

ILLINOIS PUBLIC WATER SUPPLY

EMERGENCY PROCEDURES

QUICK REFERENCE GUIDE

Revised 2-5-2004

EVACUATION PROCEDURES

FIRE PROCEDURES

TORNADO WARNING/SEVERE STORM

ELECTROCUTION

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EMERGENCY PHONE NUMBERS

Illinois Public Water Supply Emergency Procedures Quick Reference Guide

Emergency response is one of the most important duties that employees and officials of public water supplies have as a part of everyday operations. Every person should know what to do, and when to do it. Being prepared to take the proper action as quickly as possible is the key to successfully handling any emergency. Emergency response is scary -- this guide is designed to help the reader remain calm, remember the basics and begin response.

This guide is to be placed in several locations of easy access throughout both water plants and administrative offices as a "quick start" for those who may not be sure what steps to take in an emergency. The pages can be downloaded and customized for your facility, or printed as is, with customized information inserted using a marker.

It is recommended that you reproduce the document on brightly colored, contrasting sheets of paper, and then laminate and bind it with a plastic ring binder so that pages can be revised when necessary. It is important to verify that phone numbers have not changed on a very frequent basis. The paper used in the original document was purchased at a local discount store. Sheets were cut to proper sizing for Directory purposes before laminating. The laminating and binding was completed by a local quick copy shop for a very small cost. Once the Guide has been completed, a nail and binder clip (or a more sophisticated hook or hanger) can be used to provide easy access to those who may need emergency response information.

The color guide selected follows, but any variety of bright colors can be used:

Violet	Cover
Bright yellow	Evacuation Procedures
Red	Fire Procedures
Green	Tornado Warning/Severe Storm Warning
Bright Orange	Electrocution
Dark Yellow	Chemical Spill
Bright Pink	Bomb Threat
Dark Orange	When to Call 9-1-1
Light Blue	Emergency Phone Numbers

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Cut Approximately on Dotted Line -- Measure First

EVACUATION

**MOVE ALL EMPLOYEES AND VISITORS FROM THE ENTIRE FACILITY
TO THE OUTSIDE GROUNDS**

Evacuation routes are posted in each area.

1. Employees and visitors should move together as a group
2. Evacuate using stairway. **DO NOT USE ELEVATORS!**
3. Keep moving until the group is well away from the building, from smoke and fumes
4. Assist all injured parties throughout evacuation, until the injured person is placed in the hands of responsible emergency medical personnel

EVACUATION PROCEDURES

Cut Approximately on Dotted Line -- Measure First

FIRE PROCEDURES

Race to Safety

R Rescue

Non-response (trained emergency response) employees and visitors in immediate danger should be evacuated from the building to a safe place, well away from fire and smoke, and rescue operations.

A Alert

- Alert the fire department by activating pull alarm or phoning 911.
- Alert on-site response employees to put on necessary safety gear.

C Contain the Fire

- Close all doors in the area of the fire.
- Make sure fire doors in other areas remain closed.

E Extinguish and Evacuate

- Extinguish fire with on-site fire extinguisher IF you can do so without placing yourself or others in danger.
- Evacuate the area to a safe place, well away from fire, smoke, fumes and rescue operations.

FIRE PROCEDURES

Cut Approximately on Dotted Line -- Measure First

TORNADO WARNING/ACTIVITY

A Tornado warning will be announced throughout the plant using the PA system and alarm

- Police and administrative office staff will monitor weather radios and contact the water treatment plant and pumping stations in event of a tornado.
- Plant personnel will have a weather radio in the control room and issue warning throughout the plant, over the radio to distribution crews, and to all other manned facilities.
- Close windows, shades, drapes, window coverings.
- Stay away from windows.
- Move all employees and visitors to an interior hallway, away from all treatment or pumping equipment, especially chemical feeders. Stay together.
- Remain calm and await "all clear" notification.
- In the event of damage, await "all clear".
 - Identify anyone injured or needing immediate assistance.
 - Call "911" for assistance.

TORNADO WARNING/SEVERE STORM

Cut Approximately on Dotted Line -- Measure First

ELECTROCUTION

ELECTROCUTION CAN BE DANGEROUS FOR RESCUERS!

**BE ESPECIALLY CAREFUL IF WATER IS PRESENT ON
YOUR HANDS, THE FLOOR OR THE INJURED PERSON!
STAY DRY!**

Electric shocks from high voltage electricity such as power lines or rail way cables are instantaneously fatal. Never approach a casualty of this shock, as high voltage electricity can travel several meters through the air. Call 911 immediately and restrict the area from entry.

- **TURN OFF THE ELECTRICITY!**

Switch off the current or turn off the master switch.

- Move the injured person away from contact with the electricity source. Use a wooden chair, broom handle, or other dry non-metal object.
- Call 911.
- Check for breathing and pulse. Give CPR if necessary.
- Remember, the injured person may be burned.

ELECTROCUTION

Cut Approximately on Dotted Line -- Measure First

CHEMICAL SPILLS

TOXIC CHEMICAL RELEASE: CHLORINE GAS, AMMONIA, LIQUID CHLORINE OR OTHER SUBSTANCE POSING IMMEDIATE HEALTH DANGER: Evacuate the area. Close all fire doors. Contact the fire department or appropriate emergency response crew immediately. If the substance is liquid and a drain is in the area of the spill, contact the sewer department.

If it is safe for you to clean up the spill:

READ MATERIAL SAFETY DATA SHEET (MSDS) FOR SPILLED CHEMICAL.

- Read the section **STEPS TO BE TAKEN IN CASE MATERIAL IS RELEASED OR SPILLED.**
- Read the **WASTE DISPOSAL METHOD** listed.

LOCATE CHEMICAL SPILLS KIT:

- Apply gloves and protective eyewear.
- Use chemical pads located in the kit to soak up the spill.
- Place contaminated pads and gloves in the disposal bag and seal.

IF THE CHEMICAL IS A HAZARDOUS CHEMICAL WASTE, write the name of the chemical on the chemical label, attach the label to the disposal bag and notify a licensed Hazardous Waste Hauler for pick up. All other chemicals can be placed in regular trash.

- Follow the methods listed on the MSDS for cleaning the contaminated area.
- Replace items used from the Chemical Spill Kit.

CHEMICAL SPILL

Cut Approximately on Dotted Line -- Measure First

BOMB THREAT

IF YOU RECEIVE A BOMB THREAT, TRY TO KEEP THE CALLER ON THE LINE AND ASK THE FOLLOWING QUESTIONS:

- Where is the bomb?
- What time will the bomb explode?
- Why was the bomb put there?

LISTEN FOR:

- Background noise such as music, voices, train whistles, construction, traffic, animal noises, clear, static, PA system, restaurant noises, or other sounds.
- Does the caller indicate knowledge of the water plant or pumping facility by descriptions of equipment or processes, locations, or comments?
- What are the voice characteristics:
 - Male or female?
 - Age?
 - Accent or ethnic words used?
 - What is the mental condition? (Angry, excited, frightened, etc.)

WRITE DOWN THE EXACT WORDS OF THE THREAT.

CONTACT WATER SUPERINTENDENT IMMEDIATELY AFTER CALLER HANGS UP. IF SUPERINTENDENT IS NOT AVAILABLE, CALL 911.

If it is necessary to search the work area:

- Look for anything out of place – bags, packages, boxes, containers.
- Notify superintendent or emergency responder (police, fire, security) immediately.
- DO NOT touch or try to move any package or item that may contain a bomb.
- Follow evacuation procedures if necessary.

BOMB THREAT

Cut Approximately on Dotted Line -- Measure First

**IF ANYONE COMES INTO THE WORKPLACE WITH A WEAPON
OR CONCEALING A WEAPON:**

- Remain calm. Do not confront the person.
- Immediately call "911"
 - Notify Supervisor
 - Notify Security
- Limit access to the area where the person is located.

**WHEN POLICE ARRIVE, PROVIDE AS MUCH OF THE FOLLOWING
INFORMATION AS POSSIBLE:**

- Location of person with weapon
- Type of weapon (gun, knife, shotgun, grenade, dynamite, flammable chemical, or other substance)
- Location of weapon if person does not have it in hand or on their person. (In the middle desk drawer, on the bookshelf on the west wall, etc.)
- Is another person being threatened or held hostage? If so, where?
- The mental and emotional condition of the suspect with the weapon.

WEAPON

Cut Approximately on Dotted Line -- Measure First

EMERGENCY PHONE NUMBERS

Emergency
HEALTH EMERGENCY -- Employee,
Visitor cardiac/respiratory arrest,
serious illness or accident

THREATENING BEHAVIOR --
Threatening behavior from visitor,
employee

WEAPON - Person displaying or
concealing a weapon

BOMB THREAT - Received
Written letter or note
Phone call
Threatened in person

CHEMICAL SPILL - Reported or
witnessed

FIRE - Reported or witnessed

Call:
911
Supervisor

911
Supervisor

Security - immediate assistance will
be dispatched

911
Supervisor

911 if bomb presence verified
If bomb presence unknown:
Supervisor _____

Police

Fire

Specific area code & number --
Release or spill of any chemical that
requires special handling for safe
clean-up and disposal

Fire Department or Hazardous
Emergency Response Agent

911 -- Fire or smoke

WHEN TO CALL 9-1-1

EMERGENCY PHONE NUMBERS

ILLINOIS EMERGENCY MANAGEMENT AGENCY 24-HOUR LINE:

217-782-7860 OR 800-782-7860

ILLINOIS EPA EMERGENCY RESPONSE: 217-782-3637

Water Operator

Water Supply Official Custodian

Fire Department

Police Department

ESDA Coordinator

Media Coordinator

Hazardous Material Clean-Up Firm

Back Hoe Operator

Plumber

Disinfectant Supplier

Supplier

Supplier

Manufacturer

Manufacturer

Local Health Department

Illinois EPA Regional Office

EMERGENCY PHONE NUMBERS