

**Mapleton, Castle Hill, and Chapman
Municipal Building**

**Occupational Safety & Health
Standards**

(www.osha.gov)

EMERGENCY ACTION PLANS

1910.38

**Exit Routes, Emergency Action Plans,
and Fire Prevention Plans**

Adopted March 12, 2012

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Sandra L. Fournier, Town Manager

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Emergency Action Plan

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INTRODUCTION:

Emergencies can threaten the safety and health of employees or the public as well as cause damage to buildings, equipment and documents. Knowing in advance what actions to take in the event of an emergency and being able to take that action quickly are the keys to minimizing injuries, loss of life and property damage. This program was written to protect employees, the public, documents and buildings and make the return to normal operations easier and faster.

It is the intention of the towns of Mapleton, Castle Hill, and Chapman to comply fully and in a prudent manner with all occupational Safety and Health standards and regulations. Consequently this Program is to comply with the Department of Labor, Occupational Safety and Health Administration's Employee Emergency Action Plan Standard 1910.38 and is implemented and shall be enforced.

The Departments in the Municipal Building are: Town Office, Public Works Garage, meeting room, two bathrooms, six private offices, a storage room, and mechanicals room.

SCOPE:

This program has been established by the towns of Mapleton, Castle Hill, and Chapman to provide training to assist all persons working at the Municipal Building with the proper procedures to follow in an emergency situation. The potential for emergency situations include fire, bomb threats, and violence in the workplace.

An emergency is any unplanned event that can cause death or injury to employees or the public, can shut down the business, disrupt operations, or cause physical or environmental damage to the building or documents.

Procedures are set forth that will reduce or eliminate injuries while working around the facilities.

It is the policy of the towns of Mapleton, Castle Hill, and Chapman to require all employees assigned to work in the Municipal Building to be adequately trained and protected from the hazards that might be encountered. All persons working in or around the facility shall rigidly follow the procedures set forth herein.

EMERGENCY RESPONSE PROCEDURES:

Assess the emergency. Determine the appropriate response.

Fire, Bomb Threat, Building Evacuation:

1. Dial 911 and notify dispatch of the emergency.
2. If the source of a fire is known, limit the fire by closing the doors to that area if it is safe to do so.
3. If time allows: put cash drawers in the vault and close the vault door.
4. Every room has an evacuation map on the wall near the door. The map shows the path of the exit nearest you.
5. Clear the public with you as you exit.
6. Gather people at the sand/salt shed on the right side of the building and stay there until the Mapleton, Castle Hill, and Chapman Fire Department arrives and takes over the scene and /or given further instructions.
7. The senior member of the group will take a head count and account for people last known to be in the building

In the case of immediate danger: follow your training. If there is time and / or possibility of a false alarm, do a building sweep and to close all windows and doors.

The towns of Mapleton, Castle Hill, and Chapman has decided that there will not be anyone that must remain because there are not any operations critical enough to jeopardize any employee's health or safety. Everyone will evacuate the facility as soon as a fire or other emergency is detected.

Fire extinguisher located throughout the facility are for use by first responders and others trained. Employees not receiving annual fire extinguisher use training are expressly forbidden to attempt to extinguish any fire. Untrained employees will sound the alarm, call the fire department and evacuate the building to the assembly area.

Violence in the Workplace:

Diffusing an Angry Customer:

1. Let the customer vent; observe and listen
2. Focus on the issue; avoid personal feelings toward customer's attitude; avoid defensiveness.
3. Express empathy to the customer; acknowledge their emotion through support
4. Avoid an audience
5. Establish boundaries, do not allow person to sit or stand between you and the door,
6. Do not turn your back to the customer
7. Do not leave sharp objects on your desk or between you and the customer
8. Begin active problem solving; ask questions; speak slowly, softly and clearly
9. Agree on a solution mutually
10. Follow through on solution

IF YOU FEEL YOU ARE IN DANGER:

1. Get help; press the intercom button on the phone or call 911 if possible; turn off radios or scanners so the person will not hear Police being contacted
2. Do not fight back
3. Stay calm, talk and personalize yourself with the customer; tell them 'you do not want to hurt me, tell me what the problem is so we can work it out'...
4. If possible, evacuate to the Clerk's Office, this will put you in a locked environment and allow you to be out of sight of the customer.
5. Call 911 to make sure they had received the alarm and update them on the situation.

Names of people who can be contacted for information or explanation about this plan:

Sandra L Fournier, Town Manager
Rich Wark, Fire Chief

TRAINING:

Before implementing the Emergency Action Plan the Mapleton, Castle Hill, and Chapman Town Office shall train all their employees so that they can all assist in the safe and orderly emergency evacuation of the Municipal Building complex.

1. Initially when the plan is developed or the employee is initially assigned to a job
2. Whenever the employee's responsibilities or designated actions under the plan change.
3. Whenever the plan is changed.

The towns of Mapleton, Castle Hill, and Chapman will review what each employee must know to protect all affected employees in the event of an emergency. This written plan will be kept in the Town Office Policy Manual, which is located in the Town Safe.

Periodic fire drills may be conducted. Your life and the lives of others will depend on your cooperation.

Addresses and Telephone Numbers

Town Office	103 Pulcifur Road	764-3755 or 764-3754
Fire Station	117 Pulcifur Road	760-8001

EMERGENCY TELEPHONE NUMBERS

EMERGENCY	911
MAPLETON, CASTLE HILL, and CHAPMAN FIRE DEPARTMENT	760-8001
STATE POLICE (non-emergency)	532.5400
COUNTY SHERIFF'S DEPARTMENT (non-emergency)	1.800.432.7842
CROWN AMBULANCE (non-emergency)	768-4388
HOSPITALS	
Aroostook Medical Center, Presque Isle	768-4000
Cary Medical Center, Caribou	498-3111
POISON INFORMATION CENTER	1-800-442-6305
MAINE PUBLIC SERVICE CO.	768-5811
MAINE DEPARTMENT OF ENVIRONMENTAL PROTECTION	1-800-769-1036
DIG SAFE	1-888-344-7233
PUBLIC HEALTH LAB	287-2727
PUBLIC HEALTH DRINKING WATER PROGRAM	287-2070 or 287-5694
FBI, Boston MA	1-617-742-5533
U.S. MARSHALLS SERVICE, Portland, ME	780-3355
U.S. SECRET SERVICE, Portland, ME	780-3493