



# JEFFERSON COUNTY SENIOR DINING PROGRAM EMERGENCY PROCEDURES

[DIAL: 911 FOR EMERGENCIES](#)

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## **INTRODUCTION**

This procedure pamphlet is distributed to all employees of the Jefferson County Senior Dining Program. It contains information on how employees shall adhere to safety standards and expectations for responding to an emergency situation.

The Senior Dining Program Manager serves as the coordinator when food safety is compromised or an emergency response is required. Managers are the liaisons between the Nutrition Program Supervisor, Coordinator and authorities.

Emergencies are unpredictable and can strike without warning. An effective response requires good planning, training and testing of emergency plans. Failure to prepare for an emergency in advance may result in injury or death, loss or damage to the facilities and a reduction in the county's ability to serve and protect the public.

This pamphlet contains quick reference information and checklist procedures on how to report an emergency, what to do and who will assist you.

## **INTRODUCTION**

## **GENERAL RESPONSIBILITIES**

It is the responsibility of each Senior Dining Program Manager to read, become familiar with, and follow the directives provided in this pamphlet. Managers are also responsible for orienting volunteers to these procedures.

In the event of a food safety breach or emergency, all managers and volunteers must follow the specific emergency procedures outlined in this pamphlet. Also, follow any verbal instructions of emergency staff. Depending upon the emergency, telephone usage may be limited to official use only. Your personal safety and the safety of your volunteers and participants are of the utmost concern.

If program participants are in need of assistance during an emergency, managers shall provide direction and guidance as needed.

**All managers, volunteers and participants are required to participate in emergency evacuation drills that may be periodically conducted by the facility where the senior dining site is located.**

## **GENERAL RESPONSIBILITIES**

## BLOODBORNE PATHOGENS

**UNIVERSAL PRECAUTIONS** is an approach to infection control. It means that all human blood and certain body fluids are treated as if they re infectious for HIV, HBV and other bloodborne pathogens.

Not all sites are located in a facility where maintenance is available. Therefore, site managers are responsible for following universal precautions anytime they become aware of bodily fluid spills, whether they result from a cut or other type of accident by program participants in an area utilized by the senior dining site. The following steps shall be taken when cleaning an affected area:

- Put on gloves.
- Assist the person as needed and redirect from affected area.
- Thoroughly wash the area with an appropriate disinfectant (1 cup bleach to 1 gallon water).
- Wash again with fresh disinfecting solution.
- Placed affected towels/rags and gloves in plastic bag, close and toss in regular garbage.
- Wash hands immediately.
- Report incident to Nutrition Coordinator or Supervisor.



## BLOODBORNE PATHOGENS

## CHEMICAL HAZARDS

Site managers are responsible for:

- Ensuring that all chemicals used in sanitation are clearly and individually marked with the common name of the product.
- Storing Chemicals in their original containers in a secure area away from food or heat sources.
- Educating volunteers on chemical hazards and how to protect themselves, i.e. never mix chemicals, only use them in a well ventilated area, follow label directions and wash hands after use.

In case of chemical exposure to the eyes: **Rinse the eye with water**

Fill a clean cup with regular water. While holding the lower rim of the cup on the bone below the eye, pour the water directly into the eye. A water fountain also makes good eyewash because it will run a steady stream of water into the eye. Seek medical attention as soon as possible.



## CHEMICAL HAZARDS

# FIRE

## Avoiding Fires in Food Service

- Never leave rags, aprons, paper towels, napkins or paper near hot surfaces.
- Never leave stoves or other equipment unattended when in use.
- Do not overload outlets.
- Do not use electrical equipment with frayed cords or bent prongs.
- Do not use equipment if it smokes or sparks.
- Know where the fire extinguisher is and how to use it

## UPON DISCOVERY OF A FIRE

- A. Pull the nearest pull alarm.
- B. Dial 911 from a safe area. Provide the following information:
  1. Your name.
  2. Building where fire is located.
  3. Floor and room where fire is located.
  4. Give details of fire emergency, stay on phone until told to hang up.
- C. Assemble participants and volunteers and evacuate the building immediately via nearest exit.
- D. Keep calm. Proceed in single file.
- E. Follow your primary or alternate evacuation routes.
- F. If caught in heavy smoke, take short breaths: breathe through your nose. Stay low, crawl if necessary. (There will be less smoke near the floor.)
- G. Do NOT use elevators.
- H. Close the door of your area as you evacuate the building. Do not return for coats, purses, etc.
- I. Proceed and report to your designated assembly area away from the building & take a head count.
- J. Return when emergency personnel gives the all clear signal.



# FIRE

## EMPLOYEE OR PUBLIC INJURY OR ILLNESS

### IN THE EVENT OF AN INJURY OR ILLNESS IN YOUR AREA:

1. Dial 911 or instruct a by-stander to dial 911.
2. Provide the following information:
  - A. Your name.
  - B. Building name.
  - C. Floor and location of emergency, where to have EMS enter building.
  - D. Any available details of the accident or illness.
3. Do not hang up until told to do so. Additional information may be needed.
4. Do not move someone who has fallen is otherwise injured or ill unless it is necessary to avoid further injury. E.g., fire or tornado, and provide reassurance that emergency assistance is on the way.
5. Have someone meet the emergency unit at the main entrance closest to the emergency location.

### CHOKING – TIPS FROM American Red Cross

If you encounter a conscious, choking individual that is coughing, encourage continued coughing. If the victim is unable to cough, speak, or breathe, complete the following:

- Send someone to call 9-1-1
- Lean person forward and give 5 back blows with heel of your hand.
- Give 5 quick abdominal thrusts by placing the thumbside of your fist against the middle of the victim's abdomen, just above the navel. Grab your fist with the other hand.
- Repeat until the object the person is choking on is forced out and person breathes or coughs on his or her own.

## EMPLOYEE OR PUBLIC INJURY OR ILLNESS

## BURNS

To avoid burns in the workplace, Site Managers and volunteers should adhere to the following practices:

1. Stand to the side when opening oven doors.
2. Open lids away from your body.
3. Wear closed toes shoes.
4. Ensure that oven mitts and/or potholders are available to anyone who handles hot foods.
5. Empty steam tables when water has cooled.
6. Wear protection when handling chemicals.

### TYPES OF BURNS

**First-degree:** The skin is usually reddened, and there may be swelling and pain.

**Second-degree:** This refers to burns in which both the epidermis and the second layer of skin (dermis) are burned; the individual will experience increased pain, swelling and blisters.

**Third-degree:** This refers to burns that involve both the dermis and epidermis and even the tissue under the skin (subcutaneous tissue). This is the most serious type of burn.

### TREATING BURNS

Cool the burn under running water long enough to reduce pain. If this isn't possible, cover it with cold compresses, but don't put the ice directly on the burn.

Once a first-degree burn is completely cooled, apply lotion or moisturizer to soothe the area and prevent dryness. Don't break the blisters and don't apply butter to burned skin; it holds heat in the tissues and may cause more damage.

Cover the burn with a sterile gauze bandage. Wrap loosely to avoid putting too much pressure on the burn. Bandaging keeps air off the burn and reduces pain.

For second or third degree burns, cool with cold water, and help the individual get medical attention, call 911 if the burn is serious.

## BURNS

## TORNADO/SEVERE WEATHER



**A Tornado Watch/Severe Weather Watch** means weather conditions exist where tornadoes or severe weather are possible.

**A Severe Weather Warning** means severe weather has been reported in your area.

**A Tornado Warning** means a tornado has been spotted or Doppler radar indicates a thunderstorm rotation which can spawn a tornado. When a tornado warning has been issued, a voice warning will be made over the public address system.

### **WHEN A TORNADO WARNING IS ISSUED, IMMEDIATE ACTION IS NECESSARY:**

1. Leave your office area.
2. DO NOT use the elevators.
3. Make every effort to remain calm and encourage those around you to stay calm too.
4. Please assist any persons with disabilities to the designated shelter area.
5. If you are not able to get to the designated area, move to a small, interior room on the lowest floor possible. Put as many walls between you and the outside as possible. Stay away from long hallways, windows and glass doors.
6. Protect your head and face.
7. If you are in the designated area, check to see who may be missing.
8. Do not leave your area unless instructed to do so.

## TORNADO/SEVERE WEATHER

## **FOOD SAFETY**

Senior Dining Program Managers are responsible for adhering to high food safety standards in order to prevent foodborne illness.

Managers will adhere to the following rules and regulations regarding food safety:

- All food temperatures will be taken when delivered: Hot foods shall be no less than 140 degrees and cold foods shall not be higher than 41 degrees.
- Hot foods will be held at no less than 140 degrees and cold foods shall be held at 41 degrees or less.
- Foods needing refrigeration shall be held at 41 degrees or less and covered to prevent cross contamination.
- All food temperatures will be taken again prior to serving.
- Sanitize thermometers before use and between uses and calibrate according to instructions.
- Monitor cleanliness of holding & serving area.
- Use proper portions of sanitizing agents when cleaning counters, tables and dishes.
- Store chemicals away from food and heat.
- Do not accept home cooked or canned foods.
- Do not accept fresh fruits or vegetables unless they are clean and in good condition.
- Report all issues with rodents or insects to the office.
- Report all issues associated with shared refrigeration to the office.
- Clean home delivery bags daily.
- Clean refrigerators as needed; wipe up spillage as it occurs.
- Maintain inventory of condiments and throw away when expired.
- Report all contagious illnesses.
- Prohibit volunteers from serving food when presenting with flu like symptoms, coughing, etc.
- Observe proper hand washing techniques.
- After handling food, throw away gloves – do not reuse!
- Date stamp home delivered meal containers for consumer use.
- Orient all new volunteers to food safety practices.
- All food handlers will wear hair restraints.
- Attend 6 hours of staff training per year.

All site managers will take and pass a ServeSAFE certification course.

The Nutrition Program Supervisor and Nutrition Program Coordinator maintain State of Wisconsin food manager certification.

## **FOOD SAFETY**

## EMERGENCY PREPAREDNESS

Wisconsin residents are accustomed to a variety of weather related events that can result in loss of electricity and telephone service. During a summer heat wave or severe winter storm it is most likely that senior citizens will need to “shelter-in-place.” All nutrition personnel will work together to:

- Provide all participants with information about emergency preparedness, that includes such topics as:
  - Developing a personal emergency plan;
  - Planning in advance for shelter alternatives if unable to shelter-in-place;
  - Preparing an emergency supply kit;
  - Purchasing shelf stable foods;
  - Keeping foods safe during an emergency;
  - Television station(s) to watch for weather-related Jefferson County closing information;
  - Ordering additional home delivered meals ahead of impending storms;
  - Working with a medical provider to develop an emergency medical plan, i.e. dialysis;
  - Who to call when additional help is needed;
  - Working with a pharmacy to refill meds before the storm hits.
  - How to survive a heat wave;

Emergency contact information on home delivered meal participants is kept on file at the Nutrition Office and will be referred to when severe weather or another disaster hits. During, or after a severe event, the Nutrition Team (Supervisor, Coordinator, Meal Assessor and Site Managers) are responsible for calling participants to inquire about their health & safety. The individual listed as an emergency contact shall be called if the team member is unable to make telephone contact with the individual.



### EMERGENCY ACTION PLANS

Each Senior Dining Site has an emergency action plan which includes procedures for:

- Reporting emergencies;
- Emergency evacuations and exit routes;
- Accounting for volunteers and participants after evacuation

## EMERGENCY PREPAREDNESS

## Home Delivered Meal Temperatures: Requirement to Test Meals Quarterly

Food will be delivered at safe temperatures to prevent food-borne illness.

- ✓ Hot food will be maintained and delivered at 140° F or above or it will not be served.
- ✓ Cold food will be maintained and delivered at 41° F or below or it will not be served.
- ✓ Frozen food will be maintained and delivered in a solid frozen state or it cannot be left with the participant.

The program will test home delivered meals for temperature compliance every one to three months, **but no less than quarterly**, to ensure the quality and safety of the meal. Routes longer than one hour in duration must test HDM temperatures monthly. This can be done by transporting an extra meal on a home delivered meal route and taking the temperature of the meal after all other meals have been delivered or at the time the driver returns to the home delivered meal dispatch site. All menu items which require temperature control must be tested each time.



To pack hot meals, preheat the two gel packs according to instructions per thermal bag. Place on the bottom, then add food, and place the other on top. Cover the top gel pack with the pillow.

To pack cold items, place one frozen, cooler ice pack for a size 10 (small) thermal bag on the bottom and two for the size 18 (large).

If you use a large size cooler, use two ice packs.

### **REPORT BACK**

On test days, review the temperatures with the delivery volunteer. When the hot temperatures are below 140 ask them to explain how the route went, check for:

- Problems along the way that delayed delivery;
- Method of transporting
  - Are they placing the gel pack and pillow back on the top of the hot foods after the first delivery?
  - Are they tightly closing the container between stops?
- Is the route taking more than an hour?
- Did someone need extra help that day?

When cold temperatures are above 41, ask them to explain and check for:

- Is the ice pack still frozen?
- What is the temperature outside?
- Is the container too big for the amount of cold items?

### **WHAT TO DO?**

Increase the number of gel or ice packs in the bags or coolers and **recheck the next serving day.**

## Chemical Safety Hazard Communication (Haz. Com.)

- Key elements for an effective Haz. Com. Program
  - Written Hazard Communication Policy
  - List of all known chemicals in the work place.
  - Material Safety Data Sheets (MSDS) Safety Data Sheets (SDS)
  - Container labeling
  - Employee Knowledge
  - Integration and implementation of the Global Harmonized System (GHS) by June 2016

## Chemical Safety What is a Work Place Chemical?

- Any material that is used at work which could present a hazard to employees that directly use chemicals or work in areas where chemicals are used by others.

## Chemical Safety



## Chemical Safety

### What Is A Workplace Chemical?

- Consumer household products that are used at work for reasons other than their intended purpose are considered workplace chemicals.

## Chemical Safety



## Chemical Safety



## Chemical Safety Adding Chemicals At Work

- Jefferson County has a master list of chemicals used by all departments and facilities.
- Employees must inform management if they want to introduce a new chemical to the workplace.
  - Supervisor approves of the chemical
    - If the supervisor is not sure ask Maintenance and Safety Rep. if the chemical is safe to use at work.
- If approved, it's added to the master list.

## Chemical Safety

Ask For an MSDS / SDS Sheet



## Chemical Safety: Material Safety Data Sheets (MSDS)

- (1980 to Present)
  - 16 sections
    - Name of product
    - Manufacturer
    - Composition
    - Type of chemical
    - Identifies short term and long term hazards of the chemical
    - Safe Handling, Storage, Disposal of chemical
    - Types of PPE
    - Cold, Hot, Stability with other chemicals
    - First Aid
    - DOT
    - EPA

## Chemical Safety: Safety Data Sheets (SDS)

- Created to replace current MSDS sheets
- Global Harmonized System (GHS)
  - Consistent with Other Industrialized Countries
- Still has 16 sections but now uniform with SDS sheets from other countries
- Major Changes:
  - Sections are uniformed
  - Keywords
  - Pictograms
- How to obtain an MSDS / SDS Sheet
  - Ask your supervisor
  - Maintenance Employees
  - Safety Representative

## Chemical Safety: Container Labeling

- Currently labels are Hazardous Materials Information System (HMIS) or....
- National Fire Protection Association (NFPA)

Chemical Name	
HEALTH	0
FLAMMABILITY	0
PHYSICAL HAZARD	0
PERSONAL PROTECTION	0



Hazard Rating 0-4  
0 – No Hazard  
4 – Serious Hazard

## Chemical Safety

### GHS Label

EPICHLOROHYDRIN **1** Product Identifier

UN No. 2023  
CAS No. 106-89-8

**2** Signal Word  
**DANGER**

**4** Hazard Statements  
Irritant to eyes. Causes skin irritation. May cause an allergic reaction. May cause cancer.

**3** Pictograms  
Skull and crossbones, Flame, Health hazard, Corrosion

**5** Precautionary Statements  
Wear protective gloves, protective clothing, eye protection

**6** Supplier Information  
Pittco Chemical Company

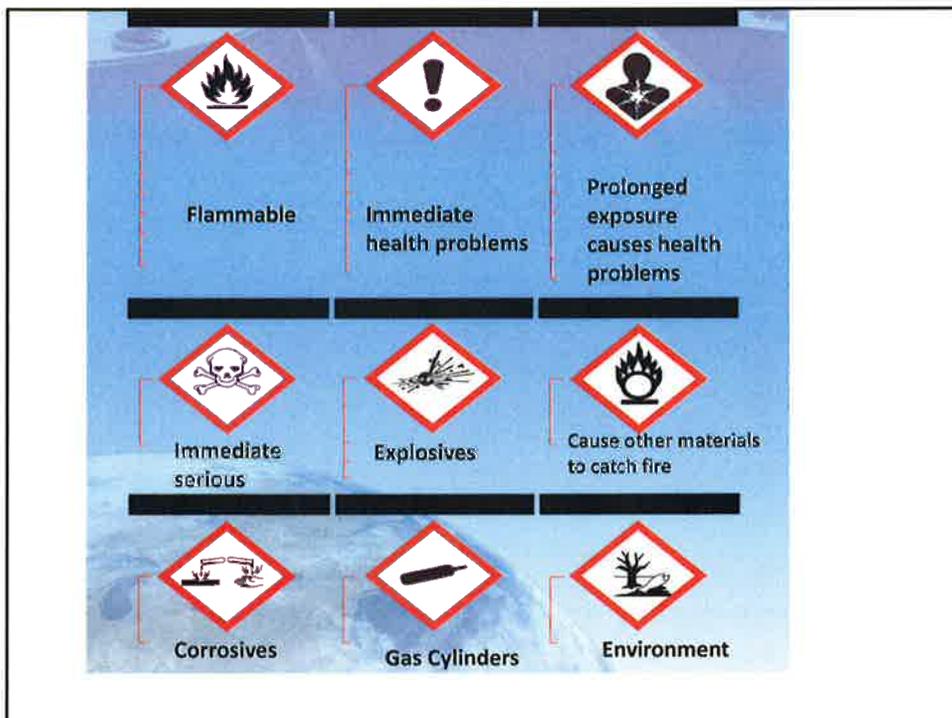
Net Weight: 18.22 lbs. Lot Number: A0323111323  
Gross Weight: 19 lbs. Mfg Date: 1/19/2012  
Expiration Date: 1/15/2018

ROSCON CHEMICAL COMPANY City of Industry, Los Angeles, California, USA 800-444-9583883

Hazard Rating Under GHS:  
1 Most Hazardous  
2 Severe Hazard  
3 Dangerous Hazard  
4 Moderate Hazard  
5 No Hazard

## New GHS Hazard Rating Opposite of HMIS

HMIS Hazard Ratings		ORDER REVERSES	GHS Hazard Ratings	
0	Minimal Hazard	↓ ↑	1	Severe Hazard
1	Slight Hazard		2	Serious Hazard
2	Moderate Hazard		3	Moderate Hazard
3	Serious Hazard		4	Slight Hazard
4	Severe Hazard		5	Minimal Hazard



## Chemical Safety Secondary Container Labels



## Points To Remember

- Written Program
- List of chemicals used in the work place
- Don't bring chemicals to work without prior approval from your Supervisor
- MSDS /SDS sheets for all chemicals
- GHS labels
- Secondary Container Labeling