Emergency Action Plan

Moscow Food CO-OP

2015

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Store Evacuation

In the case of an emergency store evacuation, (i.e. fire, gas or chemical leak, threats of violence.)

***** Note ***** If any of the steps in this section or manual would endanger your safety, DO NOT do them! Retreat to a safe distance, and then perform the action if you feel that you can do it safely. Your safety is your top priority.

1. A manager should say the following evacuation announcement over the intercom (push the overhead page button) If the situation is urgent, make the announcement yourself.

Evacuation Announcement
Attention, everyone. We have an emergency. Please leave the building immediately by the nearest exit and proceed to the far end of the front parking lot. Please leave all shopping carts close to the shelf in the aisle you are in. Again, all staff and customers, there is an emergency. Please leave the building immediately.

2. Check areas near you **IF it can be done safely** to ensure people are evacuating.
3. Point person (Highest ranking person in the store) calls 911.
4. Evacuate!
5. Assemble by the parking lot entrance by departments.
6. Point person assigns one person to each door to prevent customers from entering. (From the outside)
7. Point person assigns someone to call Melinda if she is not already present. (208) 596-2910
8. Managers or leads account for all people in their department, calling the phone number of anyone who is unaccounted for.
9. Managers or leads report to the point person anyone who is missing from their department, and their last known location.
10. Point person keeps a list to give to emergency personnel of who is missing and where they were last seen.

Uncontained Fire

***** Note ***** If any of the steps in this section or manual would endanger your safety, DO NOT do them! Retreat to a safe distance, and then perform the action if you feel that you can do it safely. Your safety is your top priority.

1. Get yourself a safe distance away from the fire.
2. Make an evacuation announcement. (Previous Page)
3. Check areas near you **IF it can be done safely** to ensure people are evacuating.
4. Point person (Highest ranking person in the store) calls 911.
5. Evacuate!

6. Assemble by the parking lot entrance by departments.
7. Point person assigns one person to each door to prevent customers from entering. (From the outside)
8. Point person assigns someone to call Melinda if she is not already present. (208) 596-2910
9. Managers or leads account for all people in their department, calling the phone number of anyone who is unaccounted for.
10. Managers or leads report to the point person anyone who is missing from their department, and their last known location.
11. Point person keeps a list to give to fire department of who is missing and where they were last seen.

When the Fire Department gives the all clear:

12. Point Person calls the Insurance Company. (208) 883-4800
13. Point Person calls the health inspector and reports the fire. (208) 882-7506
14. Point Person will determine if staff should be sent home.
15. Staff should keep their phones on them until they are informed when the store will re-open.

Small Contained Fire

1. Use a fire extinguisher (see floor map for locations) to douse the fire.

PASS
Pull the fire extinguisher pin
Aim at the base of the fire.
Squeeze the handle
Sweep across the BASE of the fire

2. Report to a manager immediately and fill out an Incident Report. Return the Incident Report to the Human Resources office.

Medical Emergencies

Life Threatening:

1. Tell a specific Staff Member to call 911 immediately! Tell them to come back and inform you that they did call.
2. If a Manager is not in the room, tell a specific staff member to page using the "Overhead Page" button and say "MOD to (Wherever you are)."
3. Stay with the injured person until someone arrives who is more qualified to assist them than you. Keep the injured person calm, and offer any assistance you are trained for. Tell the MOD that 911 has been called.
4. If you do not have assistance, and the person is seriously bleeding, have them apply pressure to the bleeding area or put on gloves from a first aid kit and apply pressure for them. Do not expose yourself to their blood. (See Emergency Map for First Aid kit locations.)
5. Do not move the person except in cases of imminent danger where their life is threatened (fire, electrical hazard, etc.)
6. Control the scene by asking people to remain calm and leave room to deal with the incident.
7. If the injured person is transported to the hospital, HR will notify that person's emergency contact.
8. Contact the General Manager, Melinda Schab, as soon as possible at (208) 596-2910.
9. Fill out a customer report of injury form, or a First Report of Injury form (depending on if it was an employee injured or a customer). These are located on HR's door and the break room, respectively.

Non-Life Threatening:

1. Inform a manager as soon as possible, so they can assess the situation. If the injured party needs medical attention, the manager should arrange for that.
2. If the injured party is an employee, and the injury is minor, but needs medical attention, pick up a First Report of Injury form from the break room and take it with the injured employee to Quick Care at 2500 West A Street (above Walmart).
3. If Quick Care is closed or the injury is serious, go to Gritman Medical Center's Emergency Room, 700 S. Main St, with a Workers Compensation slip, which can be found in the break room by the first aid kit.
4. After the employee has received medical attention, a manager will help with the rest of the necessary paperwork for the insurance claim.

* If the injured party is a customer, they are free to choose their own medical treatment. Fill out a customer report of injury to the best of your ability.

Body Fluid Clean Up

In the case that any sort of body fluid (blood, vomit, diarrhea, etc.) needs to be cleaned up, it must only be cleaned up by those trained and certified to do so. Do NOT clean this up, or touch it if you have not been trained. Page a manager if you can't find someone who has been trained.

TREAT ALL BODY FLUIDS AS IF THEY ARE DANGEROUS!

1. Give medical attention to whoever is responsible for the body fluid spill.
2. Keep all employees and customers away from the spill until it is clean and sterile.
3. Put on gloves, goggles and a facemask from the body fluid clean up kit. Clean up the area according to your training. Instructions are included here as a recap if necessary.
4. Remove all visible traces of the body fluid with either paper towels or absorbent powder.
5. Sanitize all contaminated surfaces with a Bleach solution (at least 200 pm, also found in the Janitor's Closet.) Ensure that the solution remains on all contaminated surfaces and items for at least 10 minutes.
6. Any tools or machinery should be taken out of service and sanitized with a Bleach solution.
7. Any paper towels, or contaminated clothing or food product should be put in a red biohazard bag, sealed and thrown in the trash dumpster.
8. If a broom or a mop was used in the clean-up they also must be washed and sanitized with a Bleach solution.
9. If there was an injury involved, fill out a Customer Report of Injury Form, or a First Report of Injury Form (for employees), located on HR's door and in the break room, respectively. Place the completed form in the HR drop box.
10. Notify someone in facilities if you have used a kit so a replacement may be ordered!

In case of exposure:

1. WASH YOUR HANDS IMMEDIATELY!
2. WASH YOUR HANDS AGAIN!
3. Sanitize with alcohol or iodine.
4. Report the incident to a manager.
5. You are entitled to medical treatment.

Robbery

Do not be a Hero! Your safety is more important than money!

During the Robbery:

1. Do not resist an armed robber. Do exactly what you are told to do.
2. Avoid calling 911 until the robber has left to avoid a possible hostage situation.
3. React quickly and unemotionally.
4. Without being obvious, try to notice any distinguishing features, actions, or mannerisms of the robber. Be the best witness that you can.
5. Get a description of the getaway vehicle if possible without endangering yourself, especially the license plate number.

After the Robbery:

6. Call 911 as soon as the robber leaves the store. Request the police and an ambulance if anyone was hurt during the incident.
7. Lock doors and ask witnesses to stay to report to police. We can't make any witnesses stay. If someone needs to leave, get their name and contact info so the police can reach

them later.

8. Do not check anyone out at the registers. Do not touch anything the robber might have touched.
9. Remember that the store is now a crime scene.
10. Call the General Manager, Melinda Schab, at (208) 596-2910
11. Do not discuss the incident, compare notes with other witnesses, or talk to the media.
12. Refer all questions to the General Manager.
13. After the police have given approval follow closing procedures for all registers before resuming business.

Customer Harassment

If you feel you are being harassed by a customer, take steps to shield yourself from it.

If the Customer is Angry

Treat the situation similarly to a complaint.

1. Acknowledge that things are not going well for the customer.
2. Apologize for their frustration.
3. Get help. Tell the customer that you are going to have a manager come over right away to provide more effective assistance.
4. Fill out an Incident Report Form. Having documentation is especially helpful if a customer is consistently abusive toward staff.

If the customer is sexually harassing you

Any unappreciated advances are considered sexual harassment.

- If possible, have a manager or coworkers observe the situation.
- Leave if you need to.
- Tell a manager as soon as possible.

Threats of Violence/Assaults

Take all physical and verbal threats seriously:

1. Stay calm. Breathe.
2. Speak in a calm, neutral tone of voice.

3. Find out what the person wants.
4. Get assistance from a manager.

If the situation escalates and becomes physical:

5. Tell bystanders to call 911
6. Yell a command: Back Off! Get Back! Help!
7. Get something between you and the attacker. It can be anything: a table, chair, shelving, a box, etc.
8. Run away!!
9. Do what you need to do to survive until help arrives. You may need to act to prevent harm to yourself or others.
10. After the event is over fill out an Incident Report Form

Severe Weather

If there is a threat of severe weather or tornado:

1. Contact a manager.
2. Review the safe areas of the building with supervisors and employees. Safe areas should be close to walls/support columns at the center or back of the building and away from glass walls, glass entryways and windows.
3. Provide the power outage flashlights to all supervisors and managers.
4. Listen to weather radio online at http://www.weatherusa.net/radio

If severe weather is detected in the vicinity of the building:

1. Make an announcement in the building three times.

Sample announcement:

"May I have your attention please. The National Weather Service has sounded a Severe Weather (Tornado) Warning for this area. Please move away from windows and move toward the center or back of the store. Please stay there until the all clear has been given."

2. Check all areas of the building to make sure everyone has moved to a designated assembly area. Note: Management does not have the authority to detain guests or employees who desire to leave the building during severe weather or tornado conditions. Do not lock exit doors.
3. Protect money and merchandise if it does not threaten safety. Close and lock all checkout terminals and cash registers. Lock the cash/control office safe and doors to the cash/control office.
4. When the 'all clear' is given over the internet weather radio, make the all clear announcement over the P.A. system and consult with store management regarding reopening the facility.
5. If there is any property damage as a result of the severe weather:
   Establish security immediately.
   Do not put any guest or employee in danger.
   The facilities department shall inspect the building and assess the damage.

a. Roof
b. Structural
c. Merchandise/product

6. Call emergency contacts:

Melinda Schab	(208) 596-2910
Bill Bonner	(208) 301-1998
Joe Gillmore	(208) 596-3493

Excess Snow Load

1. The engineered snow load allowed on this roof is 40lbs/ft^2. We need to shovel the roof if we reach 50 lbs/ft^2.
2. A conservative average for the weight of snow puts one foot of accumulation weighing about 20 lbs. *Note* The actual weight of snow varies considerably.
3. If 2.5 ft of accumulation on the roof is achieved:
   a. One person from facilities should measure and cut out all the snow in one square foot on the roof.
   b. Put it in a garbage bag.
   c. Weigh the snow.
   d. If it weighs more than 50 lbs, we need to shovel the roof.

Shoveling the roof

4. Use caution tape, and cordon off the sidewalk next to 6th street.
5. Gather as many employees as possible, and shovel the roof off, depositing the snow on the cordoned off sidewalk. Shovels that are safe for use on the roof are located in the facilities office.

Note Do not try to remove the bottom layer of ice. The goal is not to have a clean roof, but to remove the excess weight.

6. Also shovel snow if:
   a. There is more than 1.5 ft of snow, and heavy rains are forecasted.
   b. Office doors upstairs start sticking.

Flooding

*If there is flooding in the parking lot, it is almost certainly because of a city drainage problem, and should be easily dealt with on our end.

1. Ensure that there is a clear path for the water through snow or any other debris. Cut a channel from the front of the store towards the alley, and through the alley to the street. Shovels are located in the shed in the alley.
2. If the water is rising toward the front of the store, use snow as a barrier to keep it from coming in while other people work on the drainage channel. If there is no snow, place bags of ice from produce in the most necessary areas.

Natural Gas Problems

If you smell gas:

5. Wait a few minutes, to see if the smell dissipates.
6. If the smell is in the kitchen, check to see if the ventilation hoods are on.
7. If the smell dissipates, leave the area for a minute, and then re-enter the area. If you still smell gas, or the smell has not dissipated, call Bill Bonner at (208) 301-1998. If he does not answer, call Mark Tripp at (509) 595-2940. If he does not answer, call McCoy Plumbing. If they don't answer, call the fire department.
8. Inform a manager.
9. Monitor yourself and your co-workers carefully for symptoms of headaches, nausea, vomiting, or shortness of breath.

If the smell is strong, and/or anyone begins experiencing any of these symptoms:

10. Turn off the gas feeds to the stove and bakery ovens if the smell is in the kitchen.
    a. The gas feed for the kitchen is a red switch behind the warming oven.
    b. The gas feed for the bakery is behind the far oven. Pull the oven out to access it.
11. Evacuate the area.

Sewage Backup

1. Discontinue use of whichever drain or machine is backing up!
2. Call Bill Bonner or Mark Tripp in facilities, by cell phone if necessary.
3. If sewage or water from the drain has spilled out onto the floor it must be cleaned up according to the procedures for a blood/body fluid spill. Keep employees and customers out of the spill.
4. If sewage is continuing to back up, even after the use of the drain has discontinued, discontinue all operations near there, and call Roto-Rooter immediately. (208) 882-8822

Water outage

1. Bare hand contact on prepared food is no longer allowed. Bare hand contact is still allowed if the food is pre-packaged, otherwise, gloves must be worn at all times while in contact with food.
2. Sanitizing towelettes shall be used to clean hands. *Note* This does not clean hands completely, hence the glove rule.
3. Since we can no longer wash dishes, the deli shall only offer disposable containers to

customers until water service is restored.

4. Turn off the Espresso machine, drip coffee brewers, and the ice machine until water is restored.
5. Facilities shall call the city of Moscow Water & Wastewater Division to report the outage, and get an estimate for when it may be fixed. (208) 883-7097
6. Facilities shall call Hahn Rental (208) 883-4246 for the rental of portable toilets if the outage is expected to be longer than 30 minutes

Power Outages:

A point person should be established. The point person should be the highest ranking person in the store.

I. Melinda
II. Kerry
III. MOD

Point Person:

1. Note the date and time here _____
2. Call Avista at (800) 227-9187. Report the outage, and ask how long they estimate that power will be out. Communicate this to other managers.
3. If they are not already here, call:
   a. Joe Gilmore (208) 596-3493
   b. Melinda (208) 596-2910
   c. Bill (208) 301-1998
   d. Kerry (412) 496-9664
4. As employees come to you, assign them tasks to help out the busier departments.
5. Determine if and when staff should go home.
6. Make sure managers have informed 2nd (and 3rd) shifts of the power outage.
7. If store intends to close while power is out make sure a lead stays in every department until the store is officially closed and proper closing procedures are complete.

Front End:

1. Lock doors and post a sign on the doors stating: "Closed due to power outage" (POWER OUT signs in C.S. desk EAP). Assign a staff person (From another department if necessary) to be at the door to let customers out. Do not let any customers in, but let them know the store will reopen once power is restored.
2. Announce that customers should immediately bring their purchases to the registers. We have very limited battery backup. Also ask for everyone's co-operation to not open any cooler or freezer doors.
3. Flashlight locations are indicated on the map at the front of this handbook.
4. Ensure all registers are shut down properly.
5. Consult with the point person, and perform any required tasks.
6. If allowed to leave, staff must stay near a phone until the end of their shift and remain in sufficient proximity so as to return within 15 minutes of being called. Staff will be paid for lost hours.
7. Point person needs to determine whether or not the store will re-open that day and notify applicable staff before going home.
8. If the store will close for the evening, staff will go through closing procedures, pulling and counting the drawers before going home.

Wellness Department:

1. Send one wellness staff member to the freezer aisle to ensure that customers do not open

the cooler doors. We need to keep as much cold air in as possible.

2. Move through the aisles to ensure that customers are proceeding directly to checkout.
3. Wellness staff should report to the point person to receive instructions and complete any required tasks.
4. Wellness staff may leave the store once all tasks are completed and the point person has made the decision to send staff home. If allowed to leave, staff must stay near a phone until the end of their shift and remain in sufficient proximity so as to return within 15 minutes of being called. Staff will be paid for lost hours.

Grocery:

1. Run a strip of caution tape across the door handles of both the freezer doors and the cooler doors so customers don't open them.
2. Pull Air curtains down on the open face cooler.
3. Put caution tape on the handles of the back doors of the walk-in coolers and freezer to remind staff not to open them.
4. Call the grocery manager to apprise her of the situation.
5. Find the point person up front and help with any required tasks.
6. Report to the point person and complete any required tasks.
7. If allowed to leave, staff must stay near their phone until the end of the shift and remain in sufficient proximity so as to return within 15 minutes of being called.

After 2 hours:

8. Load the contents of the open face cooler onto a flatbed and roll it into the walk-in.
9. Load the ice cream onto a flatbed and roll it into the deep freeze.
10. Notify the next shift of the situation.

All Computer Users:

1. Save your work, and use the shut down command on your computer.

Meat Department:

1. Make sure all doors to the full service case and meat walk in cooler are closed and secure. Avoid leaving the meat cooler doors open for long.
2. Pull down air curtains over the open face coolers to seal in cold air.
3. Call the meat department manager. If you cannot reach the meat department manager, call the assistant manager.

After 30 minutes:

4. Take all chicken out of the case and shingle it onto white trays on the moving meat racks and in shopping carts, if necessary. Wheel these into the walk-in.

After 45 minutes

5. Pull all remaining items out of the open face beef case and shingle it onto white trays on the moving meat racks or shopping carts. Wheel these into the walk-in.

After 2 Hours:

6. Pull the items in the full service meat case and place them on the rolling racks and shopping carts if necessary.
7. Remove all frozen case items and store them in the walk-in freezer.
8. Check in with the point person. If allowed to leave, staff must stay near a phone until the end of their shift and remain in sufficient proximity so as to return within 15 minutes of being called. Staff will be paid for lost hours.

Produce Department:

1. Inform any customers that they must proceed to the checkout immediately.
2. Fill hand sprayer and water the wet case thoroughly.
3. Wheel anything you may have been prepping or stocking into the walk in cooler.
4. Pull down and snap covers on the wet produce case and the fruit case.
5. Close and latch walk-in cooler door.
6. Cover the fruit island with any table cloths that may be available.
7. Check in with the point person, and complete any required tasks.
8. If allowed to leave, staff must stay near a phone until the end of their shift and remain in sufficient proximity so as to return within 15 minutes of being called. Staff will be paid for lost hours.

Kitchen:

1. If any highly perishable foods are out on the counters put them back into the refrigerator they came out of.
2. Make sure all cooler doors are securely closed, including the service case.
3. Keep oven doors closed – product will continue baking for a short time.
4. Find a flashlight, and attend to customers if needed.
5. Contact the Kitchen Manager and your supervisor if they are not already present.

After a half hour:

6. Check on whatever is in the oven.
7. Break down cardboard boxes and tape them over the front of the grab & go case and cheese case to help maintain temperature.

After one hour:

8. Unload small refrigerators onto a cart and into the walk-in. (Service case, Service Case Back Stock, Sandwich Bar, Coffee Bar, Small Salad Bar Fridge)
9. Remove all perishables from grab and go and cheese cases. Put them onto carts and roll them into walk-in cooler. Again, go in and out as quickly as possible so the temperature stays cold in the cooler. Shut the door behind you on your way into and out of the cooler.
10. Send all non-essential staff home. Staff must stay near a phone until the end of their shift and remain in sufficient proximity so as to return within 15 minutes of being called. Staff

will be paid for lost hours.

11. Managers should stay in the store until their scheduled shift ends.
12. If it is early in the day, call the people from the evening shift and let them know what is happening. They should plan on coming in at the regular time but can call ahead for updates on the situation.

If it is closing time and power is still out:

13. Make sure that all equipment is turned off. Double check the ovens.
14. Place the most important perishables quickly into walk-in. If you need extra room, use the grocery walk in cooler. Put the product on the right hand side, and park carts as efficiently as possible.
15. Call the morning PICs to inform them of situation.
16. Make sure the Co-op is safe and secure before leaving.

*Remember, potentially hazardous foods must be discarded after 4 hours in danger zone (40-140 degrees F)

Equipment Breakdowns

Equipment:

1. If it's relevant, check to make sure it is plugged in.
2. If it's plugged in but still does not work, check another outlet.
3. Check breaker switches.
4. If that doesn't work and it's important (product will spoil or work cannot get done) call our facilities manager Bill Bonner at (208) 301-1998. If Bill does not answer, or cannot come, call Mark Tripp at (509) 595-2940.
5. If it's really important and neither Bill nor Mark can come, call the appropriate service from the phone tree by every phone.

Freezers and Coolers:

1. If it is a freezer or refrigerator and the temperature rises above normal monitor the temperature for the next hour or so in case it's simply defrosting. If the refrigerator is listed on the defrosting schedule, check the defrost times.
2. Tape doors shut (if relevant).
3. If the temperature does not go back down within an hour call Bill Bonner at (208) 301-1998. If Bill does not answer, call Mark Tripp at (509) 595-2940.
4. If it's really important and neither Bill nor Mark can come, call Absolute Refrigeration at (509) 338-4594.

Water Pipes:

1. If there is water on the floor, mop it up and monitor the situation for an hour or so.
2. If there appears to be an ongoing problem, call Bill Bonner (208) 301-1998. If Bill does not answer, or cannot come, call Mark Tripp at (509) 595-2940.
3. If neither Bill nor Mark can come, and water is pouring out call McCoy's Plumbing, (208) 882-2332
4. If Fire sprinkler heads are involved call Simplex-Grinnell, (509) 534-6055.

Roof Leaking:

1. Monitor leak and if it's not severe call Bill Bonner at (208) 301-1998.
2. If leak is ongoing and getting worse, call Flat Roof Specialists, (208) 746-2307

Cash registers/Computers:

1. Try to re-boot using control/alt/delete.
3. Check memos.
4. Call Joe Gilmore at (208) 596-3493
5. If Joe does not answer, use the phone tree located by every phone.

Inform your manager immediately of any equipment problems.
If you have any doubts about who to call concerning equipment breakdowns or other problems, there is a phone tree by every phone.

Safety Procedures for Cleaning Equipment

These procedures must be followed when cleaning any equipment that uses electricity.

1. Turn off the machine.
2. Unplug the machine and keep the cord in your sight.
3. Clean/repair equipment and do not leave the equipment unattended before the job is complete.
4. When done cleaning/repairing plug in the machine.

Contact Numbers:

Bill Bonner, Facilities Manager	(208) 301-1998
Mark Tripp, Facilities Assistant	(509) 595-2940
Melinda Schab, General Manager	(208) 596-2910
Joe Gilmore, Information Technology	(208) 596-3493
Strom Electric	(509) 336-0691
Absolute Refrigeration	(509) 338-4594
Absolute Refrigeration, cell	(509) 595-0831
McCoy's Plumbing	(208) 882-2332
Flat Roof Specialists	(208) 746-2307
Simplex-Grinnell, Fire Sprinklers	(509) 534-6055
Avista, Power Company	(800) 227-9187
Roto Rooter	(208) 882-8822
Beth Kenworthy, Landlord	(208) 882-3033

Quick Care
2500 West A St.
#101
Moscow, ID 83843
Hours:
Monday - Friday 8:00am to 7:30pm,
Saturday 8:00am to 4:30pm
Sunday 11:00am to 4:30pm