

CHALLENGE
FIRE AND DISASTER PROCEDURES

2010

Challenge



Challenge

Fire and Disaster Procedures for 950 South Danby Road

Purpose

The Fire and Disaster Procedures outlined below provide Challenge staff with rules and regulations concerning the prevention of fires, and outline the responsibilities of staff and participants in the event of fire, medical and other emergency situations that may arise.

Objectives

Challenge is dedicated to the protection, health, safety, and welfare of its participants and staff. It is essential to have an evacuation plan in case of fire or disaster, but our primary goal is the prevention of impending hazards. The development and promotion of safety is an important responsibility of all staff at Challenge. Toward these ends, Challenge staff and participants will receive periodic training in fire safety prevention, detection and evacuation procedures. Both the training and the Fire and Disaster Procedures contained herein have been developed in accordance with the most recent guidance documents from OMRDD Office of Safety and Security (December 2009).

General Responsibilities of Staff Members

1. Every staff member is responsible for fully understanding and effectively performing his/her assigned evacuation duty.
2. Every staff member is responsible for teaching all participants and staff under his/her supervision to complete assigned work tasks in the safest manner, and to recognize and report dangerous conditions (smoke, chemical spills, etc.).
3. Each staff involved in the orientation of a new staff or participant is responsible for instructing him/her about their role in an evacuation and their obligation to promote safe working conditions at Challenge.
4. Every staff member is responsible for attending required safety and health trainings conducted at Challenge Industries.
5. Every staff member is responsible for understanding the Fire and Disaster Procedures and diagrams, for knowing the location of fire extinguishers and how to use them, and for knowing the location of alarm boxes.
6. Staff members are expected to comply with all the rules and regulations set forth in these procedures, unless otherwise directed by emergency personnel during an evacuation or other emergency.

Program Participant Responsibilities

1. All participants are expected to follow instructions given by their supervisors or other Challenge staff during a fire, disaster drill or in the event of an actual emergency, unless otherwise directed by emergency personnel.

2. All participants are responsible to fully comply with and adhere to the safety standards and rules set forth by the administration to insure protection for themselves and others.
3. In the discovery of smoke, fire, or other dangerous conditions, the participant should notify the nearest staff member.

South Hill Business Campus Responsibilities

1. South Hill will conduct yearly fire drill with all tenants of the South Hill Business Campus. South Hill will provide Challenge with a walkie-talkie that connects with their communication system so as to coordinate and ensure communication throughout the fire drill and emergency evacuation and ensure communication.
2. South Hill will inspect the fire alarm and sprinkler systems on a quarterly basis, and the fire extinguishers on an annual basis.
3. South Hill will make all necessary records of inspections and drills available to Challenge in the event of any required state or other inspections.

Fire Department and Other Emergency Personnel Responsibilities

1. The Ithaca Fire Department, Tompkins County Sheriff's Department, and other Emergency Responders will immediately respond to any call for assistance during a drill or in the event of an actual fire or disaster.
2. Emergency Responders will assist in the evacuation of participants and staff, and will assist with necessary first aid in the event of a fire or disaster.

Prevention Safety Measures

1. Initial fire and disaster training along with a copy of these procedures will be provided to all staff upon move to 950 South Danby, and an evacuation drill will occur prior to participants occupying the facility. Staff will be required to review their specific responsibilities every three months during the first year of occupancy at 950 South Danby Road. All new staff will be provided with training and a copy of these procedures as part of initial orientation by Human Resources.
2. All staff will be provided with annual training on essential elements of fire safety that address properties of fire, fire prevention, usage of fire safety systems, RACE guidelines for evacuation, site specific evacuation plans and responsibilities, understanding behavior in emergency situations, and training of participants in fire prevention/detection and evacuation in the event of a fire or other emergency. Staff will also receive training in evacuation of individuals with mobility impairments, including safe use of the evacuation chair.
3. Keep all areas under your jurisdiction clean and orderly. Dispose of any old papers and rags. Store and dispose of flammable materials properly according to OSHA regulations.
4. This facility and business operations owned or rented by Challenge are inspected by Challenge's Maintenance Supervisor on a regular basis. South Hill Business Campus maintenance staff also conduct routine safety inspections of the entire South Hill Business

Campus. In addition, Challenge's Safety Committee conducts a walk through of this facility on a monthly basis. Checklists for these walkthroughs are located in the Human Resources Department.

5. If you notice a hazard, contact the Maintenance Supervisor or front desk staff right away.
6. Initial fire and disaster training with repeated walk-throughs of the evacuation routes will be provided to all Challenge participants that take part in regular work and activities at 950 South Danby Road during the first week at South Hill. By the end of the first week, an evacuation drill will be held to ensure that all participants can safely exit the facility within the reasonable time frame. Any participant(s) that experience difficulty during evacuation will be provided with extra training, and then a limited drill will be repeated to ensure that they have the knowledge and skills for safe evacuation. A limited drill involves sounding the fire alarm, but only the designated participant(s) and assigned staff are required to exit the building.

If a current participant experiences temporary or permanent changes that may negatively affect their ability to safely evacuate the building, the participant will receive training and then be assessed through a limited drill to ensure he/she can evacuate the building safely within a reasonable timeframe.

All new participants will receive fire and disaster training with a walk-through(s) of the evacuation routes and a limited drill will be held to ensure that they can safely exit the facility within the reasonable time frame. Any participant(s) that experience difficulty during evacuation will be provided with extra training, and then a limited drill will be repeated to ensure that they have the knowledge and skills for safe evacuation.

7. A recorded fire alarm will be used to broadcast over the page>SETS function of the telephone system to signal a fire drill. The same process will be used for participant training and limited fire drill, but the page will only be directed to one specific area (i.e. Life Options or the work center).
8. Fire and disaster drills will be conducted monthly during the first 3 months at South Hill, then a minimum of every three months. In addition, South Hill Business Campus will conduct an annual fire and disaster drill with all tenants of 950 South Danby Road. Results of drills will be recorded in a log, and reviewed by the Safety Committee. Fire drills will include blocking different exits on a rotating basis to ensure that all staff and participants are prepared to respond to this occurrence in the event of a real fire or other emergency evacuation.
9. Daily attendance records will be maintained of participants in all work and program areas, and a copy of this attendance will be shared with the front desk. During fire drills or other evacuations of the building, the work center, Life Options Program and staff at the front desk will bring the attendance sheet with them as they evacuate the building. Staff from the work center and Life Options program will use the attendance sheets to account for the safe exit of all participants, and report this information to the Maintenance Supervisor or Front Desk Staff.

To Extinguish Fires

1. Never attempt to extinguish any fire without notifying the front desk (during business hours) or calling for assistance first.
2. Make sure that all participants are clear of the area before using a fire extinguisher.
3. Only small fires should be attempted to be extinguished and only trained staff members should attempt to do so.
4. Fire extinguishers provided by South Hill Business Campus are located outside the entrances to the Work Center/Digital, Life Options and Administrative Offices. In addition, Challenge has installed fire extinguishers in the work center break area on the first floor, in the staff break area in the administrative office area, and in the kitchen area in Life Options. All extinguishers are multi-purpose and can be used on any type of fire.

Staff Protocol upon Discovery of Smoke, Fire, Medical or other Emergency Situation

In the event of smoke, fire, bomb threat, medical emergency, armed or dangerous intruder or other emergency situation, staff should report the situation to the front desk immediately.

If smoke is detected, contact the front desk (or request another staff to contact the front desk) before you take any other action. Unless one is certain of the cause of the smoke and that it can be handled safely without evacuation (i.e. burnt pot on the stove), staff should inform the front desk and evacuation procedures will be followed.

In case of fire or smoke (that requires evacuation) only, if staff is near a building exit, staff should pull the fire box that will set off the alarm, notifying all tenants of the South Hill Business Campus to evacuate the building. ***The fire boxes should not be pulled in the event of a bomb threat or other emergency situation.*** If not near a building exit, staff should contact the front desk and inform them of the location of the smoke or fire.

The staff at the front desk will inform the President or Other Senior Manager then use the page>SETS option of the telephone system to notify all staff on location at 950 South Danby Road of the emergency situation. The following codes will be used for situations that require immediate staff action:

Code Red (with location): Fire - proceed with evacuation

Code Black (with location): Other emergency - proceed with evacuation

Code Blue (with location): Medical situation requiring all available First Responders to report to the stated location (Refer to the attached Emergency and Accident Procedure for policy details)

Code Yellow: Ensure that all staff and participants are in Challenge areas and lock doors until further notice

Code (first name): Indicates missing participant. All staff should notify the front desk if they know or have information about the person's whereabouts.

The Front Desk Staff will then contact the Tompkins County Emergency Dispatcher at 911 for required assistance. In the event of a fire, bomb threat or other incident that may require evacuation of the entire building, the front desk or a member of senior management will notify South Hill Management. **In the case of a fire or smoke, as mentioned above, the first staff exiting the building should pull the fire box that will set off the alarm, notifying all tenants of the South Hill Business Campus to evacuate the building.**

The Emergency Dispatch will be automatically notified if the fire alarm or sprinklers are activated by heat or smoke and/or the fire box is pulled.

All staff members should proceed with their assigned duties.

All participants should evacuate the building according to their assigned routes, unless otherwise directed by Challenge staff or emergency personnel.

Evacuation: General Points

1. All staff and participants must evacuate the building as quickly as possible if the fire alarm sounds or a page is issued for code red or black.
2. The evacuation of any section of the building or the entire building can be accomplished smoothly and quickly, as long as each staff member knows his/her responsibilities.
3. Know all exits and alternate routes and locations of fire boxes and fire extinguishers. Fire boxes are located near each stairway on the second floor and near all exits on the first floor. Fire extinguishers are also located near all stairways and exits, and in the Life Options kitchen area, second floor staff break room, and work center break room.
3. Never block or conceal exits or passageways. A four (4) foot pathway to all exits must be maintained at all times.
4. The elevator should never be used during evacuations, as it can become a dangerous firetrap.
5. Upon discovery of a fire, the following procedure should guide staff's response to ensure safe evacuation:
 - R** Rescue and close the door to the room of fire origin
 - A** Alarm – pull the nearest alarm box or call the front desk (whichever is closest) or shout code red
 - C** Confine the fire by closing all doors while exiting
 - E** Evacuate the building by the closest exit and go to the designated meeting area
6. If you are trapped by a fire or caught in smoke, crawl on your hands and knees, hold your breath, and close your eyes when you can. Put a closed door between you and the smoke. Try to reach a telephone or window to call for help.
7. In the event of fire, touch the door before entering an area to check for occupants or proceeding to an exit. If it is hot, use an alternative entrance/exit to avoid possible flash-over.

8. Know the methods of carrying individuals with mobility impairments who need assistance and the path of evacuation for those individuals, and the location of evacuation and transport chairs. An evacuation chair and transport chair are located in Life Options and a transport chair is located in the work center area.
9. Remain calm. Set a good example for participants to follow. Panic results in confusion and can cause serious injury. Silence is necessary in order for instructions to be heard and understood.
10. Staff are responsible to ensure the safe evacuation of all participants. Do not leave any participants without guidance. While evacuating an area of the building, staff members should follow these guidelines while not jeopardizing their own safety:
 - a. Be the last to leave any given area, making sure that participants and staff with mobility, hearing or visual impairments are appropriately assisted.
 - b. Staff members should be placed along the route of evacuation to keep people moving at intersections, exits, and other points of possible confusion.
 - c. There is no smoking during a fire drill or the evacuation in the case of a fire.
11. The parking area by Challenge's main entrance and the parking area on the other side of the loading dock will be employed as areas for staff and participants to report to after evacuating the building. **All staff and participants should go beyond the fenced area into the area where cars are parked (the area between the fence and building is a designated fire lane).**

All staff will remain in these areas to provide assistance and oversight for participants during a fire drill or other evacuation, unless otherwise directed. **Once the OK is given to re-enter the building, staff should stay by the entrances to direct participants back to the work center or Life Options and accompany/assist participants with mobility impairments or who require additional supervision.**
12. A drill should be acknowledged in the same manner as an actual fire or disaster.

Order of Evacuation

1. All participants who are able to walk should be directed to evacuate first.
2. Those participants or staff that use wheelchairs or mobility aids should proceed to the appropriate exit where staff members will assist them in exiting to a safe distance from the building. All staff that do not have limited mobility themselves or are not assigned other specific duties have assignments to assist participants and staff with mobility impairments during a building evacuation. Training will be provided to staff in the proper handling of wheelchairs during a building evacuation.
3. Staff members should not attempt to carry anyone alone. Working in pairs or groups, individuals with mobility impairments can be safely carried to a secure distance from the building.

Specific Staff Responsibilities during Evacuation

Front Desk Staff will:

- Inform the President or Other Senior Management
- Use the page function of the phone to notify staff throughout the building
- Call 911 and/or South Hill Management for emergency assistance as appropriate
- Get both walkie-talkies, vehicle keys, and emergency contact book and exit building
- Check in with Maintenance Supervisor after evacuation
- Serve as the point of contact in the absence of the Maintenance Supervisor

Life Options Staff (Coordinator, Advisors, Training Specialists and Contractors) will:

- Provide direction and escort participants and staff to the safest exit
- Get the attendance sheet
- Assist with the evacuation of participants, staff and other individuals with mobility impairments in these areas
- Ensure all parts of the Life Options Area are evacuated including bathrooms
- Check participant attendance sheet and report to the Maintenance Supervisor or Front Desk Staff after evacuation

Work Center, Digital and Services Staff on First Floor will:

- Provide direction and escort participants and staff to the safest exit
- Get the attendance sheet
- Assist with the evacuation of participants, staff and other individuals with mobility impairments in these areas
- Ensure all parts of the Work Center and Digital Areas are evacuated, including bathroom, storage area and maintenance area
- Check attendance sheet and report to the Maintenance Supervisor or Front Desk Staff after evacuation

Services Managers/Coordinators, and MSC's will proceed to the Life Options area and:

- Provide direction and escort participants and staff to the safest exit
- Assist with the evacuation of participants, staff and other individuals with mobility impairments in these areas
- Check staff evacuation and report to the Maintenance Supervisor or Front Desk Staff after evacuation

Job Developers, Employment Advisors, and Training Specialists will proceed down stairs to the Work Center/Digital Area and:

- Provide direction and escort participants and staff to the safest exit
- Assist with the evacuation of participants, staff and other individuals with mobility impairments in these areas
- Evacuate the First Floor ladies and men's restrooms
- Report to the Maintenance Supervisor or Front Desk Staff after evacuation

Job Club/DSS Program Staff will:

- Provide direction and escort participants and staff to the safest exit
- Assist with the evacuation of participants, staff and other individuals with mobility impairments in these areas

- Ensure all parts of the Job Club and GED areas are evacuated
- **Assist or provide back-up to the Front Desk Staff in making announcements/contacts and ensuring that walkie-talkies, vehicle keys, and emergency contact information is removed**
- Check attendance sheet and report to the Maintenance Supervisor or Front Desk Staff after evacuation

Finance, IT, QA, HR and Development staff will:

- Oversee the evacuation of the administrative office area, including check of file room, IT area, and storage areas
- Evacuate the second floor ladies and men's restrooms
- **HR and Development staff will** assist or provide back-up to the Front Desk Staff in making announcements/contacts and ensuring that walkie-talkies, vehicle keys, and emergency contact information is removed
- Assist with the evacuation of participants and individuals with mobility impairments in the administrative and Life Options areas
- Check staff evacuation and report to the Maintenance Supervisor or Front Desk Staff after evacuation

Senior Management will:

- Oversee the evacuation of all participants and staff from the building
- Assist with the evacuation of participants and individuals with mobility impairments
- Ensure that Emergency Dispatch and South Hill Management have been notified

Information Systems Manager will:

- Remove systems backup disk
- Assist with the evacuation of participants and individuals with mobility impairments

Maintenance Supervisor will:

- Serve as the primary point of contact with other Challenge staff and with South Hill Management. In the absence of the Maintenance Supervisor, the Front Desk Staff will assume these responsibilities.

Staff members and others who are not specifically identified should proceed to the nearest exit and evacuate the building, providing assistance with the evacuation of participants and individuals with mobility impairments as needed.

Evacuation Routes

All staff and participants should proceed to the closest exit unless the exit is blocked by fire or are otherwise directed to another exit.

Work Center/Digital Area

There are 3 points of exit from this area that connect with the main corridor and building exits:

- Through the break room
- Through Digital (exits into a hallway that leads to the main corridor)
- Through the storage room

Staff and participants in the Work Center/Digital area should use both the main exit and the exit on the other side of the loading dock to leave the building. If the loading dock is open, this can also be used to exit the building.

Life Options Area

There are 2 points of exit from this area:

- Through the main entrance
- Through the back entrance (turn right and this will lead to stairway to first floor)

Administrative Office Area

There are 2 points of exit from this area:

- Through the main entrance by the front desk
- Through the back door past the work stations

Staff and participants on the second floor in the Life Options and Administrative Office areas should use both sets of stairwells to evacuate to the first floor. Once reaching the first floor, staff and participants should use both the main exit and the exit on the other side of the loading dock to leave the building. If the loading dock is open, this can also be used to exit the building.

In the event of an emergency evacuation (not during a fire drill), the forklift ramp located beyond the double doors on the left on the second floor (toward the main entrance of the building) can be used to evacuate individuals in wheelchairs and as an alternate path to the first floor.

The parking area by Challenge's main entrance and the parking area on the other side of the loading dock will be employed as areas for staff and participants to report to after evacuating the building, making sure to stay far enough away from the building to be out of harms way and to keep an open route for emergency vehicles. In the event of a fire or bomb threat, staff and participants should proceed to the lower level parking area to maintain safe distance from the building.

After Evacuating the Building in Case Of a Fire, Disaster or Bomb Threat

1. **Fire Drill Evacuation:** When the Maintenance Supervisor or Front Desk Staff has all attendance verified, he/she will signal over the walkie-talkies for all to return into the building. He/she will also coordinate with South Hill Management during the annual fire drill of the entire South Hill Business Campus.
2. **Emergency Evacuation:** All staff and participants will remain in the parking area until given instructions over the walkie-talkies. During the wait, staff should verify attendance of both participants and staff and report to the Maintenance Supervisor or Front Desk Staff to ensure that everyone has successfully evacuated the building. The Maintenance Supervisor or Front Desk Staff will ensure communication and coordination with South Hill Management during the evacuation. Senior Management, Emergency Personnel, and South Hill Management should be notified immediately if any participant or staff are not accounted for.

Senior management will consult with the emergency responders and South Hill Management to determine when it is safe to re-enter the building. The signal will then be given over the walkie-talkies for all to return to the building. After re-entering the building, Life Options and Work Center staff should re-check participant attendance and call the

front desk with the results of this check. Front desk staff will use the emergency notification system if any participant(s) are missing.

3. In general, if it will be more than 90 minutes before we can return to the building, participants will be sent home. All staff will assist in calling family, residences, Gadabout, etc. to arrange pick up, using the information in the emergency contact books.
4. During cold or inclement weather, Challenge staff will use agency and personnel vehicles to transport participants to Phillips Hall on the Ithaca College Campus (use lower entrance) to wait until we can return to the building or for pick-up.
5. In the event of an early closing, Challenge administration and staff will contact families, residences and other human service agencies that provide services to Challenge participants (who haven't already been contacted) to inform them of the early closing. If Challenge may not open the following work day, participants, staff, families, residences and other agencies will be notified to listen to the designated radio and television stations that announce local cancellations.

Emergency Overnight Shelter

If a participant cannot be picked up or transported home due to inclement weather or an emergency situation, the following places have offered their assistance. Please read about each service before calling to find the most appropriate shelter, and to make the arrangements run as smoothly as possible.

1. ***Unity House (272-1741)***
507 W. Green Street
 - a. If a participant is in need of overnight shelter, Unity House has agreed to provide some space using their existing facilities.
 - b. This is a good option for those who may need extra supervision throughout the night as all night supervision is provided.
2. ***Lakeview Mental Health Services (277-4768)***
114 Geneva Street
 - a. Lakeview will provide support for Lakeview participants to their residences in the event of an emergency. If an emergency occurs, Challenge will contact Lakeview so that Lakeview staff can accompany participants to residences.
3. ***Broome Developmental Services (273-0811)***
1257 Trumansburg Road
 - a. If the participant has received services from Broome, they will be very helpful in locating shelter for him/her.
 - b. If the participant has not had any prior association with Broome, it will be more difficult for them to be of assistance. However, Broome will try to assist as much as possible.
4. ***The Red Cross Emergency Shelter (273-1900)***
201 W. Clinton Street

- a. The Red Cross Emergency Shelter requires those wishing admittance to phone first before arriving at their door. The purpose of this is to allow for a pre-screening process which is designed to answer some basic questions as to the individual's emotional stability, whether drugs or alcohol are of immediate concern, and so forth.
5. ***The Franziska Racker Centers (272-5891)***
3226 Wilkins Road
- a. If a participant is in need of overnight shelter, FRC has agreed to provide some space using their existing facilities.
 - b. This is a good option for those who may need extra supervision throughout the night as all night supervision is provided.

Procedure for Use of Walkie-Talkies

Personnel

Six (6) groups are assigned walkie-talkies to coordinate attendance and communication throughout a fire drill or an actual emergency evacuation. These are:

1. Life Options Training Specialists
2. Service Managers/Coordinators
3. Work Center/Digital Staff
4. Services Staff
5. Front Desk Staff
6. Finance Office/HR/Development Staff

There is an additional walkie-talkie that allows us to communicate with South Hill Management. This is kept at the front desk.

Description

Each walkie-talkie has a simple on/off button on the top right hand side of the radio; this is also the volume control. There is a call button on the front bottom of the radio, which is used to page other radios. The talk button is located on the top, left of the radio. To talk, press and hold while talking.

Batteries

To check batteries, turn the radio on. You will hear a series of four (4) beeps, which will indicate good battery condition.

All batteries are checked monthly by the Maintenance Supervisor.

Use

When talking, use a normal tone of voice and speak about one inch away from the microphone.

Storage Locations

The walkie-talkies are kept in the following locations:

1. The Life Options walkie-talkie is in the Life Options Coordinator's Office.
2. The Service Managers/Coordinators walkie-talkie is located in meeting room 214
3. The Work Center/Digital walkie-talkie is in the Manager of Sales/Marketing's Office
4. The Services Staff walkie-talkie is in conference room 216
5. The Front Desk walkie-talkie is in the top desk drawer
6. The Finance/HR/Development walkie-talkie is located on the wall in the finance office

The Role of the Safety Committee

The purpose of the Safety Committee is to provide leadership on all safety and health related issues affecting Challenge and its employees.

The general responsibilities of the Committee are:

1. To oversee all safety related activities within the facility and set up necessary trainings required by Challenge's Workers Compensation Company.
2. To perform and report through regular, monthly inspections of the facility any health or safety issues.
3. To review all fire drills and related activities including the triggering of alarms, selection of times and locations for drills, and the use and maintenance of all related equipment.
4. To provide recommendations as a follow up to drills indicating problems or areas where improvement is needed.
5. To provide recommendations and guidelines to Challenge's management regarding safety policies and procedures, including an annual review of the Fire and Disaster Procedures.

The Safety Committee is comprised of representatives from services, operations, administration and quality assurance areas. The Safety Committee rotates responsibilities monthly among its membership for completing monthly safety walk throughs and taking minutes. The Safety Committee elects a chairperson annually who can serve up to three terms.

Emergency Phone Numbers

Fire, Bomb Threat, Disaster

911 – to report a fire, bomb threat, medical or other emergency

Emergency Contact Numbers

Sheriff's Department	272-2444
Ithaca Fire Department	272-1234
NYSEG	1-800-572-1131

Medical Contact Numbers

Bangs Ambulance	273-1161
Cayuga Medical Center, Emergency Room	274-4411
Convenient Care Center	274-4150
Poison Control Center (Syracuse)	1-800-252-5655 (1-315-576-4766)

Building Emergencies

South Hill Business Campus	279-8904
G&H Fire Extinguisher Services	273-6580

Emergency Shelters

BDDSO/Tompkins Regional Center	273-0811
Red Cross Emergency Shelter	273-1900
American Red Cross, T.C. Chapter	273-1900
Unity House	272-1741
Women's Community Building	272-1247
Salvation Army	273-2400
Franziska Racker Centers	272-5891

Transportation

Gadabout	273-1878
Unity House	272-1741
Franziska Racker Centers	272-5891
Broome Day Treatment	273-0811
Skylight Club	274-6262
Tompkins County Area Transit (TCAT)	277-7433
Lakeview	277-4768
Birnie Bus	277-3520