**Safety and emergency operations – KFS state office complex**

**Background**

The safety of employees, customers, and guests is of utmost priority to KFS and KSU. There are a variety of emergency situations that could occur on KFS’ property or at the state office. Some items will apply to field locations as well, but this plan is specific to the state office location. Those in remote locations are urged to review their facilities’ emergency plans. Our community is fortunate to have outstanding emergency services, but it will take several minutes for them to arrive even under optimal circumstances, so our staff will be responsible for the first few minutes of any emergency, and needs to be prepared.

**General**

* The office building should be kept locked unless at least two employees are present. Those working outside normal hours should keep the office locked unless hosting a meeting or similar situation requiring public access.
* All personnel should remain vigilant at all times for persons, actions, or situations that appear unusual or threatening, and should report them immediately. If there is any reason to suspect an immediate threat to anyone’s safety, call 911. If it is simply suspicions about an individual, it should be reported to their supervisor and/or the State Forester.
* In any location you find yourself, always know at least two ways out. In a crisis, it is normal behavior to leave the same way you routinely enter a building, but that may not be the closest or best. Know the back routes, the exits through “private” areas such as stock rooms or offices, and know which windows could open to provide a quick escape.
* All employees should be aware of these emergency plans, but visitors, guests, customers and others cannot be expected to know about them. It is the responsibility of staff to direct these people to safety as needed in the event of an emergency.

**Specific areas or situations:**

**Medical emergency**

* Employees are encouraged to get First Aid and CPR/AED training. If you are interested, discuss options with your supervisor.
* In case of a medical emergency, make a quick determination whether it is something that requires immediate professional care or simply minor first aid. If there is any potential for a life-threatening illness or serious injury, call 911. Also notify fire management staff, if available, who can assist in providing first aid and coordinating emergency response.
* First aid kits are located in the tree packing room, the fire shop bathroom, and the greenhouse shop areas. An Automatic External Defibrillator (AED) and emergency oxygen are located on top of the file cabinet in the middle fire office (room 119) and marked with a conspicuous sign above them.
* Staff with first aid training should provide initial first aid care, and those with higher levels of training can assist at their authorized level of care. Any care beyond basic first aid should require a follow up with a physician. In case of a potentially life-threatening or serious situation, the patient should be transported to the Emergency Department at Via Christi Hospital. For a non-urgent situation, KSU’s contracted Work Comp provider is the Occupational Medicine Department of Via Christi, located at 315 S. Seth Child Rd.
* Any work-related illness or injury must be reported as soon as possible to the employee’s supervisor, and appropriate work comp paperwork filed.

**Fire**

* The construction of our office building is such that a fire would have the potential to grow and spread very rapidly. We have no sprinkler system, and no general fire alarm system – only residential type smoke detectors and a carbon monoxide (CO) alarm. Prompt notification and evacuation of all occupants will be of utmost importance if a fire occurs.
* If a smoke or CO alarm is activated, and there is no other evidence of a fire (no smell, haze, smoke, electrical disturbance, etc), notify a member of the Fire staff if present, who will start to investigate. If Fire staff is not immediately available, call 911, and the fire department will respond to investigate. NEVER just assume an alarm is meaningless.
* If there is any visible fire anywhere in the building, or anything that would suggest the smoke detector might be detecting an actual problem, start immediate evacuation of the building (see section below). As soon as safely outside, call 911 from a cell phone, and begin accountability for staff. In evacuating, shut all doors as soon as the last person is through it. A closed door can significantly delay even a raging fire, and may save occupants or other parts of the building.
* If a fire is small, and not spreading quickly, there are fire extinguishers located throughout the building. All employees are responsible to know the location of the nearest extinguisher, and should know the basics of how to use them. If a fire extinguisher does not immediately extinguish the fire, or the fire is growing, evacuate immediately, closing the door to the area if at all possible.

**Evacuation**

There are a number of reasons it may be important to evacuate this, or any building. Fire, violence, hazardous materials release, or other reasons could require prompt evacuation. As mentioned before, human nature is to leave the way you came in, even if it is not the best exit.

* Always know at least two routes out of every location, preferably three. Do not miss those “non-public” routes like through stock rooms, other people’s offices and such, or non-traditional exits like windows.
* If there is a need to evacuate the KFS offices, since we have no alarm system, simply yell “Evacuate!” as loudly and clearly as possible. Our building is small enough that most employees could hear such a yell throughout the main building. Staff in positions to do so should also shout it down the hallways, and ensure that folks with closed doors have heard the message in case they are on phone calls or otherwise could not hear. Anyone evacuating via the rear hallway should ensure that any personnel working in the tree packing area have received the message.
* Personnel should immediately leave via the most direct route to the exterior. Do not stop and gather belongings or work items. As you exit your office, look before you go into the hallway, in case there is danger there. If there is, close and lock your door, and exit through the window. If the hall is clear, close your office door on the way out to delay the spread of fire or other hazards.
* Upon evacuating, regardless of the route, all personnel should promptly assemble on the island in the parking lot east of the building (the island beyond where most employees typically park). This is out of the traffic way of responding emergency personnel, but close enough to give a report to any responders arriving. While on the island, all personnel should begin to account for everyone they know to be present that day, including non-staff. If personnel such as conservation trees personnel, who are often back and forth between the main building and the greenhouse cannot immediately be located, call them by phone, or send a runner to the greenhouse to ensure their wellbeing.
* Once personnel are outside, NO ONE is to return to the building, unless specifically trained and equipped for the situation at hand. Many fire fatalities occur because people who have safely evacuated return to the building to retrieve property, or to attempt a rescue – often of a victim who has already safely left but not yet arrived at the gathering area.
* If anyone is missing, report that to the first arriving emergency responders, including how many are missing, and where they are believed to be located.

**Non-violent disturbance**

* The nature of our business is not one that we anticipate a disturbance, but the possibility exists of a customer behaving inappropriately towards staff, an employee or guest having an emotional breakdown, or other such matters that are disruptive, but not dangerous.
* In this case, the person facing the disturbance should seek help from others who may not be aware. If there is a situation such as an angry employee in an office, it would be appropriate for others – ideally supervisory personnel, if available – to step into that office and ensure that matters are not getting out of hand. In other situations, such as an angry or inappropriate customer, it may be necessary for one or more members of the staff to ask the person to leave the property.
* If the situation cannot be immediately resolved, it would be appropriate to notify the police. They can always leave if not needed, but it is best to get them involved before things escalate out of control. They can also assist in getting the person to leave the property, documenting the situation, and if appropriate providing legal notice to the person not to return.
* If the situation involves an employee of KFS or KSU, the State Forester and the employee’s immediate supervisor should be notified promptly if not already involved, and can make the determination whether further action is required.

**Violence or threat of violence**

* While rare, acts of violence such as assaults, stabbings, and shootings have occurred all too often, in a wide variety of locations in recent years. Each may be different, depending on the motivation and target of the assailant, but two common factors are that prompt action may minimize the harm they can produce, and that many assailants are easily disrupted by any sudden, aggressive confrontation, at least long enough to minimize the threat.
* If a physical assault occurs not involving deadly weapons, other staff who can safely do so should immediately respond to protect the victim(s) and restrain the assailant. The assailant should be removed to a location they can be detained safely. Police should immediately be called (911); designate someone not directly involved in the situation to place the call.
* If dangerous weapons are involved, immediately act to remove all non-involved persons from the area. The first step in any act of violence is to evacuate personnel from the building if at all possible. See “evacuation” above.
* If for any reason, evacuation is not feasible, the next option would be to go into a lockdown (see below).
* As a last resort, in a life-threatening situation, be prepared to take fast, aggressive action. Many armed assailants have been stopped even by unarmed occupants who use items at hand to throw at them, strike them, etc. Once you are forced into this option, commit to give it everything you have. The goal is to immediately incapacitate the assailant. Thrown objects in their face will make it very hard to shoot. Striking in the face or head with a fire extinguisher, computer, or other heavy, hard object may fully incapacitate them.
* As above, someone not involved should immediately be directed to call 911, and remain on the phone with the dispatcher from a safe location, describing what has occurred, whether anyone is injured, whether any weapons are observed, and what intervention is occurring.

**Lock-down**

A lock down may be an appropriate response to a threat either within, or outside our offices.

* A lock-down should be initiated for any of the following reasons or as requested by the police, or anyone aware of an imminent threat within or outside our building:
  + Any violence involving weapons in or near our property
  + Any non-weapons assault that cannot be readily stopped
  + Any attempt to harm staff, guests or customers
  + Any other situation that presents a threat of violence to people present that cannot be immediately stopped
* In case of a lockdown, if it is due to an internal or imminent threat, loudly and clearly yell “Lockdown!” Staff near either hall should yell it down the hallways.
  + Front desk staff, or in their absence whoever is nearest the front desk, should move quickly to lock the interior set of front doors.
  + Staff in the rear hallway, or in their absence another member of the front desk staff, should immediately move to the tree packing area, announce the lockdown to that staff, and lock the exterior door to the packing room (or ensure it is being done).
  + All other staff should move into offices and lock the doors. Close blinds, turn off lights, and stay out of sight of windows. Silence phones and electronic devices so they do not reveal your location.
  + Keep in mind, all office doors here are keyed alike, so if the threat comes from an employee, the locks will have limited usefulness. Always back the lock up by barricading doors with any materials available.
* Once rooms are locked, they are not to be unlocked for any reason, including to let someone else in – that “someone else” could be the threat themselves. Anyone caught outside a locked room should move to bathrooms (lock stall doors and raise your feet so you are not readily visible), the utility room, into the attic or overhead tree packing areas, or other locations not readily visible.
* As soon as possible, call the shop and/or KSU motorpool to advise them of the lockdown, and if any conservation trees staff may be at the greenhouse (i.e. not immediately accounted for), call them to notify them. All personnel in these locations should lock their facilities and remain in place.
* A reduced lockdown may be appropriate in the event of a threat outside the offices, such as a crime of violence nearby in the neighborhood with the suspect at large. This would typically be requested by the police department due to some external threat not involving violence or a threat within the walls of the KFS office itself. In this case, staff should immediately move to each of the entry doors and lock them, or ensure they are locked. Staff in offices should close their blinds or turn off their lights so as not to be visible from the outside, but may continue to move about inside the building. Shop and greenhouse doors should be locked if those areas are occupied, but staff may go about their business within the locked buildings. Once secured, available staff should position themselves to monitor each entrance and exit to ensure that no one attempts access.
* Notification to end a lockdown will occur with a minimum of two individuals making notification, and they should be individuals readily identifiable as agency staff or else by uniformed police officers. Notification by others or by any single individual to end the lockdown should be ignored, and remain in lockdown status.

**Severe Weather**

* There is no good location that serves as a true storm shelter within our facilities, or with safe and immediate access. The closest truly safe place in a tornado would be across the street in the lower level of the medical complex. But it requires crossing four lanes of traffic in severe weather, and may not always be open, so this is only recommended if there is significant advanced notice to allow for safe movement.
* Within the KFS facilities, the shop and greenhouse and related buildings should be closed and abandoned if severe weather threatens. There are no safe locations in any of those buildings. Personnel should move into the main office building until the threat subsides.
* Within the office building, or any building, the goal in a tornado or life-threatening weather is to place as many walls between yourself and the outside as possible. Office doors should be closed, and personnel should move into the three restrooms, conference rooms, or tree cooler, with doors closed and secured.
* Monitor local radio stations for warnings and the all-clear. Keep in mind, tornado sirens are only designed to alert people who are outdoors, and may not be audible inside during a storm. Also, the sirens run for a set period of time and shut off. The end of the siren sounding is NOT an all-clear signal.

Other resources:

<https://training.fema.gov/is/courseoverview.aspx?code=IS-907> FEMA training on active shooter response and safety

<https://www.youtube.com/watch?v=ktrv34zW7-A> fire extinguisher training video