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## **CENTRAL TEXAS WORKFORCE SYSTEM EMERGENCY OPERATIONS PLAN**

**August 29, 2017**

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## 1.00 GENERAL

1.01. **Purpose:** to provide guidance for Workforce Solutions of Central Texas (WSCT) and the Central Texas Workforce Board (CTWB), [together known as the Central Texas Workforce System (CTWS)] to prepare for, respond to, and recover from emergencies and disasters. This policy applies to all WSCT and CTWB employees including tenant agencies located in a WSCT center/building.

1.02. **Disclaimer:** Policies, procedures, and/or benefits summarized in this and all other WSCT policy and procedures manuals and policy letters are not contractual in nature. Workforce Solutions of Central Texas reserves the right to change, modify, add, or delete any policy at any time with or without prior employee or customer notification or approval.

1.03. **Media Requests:** all requests for news media contact will be referred, without comment, to the Workforce Board Executive Director. WSCT employees will not speak to media representatives on the behalf of WSCT without the express approval of the Executive Director.

### 1.04. Definitions:

- 1.04.01. **Site:** places (premises) owned, leased, or occupied by the CTWS.
- 1.04.02. **Evacuation:** immediate removal of all occupants from a building, assembly at a specific point outside the building, and accounting for all staff.
- 1.04.03. **Take Cover:** immediate assembly of occupants in interior portions of a building, away from windows and outside doors and walls, in a place that is secure from flying objects, due to potential or actual catastrophic destruction of the building or for other reasons as necessary.
- 1.04.04. **Lock Down:** denial of access to persons with either the potential to cause, or actually causing, harm to occupants. Either go to or remain in an area (room) that can be secured or barricaded from outside entry.
  - a. Release from lock down comes only after authorities (police) have cleared the building and have determined that it is clear to recover from lock-down.
  - b. Lock-down may also be the securing of the building from outside situations that would require denial of entry into the building.
- 1.04.04. **Shelter-in-Place:** remain in place and take steps to secure the room from smoke or fumes from outside the room as required.

- **1.04.05. Staff Requiring Direct Assistance:** by reason of a physical infirmity or other debilitating problem an employee requires direct assistance from another to evacuate, take cover, or shelter in place.
  - a. Persons requiring this assistance must make this fact known in advance to their Workforce Center Administrator, direct Supervisor, and the center's Emergency Reaction Team.
  - b. The Workforce Center Administrator will designate two consenting staff members to act as primary and backup aides to that person. Both aides will determine that person's needs, arrange a meeting point in case of evacuation or take cover, and ensure accountability of the person's presence to the appropriate official.
- **1.04.06. Emergency Operations Site Plan:** a document specific to each workforce site. It defines step-by-step actions to be taken in case of emergencies. Included are methods of notification, evacuation maps, take cover areas, and other items considered necessary for emergency activities. The required actions/responses/notifications will be consistent across all locations. The plan, and its cover sheet (Emergency Procedures) may be used as a desk guide.
- **1.04.07. Emergency Response Team (ERT):** persons appointed by the Workforce Center Administrator to oversee and/or execute emergency actions and operations.
- **1.04.08. Active Shooter:** a person who is threatening or causing deadly harm to occupants through the discharge of a firearm or the use of another weapon (knife, machete, ax, club, or other item used to deliver deadly force).

**1.05. Orders to Evacuate, Take Cover, or Lock Down:** will be by the fastest possible means. Anyone having direct knowledge of a situation requiring immediate action may issue the order without Workforce Center Administrator or Supervisor approval.

## **2.00 STAFF RESPONSIBILITIES**

### **2.01. Executive Director, Central Texas Workforce Board:**

- 2.01.01. Direct oversight of all matters relating to emergency and disaster operations planning and emergency/disaster response activities within the workforce system.
- 2.01.02. Sole responsibility for direct media contact.

### **2.02. Director of Administration, Central Texas Workforce Board:**

- 2.02.01. Advises and assists with planning and coordinating emergency/disaster operations, accounting for damaged or destroyed CTWS property, and the procurement of replacements.
- 2.02.02. Maintains the Emergency Operations Site Plan for the board office. This duty may be assigned to other board staff as desired.

- 2.02.03. Coordinates as required with the Chief Operating Officer, Workforce Center Administrators, the Workforce Centers Facilities Manager, the Central Texas Council of Governments (CTCOG), the Texas Workforce Commission (TWC), city, state, and federal emergency management and law enforcement, and social service agencies during emergency and disaster recovery operations.
- 2.02.04. Coordinates insurance claims, real estate, and property inventory/ accountability as required.

### **2.03. Workforce Solutions of Central Texas Chief Operating Officer:**

- 2.03.01. Oversees WSCT emergency and disaster planning and operations, consulting with CTWB staff and the Executive Director as required.
- 2.03.02. Appoints alternate Workforce Center Administrators and leadership team members when current Administrators or team members cannot perform their duties.
- 2.03.03. As required, coordinates WSCT emergency and disaster response activities with the CTWB, CTCOG, local government, social service agencies, TWC, emergency management and law enforcement agencies, and other agencies.
- 2.03.04. If required, determines alternate locations for conducting WSCT business.
- 2.03.05. Notifies his/her direct report employees of the status of developing or actual situations involving return to work, employment status, work locations, and hours.
- 2.03.06. As required, prepares or forwards incident or after-action reports and lessons learned to the CTWB, TWC, and other agencies.

### **2.04. Workforce Center Administrator:**

- 2.04.01. Overall responsibility for emergency planning, training, and required emergency/disaster response for all employees, to include tenant agencies, within his/her area of responsibility.
- 2.04.02. Appoints and supervises the Center Safety Manager, Fire Marshal, and the ERT (see paragraphs 2.09, 2.10, and 2.11).
- 2.04.03. Accounts for workforce center employees during and after an emergency.
- 2.04.04. Maintains a list of center staff emergency contact names and phone numbers.
- 2.04.05. Maintains the Emergency Site Plan for their center/building.
- 2.04.06. In consultation with the Board Executive Director and the Chief Operating Officer, coordinates with local city, state, and federal emergency management officials concerning emergency and disaster issues and training in their centers/areas.

- 2.04.07. In consultation with the Board Executive Director and the Chief Operating Officer, coordinates with the Automated Systems Manager concerning accountability and replacement of damaged or missing automation and communication systems.
- 2.04.08. In consultation with the Board Executive Director and the Chief Operating Officer, coordinates with the Facilities Manager and the Automated Systems Manager to oversee replacement of damaged or missing infrastructure and IT equipment.
- 2.04.09. As required, and in consultation with the Board Executive Director and the Chief Operating Officer, relocates property and business activities to a new location.
- 2.04.10. Notifies workforce center employees as to the status of developing or actual emergency situations including return to work, employment status, work locations and hours.
- 2.04.11. As required, and in consultation with the Board Executive Director and the Chief Operating Officer, prepares incident and after-action reports and lessons learned.

**2.05. Workforce System Facilities Manager:** Provides information to and consults with the Board Executive Director, Chief Operating Officer, and the Workforce Center Administrator on matters relating to CTWS infrastructure and systems. Coordinates/oversees the reconstitution of assets

**2.06. Workforce System Automated Systems Manager:**

- 2.06.01. Advises the Workforce Board Executive Director, Chief Operating Officer, Workforce Center Administrators, and Center Supervisors on the operational status of CTWS automation and communications systems.
- 2.06.02. Coordinates with CTWB Director of Administration and local Workforce Center Administrators on accountability, procurement/replacement, and/or restoration of damaged or destroyed/missing automation and communications systems.
- 2.06.03. Relocates automation equipment as required.
- 2.06.04. Ensures the availability of the computer system back-up.
- 2.06.05. Notifies direct report employees as to the status of developing or actual emergency situations including return to work, employment status, work locations and hours.

**2.07. Workforce Youth Supervisor:**

- 2.07.01. Notifies direct report employees as to the status of developing or actual emergency situations including return to work, employment status, work locations and hours
- 2.07.02. Coordinates with the Killeen Workforce Center Administrator concerning relocation of youth sites and reconstitution of youth activities.

**2.08. Workforce Administrator for Business Services:** in addition to local Workforce Center Administrator duties in paragraph 2.04, maintains contact with employers and business customers as required.

**2.09. Workforce Center Safety Manager:** Appointed by the local Workforce Center Administrator. This person may also serve as the Center Fire Marshal.

- 2.09.01. Principle advisor to the Workforce Center Administrator on center safety.
- 2.09.02. Periodic evaluation of local Center Site Plan.
- 2.09.03. Schedules and conducts periodic safety briefings and training.
- 2.09.04. Coordinates with the CTWB Executive Director, Director of Administration, Chief Operating Officer, and tenant agency safety officials as required.
- 2.09.05. Maintains a list of employees requiring direct assistance and the persons designated to assist them.
- 2.09.06. Ensures that safety information is posted in the center.
- 2.09.07. Helps maintain the local Workforce Center Site Plan; selects evacuation routes and assembly areas.
- 2.09.08. Lead person on the workforce center's Emergency Response Team, responsible for oversight and training of the team. Maintains a list of ERT member cell phone numbers and ensures that each team member has all other member's cell numbers for communicating during emergencies.

**2.10. Workforce Center Fire Marshal:** Appointed by the local Workforce Center Administrator. This person may also serve as the Safety Manager.

- 2.10.01. Principle fire safety advisor to the Workforce Center Administrator.
- 2.10.02. Conducts periodic fire drills and alarm tests.
- 2.10.03. Makes periodic checks to ensure that fire safety is being observed and that fire extinguisher inspections are current.
- 2.10.04. Assists the Safety Manager and ERT during fire emergency operations.
- 2.10.05. Conduct/coordinates fire safety training.

- 2.10.06. During a fire evacuation, the Fire Marshal:
  - a. Assists workforce center occupants;
  - b. **Provided it is safe and there is time**, checks the building to ensure that everyone has left and spaces are clear. He/she may designate persons to assist;
  - c. Once the building is clear, notifies the Workforce Center Administrator;
  - d. Notes problems such as injured staff, occupants that refuse to evacuate, etc., notifying first responders as required.

**2.11. Workforce Center Emergency Response Team:** Appointed by the local Workforce Center Administrator. Number can vary with sites. During an emergency the team:

- 2.11.01. Provides assistance to occupants, ensuring that appropriate procedures are followed.
- 2.11.02. Assists emergency responders as required.
- 2.11.03. Maintains communications with the CTWB as required and with Workforce Center Administrators and staff concerning status of the emergency.
- 2.11.05. May assist and advise the Fire Marshal, Safety Manager, or Workforce Center Administrator as required.

**2.12. Center Weather Watchers:** Persons designated by the Workforce Center Administrator to monitor weather situations. Designees should be trained weather spotters if available.

- 2.12.01. Weather monitoring by Workforce Center Weather Watchers begins when a severe weather watch is issued or is in effect for the area in which the center is located.
- 2.12.02. When a watch becomes a warning that will affect the center (such as a tornado in the Workforce Center's city or when the city alert system has been activated), Weather Watchers will immediately notify the Workforce Center Administrator, safety staff, or a Supervisor and a decision made as to a response.

### **3.00 RELOCATION OF CTWS PROPERTY AND BUSINESS ACTIVITIES**

3.01. In case of damage to a building or contents the local Workforce Center Administrator, coordinating as required with the automated systems staff, the Chief Operating Officer, the Facilities Manager, and the CTWB Executive Director, may direct the evacuation of property and files to a place designated by the Board Executive Director or the Chief Operating Officer. The Chief Operating Officer, coordinating with the Workforce Center Administrator, shall decide where workforce employees are to be located for business purposes. Tenant agencies are responsible for designating their employees' business locations. As appropriate, WSCT staff shall assist with the relocation effort.

3.02. The Chief Operating Officer and/or CTWB Executive Director shall determine where they and their direct reports will perform their duties.



3.03. The local Workforce Center Administrator will inform center employees on changes in work locations, business hours, etc.

#### **4.00 CTWS PROPERTY ACCOUNTABILITY:**

4.01. An inventory of destroyed or damaged property (buildings, office furnishings and equipment, computers and printers, expendable supplies, assessment instruments, and the telephone system) will be provided by the Workforce Center Administrator to the CTWB Executive Director, WSCT Chief Operating Officer, Fiscal, Director of Administration, the Automated Systems Manager as required, and the System Facilities Manager.

4.02. Requirements for replacement of expendable items (office supplies and assessment instruments) will be noted and reported.

4.03 The Automated Systems Manager is responsible to report loss of data and/or damage to the communications/computer systems. Recovery and/or repair of data and equipment are a priority.

#### **5.00 EMERGENCY RESPONSE**

5.01. Prompt reaction to emergency and disaster actions is required. Safety of all occupants is first priority in all situations. During an emergency, staff will provide direct assistance to all occupants.

##### **5.02. Emergency Response Actions**

- **5.02.01. Fire:**
  - a. When fire is not observed but there is smoke or the smell of smoke in the building, assume that a fire is present. Immediately activate a fire alarm, call 911 to report it, and evacuate.
  - b. Notifying emergency responders and evacuating the building is first priority. A fire should be fought only if persons fighting the fire are not at risk and it appears that the fire can be put out with a local extinguisher.
  - c. The local Fire Marshal and ERT will assist the evacuation. If able and without endangering the team members, check areas for occupants, close doors left open, and help account for staff.
  - d. A person will be sent to the front of the building to direct arriving first responders.
  - e. Do not reoccupy the building until the fire department official in charge determines that it is safe to do so.
  - f. If an outdoor fire threatens the building, report it to 911 and evacuate.

- 5.02.02. **Severe Weather:**

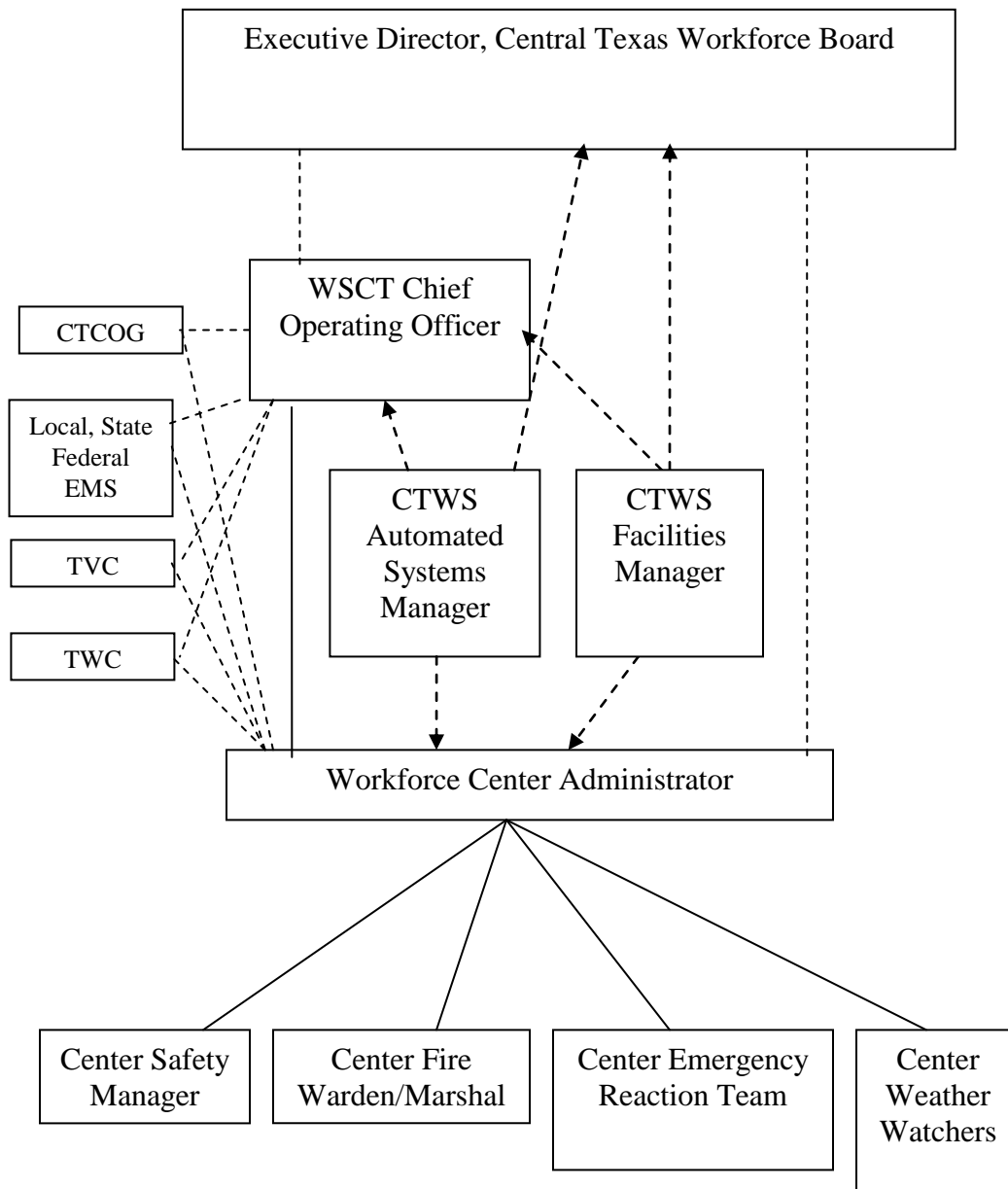
- a. Threats are tornado, flash flood, extreme amounts of freezing rain or snow, high wind, hail, and lightning. NOAA Weather Service issues watches and warnings via the news media, NOAA weather radio, and Internet weather sites.
  - b. **Weather watch:** existing conditions support the formation of severe weather. It does not always mean that severe weather is present. Weather watchers should monitor weather resources for conditions that require an emergency response.
  - c. **Weather warning:** severe weather is being observed and occurring in the warning area. The warning area may not include the site's location.
  - d. **Winter Storm Watch/Warning:** Freezing rain or snow may require the Workforce Center Administrator and the Chief Operating Officer to decide whether or not to close and release employees. Next day decisions should be communicated to staff prior to beginning of the next workday.
  - e. **High Wind Warning:** High wind warnings do not usually require emergency action unless they are causing structural damage (winds in excess of 65 mph). However, winds in thunderstorms can be stronger than predicted. The situation should be monitored. If damage is occurring locally, take cover may be initiated.
  - f. **Tornado Warning:** A warning issued for the immediate site area (city) or the activation of the city's warning siren system requires occupants to take cover immediately. Occupants will move to take cover locations and remain there until the threat is over.
  - g. **Severe Thunderstorm Warning:** usually does not require take cover action but should be monitored for required action. If the weather service reports a local thunderstorm with rotation or a forming wall cloud, this is a threat and local weather watchers should monitor closely.
- 5.02.03. **Note:** If an evacuation is required, occupants should not move outside during a thunderstorm or tornado until the storm passes due to the threat of lightning strikes, high winds, hail, flying objects, and downed power lines (exception is in fire along with weather damage).
  - 5.02.04. **Actual violence or threats of Violence Against a Site or its Occupants:**
    - a. **Awareness:** It is difficult to protect against unknown threats. While threats are not anticipated, staff must be aware of persons in their work area and their behavior or activities. If staff suspects a threat is there, they should notify a Supervisor immediately. This could include abnormal or threatening behavior or an actual communication of a threat.

- b. **Containers:** a package, briefcase, or other container left in the center may constitute a threat. Do not open the item; call a Supervisor or the Workforce Center Administrator for a decision on how to proceed. If a package has been opened and items of a suspicious nature are observed, move away from the package and evacuate the area. Immediately notify the Workforce Center Administrator or Supervisor who will decide what further action to take.
- c. **Threats:** physical altercations between occupants, attacks inside or outside the center, hostage situations, active shooters, or use of other means that threaten property or life. If personal safety is in immediate jeopardy, or if someone is injured or is being injured, or if property is being damaged, staff will, as the first response, dial 911 and request police and medical assistance as required; no prior approval is needed. Evacuation, take cover, or lock down may be necessary.
- d. **Direct physical restraint by staff:** should not be attempted. Staff must try to avoid becoming involved in a fight or other aggressive act and try to calm the situation. Call 911 (no prior approval required), report it, and remain calm.
- e. **Communicated Threats:**
  - 1. **In person:** notify the Workforce Center Administrator, Chief Operating Officer, or a Supervisor immediately. Try to get the name of the person, type of threat, and as much information as possible. If possible, talk to the person and try to calm them down. Do not aggravate or argue with them.
  - 2. **By phone:** keep the caller on the line and extract as much information as possible. Use the Threat Checklist in the Site Plan. Keep all records. Do not aggravate or argue. Remain calm.
- f. **Threats against a site:** If the threat is against the site and could result in immediate destruction of life or property, whether or not it can be determined when this is supposed to happen, initiate an evacuation and call 911 to report the threat. Threats may require a lock down or shelter in place instead of evacuation.
- g. Notify the Workforce Center Administrator or a Supervisor if a communicated threat is vague, or is against an individual and not the workforce site. The Workforce Center Administrator or his/her designee will decide the level of the threat to the center and the appropriate action to take. He/she will also notify the person to whom the threat is directed.
- h. Section 12.00 of the WSCT Human Resources Policy Manual contains WSCT policy and instructions for dealing with general harassment (staff or customer) or failure to leave a center when asked to do so.
- i. Threats from riot or outside disturbances should be evaluated and a decision made as to the action to take. Denial of building access may be necessary.

- 5.02.04. **Active Shooter Inside:** requires **IMMEDIATE** lock down. Call 911 and give, if possible and there is time, the location and number of shooters, physical description of the shooters, number of injuries if any, type of weapons being used (hand gun, rifle, knife, etc.), and the fact that a lock down has been initiated. Remain calm; listen to instructions.
  - a. An “official” evacuation should not be announced or initiated. To the extent possible individuals should attempt to exit the building. They do so, however, at their own risk.
  - b. If exit is not an option, occupants should get to an office or other secure area. If in an office, lock and barricade the door and stay there. If not in an office, try to go to an area that can be secured. If that is not possible, hide. Remain calm; once in place maintain silence. Turn off lights and silence (do not turn off) cell phones.
  - c. Do not leave the secure location until released by police. Do not leave based on a voice command alone. Police will go door to door when the crisis is over. Follow all police instructions exactly as directed.
- 5.02.05. **Active Shooter Outside:** Immediately lock all outside doors and initiate take cover away from outside doors and windows. Call 911 and provide location, number of shooters, injuries if known, and type of weapons being used. Do not unlock the building until advised to do so by police.
- 5.02.06. **Bomb or Chemical Threat:** All communicated bomb/chemical threats will be acted upon immediately.
  - a. **By phone:** staff receiving a telephonic threat of a bomb or chemical device in the building will use the Threat Checklist to record the content of the conversation as it occurs.
    - 1. Try to learn where the device is located but do not agitate the caller. Get as much information as possible. Do not attempt a building search.
    - 2. Once the threat has been communicated and the conversation terminated, the person receiving the threat will immediately call 911 and initiate an evacuation.
  - b. **Non-verbal means (FAX, e-mail, mail, etc.):** Persons receiving the threat will immediately notify the Workforce Center Administrator or Supervisor. The Workforce Center Administrator or other designated Supervisor or official shall immediately assess the nature and extent of the threat and decide an appropriate course of action. The document(s) shall be preserved for further investigation and reports.
- 5.02.07. **Chemical/Hazardous Materials Emergencies outside the Center:** City, county, and/or state emergency management agencies usually control these incidents, providing alert notification to the affected areas and directing appropriate action. Action will be taken based on instructions received. Shelter-in-Place may be required. Examples include:
  - a. Radiological accidents such as nuclear power facility accidents, military action, terrorism, or incidents involving transportation of radioactive materials and waste

- b. Deliberate acts involving use of chemical, nerve, or disease agents
  - c. Chemical or hazardous material spills or fires in storage areas, or spills or accidents involving vehicles/trains carrying toxic materials on transportation routes through Central Texas, or a fire involving dangerous chemicals.
- 5.02.08 **Power Failure:** if there is no other emergency, remain in work areas and await further information and instructions.
- 5.02.09. **Suicide Threat:**
  - a. **Attempted Suicide Calls:** the caller either is planning or knows someone that is planning suicide. Take the call seriously. Remain calm; express genuine concern. Listen to (do not interrupt) the caller and speak in a pleasant and stress-free manner.
    - 1. Keep the caller talking; signal a co-worker to notify 911 that you have a caller indicating suicide. Try to get (but do not press for) a name, address, phone number, and any other information they are willing to give. Give pertinent information to the co-worker to relay to 911. Keep notes.
    - 2. Have a co-worker notify the Workforce Center Administrator or a Supervisor. Do not place the caller on hold for any reason.
  - b. **Suicide threats from a person in the building:** will be handled with compassion and attentiveness. If possible, a co-worker should be signaled to notify a Supervisor or Workforce Center Administrator immediately and will call 911 to advise them of the threat. Do not leave the person for any reason.
    - 1. An actual attempt at suicide resulting in injury will be handled as a serious health emergency; call 911 for EMS and police.
    - 2. In case of death call 911, secure the area, initiate an immediate evacuation, and remain out of the building until advised by the Workforce Center Administrator.
- 5.02.010. **Serious Health Emergencies:**
  - a. Workforce Center Administrators and Supervisors should make themselves aware of employees with potentially serious health conditions (heart or lung, epilepsy, diabetes, etc.) that could result in a life-threatening emergency. Persons with potentially serious medical conditions are responsible to inform their Supervisors and provide instructions on how to react to their condition.
  - b. Post the locations of first aid materials in the center (to include defibrillator equipment) in both common and work areas. Workforce Center Administrators are responsible to ensure that first aid materials are fully stocked and within specified expiration requirements.

- c. Treat minor injuries from the first aid kit. If the injury is serious (broken limb, unconsciousness, severe bleeding, etc.) call 911.
- d. In case of a medical emergency requiring EMS, on-site staff will:
  - 1. Call 911(no prior approval required). If possible, have available information about the problem or injury and the person's present condition, approximate age, and the sequence of events leading to the emergency. Stay on the telephone until released by the 911 operator.
  - 2. Notify a Supervisor or Workforce Center Administrator.
  - 3. Place someone at the entrance to the building to direct emergency services.
- **5.02.11. Wide-Area Emergencies and Emergency Preparedness:** For disasters and emergencies extending beyond the local area or city such as storm, flood, or hurricane damage to wide-spread areas of Central Texas, or for chemical and radiological hazards, the following measures may be required:
  - a. Contact employees with information and instructions by all possible means.
  - b. Update the CTWS websites to pass information on services and closings to customers. Include a method for business customers to communicate with the Business Services Unit.
  - c. Secure all center locations. As required, unplug refrigerators and business machines and computers and evacuate paper files to a secure location, etc.



*Dashed line indicates coordination.*  
*Dashed with arrow indicates advisory relationship.*