervisor of your safety
- Continue to monitor weather alerts and determine if it safe to continue travel

At a Partner Organization

- Follow instructions provided by the organization
- Do not leave until the sever weather has subsided

If A Tornado Occurs

- Seek emergency assistance, if needed, by calling 911
- Stay clear of fallen power lines or broken utility lines
- Contact the Safety Officer or your supervisor to notify them of your safety
- The Crisis Management Team will provide updates to the organization and initiate the Business Continuity Plan, if needed

Flood

- Flooding is a temporary overflow of water onto land that is normally dry. Floods are the most common natural disaster in the United States. Failing to evacuate flooded areas or entering flood waters can lead to injury or death.
- Floods may:
 - Result from rain, snow, coastal storms, storm surges and overflows of dams and other water systems.
 - Develop slowly or quickly. Flash floods can come with no warning.
 - Cause outages, disrupt transportation, damage buildings and create landslides.



Flood Warning

- Find safe shelter right away.
- Do not walk, swim or drive through flood waters. Turn Around, Don't Drown!
- Remember, just six inches of moving water can knock you down, and one foot of moving water can sweep your vehicle away.
- Stay off bridges over fast-moving water.
- Depending on the type of flooding:
 - Evacuate if told to do so.
 - Move to higher ground or a higher floor.
 - Stay where you are.
- Evacuate immediately, if told to evacuate. Never drive around barricades. Local responders use them to safely direct traffic out of flooded areas.
- Listen to EAS, NOAA Weather Radio or local alerting systems for current emergency information and instructions regarding flooding.
- Stay inside your car if it is trapped in rapidly moving water. Get on the roof if water is rising inside the car.
- Get to the highest level if trapped in a building. Only get on the roof if necessary and once there, signal for help.

Hurricanes/Seasonal Storms

Hurricanes are dangerous and can cause major damage from storm surge, wind damage, rip currents and flooding. They can happen along any U.S. coast or in any territory in the Atlantic or Pacific oceans. Storm surge historically is the leading cause of hurricane-related deaths in the United States.



Eastern Pacific Hurricane Season: May 15-November 30.



Atlantic Hurricane Season: June 1-November 30.



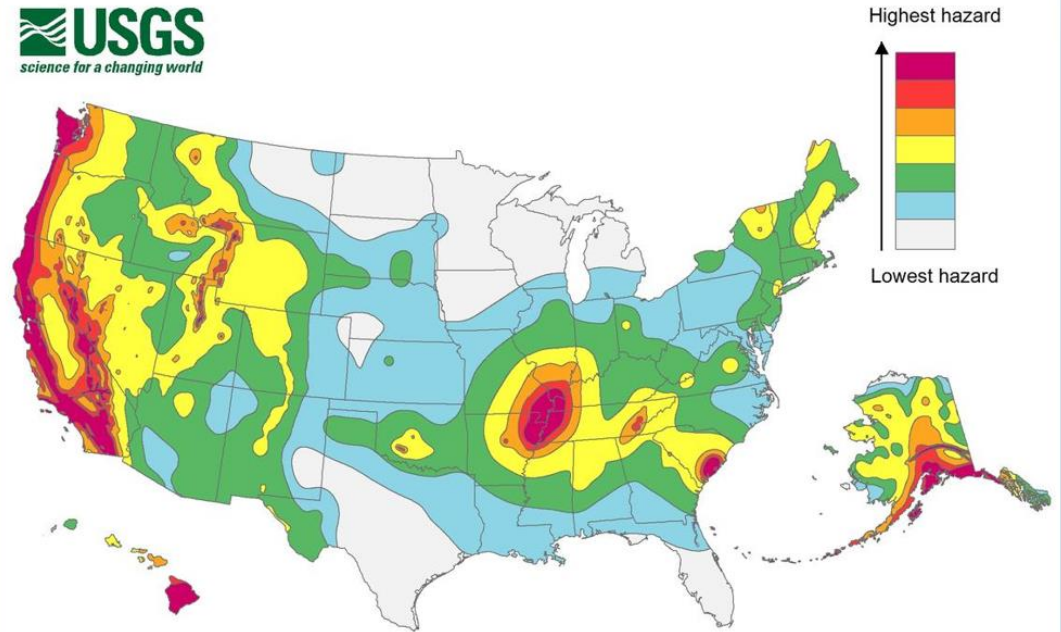
Central Pacific Hurricane Season: June 1-November 30.

- Pay attention to emergency information and alerts
- If you are in a mandatory evacuation zone and local officials tell you to evacuate, do so immediately
 - Contact your supervisor to get help with changing transportation plans
- Determine how best to protect yourself from high winds and flooding
- Go to the highest level of a building if you are trapped by flooding
- Do not walk, swim or drive through flood waters

Earthquake

An earthquake is a sudden, rapid shaking of the ground caused by the shifting of rocks deep underneath the earth's surface. Earthquakes can cause fires, tsunamis, landslides or avalanches. While they can happen anywhere without warning, areas at higher risk for earthquakes include Alaska, California, Hawaii, Oregon, Puerto Rico, Washington and the entire Mississippi River Valley.

U.S. Earthquake Shaking Hazards



It's important to know how to be safe where we live, but also where we may travel and experience earthquakes.

If a Table or Desk is Nearby



Drop where you are,
onto your hands and knees.



Cover your head and neck
with one arm and hand.

Then crawl underneath the table or desk for additional shelter.
Stay on your knees and bend forward to protect vital organs.



Hold On to your shelter with one hand
Keep covering your head/neck with your other hand.

Shake OutTM

If you are near a sturdy desk or table

If There is Nothing to Get Under



Drop where you are,
onto your hands and knees.



Cover your head and neck
with one arm and hand.
Then crawl next to a wall, away from any windows.
Stay on your knees and bend forward to protect vital organs.



Hold On to your head and neck with both arms/hands.

**Shake
Out**TM
If there's NO sturdy desk or table

Adapt for Your Situation

- If you cannot get back up again by yourself, do not drop to the ground.
- If using a wheelchair or walker, **lock** the wheels (or set the brake).
- Bend over and **cover** your head and neck with your arms/hands. You can also **hold on** to a book or other object over your head.
- Instruct others how to assist you.

IF
POSSIBLE



USING
CANE



USING
WALKER



USING
WHEELCHAIR



EarthquakeCountry.org/step5

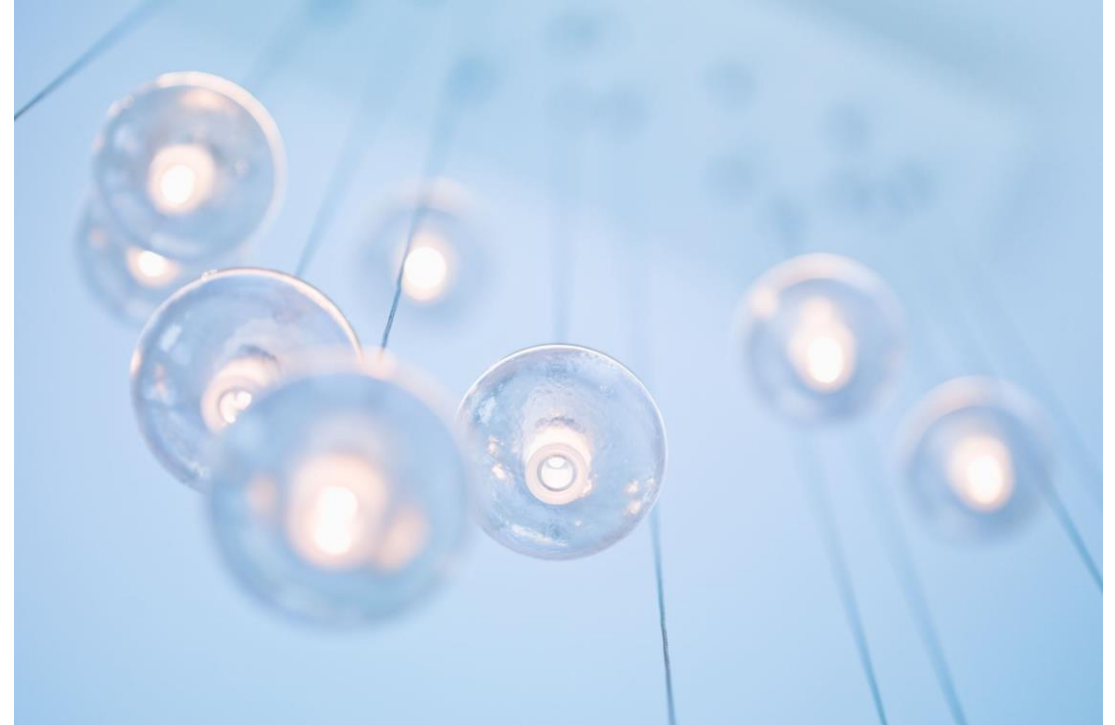




Power Loss

Power Loss

- Automatic back up power will turn on for:
 - Donation Support Services
 - Door Locks
 - IT
 - Refrigeration in Clinical Areas
- Notify your supervisor of power loss
- Determine if anyone is in the elevator and report this status to the Safety Officer
- Turn off unnecessary equipment and appliances
- The Crisis Management Team will provide further instructions
 - Be prepared to work remote





Cybersecurity

Cyberattacks & Cybersecurity

- Cyberattacks are malicious attempts to access or damage a computer or network system that can:
 - Access your computer, cell phone or other internet and Bluetooth-connected devices.
 - block the company's access to information and accounts
 - damage the financial security of our organization
- Cybersecurity involves preventing, detecting and responding to those cyberattacks that can have wide-ranging effects on individuals, organizations, the community and the nation.
- If you think your computer or device may have been impacted, disconnect your device from the internet and contact IT support immediately.
- IT support will determine if a cyberattack has occurred and notify Sr Leadership.
 - If needed, the Crisis Management Team will send an alert and provide instructions to ensure business continuity



Active Shooter

Prepare Before

- **Stay alert.** Always be aware of your environment and any possible dangers.
- **If you see something, say something to local authorities.** That includes suspicious packages, people behaving strangely or someone using strange communications.
- **Observe warning signs.** Signs might include unusual or violent communications, substance abuse, expressed anger or intent to cause harm. These warning signs may increase over time.
- **Have an exit plan.** Identify exits and areas to hide wherever you go, including work, school and special events.
- **Learn lifesaving skills.** Take trainings such as You Are the Help Until Help Arrives and first aid to assist the wounded before help arrives.

How to Respond

Run to Safety

- **Seek safety.** Getting away from the attacker is the top priority.
- Leave your belongings behind and get away.
- Call 9-1-1 when you are safe and describe the attacker, location and weapons.

Cover and Hide

- Cover and hide if you can't evacuate. Find a place to hide out of view of the attacker and put a solid barrier between yourself and the threat if possible.
- Lock and block doors, close blinds and turn off lights.
- Keep silent.

Defend, Disrupt, Fight

- **Fight only as a last resort.** When you can't run or cover, attempt to disrupt the attack or disable the attacker.
- Be aggressive and commit to your actions.
- Recruit others to ambush the attacker with makeshift weapons such as chairs, fire extinguishers, scissors, books, etc.
- Be prepared to cause severe or lethal injury to the attacker.

Help the Wounded

- Take care of yourself first and then, if you are able, help the wounded get to safety and provide immediate care. Call 9-1-1 when it is safe for you to do so.

Be Safe After

When Law Enforcement Arrives

- Remain calm and follow instructions.
- Keep hands visible and empty.
- Report to designated areas to provide information and get help.
- Follow law enforcement's instructions and evacuate in the direction they tell you to go. Listen to law enforcement for information about the situation.
- Once you have reached a safe location or an assembly point, do not leave until law enforcement authorities have instructed you to do so.
- Share updates as you can with family and friends.



Vehicle Accident

Driver Safety

We are committed to safety

- Safety takes precedence over expediency and short cuts
- We will make every attempt to prevent the possibility of an accident
- We will comply with all federal, state and local regulations
- We pledge to demonstrate defensive driving practices at all times



Driver Safety

We are committed to safety

- A reliable, safe transportation fleet ensures we can provide essential services
 - Routine maintenance is performed on all vehicles
 - Report unsafe mechanical conditions or broken or cracked glass to Human Resources
- We partner with NORA to provide transportation
- Lifeline of Ohio provides mileage reimbursement if fleet vehicles are not available
- If you are in an accident and need medical attention, call 911 or visit your nearest OhioHealth ER
- Report any incident, including not at fault accidents, to Human Resources
 - If you are transporting organs, tissue or eyes, contact your administrator on call as soon as possible to arrange for someone to take over transport



Explosion and Hazardous Materials

Explosions and Hazardous Materials Incidents



Intentional

- Bomb
- Suspicious package



Unintentional

- Result of an accident
 - Train derailment
 - Building failure

During an Explosion

- Get under a sturdy table or desk if things are falling around you. When they stop falling, leave quickly, watching for obviously weakened floors and stairways.
- Do not use elevators.
- Stay low if there is smoke. Do not stop to retrieve personal possessions or make phone calls.
- Check for fire and other hazards.
- Once you are out, do not stand in front of windows, glass doors or other potentially hazardous areas.
- If you are trapped in debris, use a flashlight, whistle or tap on pipes to signal your location to rescuers.
- Shout only as a last resort to avoid inhaling dangerous dust.
- Cover your nose and mouth with anything you have on hand.

After an Explosion

- There may be significant numbers of casualties or damage to buildings and infrastructure.
- Heavy law enforcement involvement at the local, state and federal levels.
- Health and mental health resources may be strained or overwhelmed.
- Extensive media coverage and strong public fear.
- Workplaces and schools may be closed and there may be restrictions on travel.
- You may have to evacuate an area.
- Clean-up may take many months.

Hazardous Materials Incident

Hazardous materials can include explosives, flammable and combustible substances, poisons and radioactive materials. Emergencies can happen during production, storage, transportation, use or disposal.

During an event, listen to the local radio or television stations for details information and follow instructions carefully. If you are:

Asked to Evacuate

- Do so immediately

Caught Outside

- Stay upstream, uphill and upwind
- Do not walk into or touch any spilled liquids, airborne mists or solid chemicals
- Stay away from accident victims until the hazardous material has been identified

In a car

- Stop and seek shelter in a permanent building
- If you remain in your car, keep your windows and vents closed and shut off the air conditioner and heater

Asked to stay indoors

- Close and lock all exterior doors and windows
- Turn off air conditions and ventilation systems or set ventilation to 100% recirculation
- Seal gaps under and around doorways and windows



Pandemic

Pandemic

A new virus, like COVID-19, can emerge from anywhere and quickly spread around the world

- Take action to protect yourself and others:
 - Wash your hands often with soap and water for at least 20 seconds
 - Social distance
 - Cover your mouth and nose with a mask while in public
 - PPE is available for those who work in clinical settings
 - Clean and disinfect high-touch objects
 - Stay at home
 - Prepare to work remote for as long as needed
 - Follow guidance from the CDC
 - Lifeline of Ohio will follow the CDC's recommendations to keep staff and volunteers safe



Building or Equipment Failure

Lost Building Access or Equipment Failure

Lost Building Access

(Pest infestation, Water leak)



Using evacuation routes, leave the building and assemble at the flagpoles



The Safety Officer will coordinate a damage assessment to determine location & length of recovery



The Safety Officer or designee will notify you when you are allowed to return to the building or release you

Equipment Failure

(E-mail server)



Report the failure to your supervisor



Leader responsible for equipment will coordinate an assessment to determine cause of failure & length of recovery



The CMT will initiate the BCP for the equipment, if needed



Employee Absenteeism

People Always

Without staff and volunteers, we cannot save and heal lives

- Staff and volunteers may become less available for a variety of reasons:
 - Illness (pandemic)
 - Impact of community emergency
 - All department lottery pool
- If you need time off, communicate with your supervisor as early as possible
 - Lifeline of Ohio has agreements with other Organ Procurement Organizations and Agencies to provide support staff
- Have an emergency plan for you and your family so that you can support essential functions in a community wide emergency
- Consider cross training opportunities to support essential functions and career development