

# FLIP CHART OF EMERGENCY PROCEDURES

## RETAIL FOOD ESTABLISHMENTS



### CALL FOR HELP

Write in the following phone numbers (below & following pages) for your location. If your area uses the 911 emergency system, write 911 in the appropriate fire, police and rescue spaces.

LOCATION ADDRESS \_\_\_\_\_

LOCATION PHONE \_\_\_\_\_ ALARM COMPANY \_\_\_\_\_

LOCATION PAY PHONE \_\_\_\_\_ GAS COMPANY \_\_\_\_\_

FIRE DEPARTMENT \_\_\_\_\_ ELECTRIC COMPANY \_\_\_\_\_

POLICE DEPARTMENT \_\_\_\_\_ MANAGER \_\_\_\_\_

RESCUE/AMBULANCE \_\_\_\_\_ HOSPITAL \_\_\_\_\_

HR REPRESENTATIVE \_\_\_\_\_ MEDICAL CENTER \_\_\_\_\_

TELEPHONE COMPANY \_\_\_\_\_ F.B.I. \_\_\_\_\_

U.S.D.A. \_\_\_\_\_ D.E.A. \_\_\_\_\_

F.D.A. \_\_\_\_\_ M.D.A. \_\_\_\_\_

# About This Document

Food retailers face increased challenges to consistently meet legal requirements during emergency incidents.

This basic food security and safety emergency resource was developed by food retailers for food retailers. It has two basic goals:

1. To improve store-level responses to some of the more common emergencies, and
2. To improve coordination between store employees and government emergency responders.

**Users of these resources must recognize that they indemnify and hold harmless the groups and individuals who assisted with development of these documents from all liability, loss, damage, claims, actions, and expenses based upon or arising out of actions based on this resource.**

This document is intended to aid decision-making only and use of it is not a substitute for an effective emergency management program that includes preventive measures, emergency response planning, employee training, and periodic exercises to determine store-level emergency preparedness.

We strongly encourage food retailers to take time before the next emergency incident occurs to identify which preventive and response actions are most appropriate given their specific situations.

A partial list of some additional materials is identified in the back of this resource in the “Contacts/Resources” tab.

The “**Emergency Action Plans for Retail Food Establishments**” is a particularly valuable resource - identifying practical guidance for retail grocery and food service establishments to plan and respond to emergencies that create the potential for an imminent health hazard.

## **Acknowledgements:**

The Retail Food Security Working Group developed this resource under the leadership of the Michigan Grocers Association and included representatives from the following:

- Spartan Stores
- Meijer Stores
- Kroger Stores
- Farmer Jack Stores
- Michigan Association of Local Public Health Administrators
- Michigan Department of Agriculture

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# State of Michigan

## Security Action Steps - Food Retailers

<b>Homeland Security Threat Level</b>	<b>Recommended Action Steps</b>
<b>1</b>  (Level: Red)	<ul style="list-style-type: none"> <li>• Complete recommended actions at lower levels.</li> <li>• Monitor television/radio for emergency instructions.</li> <li>• Assess the impact of the problem on the business operation.</li> <li>• Consider the need to close or change business operations.</li> <li>• Consider the need for additional security measures.</li> <li>• Consider limiting the number of access points and strictly enforce access control points.</li> <li>• Seek additional guidance from industry organizations and government agencies.</li> </ul>
<b>2</b>  (Level: Orange)	<ul style="list-style-type: none"> <li>• Complete recommended actions.</li> <li>• Review available information regarding the increased threat level.</li> <li>• Communicate threat information, along with prevention measures to employees.</li> <li>• Ensure emergency contact listing is current, and remind employees of who to contact and when.</li> <li>• Evaluate the need to change business operations.</li> <li>• Encourage employees to be alert and immediately report any situation that may constitute a threat or suspicious activity.</li> <li>• Encourage employees to take notice and report suspicious packages, devices, unattended briefcases, or other unusual materials.</li> <li>• Contact public safety agencies for other suggested action steps.</li> </ul>
<b>Baseline</b>  (Levels: Green, Blue and Yellow)	<ul style="list-style-type: none"> <li>• When possible, integrate security practices into the daily routine of employees.</li> <li>• Remind employees to properly display name badges.</li> <li>• Provide routine briefings for all employees regarding security practices.</li> <li>• Ensure exterior doors remain secured when not in use.</li> <li>• Enforce fire lane requirements.</li> <li>• Regularly inspect property for damage or signs of attempted unlawful entry.</li> <li>• Routinely inspect CCTV and other security systems for effective operation.</li> <li>• Ensure exterior lighting is appropriate.</li> <li>• Regularly inspect product packaging for potential tampering.</li> <li>• Routinely inspect product returned by customers for evidence of tampering.</li> <li>• Conduct building evacuation drills.</li> <li>• Understand community emergency response plans.</li> <li>• Post local public safety emergency contact numbers.</li> <li>• Develop an ongoing relationship with law enforcement personnel.</li> <li>• While greeting customers, challenge those person(s) in unauthorized areas.</li> <li>• Fully investigate reported cases of food borne illness and other potential "Imminent Health Hazards." Take actions and report findings as required. (See food code 8-304.11) If necessary, report findings to appropriate regulatory agencies.</li> <li>• Create an emergency plan and contact list of your key business employees including a means to contact the owner/senior leadership at all times.</li> <li>• Have ready - emergency supplies (flashlights, first aid kits, fire extinguishers, tools, etc.).</li> <li>• Conduct background checks (including criminal history) on all employment applicants.</li> <li>• Understand recall procedures, and ensure timely response.</li> <li>• Recover store keys, name tags and alarm codes from those who end their employment.</li> <li>• Instruct employees to report threatening calls and correspondence to management.</li> </ul>

# MEDICAL EMERGENCY

**In the event of a serious medical emergency (death or hospitalization of employees or customers):**

1. Determine the extent of the injury or seriousness of the illness.
2. Then, contact emergency medical service (Call 911), if needed or if requested.
3. Have someone meet the ambulance or rescue personnel and direct them to the injured party.
4. DO NOT move the patient unless he/she is in imminent danger at the present location.
5. Keep individual calm and comfortable until help arrives (example - lying down, covered, and warm).
6. First aid or medical treatment should not be applied unless the responder is certified in First Aid/CPR or the person is acting under "Good Samaritan" guidelines.
7. Call your emergency contacts:
  1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_

**Document all events of the medical emergency:**

Make sure the Person In Charge obtains as much information as possible and documents the incident.

## BLOODBORNE PATHOGENS

**Bloodborne Incidents:**

Any situation or accident where there is a potential exposure to a person's blood or body fluids.

**Precautions:**

Take universal precautions whenever responding to bloodborne incidents:

- Assume all blood and body fluids are infectious, wear personal protective equipment (gloves, goggles, etc.), and use a protective "pocket mask" when performing rescue breathing.
- Only employees trained in the appropriate use of personal protective equipment should respond to the incident.

**When blood or other potentially infectious materials need to be cleaned up:**

Clean up procedures:

1. Gloves must always be worn. Use additional protective equipment based on the risks present, i.e. protective apron, facemask, and/or goggles.
2. Thoroughly spray contaminated surface areas with a disinfectant solution made of at least one part bleach to ten parts water (1:10).
3. Pick up any contaminated solid material making sure not to use your hands to pick up any sharp objects, such as glass. Use a broom, dustpan or similar cleaning tool to pick up sharp objects.
4. Wipe down contaminated area with a paper towel moistened with disinfectant.
5. Place all contaminated solids or clean up materials in the red Biohazard bag contained in the kit.
6. Sharp objects should be placed in a puncture proof container before being placed in the bag.
7. Clean and disinfect any tools or other non-disposable items used in the clean up.
8. Remove personal protective equipment and place them in the red Biohazard bag.
9. Wrap and tie the red bag and give the Biohazard bag to the person-in-charge.
10. Wash your hands and face immediately using soap.

**If you are exposed to bloodborne pathogens:**

1. Immediately wash all exposed portions of your body.
2. Notify management of the incident.
3. Seek medical assistance and follow-up.
4. Document on an incident report.

# POWER FAILURE

## EAP Statement

Refer to Emergency Action Plans for Retail Food Establishments (on the web at [http://www.michigan.gov/documents/MDA\\_EmergencyActionPlan\\_109428\\_7.pdf](http://www.michigan.gov/documents/MDA_EmergencyActionPlan_109428_7.pdf)) for more detailed guidance.

## In the event of a power failure:

1. Provide flashlights to all supervisors and managers.
2. Check for trapped guests or employees in all possible areas.
3. Determine if you need to evacuate the building (see below).
4. Call your emergency contacts:
  1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_

*If the power failure affects the building location and surrounding area in your community:*

- Ask the power company when they anticipate that the electrical services will be restored.
- Shut down any equipment and compressors that could be damaged when power is restored.
- Cover all refrigerated perishable items and keep walk in cooler/freezer doors closed.

*If the power failure affects your building location only:*

- Conduct a site inspection to determine any obvious reasons for a power outage.
- Shut down any equipment and compressors that could be damaged when power is restored.
- Cover all refrigerated perishable items and keep walk in cooler/freezer doors closed.
- Call your local power company to restore power.

5. Keep Emergency contacts informed of the progress.

## Evacuate the building if the safety of guests and employees is threatened:

1. Announce evacuation of the building multiple times (3 times minimum is suggested.) Sample announcement: **“May I have your attention, please. An emergency makes it necessary to evacuate immediately. Please move to the nearest emergency exit.”**
2. Meet at a predetermined location outside of the building, if safe to do so.
3. Check all areas of the building to make sure everyone has evacuated.
4. Verify, according to the work schedule, that all employees are outside the building.

## Document all Incidents / Expenses:

Make sure a location Person In Charge records and documents all incidents/expenses incurred as a result of the emergency.

# SEVERE WEATHER / TORNADO

## If there is a threat of severe weather or tornado:

1. Monitor the Weather Radio. (See back of this chart for severity definitions)
2. Contact store management.
3. 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.
4. Provide flashlights and portable radios to all supervisors and managers.

## 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 and employees who desire to leave the building during severe weather or tornado conditions. Do not lock exit doors.*

## Protect money/merchandise if it does not threaten anyone’s safety:

1. Close and lock all checkout terminals/cash registers.
2. Lock cash/control office safe and doors to the cash/control office.
3. Turn off pumps with the emergency shut off switch.

## When the ‘all clear’ is given over the weather radio:

Make the “all clear” announcement over the P.A. system and consult with store management regarding reopening the facility.

## If there is any property damage as a result of the severe weather:

1. Establish control and security immediately.
2. Do not put any guest or employee in danger.
3. Inspect the building and assess the damage.
  - Roof
  - Structural
  - Merchandise/product
4. Call emergency contacts:
  1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_
  4. \_\_\_\_\_

# SEVERE WEATHER / TORNADO

## If the roof is leaking:

- Cover product, merchandise and equipment with plastic.
- Place empty trash cans under leaking areas.
- Elevate merchandise off the floor to at least a pallet height.
- Rope off damaged areas.

## If there is water in the building:

Make sure there are no electrical hazards and foods have not been contaminated. Push water out of building with squeegees, brooms, sweeper/scrubbers.

## Document all Incidents / Expenses:

Make sure a location Person In Charge records and documents all incidents/expenses incurred as a result of the emergency.

## Weather Severity Definitions:

**Winter Storm Watch:** Severe winter weather is possible.

**Winter Storm Warning:** Severe winter weather is expected.

**Blizzard Warning:** Severe winter weather with sustained winds of at least 35 mph.

**Traveler's Advisory:** Severe winter conditions may make driving difficult or dangerous.

**Tornado Watch:** Tornadoes are likely. Be ready to take shelter. Stay tuned to radio and television stations for additional information.

**Tornado Warning:** A tornado has been sighted in the area or is indicated by radar. Take shelter immediately.

# WATER PROBLEMS

## WATER CONTAMINATION OR BOIL WATER ADVISORY

### EAP Statement

Refer to Emergency Action Plans for Retail Food Establishments (on the web at [http://www.michigan.gov/documents/MDA\\_EmergencyActionPlan\\_109428\\_7.pdf](http://www.michigan.gov/documents/MDA_EmergencyActionPlan_109428_7.pdf)) for more detailed guidance.

### If you have been informed the water is contaminated or if the local water department or municipality has declared a boil water advisory:

Call Store Management and your emergency contacts: 1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_

#### Ice and Beverages

- Shut down machines dispensing soda, ice, drinking water, misters, etc.
- Destroy all ice in holding bins. Use commercially manufactured ice only.
- Shut down the coffee and iced tea maker and drinking fountains.

#### Food Preparation & Cooking

- Discard any ready-to-eat food prepared with water prior to the discovery of the contamination.
- Use pre-washed product or wash with boiled or bottled water.
- Prepare ready-to-eat food using commercially bottled or boiled water\*.
- Use bottled safe water or water hauled from an approved public water supply for cooking.

#### Hand washing

- Use heated bottled water, boiled water, or safe water hauled from an approved public water supply.
- Or, use tap water followed by a hand sanitizer.
- Be sure gloves are used when handling ready-to-eat food.

#### Cleaning & Sanitizing

- Use existing system. Make certain that sanitizer concentrations are correct.

### Recovery

#### Water Lines and Dispensing Equipment

- Flush faucets, coffee urns, drinking fountains, beverage machines for at least 5 minutes.
- Clean and sanitize coffee and beverage equipment per manufacturer's instructions.
- If equipment has internal filters they should be replaced.

#### Ice Machines

- Flush the water line to the ice machine inlet.
- Close the valve on the water line behind the machine and disconnect the water line from the machine inlet.
- Open the valve.
- Reconnect the water line to the machine inlet.
- Open the valve.
- Flush the water lines in the machine.
- Make ice for one hour and dispose of the ice.

#### \*Boiling Water

1. Place water in a clean and sanitized pot/container.
2. Using the stove burner, bring water to a boil.
3. Continue rolling boil for at least five (5) minutes.
4. After five minutes, if necessary, cool water by placing it in another sanitized container and store in the refrigerator/cooler.



# BROKEN WATER PIPE – Inside Store

## In the event of a broken water pipe:

1. Determine if the water pipe is part of the domestic or fire sprinkler system.
2. Locate and turn off the valve controlling the source of the water to the main.
3. Contact your water utility for assistance if on a municipal water supply.
4. Contact your emergency contacts:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

- Give details of what type of water pipe is broke.
- Be sure to inform them if you turn off a fire sprinkler main.

*Contact applicable management as soon as you have restored the sprinkler system to full service.*

## Once the water main has been closed:

Clean up water.

- Be cautious of electrical hazards.
- Elevate merchandise off the floor to prevent water damage.
- Push water out of the building or down drains with squeegees, brooms, sweepers and scrubbers.

## Document all Incidents / Expenses:

Make sure a location Person In Charge records and documents all incidents/expenses incurred as a result of the emergency.

# WORKPLACE VIOLENCE

## If a violent attack or shooting occurs:

- Call **911**.
- Do not attempt to apprehend or detain the attacker.
- If it can be safely accomplished, evacuate the area.
- Do not do anything to jeopardize your safety or the safety of others.
- Carefully note the physical description of the attacker, including any distinguishing characteristics.

## After the attacker has left the premises:

1. Care for injured customers and employees. (see medical emergency)

- Call **911**.
- Call your emergency contacts: 1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_

- Provide first aid, if qualified.

2. Write down a description of the attacker, vehicle, and license plate number.

3. Take actions to secure the scene.

4. Protect potential evidence.

5. Keep Emergency contacts informed of progress.

6. Document the event.

## Media inquiries:

Refer any media inquiries to the Company Spokesperson.

Name \_\_\_\_\_

Number \_\_\_\_\_

## Document all Incidents / Expenses:

Make sure a location Person In Charge records and documents all incidents/expenses incurred as a result of the emergency.

# PRODUCT CONTAMINATION

## Assess the situation:

- Review all evidence and facts.
- Determine the scope of contamination.
- Determine the need to involve public agencies.
  - If a foodborne illness outbreak is suspected, immediately stop sale of potentially contaminated food(s) and notify local public health agency.
  - If intentional product tampering is suspected, contact law enforcement and protect potential evidence.
- Contact your emergency contacts: 1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_

## Take steps to limit exposure:

- Pull product if appropriate.
- Determine if a public announcement will be made.
- Determine the need for a product re-call.
- Develop handling practice for re-call product, if applicable.
- Determine disposition of product.

## Investigate the cause:

- Identify potential witnesses.
- Determine method and scope of product inspection.
- Consider testing of product.
- If appropriate, contact manufacturer.

## Document all Incidents/Expenses:

Make sure a location Person In Charge records and documents all incidents/expenses incurred as a result of the incident.

# ROBBERY

## Once the robber has left:

1. Do not attempt to follow the robber.
2. Write down a description of the robber, escape vehicle, and license plate number.
3. Call **911**.
4. Call your emergency contacts:
  1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_
5. Document the incident and complete a Robbery Description Report. (see suspicious description report forms)

## Do not disturb the crime scene:

Make sure that the area is secured to prevent anyone from entering the crime scene or surrounding area.

## Media inquiries:

Refer any media inquiries to the Company Spokesperson.

Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

# GASOLINE/CHEMICAL SPILLS

## In the event of a GAS SPILL: GASOLINE

1. Determine the severity of the gas spill.
2. If the gas spill is determined to be severe, call **911**.
3. Locate and turn off the gas pumps with emergency shut off switch.
4. Contain the spill and minimize the spread of gas by using spill blankets, pillows and socks. Secure the gasoline spill area to prevent contamination and maintain safety.
5. Contact your Spill Clean-up Contractor for assistance for removal/clean-up of hazardous waste.  
**Spill Clean-up Contractor** \_\_\_\_\_
6. Contact your Gas Pump Repair Company for repairs.  
**Gas Pump Repair Company** \_\_\_\_\_
7. Contact store management.
8. If the spill entered the environment contact:  
**MDEQ** \_\_\_\_\_  
**Pollution Emergency Alerting System** \_\_\_\_\_  
**US Environmental Protection Agency** \_\_\_\_\_  
**Local County Health Department** \_\_\_\_\_
9. *Always wear appropriate Personal Protective Equipment (PPE) when cleaning up any chemical spill.*

## In the event of a CHEMICAL SPILL: OIL/ANTI-FREEZE/PAINT/BLEACH/HOUSEHOLD

1. Immediately contain the product.
2. Evaluate the spill, ventilate the area, secure the area, keep fire sources away.
3. Clean-up spill.
  - a. If spill is too extensive to handle, contact a hazardous waste clean-up contractor.
  - b. Wear personal protective equipment (gloves, goggles, overshoes).
  - c. Absorb liquid and solidify with oil dry or other available absorbent. Work from edges toward middle.  
**Water-Based** (Latex paint, Anti-freeze, bleach, household chemicals)  
**Acids:** Must be neutralized with Baking Soda  
**Oil Based** (Camp Fuels, Enamel paint, Thinners/Solvents, Gas/Diesel Additives)  
*\*never use water to clean an oil-base spill, use dry absorbent only*
4. Carefully place absorbed material in disposable containers (double bag or use covered bucket).
5. Discard soaked materials and merchandise.
6. Scrub soiled areas and corners/crevices.
  - a. Dispose of sweepings, cleaning materials, broom, gloves, overshoes. Change clothing and wash in detergent.

## IN CASE OF ACCIDENTAL CONTACT

**EYES:** Flush with water 15 minutes. Get medical attention immediately.

**SKIN:** Wash completely with soap and water. Refer to product label for further instruction.

**CLOTHING:** Remove contaminated clothing and wash skin completely with soap and water.

Refer to product label for further instruction.

- If you are in doubt about the nature of the material – get medical attention immediately.
- NOTE: If medical attention is sought, take the labeled container to the physician.

## Document all Incidents / Expenses:

Make sure a location Person In Charge records and documents all incidents/expenses incurred as a result of the emergency.

# FIRE

## EAP Statement

Refer to Emergency Action Plans for Retail Food Establishments (on the web at [http://www.michigan.gov/documents/MDA\\_EmergencyActionPlan\\_109428\\_7.pdf](http://www.michigan.gov/documents/MDA_EmergencyActionPlan_109428_7.pdf)) for more detailed guidance.

## React quickly and calmly:

1. Use fire extinguishers, if it is safe to do so.
2. Announce evacuation procedures (note sample announcement below).
3. Call **911** or your fire department.
4. Turn off gas valves/pumps with emergency shut off switch. (If applicable.)
5. Call your emergency contacts:
  1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_

## Evacuate the building if:

- There is a fire in the store.
- The safety of guests and employees is threatened.

## Evacuation procedures:

1. Announce an evacuation of the building three times. Sample announcement: **“May I have your attention, please. An emergency in the store makes it necessary to evacuate the store immediately. Please move to the nearest emergency exit. Please take any merchandise you have purchased with you.”**
2. Meet at the predetermined assembly area, which is the \_\_\_\_\_.
3. Check all areas of the building to make sure everyone has evacuated, if safe to do so.
4. Verify, according to the work schedule, that all employees are outside the building.
5. Assign an employee to meet the firefighters and direct them to the fire location.

## Protect money/merchandise if it does not threaten anyone’s safety:

1. Close and lock all checkout terminals/cash registers.
2. Lock cash/control office safe and doors to the cash/control office.

## Once the fire is out:

1. **The Fire Department will remove the smoke.**
2. **Assess the impact on foods and operations.**
3. **Clean up water (be careful of electrical hazards):**
  - Elevate merchandise off the floor to prevent water damage.
  - Push water out of building with squeegees, brooms and sweeper/scrubbers.
  - Contact restoration contractors, insurance provider, and utilities if needed.
  - **Sort salvageable from non-salvageable foods, relying on MDA for guidance.**
  - **Properly dispose of the non-salvageable food items in cooperation with State and Federal guidelines.**
  - **Provide general clean up. Clean and sanitize food equipment and utensils.**

## Document all Incidents / Expenses:

Make sure a location Person In Charge records and documents all incidents/expenses incurred as a result of the emergency. **For insurance and regulatory purposes, product discard documentation should include product amount and dollar loss.**

# FLOOD

## EAP Statement

Refer to Emergency Action Plans for Retail Food Establishments (on the web at [http://www.michigan.gov/documents/MDA\\_EmergencyActionPlan\\_109428\\_7.pdf](http://www.michigan.gov/documents/MDA_EmergencyActionPlan_109428_7.pdf)) for more detailed guidance.

### If there is a threat of a flood:

1. An employee should monitor the weather radio or local news broadcast.
2. Call your emergency contacts:  
1 \_\_\_\_\_  
2 \_\_\_\_\_  
3 \_\_\_\_\_
3. Prepare to elevate all merchandise at least 12-inches off the floor (pallets will work).

Flood Watch: Flooding is possible. Stay tuned to NOAA radio. Be prepared to evacuate. Tune to local radio and television stations for additional information.

Flood Warning: Flooding is already occurring or will occur soon. Take precautions at once. Be prepared to go to higher ground. If advised, evacuate immediately.

### If the flood is detected in the vicinity of the store:

1. Begin sandbagging operations.
2. Review water contamination procedures.
3. Make sure that all merchandise is elevated.
4. Turn off electric power at the main switch gear. When the store is ready for evacuation, shut off the emergency generator (if applicable).
5. Review evacuation procedures.
6. Secure utensils, equipment, linens, packaging and single service use items from contact/contamination during flooding.

### Evacuate store if the safety of guests and employees is threatened, and/or you are ordered to evacuate by civil authorities:

1. Assign an employee to every fire exit.
2. Announce an evacuation of the building three times. Sample announcement: “**May I have your attention, please. An emergency in the store makes it necessary to evacuate the store immediately. Please move to the nearest emergency exit. Please take any merchandise you have purchased with you.**”
3. Meet at the predetermined assembly area, which is the parking area outside of the building directly in front of the store main entrance.
4. Check all areas of the building to make sure everyone has evacuated.

### Protect money/merchandise if it does not threaten anyone's safety:

1. Close and lock all checkout terminals/cash registers.
2. Lock cash/control office safe and doors to the cash/control office.
3. Secure and lock all pharmacy areas.

### Recovery: if there is any property damage as a result of the flood:

1. Establish control and security of the facility immediately. If necessary, establish guard service.
2. Call your emergency contacts to report the damage.
3. Enter the store with caution. Be sure that appropriate personnel enter the facility with caution.
4. Facilities/Maintenance will check the electrical service before turning on the power.
5. Contact the local building department and other appropriate agencies to determine if the building structure is safe and approved for occupancy.
6. Provide general clean-up while ensuring worker health and safety. Clean and sanitize equipment and utensils.
7. Sort the salvageable from the non-salvageable foods, equipment, utensils, linens, and single service items as quickly as possible.
8. Properly dispose of the non-salvageable items.
9. Notify MI Department of Agriculture or local health department.

### Clean up guidelines

- All damaged food equipment, utensils, linens, and single service items must be destroyed and properly disposed.
- Floors, walls, furnishings, carpets, utensils, and equipment damaged beyond salvage must be removed and replaced as necessary.
- Affected walls, floors, and equipment surfaces must be cleaned with soap and water, rinsed, and sanitized. Carpets should be either removed or steam cleaned.
- Remove wet materials. Dispose of any materials that cannot be effectively cleaned and sanitized.
- Remove any standing water.
- Clean and sanitize any utensils and equipment in the affected area.
- Use a detergent solution to clean floors, equipment, and other affected areas followed by a clean water rinse.
- Sanitize the floor and any other affected areas by using a clear water sanitizer solution (8 oz. Bleach per 5 gallons of water = 500 part per million chlorine solution).

# FLOOD

## Clean up guidelines - continued

- Air-dry the affected area.
- Launder or discard mop heads and other cleaning aids that contacted flood water.
- Alternative measure: Hire a janitorial service having expertise in cleaning food establishments exposed to floods.
- Contaminated Food, Linens, Single Service / Use Items
  - Discard any food items (packaged or unpackaged) in contact with flood water.
  - Launder any linens or uniforms in contact with flood water.
    - Launder separately from other linens.
    - Use bleach.
    - Use a mechanical dryer.
  - Discard any single service / use items in contact with flood water.

## General Flood Salvage Assessment

Floodwaters may carry silt, raw sewage, oil or chemical waste that can make storm-damaged foods unsafe to eat if packaging is contaminated. Discard any food or food packaging materials that have come into contact with floodwater. Very few food or beverage items can be saved after being exposed to floodwater. Food items in soft packaging or with screw-top lids must be destroyed. In some cases canned goods in metal cans or rigid plastic containers can be saved. Even so, the condition of the can is another limiting factor. The presence of rust, soil, or destroyed labeling precludes salvage.

Floodwater can make foods unsafe to eat especially if packaging is contaminated. **Discard** the following foods if water has covered, splashed, dripped on or seeped into the package:

- Alcoholic beverages: The Michigan Liquor Control Commission will usually request a destruction order for all such products, resulting in their total destruction. In some cases, “returnable” empty cans or bottles may be salvaged for their deposit value. Occasionally, MLCC will honor seizure of the total inventory and not require a separate order. MLCC should be consulted in all instances.
- Exposed foods, bulk foods, fresh produce, meat, poultry, fish and eggs.
- Any foods packaged in paper, plastic, cloth or fiber.
- Cardboard boxes, even if the contents seem dry, including cereals, pasta products, rice, salt.
- Foods with cardboard seals, such as mayonnaise and salad dressing, or foil or cellophane packages.
- Food in glass jars, including unopened jars with waxed paper, foil, cellophane or cloth covers.
- Foods, liquids or beverages in crown-capped bottles or containers with pull-tab tops, corks or screw caps.
- All opened containers and packages; foods in bags or canisters.
- Cans that are dented, leaking, bulging or rusted.
- Cans that have been tossed about and are far from their normal storage spot (possibility of pinholes or seam fractures).
- Cans may not be sold without all required labeling information. Therefore, cans with damaged labels should be discarded.

## Salvaged Goods – Reconditioning

If the quantities of food involved are large (e.g. a large supermarket or a food warehouse), it may be feasible to attempt salvage for either human or animal consumption. There are, however, no approved re-conditioners of distressed goods in Michigan. They must either be destroyed or moved out of state under seizure to approved firms that have reconditioning capability. Such movement is coordinated with the U.S. Food and Drug Administration and the other states’ officials. In such cases, contact the Food and Dairy Division Lansing Office to coordinate the transport of these foods. The move must be supervised at all times with the products under seizure until under the control of the FDA or officials at state of destination.

## General Flood Salvage Assessment

- Remove to a designated condemned food storage area away from food preparation and equipment storage, and secured in covered refuse containers or other isolated areas to prevent either service to the public, or accidental contamination of the facility and other food.
- If the food must be retained until the distributor can credit the facility, it must be clearly labeled as “not for sale” and kept in a refrigerated location separate from other food and held for credit.
- Discarded refrigerated food may be recorded by food supplier/distributor.
- The facility should document the type and amount of food, costs and the reason for disposal for insurance and regulatory purposes.
- Small volumes of food to be discarded can be denatured with a cleaning product (such as bleach) and placed in a covered refuse bin outside the facility.
- Large volumes of food should be stored in covered refuse containers in a secure location and disposed of by a refuse disposal company as soon as possible.
- All food waste is to be disposed of in accordance with state and local waste disposal regulations in a licensed landfill.
- Local landfills should be contacted prior to delivery of food from a private individual or carrier to insure acceptance of the waste.

For a listing of licensed landfills, visit the Michigan Department of Environmental Quality website at [www.michigan.gov/deq](http://www.michigan.gov/deq) (click on waste /solid waste / solid waste facilities).

## Document all Incidents / Expenses:

Make sure a location Person In Charge records and documents all incidents/expenses incurred as a result of the emergency.



# NATURAL GAS or PROPANE LEAK

## In the event of a gas leak: Natural Gas/Propane

1. Determine severity of the natural gas leak.
2. If the natural gas leak is determined to be severe or the gas cannot be shut off, call **911**.
3. Locate and turn off the gas valve immediately.
4. Contact your gas utility for assistance.
5. Open doors to promote cross-ventilation.
6. Call your emergency contacts:
  1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_
7. Contact Store Management/Owner.
8. Secure site, limit access to area/scene.

## Evacuate:

Evacuate the building if the safety of guests and employees is threatened.

1. Assign an employee to the exit.
2. Announce an evacuation of the building three times. Sample announcement: **“May I have your attention, please. An emergency in the store makes it necessary to evacuate the store immediately. Please move to the nearest emergency exit. Please take any merchandise you have purchased with you.”**
3. Meet at the predetermined assembly area, which is \_\_\_\_\_.
4. Check all areas of the building to make sure everyone has evacuated, if safe to do so.
5. Verify, according to the work schedule, that all employees are outside the building.
6. Secure the building.

## Document all Incidents / Expenses:

Make sure a location Person In Charge records and documents all incidents/expenses incurred as a result of the emergency.

# BOMB THREATS

## React to the bomb threat quickly and calmly:

1. Utilize your incident report forms and record all information.
2. Call 911 or the police department.
3. Shut down the following electronic equipment (such as):
  - Beeper/Pager systems
  - EAS Systems
  - 2-way Radios
  - Cellular Phones
  - Radio Frequency Systems (Telxon, LXE, Norand)
4. Contact your store emergency contacts:
  1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_

## NOTE:

The search will be done in coordination with the police department. Do not initiate this search on your own. You may be asked by civil authorities to assist with the search.

## Evacuate the building if:

- A suspected explosive device is found in the building, or
- Local authorities order the evacuation, or
- A second bomb threat is received, within the time specified by the caller, and the search is not complete, or
- The safety of guests and employees is threatened.

## Evacuation procedures:

1. Assign an employee to every exit.
2. Announce an evacuation of the building three times. Sample announcement: **“May I have your attention, please. An emergency in the store makes it necessary to evacuate the store immediately. Please move to the nearest emergency exit. Please take any merchandise you have purchased with you.”**
3. Meet at the predetermined assembly area, which is the parking area outside of the building directly in front of the store’s main entrance.
4. Check all areas of the store to make sure everyone has evacuated.
5. Verify, according to the work schedule, that all employees are outside the building.

# SUSPICIOUS SUBSTANCES

Document the received information regarding a suspicious substance.

Secure the area around the substance.

Investigate possible legitimate sources of the substance (flour, baking soda, talcum powders, etc).

Determine if any threatening circumstances exist (Threats received by phone, mail, etc. that could indicate an intentional placement of a hazardous substance in the store and/or on product).

If a legitimate source of the substance is not identified or a threatening circumstance exists:

1. Contact law enforcement immediately
2. Evacuate the area.
3. Determine the scope of the hazard.
4. Provide a listing of all exposed items to law enforcement.
5. Secure the area and or product.
6. Determine who may have come in contact with the substance.
7. Potentially exposed person(s) should be staged in an area away from others.
8. Follow decontamination directions of responding public safety agencies.
9. Determine the need to issue a product re-call.
10. Determine what information will be released to the public in coordination with public agencies.
11. Contact company representatives:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

If the substance is determined not to be hazardous:

1. Take appropriate measures to remove and clean the area/product.
2. Communicate the findings to potentially impacted customers and employees.

Document all Incidents / Expenses:

Make sure a location Person In Charge records and documents all incidents/expenses incurred as a result of the emergency.

# CIVIL UNREST

## If civil unrest appears imminent, based on observations or assessment by authorities:

- Contact your emergency contacts:
1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_

## Close the store if directed to do so by District/Region/Corporate/Civil authorities:

1. Evacuate all guests and employees not essential to supervise closing.
2. Protect money and merchandise.
3. Secure the store.

## Evacuation procedures:

1. Assign an employee to every emergency exit.
2. Announce an evacuation of the building three times. Sample announcement: **“May I have your attention, please. An emergency in the store makes it necessary to evacuate the store immediately. Please move to the nearest emergency exit. Please take any merchandise you have purchased with you.”**
3. Meet at the predetermined assembly area, which is the parking area outside of the building directly in front of the store main entrance. Check all areas of the building to make sure everyone has evacuated, if safe to do so.
4. Verify, according to the work schedule, that all employees are outside the building.

## To protect store money and merchandise:

1. Lock cash and expensive priced items (over \$100) in the safe. (If time permits, transport by armored service to another store, bank or vault).
2. Leave all terminal/cash register drawers open and empty.
3. Lock cash/control office safe and doors to the cash/control office.
4. Stop any expected deliveries or reroute to other areas.
5. Send any trailers with product and merchandise to another store location outside the area of civil unrest.

## Secure the store for civil unrest:

1. Turn on all parking lot lights and turn off all interior lights. If CCTV cameras are applicable, ensure public view is recording.
2. Implement boarding up procedures as directed by Management or your Facilities/Maintenance.
3. Secure all perimeter openings:
  - Fire doors
  - Roof hatches
  - Dock doors
4. Gather all fire extinguishers and place near each entrance.
5. Check flashlight locations and install new batteries.
6. Set all store alarms.
7. Ensure all sprinkler valves are locked in the “open” position.
8. Remove pallets of paper and other combustibles from around the outside of the building.

## Document all Incidents / Expenses:

Make sure a location Person In Charge records and documents all incidents/expenses incurred as a result of the emergency.

# CONTACTS AND RESOURCES

## Michigan Department of Agriculture (MDA)

24/7 emergency contact #: 517-373-0440  
Toll Free general information: 1-800-292-3939  
Regional office info website: [www.michigan.gov/mda/](http://www.michigan.gov/mda/)  
Mailing address: P.O. Box 30017, Lansing, MI 48909

## U.S. Food and Drug Administration (FDA)

Emergency after hours answering service: 313-343-5120 (Detroit, Michigan)  
Main FDA # for general questions: 888-INFO-FDA (888-463-6332)  
Toll Free Information Line: 888-SAFEFOOD (888-723-3366)  
FDA home page: [www.fda.gov/default.htm](http://www.fda.gov/default.htm)  
FDA Recall information: [www.fda.gov/safety/recalls-market-withdrawals-safety-alerts](http://www.fda.gov/safety/recalls-market-withdrawals-safety-alerts)

## U.S. Department of Agriculture (USDA)

24/7 emergency contact #: 517-719-0308  
For general information: [www.usda.gov](http://www.usda.gov)  
USDA home page: [www.fsis.usda.gov](http://www.fsis.usda.gov)  
Food Safety and Inspection Service page: [www.fsis.usda.gov/Fsis\\_Recalls/index.asp](http://www.fsis.usda.gov/Fsis_Recalls/index.asp)  
USDA Food Recall info:

USDA Food Security and Emergency Preparedness website:  
[www.fsis.usda.gov/food\\_security\\_&\\_emergency\\_preparedness/index.asp](http://www.fsis.usda.gov/food_security_&_emergency_preparedness/index.asp)

## National Grocers Association (NGA)

Website: [www.nationalgrocers.org](http://www.nationalgrocers.org)  
Phone: (703) 516-0700  
Fax: (703) 516-0115  
Email: [Info@NationalGrocers.org](mailto:Info@NationalGrocers.org)

## Michigan Grocers Association (MGA)

Website: [www.michiangrocers.org](http://www.michiangrocers.org)  
Phone: (517) 372-6800 or (800) 947-6237  
Fax: (517) 372-3002  
Address: 221 N. Walnut St., Lansing, MI 48933

## Food Marketing Institute (FMI)

Website: [www.fmi.org](http://www.fmi.org)  
Phone: (202) 452-8444  
Fax: (202) 429-4519  
Address: 655 15th St. NW, Washington DC 20005

## Michigan Dept. of Community Health

Public hotline: (517) 373-9030  
General phone: (517) 335-8024  
Fax: (517) 335-9476

## Poison control nationwide

1-800-222-1222

## Michigan Department of Environmental Quality

Website: [www.michigan.gov/deq](http://www.michigan.gov/deq)  
Phone: 1-800-292-4706

## Environmental Protection Agency

Website: [www.epa.gov](http://www.epa.gov)  
Phone: 1-800-424-8802

# CONTACTS AND RESOURCES

## Department of Homeland Security (DHS)

Homepage: [www.dhs.gov/dhspublic](http://www.dhs.gov/dhspublic)  
Business-Working with DHS website: [www.dhs.gov/dhspublic/display?theme=37](http://www.dhs.gov/dhspublic/display?theme=37)

## Federal Bureau of Investigation (FBI)

Detroit District Office: (313) 965-2323  
Washington, DC: (202) 324-3000  
Website: [www.fbi.gov](http://www.fbi.gov)

## Centers for Disease Control and Prevention (CDC)

CDC Emergency Preparedness & Response: [www.bt.cdc.gov/](http://www.bt.cdc.gov/)  
CDC Hotlines: (888) 246-2675 English  
(888) 246-2857 Español  
(888) 874-2646 TTY  
CDC Email: [cdcresponse@ashastd.org](mailto:cdcresponse@ashastd.org)

## American Red Cross

Website link to Michigan chapters: [www.redcross.org](http://www.redcross.org)

## Michigan Occupational Safety and Health Administration (MIOSHA)

Website to Michigan office: [www.michigan.gov/cis/](http://www.michigan.gov/cis/)  
Phone: (517) 322-1814  
Fax: (517) 322-1775

## U.S. Department of Labor/Occupational Safety and Health Administration (OSHA)

Website: <http://www.osha.gov/>

## Other business emergency management websites:

- FEMA: Standard Checklist Criteria for Business Recovery [www.fema.gov/ofm/bc1\\_2.shtm](http://www.fema.gov/ofm/bc1_2.shtm)
- FEMA Emergency Managements Guide for Business and Industry [www.fema.gov/pdf/library/bizindst.pdf](http://www.fema.gov/pdf/library/bizindst.pdf)
- Institute for Business & Home Safety/Small Business Administration [www.ibhs.org/docs/openforbusiness.pdf](http://www.ibhs.org/docs/openforbusiness.pdf)
- Business Continuity Institute [www.thebci.org](http://www.thebci.org)
- Business Recovery Managers Association [www.brma.com](http://www.brma.com)
- Contingency Planning and Management [www.contingencyplanning.com](http://www.contingencyplanning.com)
- Continuity Planner [www.continuityplanner.com](http://www.continuityplanner.com)
- Disaster Recovery Guide [www.disaster-recovery-guide.com](http://www.disaster-recovery-guide.com)
- Disaster Recovery Information Exchange [www.drie.org](http://www.drie.org)
- Disaster Recovery Journal [www.drj.com](http://www.drj.com)
- Disaster Recovery Directory [www.disasterrecoveryworld.com](http://www.disasterrecoveryworld.com)
- DRI International [www.drii.org](http://www.drii.org)
- All Hands Network [www.all-hands.net/pn/index.php](http://www.all-hands.net/pn/index.php)
- Agency for Toxic Substance & Disease Registry – [www.atsdr.cdc.gov](http://www.atsdr.cdc.gov)
- American Red Cross/Southeastern Michigan Chapter – [www.semredcross.org](http://www.semredcross.org)
- Center for Integration of Natural Disaster Information – <http://cindi.usgs.gov>
- Federal OSHA Regulations – [www.osha.gov](http://www.osha.gov)
- Institute for Business & Home Safety – [www.ibhs.org](http://www.ibhs.org) - The 35-page book *Open for Business: A Disaster Planning Toolkit*, can be downloaded from this site.

Time Call Received: \_\_\_\_\_ AM/PM    Time Call Concluded: \_\_\_\_\_ AM/PM    Caller ID \_\_\_\_\_

Exact words of caller: \_\_\_\_\_

**SEX OF CALLER** \_\_\_\_\_    **AGE** \_\_\_\_\_    **RACE** \_\_\_\_\_    **ACCENT** \_\_\_\_\_

**RECORD OF THREATENING TELEPHONE CALL**

- 1. What threat was made? \_\_\_\_\_
- 2. What demand was made? \_\_\_\_\_
- 3. Did the caller say he (or she) will call again? YES \_\_\_\_\_ NO \_\_\_\_\_  
If yes, what time of day will he (or she) call? \_\_\_\_\_ AM/PM
- 4. Approximately how long did you speak with the caller? \_\_\_\_\_
- 5. In your opinion, how old was the caller? \_\_\_\_\_

**QUESTIONS TO ASK FOR ANY THREAT**

- 1. What is your address? \_\_\_\_\_
- 2. What is your name? \_\_\_\_\_

**QUESTIONS TO ASK IF BOMB THREAT**

- 1. When is the bomb going to explode? \_\_\_\_\_
- 2. Where is it right now? \_\_\_\_\_
- 3. What does it look like? \_\_\_\_\_
- 4. What kind of bomb is it? \_\_\_\_\_
- 5. What will cause it to explode? \_\_\_\_\_
- 6. Did you place the bomb? \_\_\_\_\_
- 7. Why? \_\_\_\_\_

**CALLER'S VOICE AND ATTITUDE (CIRCLE ALL THAT APPLY)**

- |         |             |                 |                           |
|---------|-------------|-----------------|---------------------------|
| CALM    | LAUGHING    | LISP            | DISGUISED                 |
| ANGRY   | CRYING      | RASPY           | ACCENT                    |
| EXCITED | NORMAL      | DEEP            | ELECTRICALLY ALTERED      |
| SLOW    | DISTINCT    | RAGGED          | FAMILIAR                  |
| RAPID   | SLURRED     | CLEARING THROAT | RATIONAL                  |
| SOFT    | INTOXICATED | DEEP BREATHING  | IRRATIONAL                |
| LOUD    | NASAL       | CRACKING VOICE  | If voice is familiar, who |
| VULGAR  | STUTTER     | OTHER _____     | did it sound like?        |

**BACKGROUND SOUNDS (CIRCLE ALL THAT APPLY)**

- |                   |               |               |        |
|-------------------|---------------|---------------|--------|
| AIRPORT           | ANIMAL NOISES | BABY          | CLEAR  |
| BAR/TAVERN        | BOOTH         | LOCAL         | SCHOOL |
| FACTORY MACHINERY | HOUSE NOISES  | MUSIC         |        |
| LONG DISTANCE     | MOTOR         | PARTY         |        |
| OFFICE MACHINERY  | P.A. SYSTEM   | STREET NOISES |        |
| RESTAURANT        | STATIC        | VOICES        |        |
| TELEVISION        | TRAFFIC       | KIDS          |        |
| OTHER _____       |               |               |        |

**THREAT LANGUAGE (CIRCLE ALL THAT APPLY)**

- |                              |            |            |
|------------------------------|------------|------------|
| WELL SPOKEN (educated)       | FOUL       | IRRATIONAL |
| MESSAGE READ BY THREAT MAKER | INCOHERENT | TAPED      |

**REPORT ALL THREATS IMMEDIATELY TO STORE MANAGEMENT**

PERSON RECEIVING CALL \_\_\_\_\_ PHONE # \_\_\_\_\_

STORE OR OFFICE # AND LOCATION \_\_\_\_\_

Signature: \_\_\_\_\_ Title/Position: \_\_\_\_\_

## Suspicious Description Report



<b>Gender</b> (male, female)
<b>Hat</b> (color, condition, style)
<b>Hair</b> (color, thick, thin, straight, curly, hair part, style of combing)
<b>Eyes</b> (color, small or large, close or far apart)
<b>Ears</b> (small or large, close to head or extended)
<b>Nose</b> (small, large, broad, narrow, long, short)
<b>Chin</b> (square, broad, long, narrow)
<b>Race and Complexion</b> (Caucasian, black, Hispanic, light, dark, ruddy, pale, etc.)
<b>Shirt</b> (color, logos, sleeve length, etc.)
<b>Tie or Scarf</b> (color, fabric)
<b>Coat or Jacket</b> (color, type, logo, hood)
<b>Gloves</b> (color, fabric, full finger or short)

<b>Pants /Trousers / Skirt / Dress</b> (color, type or style, length)		
<b>Socks</b> (color, fabric)	<b>Height</b>	<b>Weight</b>
<b>Shoes</b> (sports, boots, colors, other styles) did you determine?)	<b>Right or left handed?</b> (How did you determine?)	
<b>Physical Characteristics</b> (slight or heavy build, scars, marks, manner of walking or gait, tattoos, mustache, nervous, calm, etc.)		
<b>Weapons and Equipment</b> (semi-automatic, revolver, rifle or shotgun, knife)		
<b>Remarks</b> (comments, accent, names used, movements)		