SC Works Midlands Center Operations & Incident Management Manual

Columbia Workforce Center

CMCOG is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached using TTY/TDD equipment via the South Carolina Relay Service at 711.

Rev. 1/17

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Emergency Contact

911

Local Police (803) 252-9111

SCDEW Security (803) 445-9795

Non-Emergency (803) 545-3500

Sherriff (803) 576-3000

Fire Dept. (803) 252-2911

Located within SCDEW central complex
737-2411

1.1 Emergency Team Members

The following members are listed by rank, and if individual is not present the subsequent party shall assume duties.

Emergency Manager
SC Works Center Operator
Back up

1.2 Evacuation Routes for Columbia SCWorks Center

The second floor of 700 Taylor Street will be considered as the upper level portion of the building and the **only** portion of the building covered by this manual. The first floor will be considered as the lower level portion of the building with the address of 701 Hampton Street and is not considered part of the SC Works Center system.

1.3 Overarching Policies

A. No tobacco use (to include all electronic devices) inside buildings or on SCDEW campus property.
B. No firearms, knives with a blade over 2 inches, deadly weapons/dangerous items, etc. are permitted inside the SC Works Center facilities.
C. No unauthorized electrical equipment.
D. In the event of an emergency all staff members are permitted and encouraged to notify supervisors of incident, however if time does not allow any employee should contact 911.
E. All staff members shall wear an SC Works Center staff badge at all times while inside the facility.
F. Unauthorized work after hours is not permitted unless pre-approved by the SC Works Center operator.
G. Maintain Close working relationships with local emergency officials: SC Works Center operators should meet and encourage regular visits by law enforcement personnel to show that the office is being closely monitored. When an emergency arises, office personnel should cooperate fully with law enforcement officials and assist in the prosecution of any person who violates the law.
H. Establishment of Emergency Communications Procedures: In an effort to deliver clear messages to 911 emergency officials or the proper law enforcement officials, staff should clearly identify/describe the emergency, site location and telephone number. Questions from emergency officials should be answered as accurately as possible. Individual employees should exercise their best judgment in a crisis and call law enforcement officials should it appear that no contact with law enforcement officials has been made.
I. The SC Works Center shall have a first aid responder that will be designated with a red cross posted around desk. This individual should be certified in CPR and have knowledge of the emergency procedures.

J. The SC Works Center Operations Manager will notify appropriate agency official(s) for staff involved. The SC Works Center Operations Manager is responsible for ensuring that all staff and partners are familiar with this policy and implementing the plans.

2 Development of Emergency Management

2.1 Appointment of Emergency Team

The SC Works Center Operations Manager shall appoint an Emergency Manager and an Accountability Manger for the SC Works Center facility. These two individuals should not be from the same partner group. The Emergency Manager and Accountability Manager may appoint incident leaders to be no fewer than two per floor that represent as many full-time partner agencies as allows. These individuals will assist with staff exiting the building, accounting for staff and visitors in their area, and monitoring the fire safety of their assigned area. Due to the nature of these responsibilities all emergency team members shall be able bodied, able to perform duties, willing to assume the responsibilities of these duties. It is encouraged that these contacts also be trained in first aid and CPR. These contacts shall be maintained by the SC Works Center Operations Manager and updated with the SC Department of Administration. A listing of the Emergency team shall be provided to all staff within this emergency manual.

2.2.1 Responsibilities of Emergency Team

Responsibilities of the Emergency Manager

1. Be completely familiar with the floor arrangement, the number of occupants in your group, the location of all floor exits, fire extinguishers and pull handles.
2. Divide the floor population into groups and formulate a traffic pattern to be followed to evacuate by emergency exits. The plan is illustrated in this manual as well as in signage throughout the building.
3. Regularly, examine and determine that fire doors are maintained in a closed position and that no doors are obstructed or inoperable.
4. Maintain an up-to-date listing of all personnel with physical disabilities who may have difficulty during an evacuation. Make arrangement to have these persons assisted when evacuation is directed.
5. Take necessary action to prevent panic.
6. Ensure that all persons in your area or on your floor are notified of fire or any other emergency and are all evacuated to safe areas. A search must be conducted in all restrooms, offices, and conference rooms to ensure that all are out of these areas.
7. Prepare a list of who is to check restrooms. These can be assigned to an alternate or somebody else in your area.
8. Keep all occupants advised of incident leaders and alternates.
9. In the event of an alarm, all incident leaders are to meet at an established location to confirm evacuation is completed.

Duties for Emergency Team in case of fire

1. Know your area; be familiar with location of all exits.

2. Know location of fire extinguishers and how to operate them.
3. Know location of alarm activator and how to operate.
4. Assist with checking areas, including restrooms, conference rooms, prior to exiting building.
5. Be aware of individuals that will require assistance if building is to be evacuated. Know location of "areas of Rescue Assistance" and how to handle situation when individuals are required to remain in the area.
6. Make sure all equipment is operational and everyone knows location of equipment, should responsible individuals not be available to respond.
7. Make sure you are familiar with the assigned evacuation route and that employees follow the proper route. This is posted throughout office.
8. All Emergency Team members should report to the SC Works Center Operations Manager once evacuation has occurred or emergency has stabilized.

Duties for Emergency Contacts in Severe Weather

1. Wait for instructions from emergency manager before implementing procedures.
2. Once notified to do so, alert personnel on your floor and direct them to the designated area assigned for this emergency.
3. Promote calmness and assist individuals when requested.
4. Keep the emergency manager informed of all activities on your floor. Remain with individuals on your floor.
5. Make sure all personnel are compliant with instructions. Check area to verify that this has been accomplished.
6. Encourage personnel not leave the building during this time. Personnel shall remain on the floor they are on when directive was received, even if this is not the floor where your duty station is located. Floor wardens shall report to the emergency manager all staff not on duty floor to ensure emergency manager can account for all staff.
7. Have someone maintain contact on weather radio to know what is happening with the weather.

Duties for Emergency representatives in general emergency situation

1. The following emergencies will fall into this category
    a. Power outage
    b. Gas leak
    c. Electrical problems
    d. Water problems
2. The Emergency Manager or SC Works Center Operations Manager will give directions if these emergencies arise. If power outage occurs the floor wardens shall account for all staff on floor. Check restrooms, conference rooms, storage rooms, break rooms, etc. for individuals that may be stranded there. Escort them to the desk or a more suitable location.
3. The Emergency representative must respond quickly to any type emergency. React according to the emergency.

4. Promote Calmness
5. Keep the SC Works Center Operations Manager informed of any events on your floor that he/she may need to know.
6. In the event of power failure, emergency flood lights will provide illumination.
7. Should an evacuation be required, follow normal evacuation procedures.

Duties for Emergency representatives in bomb threat situations:

1. The Emergency Manager or SC Works Center Operations Manager will give directions if these emergencies arise.. If evacuation is required the fire alarm may or may not be used, and the fire department will be notified of its use for evacuation purposes prior to its use.
2. **Do not discuss situation with employees or guests unless instructed to do so.**
3. If evacuation is not necessary the SC Works Center Operations Manager or Emergency Manager will give special instructions.
4. Encourage calmness and cooperation.

In the event of disorderly or violent conduct notify the SC Works Center Operations Manager and Emergency Manager of incident for them to handle. **Do not get involved**.

3 Training and Drill Schedule

The Columbia SC Works Center is located in a state of South Carolina building; therefore training and drills will be managed by the South Carolina Department of Administration.

4 Emergency Policies

4.1 Evacuation Routes

The following procedure for evacuation of the Columbia Workforce Center will be as follows: all persons in the front lobby area will exit the building by the front doors facing Taylor Street and proceed to the sidewalks on Taylor Street (indicated with red star) or at least 100 feet from building

Those persons who are in the offices closest to the rear exit (also facing Taylor Street) should exit the building the building and also proceed to the sidewalks along Taylor Street (indicated with blue star) or a minimum of 100 feet from the building.

The orange stars indicate the two parks that are adjacent to the Midlands Workforce Center. Should it be necessary to evacuate the parking lots and sidewalks the Incident Leaders and security will facilitate with traffic control to cross Taylor or Hampton streets. All persons crossing street should exercise caution and do so only with the assistance of appropriate individuals.

Evacuation Procedure

In the interest of safety and to minimize panic, all personnel are asked to heed these instructions. In case of al fire alarm, each employee is to:

1. Move as quickly and orderly as possible, but do not panic.
2. If possible, turn all electrical equipment off.
   DO NOT turn off terminals unless an actual fire has been seen or located in your immediate area.
3. Take your coat with you. Even on clear days your coat may help you get through smoke or fire. It is also advisable to take your purse or wallet with you for security reasons.
4. Close all doors
5. Use the nearest Fire Exit.
6. You should clear the building. DO NOT remain in stairwells. Incident leaders will assist people who are unable to descend stairs. Where possible, move a safe distance away from the building.
7. Do not return to the building until the “all clear” is given by appropriate fire department officials or the emergency manager.

Evacuation Areas Map

★ Park adjacent to Midlands Workforce Center for all staff and customer evacuation

★ Emergency Team and SC Works Center Operations Manager location for reporting status of emergency

4.2 Fire Safety

BASED on SC DEW Alarms:
The fire systems in the buildings in the central office area are committed directly to the monitoring system at the State General Services (GSA).

When the alarm is activated at any Central office area building, it is automatically reviewed by the monitoring system, at GSA. They extract certain information they need and promptly notify fire department. Response time in the past has been approximately 10-15 minutes. GSA will also dispatch a response team to the building location to assist with evacuation as well as reset the alarm system once authorization to do so by the appropriate fire department officials. Should additional information be required, you will need to call the GSA network at (803) 734-3528.

SCDEW Security will assist with Traffic Control and greet fire personnel upon arrival. They should also review Alarm Identification Panel if available and be prepared to forward information to the appropriate fire department officials upon arrival.

It is the policy of SCDEW to **prohibit** the use of portable heaters in the Central Office Complex facilities.

No open flames are permitted in any SC Works Center facilities leased, rented, or owned to include candles, potpourri burners, heaters, etc.

Fire Safety Procedures

A. Prevention

One of the most obvious ways to avoid a threat from fire is to proactive common-sense safety in preventing fires. These are common causes of fires which can be avoided:

1. Combustible materials:
   Cleaning solvents, paints, etc. should not be stored in enclosed areas where spontaneous combustion could take place.
2. Careless Smoking
   No smoking inside buildings or on SCDEW campus. All cigarettes should be properly put out and disposed of in ashtrays, not trash cans.
3. Overloaded electrical circuits
   The use of too many extension cords on a single circuit can cause a fire.
4. Small electrical appliances, especially those which are designed to generate hear, such as coffee pots, pose a serious threat is left on inadvertently over long periods of time, or if they are placed too close to flammable materials. (Note that space heaters are prohibited in the SC Works Center). Extra caution should be used in the workplace where an area may not be occupied for several days at a time.
5. The last employee leaving in each section needs to make sure all appliances have been turned off.

B. Plan

In the event a fire should occur the fire department should be notified immediately. All offices should have an evacuation plan which is known to all employees. The best way to accomplish this is to post exit location and practice evacuation procedures through regular drills. Your local fire department will normally be glad to assist you in formulating the best plan for your particular situation.

Also, each office should be equipped with at least the minimally required equipment for extinguishing fires in accordance with local codes. These extinguishers should be periodically checked according to the manufacturer's recommendations to endure they remain in good working order.

4.3 Tornado Safety:

There are several common sense rules for tornado safety with regards to building structures. First, always have personnel get to the lowest level of the building when possible. In this case the first floors would be appropriate. Second, because of your basement space limitations, people should move into interior rooms with no windows as an alternative. When a Tornado Warning has been issued for Richland County and the warning specifies Columbia, people should immediately begin moving to designated safe area(s). On the top floor, staff and guest should close all doors on wall opposite glass windows and seek cover, as well as and rooms that do not have windows. If access to first floor is possible people should use the back rooms that are against the earthen bank as a safe area. Signs will be posted that have a picture of a tornado to indicate tornado evacuation areas.

4.4 Earthquake Safety:

When an earthquake is occurring take every precaution to protect yourself. Seek cover under a desk or in a door frame. Once the earthquake has completed, an evacuation may be necessary.

4.5 Inclement Weather

Suggested items for Severe Weather or Emergencies

1. Blankets
2. Flash Lights
3. Spare batteries
4. Weather radios
5. Bottles of water
6. First aid kits
7. Garbage bags
8. Fire extinguishers

*Note these items should be checked periodically for serviceability and quantity. Emergency managers and team members should be able to access these items.

4.6 Procedures to Enhance Office Safety

It shall be the policy of the SC Works Center staff to encourage its employees to exhibit a courteous, professional manner in dealing with the public. However, disruptive, violent or destructive behavior will not be tolerated and employees should not jeopardize their safety or the safety of others in dealing with such behavior. In short, the policy consists of prevention first and, should disorder occur, arrest by the appropriate law enforcement officials and prosecution through the courts.

In emergency situations, employees are expected to take reasonable action to protect life and property relying heavily on the recommendations of local law enforcement authorities. The appropriate SC Works Center Operations Manager and Director should be notified as soon as practical when an incident occurs.

A. Maintain Close working relationships with local emergency officials
   SC Works Center Operations Manager should meet and encourage regular visits by law enforcement personnel to show that the office is being closely monitored. When an emergency arises, office personnel should cooperate fully with law enforcement officials and assist in the prosecution of any person who violates the law.

B. Establishment of Emergency Communications Procedures
   In an effort to deliver clear messages to 911 emergency officials or the proper law enforcement officials, staff should clearly identify/describe the emergency, site location and telephone number. Questions from emergency officials should be answered as accurately as possible. Individual employees should exercise their best judgment in a crisis and call law enforcement officials should it appear that no contact with law enforcement officials has been made.

C. Threats
   Employees who receive a personal threat should report it immediately to their supervisor. If there is not time, the employee should take appropriate action to protect or defend him/her by whatever means available.
   Employees should not consider the use of force to quiet or eject an unruly or abusive visitor except in very rare instances. Reasonable force may be used by employees to protect themselves, other employees, and members of the public.

D. Prosecution
   If law enforcement officials at the scene recommend prosecution, their advice should generally be followed. They are familiar with the local judicial process and know when a warrant should be obtained. Warrants should be signed at the discretion of the SC Works Center Operations Manager in any case. Once a warrant has been signed, it should be actively pursued. This means attendance at court and testifying against the accused by employees who personally saw or heard the incident.

E. Enforcement of Safety in Immediate area

Employees should remove from their desk tops and immediate work areas items which may be used as weapons against them. Such items include but are not limited to scissors, heavy paper weights, letter openers, etc.

F. Weapons
Firearms and other weapons are strictly prohibited in the SC Works Center offices. Sworn law enforcement and contracted security personnel who are authorized to carry weapons are exempt from this policy.

G. Identification of Evacuation route
The evacuation plan in the Safety Checklist section of this manual should be posted throughout the offices. Intermittent training should occur to ensure the staff can efficiently and safely evacuate the building and facilitate the guests' evacuation as well.

Preventing and Managing Aggressive Behavior

Due to the nature of the Workforce Center's business the employees can sometimes encounter angry, potentially disruptive persons. It is important that SC Works Center personnel who deal with the public learn how to handle upset clients in such a way as to defuse their anger or recognize clues that shoe it is escalating.

A. Identifying Potentially Dangerous Clients
The loss of a job and continuous unemployment present two of the most stressful situations to confront an individual in our culture. The resultant feelings of loss of power and self-esteem cause hurt which creates anger. While we are not responsible for the person's problems, we may appear to him/her to be representatives of a system that he/she finds frustrating.

Fortunately, most people are able to restrict their behavior to socially acceptable limits and never go beyond the stages of loud talking or crying. Generally, this is a harmless way to vent anger, and one should deal with the individual in such a way as to encourage his/her maintaining control.

If we recognize aggressive behavior in its early stages, it may be possible to control or de-escalate this behavior provided it is handled in a calm and reasonable manner.

However, once a threat of bodily harm has been made, one party has to back down or behavior can rapidly escalate to the danger level.

B. Practical Suggestions for Dealing with Aggressive Behavior
We need to recognize our own vulnerability to the stress of continual contact with angry people. Don't take their anger personally and become defensive; maintain objectivity.

If the person is becoming loud or disruptive, it may be wise to move your conversation to an area away from other clients who represent an "audience". If necessary, relocate near staff that could be called upon to assist you.

Sitting down tends to have a calming effect, as does keeping one's voice low to encourage like behavior. Allow the person to let off steam. Listen actively for words and feelings. While you may not agree with what is said, don't pass judgment. Don't attempt to placate with immediate solutions. Logic is of no use until the emotion is vented. Just acknowledge a person's frustrations will often satisfy him/her. Then, summarize and clarify what he/she has said to you.

Now move positively by asking the person what he/she would like done. Portray yourself as partners in working things out, not as adversaries. When you believe a course of action has been agreed upon, repeat it to be sure.

If you do not appear to be making progress, it may be necessary to go back and establish ground rules such as allowing one speaker at a time or insisting that the person regain control before you proceed.

C. Possible Responses Under Dangerous Conditions
If a physical threat has been made, with danger appearing imminent, or if the person is armed, self-protection and the safety of others become the primary considerations. Several responses could be useful:
1. Summon help if possible be using any established procedures or alarm systems available.
2. Note possible exits and mentally locate objects which could be used defensively.
3. Keep a reasonable distance between yourself and the angry person.
4. Keep talking even if the person does not respond; your voice and body language can have an effect on your attacker.

If at all possible, remove yourself from the situation and alert authorities. Do not attempt to play the role of law enforcement in subduing the person unless it is unavoidable.

The Angry Customer

There are two levels of customer anger. One level is the customer who is upset over things such as, a long delay in receiving a service, perceived broken promises, uncaring attitude or the inability to get information or answers. It is well documented that an unhappy customer is likely to tell between 10 and 20 people about the bad experience. While it is probably impossible to make every customer happy, it is still possible to resolve some situations. Viewed in this way, a customer who is dissatisfied can be an opportunity to improve service. The second level of customer anger is when a customer has become so angry that they are

threatening violence. This level must be handled differently from the first and will involve your supervisor.

Strategies for dealing with the first level of customer anger: "The Angry Customer"

1. For the first 30 seconds, remain quiet and listen. Respect that the customer has the right to be angry.
2. Apologize and thank the customer for bringing this to your attention. Invite the customer to sit down with you and discuss the issue(s).
3. Be patient and do not raise your voice. Write down customer's problem.
4. Don't place blame. Don't blame the problem on the customer, another department or co-worker. Most problems can be solved at this point, if not continue to step 5.
5. Know policies before offering a solution. If you are not sure, tell customer you are not sure and will have to ask your supervisor.
6. Reiterate information that you have written down before customer leaves. Make any corrections or adjustments. Get contact information from customer.
7. Follow-up with supervisor and customer.

Strategies for dealing with the second level of customer anger: "The Violent Customer"

1. If a customer is violent, threatens violence or becomes violent at any time during the service process, remember that your safety and the safety of SCWorks Center staff is the important thing.
2. Remain calm.
3. Inform supervisor.

4.7 Medical Emergency

4.7.1 Procedures for reporting injuries occurring at OneStop locations:

A. Determine Whether to Call 911 or Other Emergency Number
   1. If the injured party is able to communicate but no medical assistance is requested, follow the steps outlined in section C to collect as much information as possible.
   2. If the injured part requests medical assistance call 911 or other local emergency number. Make the injured party as comfortable as possible until assistance arrives. DO NOT MOVE THE INJURED PARTY.
   3. If the injured party is not physically able to communicate or make the decision (i.e. if the person cannot speak or is unconscious) a call should be placed to 911 or other emergency number.

B. Notify OneStop Operations Manager

Office personnel should notify the OneStop Operations Manager immediately. (Make a mental note of the time.) If OneStop Operations Manager is unavailable the Emergency Manager should be notified in his place.

C. Collect Pertinent Information
While waiting, obtain and take note of any pertinent information including:
    1. What happened, how and where (inside, outside, stairs, etc.)
    2. Name(s), address(es), and phone number(s) of any witness(es) and a statement from any witness(es);
    3. The name and address of the injured party and the name and phone number of an emergency contact person;
    4. Any physical complaints or discomfort.

D. If transported to a hospital note the following
    1. Name of ambulance company; names of paramedic/EMTs
    2. Police personnel name(s)
    3. Fire Personnel name(s)
    4. Name of hospital

E. Call Appropriate Director
The OneStop Operations Manager shall notify the appropriate Director(s) to report the incident if incident involves OneStop staff.

F. Send Memo to Appropriate Departments
A straightforward and objective memo from the OneStop Operations Manager with all pertinent information shall be sent to the appropriate Midlands Workforce Development Board Staff regarding injuries of staff or public.

G. Injured Party has right to file claim
If the injured party or authorized representative requests information on filing a claim for damages, the sample form should be sent to file a claim for damages. Notification of the request must be sent to the Midlands Workforce Development Board and to the appropriate director.

Important Notice
SC Works staff should not give any medical assistance to clients unless they have a currently valid certification in first aid and/or CPR training by the American Red Cross, American Heart Association or and other authorized medical organization. Providing medical assistance by OneStop personnel is voluntary.

4.8 Damage to SC Works Property

All Center staff are responsible for ensuring that no property in the SC Works Center is damaged. In the event damage does occur a detailed incident report (IR-0117) shall completed.

General Guidelines

1. No staff or customer should download or upload any software or computer programs without the permission of the Operations Manager.
2. All valuables should remain out of sight or locked up.
3. The building shall be secured each night at close of business.

4.9 Bomb Threat Procedures

Because bomb threats do occur, and in rare instances, actual explosive devises are placed in state or federal buildings, a bomb threat plan is herein established for the SC Works Center Centers. The purpose of this plan is to:

1. Provide for the safety of the employees
2. Eliminate anxiety and panic
3. Minimize disruption of normal activities

A. Organization and Control

Previously designated incident leaders mentioned in the section dealing with fires will serve in the same capacity with respect to bomb threats.

B. Threat or Warning

In the even a bomb threat is received by an employee, the receiver should remain calm and:

1. Question the caller as thoroughly as possible to ascertain the location of the device, time expected to detonate, and any other information that might assist in identifying the caller.
2. Whenever possible, get another party on an extension phone to listen to the conversation.
3. If the threat is received in the Central office, notify SC Works Center Operations Manager. If the SC Works Center Operations Manager is not available the Emergency Manager or alternate Emergency manager should be notified. The SC Works Center Operations Manager will decide at that point who to inform.
4. If the threat is received in a local office, that SC Works Center Operations Manager should be notified immediately. He/she will contact the appropriate Supervisor if the situation permits and the decision on whether to evacuate will be made at that level. If the SC Works Center Operations Manager determines time does not permit the above action, he or she may make the decision to evacuate, and will notify the supervisor as time permits.
5. DO NOT discuss the call with anyone except the immediate supervisor, SC Works Center Operations Manager, or Emergency Manager.

C. Evacuation

When evacuation of the building is ordered, the fire department will be notified and then the fire alarm will be activated or staff will be notified calmly and appropriately. At

this time, all staff will proceed according to posted exit routes. Incident leaders will be responsible for ensuring that evacuation is completed.

D. Procedure Form
The following Bomb Threat Checklist was developed by Homeland Security.

Procedures for reporting injuries occurring at DEW locations:

These procedures apply to injuries occurring at MWDB (CMCOG) owned, leased, or rented locations. If MWDB has an outstation at another Agency facility, those agencies are responsible and should be notified directly with a courtesy copy to the outstation's main office and to the Director.

H. Determine Whether to Call 911 or Other Emergency Number
    1. If the injured party is able to communicate but no medical assistance is requested, follow the steps outlined in section C to collect as much information as possible.
    2. If the injured part requests medical assistance call 911 or other local emergency number. Make the injured party as comfortable as possible until assistance arrives. DO NOT MOVE THE INJURED PARTY.
    3. If the injured part is not physically able to communicate or make the decision (i.e. if the person cannot speak or is unconscious) a call should be placed to 911 or other emergency number.

I. Notify SC Works Center Operations Manager
Office personnel should notify the SC Works Center Operations Manager immediately. (Make a mental note of the time.) If SC Works Center Operations Manager is unavailable the Emergency Manager should be notified in his place.

J. Collect Pertinent Information
While waiting, obtain and take not of any pertinent information including:
    1. What happened, how and where (inside, outside, stairs, etc.)
    2. Name(s), address(es), and phone number(s) of any witness(es) and a statement from any witness(es);
    3. The name and address of the injured party and the name and phone number of an emergency contact person;
    4. Any physical complaints or discomfort.

K. If transported to a hospital note the following
    1. Name of ambulance company; names of paramedic/EMTs
    2. Police personnel name(s)
    3. Fire Personnel name(s)
    4. Name of hospital

L. Call Appropriate Director

The SC Works Center Operations Manager shall notify the appropriate Director(s) to report the incident.

M. Send Memo to Appropriate Departments
A straightforward and objective memo from the SC Works Center Operations Manager with all pertinent information shall be sent to the appropriate Director and legal department.

N. Injured Party has right to file claim
If the injured party or authorized representative requests information on filing a claim for damages, the sample form should be sent to file a claim for damages. Notification of the request must be sent to the Legal Department and to the appropriate director.

Important Notice
SC Works Center staff should not give and medical assistance to clients unless they have a currently valid certification in first aid and/or CPR training by the American Red Cross, American Heart Association or and other authorized medical organization. Providing medical assistance by SC Works Center personnel is voluntary.

Policy and Procedure for Threatening or Harassing Telephone Calls

A. Try to Obtain Name of Caller
Upon receiving a threatening or harassing call, the employee should try to obtain the name of the caller and all pertinent information to indentify the subject. Then the employee should immediately contact his/her supervisor, who will inform those who are deemed necessary.

B. Limit Building Accessibility
It is recommended that security be tightened by limiting building access by locking the rear entrances requiring all who enter to do so through the front doors. These measures should be in effect until further notice.

C. Incident Report Should be Filed
The incident report should be sent through proper channels and a decision as to whether to prosecute would be made at this time.

All major incidents involving injury or action by first responders (law enforcement, EMS, fire service, etc.) must be reported to MWDB administrative staff as soon reasonably possible. As such incidents develop rapidly; a phone call should be placed to the appropriate staff when the situation allows for it. A written report should be submitted to the administrative staff within 48 hours of the incident.

The MWDB should also be notified in the event of customer complaints with regard to staff, services or center operations. Notification should be made to board staff via email as soon as reasonably possible from the time of customer contact.

Generally, complaints that are simply and quickly resolved do not necessarily need to be reported. This should be left to the discretion of the Operations Manager.

All customer complaints received by the Operations Manager should be logged using the SC Work Midlands - Complaint Log. The log should be submitted to the MWDB each quarter. The log is due to MWDB staff by the 20th of the month after the quarter has ended.

5 Confidentiality

5.1 General Information

The SC Works Centers have varying agencies that work within it, and these agencies have different confidentiality policies relating to their programs and participants. Each partner is responsible for knowing his or her program's requirements and responsibilities to safeguard confidentiality their participants.

5.2 Storage of Confidential Information

1. Ensure all records and documents are securely stored in file cabinets; if ample room is not available, please store information in an area that is not accessible to the public.
2. Do not leave customer's information on your desk, store information in a secure area at the end of the work day.
3. When you walk away from your work area, lock you computer to ensure customer's information is not displayed.
4. Do not discuss customer's information with other staff unless it is a need to know basis.
5. Do not discuss customer's information with anyone outside of the office unless it is another state approved agency.
6. Do not discuss a client's information in the presence of other clients.

SC Works Center Safety Checklist

1. Meet with local law enforcement officials.
    a. Make them aware of the SC Works Center's concern about office Security
    b. Make them aware of the willingness of the SC Works Center personnel to cooperate in bringing and wrongdoer to justice.
    c. Attempt to arrange a periodic visit to the office by law enforcement personnel.

2. Establish an emergency communications plan
    a. Place emergency telephone numbers and a sample message on each office phone.
    b. While the normal chain of command will be followed whenever circumstances permit, ensure that staff is aware that anyone may call the police in a crisis or emergency situation.

3. Post the warning signs in high-traffic areas such as waiting areas, resource rooms, etc.

4. Develop an evacuation route.
    a. Develop an evacuation route for emergency situations involving the presence of a person with a firearm or other dangerous weapon.
    b. Review the fire escape route to ensure it is consistent with the current layout of the office.

5. Arrange the office so that the file cabinets, partitions and other existing furniture will create a buffer between the staff and the public, if practical.

6. Employees should remove from their desks and immediate work areas items which may be utilized as offensive weapons against them. These items include scissors, letter openers, heavy paper weights, etc.

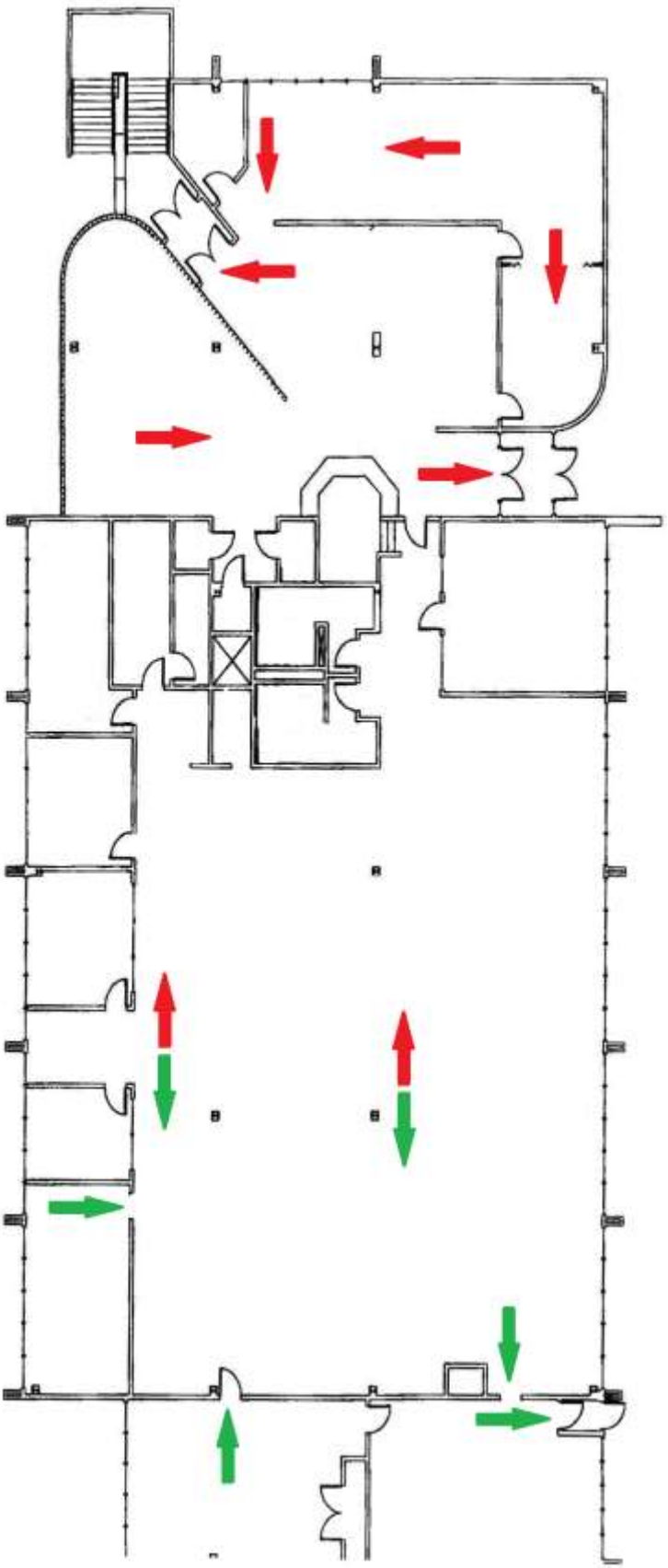
7. Ensure that all employees are aware that firearms and other deadly weapons are not permitted in the local office.

8. All valuable state property should be kept in secure areas when not in use. This could be a desk or storeroom.

9. Ensure that all employees have been made aware of agency policy and procedures regarding office safety.

10. Ensure that all offices have a first aid kit.

Hampton Street



Taylor Street

SC Works Center Emergency Manual

I acknowledge the receipt of the SC Works Workforce Center Emergency handbook. I will read it and if I have any questions ask the Center Operations Manager.

Date: _____

_____
Print Name Above

_____
Sign Above