
EMERGENCY ACTION PLAN FOR CANYON MEDICAL

ACPs EAP was developed using OSHA's expert systems eTool and supplemented with documentation provided by a variety of expert sources including Arizona Division of Occupational Safety & Health, Tucson Fire Department, Federal Emergency Management Agency, and Department of Homeland Security. Referenced documents include those provided by the above entities, as well as the 2012 International Fire Code (ICC) and the 2007 Oregon Structural Specialty Code (OSSC) for non-residential buildings.

Company Name and Address:

Arizona Community Physicians
Canyon Medical
1055 N La Canada, Ste 135
Green Valley, AZ 85614

Alerts:

In the event of an emergency, team members are alerted by one or all of the following:

- Verbal Announcement

Reporting a Fire or Other Emergency

If you are the first to identify an emergency situation, take action to notify others. Our standard codes, and related reporting, include:

Code Red: Smoke/Fire Emergency

- Call 911
- Use the overhead paging to alert staff of a Code Red.

Code Silver: Active Shooter

- Once you are safe, call 911
- If possible, use the overhead paging to alert staff of a Code Silver.
- Try to warn others

Code Blue: Medical Emergency

Use your best judgement to respond at an appropriate level.

- Call 911
- Alert a Provider. Provide assistance to those affected until help arrives.

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Policy:

The safety of our patients, visitors, and team members is our highest priority. Our focus will be on preparedness and prevention.

CODE RED

Code Red is a fire/smoke emergency.

In the event of a CODE RED team members shall evacuate immediately by means of the nearest available marked exit and meet at the defined Gathering Place, located at least 50 feet from the building.

- While the majority of team members should focus on evacuating in the event of a fire, after evaluating limitations and risks associated with fighting a fire using a portable fire extinguisher as described in this training module, a team member may utilize a portable fire extinguisher to fight a fire. Although team members who complete this training module are authorized to use fire extinguishers, no team member is required to utilize a fire extinguisher. Any team member with the slightest doubt regarding their ability to fight a fire is to EVACUATE IMMEDIATELY!
- No team members are authorized to remain on site during a Code Red, other than to complete responsibilities outlined in this plan.

CODE SILVER

CODE SILVER is an active shooter emergency. All actions taken shall support safety and minimization of casualties. Follow the “Run, Hide, Fight” protocol. Try to warn others. If possible, use the overhead paging to alert staff of a Code Silver. Call 911 when you are safe.

In the event of an active shooter in the immediate vicinity of the building, but not inside, call 911. Secure patients, visitors and staff by locking entry doors, moving everyone away from windows, and closing blinds.

CODE BLUE

CODE BLUE is a medical emergency. Call 911. Alert a Provider. Team members in the vicinity of the affected individual(s) are to provide support until help arrives.

Evacuation Procedures and Emergency Escape Route Assignments

Remain calm during an emergency. Evacuate immediately by means of the nearest available marked exit and meet at the designated Gathering Place. When evacuating, do so in a safe and orderly manner, proceeding directly to the Gathering Place without delay. Never use an elevator during a fire/smoke emergency.

Site Coordinator (SC)/Manager Responsibilities – Before an Emergency

- The EAP must be reviewed at least annually and updated when required. Retain a copy in the site’s Safety & Health (OSHA) Binder. The annual EAP review and

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update of the written plan will be followed by a verbal review of the site EAP with all team members to ensure awareness and reinforce elements of the plan.

- Provide effective training to the team members. Ensure all are aware and comfortable with their respective roles and responsibilities and know primary and secondary exits from a variety of locations in the building without reviewing an evacuation plan.
- For anyone new to your site, review this EAP on their first day at the site.

Every team member, as well as other individuals who supports site operations, including float staff, temporary staff, residents, students, job shadowing candidates, and so on, shall be trained on the EAP their first day at the site, as noted on the Site Orientation checklist, and on an annual basis thereafter. Everyone at the site shall be familiar with the location of the EAP and will have access to the EAP/Safety & Health (OSHA) Binder at all times.

- Have available at all times a Staff Phone List, preferably with cell phone numbers.

SC/Manager Responsibilities – During an Emergency Evacuation

- Oversee the evacuation to help ensure all patients, visitors and staff have exited the building safely. In addition to responsibilities outlined below, provide assistance and/or assign Emergency Aide(s) to assist individuals with physical challenges.
- Collect documentation to enable an accounting of Patients, Visitors and Team Members.
 - Patients – Pull the patient schedule from the front desk.
 - Visitors – Pull the Sign-in Sheet from the front office.
 - Team Members – Utilize the Staff Phone List.

SC/Manager Responsibilities – After an Emergency Evacuation

- Account for all patients, visitors and team members at the designated Gathering Place using documentation collected (see above).
 - If necessary, SC/Managers may contact HR to access the payroll system and obtain a Headcount Report from the payroll system.
 - Team member who are unaccounted for will be contacted on their cellular phone.
 - Information regarding unaccounted for individuals is to be provided to the Fire Chief or other official presiding over the rescue effort.

Team Member Responsibilities – Before an Emergency

- Review your site's EAP at least annually. Ensure understanding of your role and responsibilities in the event of an emergency. If unclear about expectations, ask.

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Team Member Responsibilities – During an Emergency Evacuation

Initiate evacuation without delay.

- Front Office team members will evacuate all patients from the waiting room and patient bathroom.
- Back Office team members will evacuate all patients from exam rooms, laboratory and other back office locations.
- When a room has been cleared, indicate by door closed and clear sign on the door.

Team Member Responsibilities – After an Emergency Evacuation

- Check-in with your SC/Manager at the Gathering Place.
- Assist the SC/Manager with the accounting of patients, visitors and staff.
- Provide support to patients who may require assistance.
- No team member is permitted to re-enter the building unless given permission by their manager, the Fire Chief or other official presiding over the rescue effort.

Procedures for Team Members Who Delay Evacuation to Secure Critical Equipment

No team members are permitted to remain on site during an emergency evacuation.

Accounting for All Team Members & Visitors Following an Emergency Evacuation

After a fire/smoke evacuation, team members, patients and visitors will gather outside front door to the left in the empty lot. Team members are to check-in with their supervisor immediately following evacuation. Do not reenter the building until approved by your manager/supervisor.

Rescue and Medical Duties for Team Members Performing Them

No team member is assigned to perform medical or rescue duties.

Persons Who Can Be Contacted

For additional information or explanation of duties and responsibilities under the emergency plan, contact your SC/Manager or Tereasa Corcoran, Associate Director, Operations.

EMERGENCY EVACUATION FLOOR PLANS

This module was developed using [OSHA Evacuation Elements/Floorplan](#) materials

Evacuation floorplans are to be posted in places where the closest evacuation route may not be apparent and/or exit signs cannot be seen. Color coding is preferable but not required.

Elements of a good emergency evacuation floor plan include:

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- Primary & secondary exit routes that remain free from decorations and obstacles.
- Exit routes should avoid rooms containing hazardous materials.
 - Elevators are never to be used during a fire/smoke emergency.
- Designated Gathering Area.
- Wheelchair exits (if all exits are not wheelchair exits).
- The location of the person viewing the map.
- Fire extinguisher, AED, first aid kit and spill kit locations (as applicable).

Evacuation plans are a learning tool for team members. Staff should know primary and secondary exits, from nearly every location in the office, without looking at a plan.

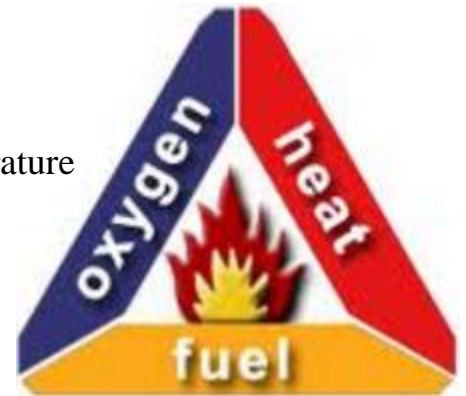
Conducting an annual fire drill, while not mandated, is recommended as it helps to reinforce protocol and test our Emergency Action Plan.

RESPONDING TO A CODE RED

According to OSHA, a fire is the most common type of emergency for which a small business must plan.

Understand the components of a fire. Together these 3 elements produce the chemical reaction that is fire.

- Heat = enough to raise the material to its ignition temperature
- Oxygen = enough to sustain combustion
- Fuel or Combustible Material



Workplace fires can be catastrophic because of the number of people who may be affected. Fires can quickly spread out of control, causing severe damage to property and human life.

Taking the proper action when first discovering a fire can save lives and reduce property damage. Often the use of a fire extinguisher can minimize the effects of a fire. Remember, however, that just because a fire extinguisher is available does not mean it should be used. Using a fire extinguisher at the wrong time or in an improper manner can be a fatal error. The most important thing to learn about fire extinguishers is how and when to use them.



Our site has fire extinguishers in strategic locations. Our fire extinguishers are visually inspected monthly and undergo annual maintenance. Although team members who complete this training are authorized to use fire extinguishers, no team member is required to utilize a fire extinguisher.

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Before Attempting to Use a Fire Extinguisher - Understand Limitations and Assess Risks

- Is the fire too big to fight? Retreat if –
 - The fire is more than 5-6' high
 - The fire has spread to over 60 square feet.
- Has the air been depleted from the room?
 - If yes, retreat and do not attempt to fight the fire.
- Is the environment too hot or smoky? Retreat if –
 - Radiated heat is easily felt on exposed skin making it difficult to approach within 10-15' of the fire.
 - If smoke is reducing visibility.
- Is there a safe evacuation path? Retreat if –
 - The fire is not contained, and fire, heat or smoke may block the evacuation path.

When it May be Appropriate to Fight the Fire

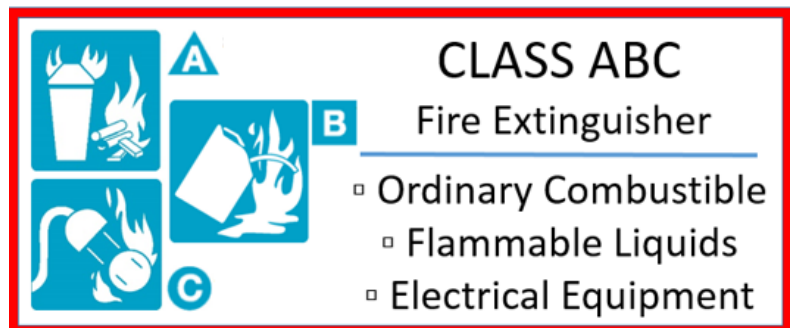
An incipient stage fire is a fire at the initial or beginning stage that can be controlled or extinguished by a portable fire extinguisher. Fires are most easily extinguished right after they start – while they are in the incipient stage. A small incipient stage fire can be put out quickly by someone who is familiar with the operation of a portable fire extinguisher. Many times these are small fires that start in a microwave, toaster or toaster oven.

When responding to an incipient stage fire, follow these steps:

1. Report the emergency - see page 1 of this EAP – if it has not already been reported.
2. Identify a safe evacuation path before approaching the fire. Never allow the fire, heat, or smoke to come between you and your evacuation path.
3. Retrieve the fire extinguisher.
4. Position yourself so you can retreat if the extinguisher doesn't do the job.

5. Use the PASS technique

- a. Pull the pin to break the tamper seal. Approach to a distance of about 8 feet (this distance may vary by fire extinguisher). If you are too far from the fire, the extinguishing agent will not reach the fire.
- b. Aim the nozzle at the base of the fire.
- c. Squeeze the handle to release the extinguishing agent.



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- d. Sweep from side to side continuing to aim the nozzle at the base of the fire.
6. If the fire is extinguished - back away in case it flames up again. Stand watch until the fire department arrives. If it flames up, repeat steps 2-4 if there is sufficient extinguishing agent. Evacuate if there is not sufficient extinguishing agent.
7. Evacuate immediately:
 - a. If the extinguisher is empty and the fire is not out.
 - b. If the fire progresses beyond the incipient stage.
 - c. In the event of excessive smoke.

Recognize Limitations BEFORE Fire Happens

If you have the slightest doubt about your ability to fight a fire....EVACUATE IMMEDIATELY!

- Is the extinguisher too heavy for you to effectively operate?
Try to lift the extinguishers in your work area.
If the extinguisher is too heavy for you, do not attempt to use it.
- Is the fire small enough to be put out by a 5# fire extinguisher? (See Table 1, page 8)

Portable fire extinguishers contain a limited amount of extinguishing agent and can be discharged in a matter of seconds.

The discharge time for a typical Class ABC Extinguisher = 15 seconds

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Table 1: OSHA Risk Assessment Table –
Incipient Stage Fires vs Fires You Should Not Fight

Risk Assessment Question	Characteristics of incipient stage fires or fires that can be extinguished with portable fire extinguishers	Characteristics of fires that SHOULD NOT be fought with a portable fire extinguisher (beyond incipient stage) - evacuate immediately
Is the fire too big?	The fire is limited to the original material ignited, it is contained (such as in a waste basket) and has not spread to other materials. The flames are no higher than the firefighter's head.	The fire involves flammable solvents, has spread over more than 60 square feet, is partially hidden behind a wall or ceiling, or cannot be reached from a standing position.
Is the air safe to breathe?	The fire has not depleted the oxygen in the room and is producing only small quantities of toxic gases. No respiratory protection equipment is required.	Due to smoke and products of combustion, the fire cannot be fought without respiratory protection.
Is the environment too hot or smoky?	Heat is being generated, but the room temperature is only slightly increased. Smoke may be accumulating on the ceiling, but visibility is good. No special personal protective equipment is required.	The radiated heat is easily felt on exposed skin making it difficult to approach within 10-15 feet of the fire (or the effective range of the extinguisher). One must crawl on the floor due to heat or smoke. Smoke is quickly filling the room, decreasing visibility.
Is there a safe evacuation path?	There is a clear evacuation path that is behind you as you fight the fire.	The fire is not contained, and fire, heat, or smoke may block the evacuation path.

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FIRE PREVENTION

Fire extinguishers are most often in kitchens because a kitchen can be a dangerous place. The National Fire Protection Association (NFPA) issued a 2013 report on the five-year period of 2007-2011. Regarding office property fires, they found:

- Peak time of day for office property fires is noon to 2:00 PM
- More than one in every four office property fires (29%) was caused by cooking equipment; 22% of the reported fires began in the kitchen or cooking area.
- Electrical distribution and lighting equipment was the second leading cause of office property fires (12%).

What can we do?

Practice kitchen safety.

- If you're using a kitchen appliance – microwave or toaster oven – stay in the kitchen. Unattended cooking is a common fire-starter.
- Unplug small appliances, including toasters and coffeemakers, when they're not in use.

Inspect power cords. Power cords that are damaged and ungrounded (where there is a missing ground prong on a three pronged grounded plug) pose serious hazards to users including risk of fire and electrical shock.

- Look out for frayed or damaged power cords and never route electric cords (including extension cords) under a rug or carpeting where they can overheat or become damaged.
- Notify management of any concerns so damaged power cords can be replaced.

Ensure use of medical equipment according to manufacturer's instructions.

RESPONDING TO A CODE SILVER

This module was developed using Department of Homeland Security Active Shooter materials

Code Silver = Active Shooter

PROFILE OF AN ACTIVE SHOOTER

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

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We must be prepared mentally and physically to deal with an active shooter as these situations may last only 10-15 minutes and law enforcement may not arrive immediately.

Information to provide to law enforcement or 911 operator:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

View this [video](#) to complete this portion of the training. *City of Houston/DHS funding (5:55)*

HOW TO RESPOND WHEN YOU BECOME AWARE OF THE THREAT

If the shooter is inside your building/suite, follow the Run, Hide, Fight protocol.

- Run – Escape if you can.
- Hide – Find cover (protecting yourself from gunfire) or conceal yourself (hide from the view of the shooter).
- Fight – As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her. Commit to your actions. Adopt the survival mindset during times of crisis.

If the shooter is outside your building/suite, lock doors and move everyone away from windows. Close blinds. Turn off lights and devices that emit sound. Silence cell phones.

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four.
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment.
- Officers may be armed with rifles, shotguns, handguns.
- Officers may use pepper spray or tear gas to control the situation.
- Officers may shout commands, and may push individuals to the ground for their safety.

As the officers attempt to identify and apprehend the shooter, they will evaluate everyone they see. Officers may not immediately know that you are not the shooter. Accordingly, it is very important for you to respond appropriately when law enforcement arrives.

- Remain calm, and follow officers' instructions.
- Put down any items in your hands (i.e., bags, jackets, cell phone).
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers such as holding on to them for safety.

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- Avoid pointing, screaming and/or yelling.
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

CODE SILVER PREVENTION

Preventing an Active Shooter incident from occurring in the first place is the preferred course of action.

- Foster a respectful workplace
- Be aware of indications of workplace violence and take action accordingly
- If someone displays behaviors of concern, work to diffuse tense situations and de-escalate potentially violent situations

Employees are required to report any threats, unusual actions or violent acts by a disgruntled or aggrieved employee or former employee, patient, patient companion or family member, against coworkers or supervisors. Any action that may threaten the safety of an employee, impact an employee's physical and/or psychological well-being or cause damage to company property are behaviors of concern and must be reported to management or HR without delay.

FIREARMS IN OUR OFFICES

A number of ACP offices have posted signs indicating no firearms are allowed. Arizona law permits private business owners (or the business owners' designates) to prohibit weapons from being brought onto their property, whether signs are posted or not. Failure to obey the request can result in an arrest for trespassing.

Active duty law enforcement officers are, by law, exempt from these prohibitions. Active duty means the officer is employed in a law enforcement capacity and as such they are "active" 24/7/365. Their law enforcement credentials permit them to carry either concealed or open. They may enter our offices without relinquishing their firearm.

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Evacuation plan(s) are posted in our office.

The plan inserted below is an example. Team members should look for the plan(s) nearest to their work site and familiarize themselves with primary and alternate escape routes.

