

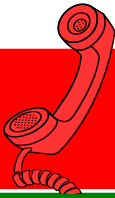
EMERGENCY PROCEDURES



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. _____ Local Health Dept _____

F.D.A. _____ WVBPH: 304-558-2981 or 24/7: 304-641-9558

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 and distribution 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 Michigan Grocers Association and Retail Food Security Working Group developed this resource. Many thanks for their generosity in allowing us to modify it for use in West Virginia.

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West Virginia

Security Action Steps - Food Retailers

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

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 the patient lying down, covered, and warm. Keep the patient calm until help arrives.
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.

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. Spray area with disinfectant solution and wipe down contaminated area with a paper towels.
5. Place all contaminated clean up materials in a red Biohazard bag if available. If no red bag is available, place materials in a garbage bag.
6. Sharp objects should be placed in a puncture proof container such as an empty bleach bottle 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 bag.
9. Tie the waste bag and give it 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

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. Notify local health department.
6. Keep Emergency contacts and local health department informed of the progress.
7. If freezers and refrigeration equipment have thermometers that can be seen without opening the doors, record temperatures for each piece of equipment every 30 minutes.

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

1. An evacuation of the building will be paged three times. 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.

Assess Refrigerated and Frozen Foods

The Sanitarian from your local health department can assist you with determining the disposition of foods from freezers and refrigeration equipment.

Document all Incidents / Expenses:

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

Media inquiries:

Refer any media inquiries to the Company Spokesperson.

Name: _____

Telephone Number: _____

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 managers. 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 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. Push water of out 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 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 least 35 by radar. Take shelter immediately

WATER PROBLEMS

WATER CONTAMINATION OR BOIL WATER ADVISORY

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, and drinking water, 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

- Produce misters must be shut off during the boil water advisory unless the mister system has a reverse osmosis treatment.
- 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 water 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 one (1) minute.
4. After boiling, if necessary, cool water by placing it in another sanitized container and store in the refrigerator/cooler.

BROKEN WATER MAIN – inside

In the event of a broken water main:

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

1. _____

2. _____

3. _____

- Give details of what type of water main 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.
 - 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.

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
- 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-calls
- 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

Determine the need to involve public agencies

- If intentional product tampering is suspected, contact law enforcement

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

During the robbery:

- Stay calm.
- Obey the instructions of the robber.
- Mentally note the physical description of the robber, including any distinguishing characteristics.
- Don't do anything to jeopardize your safety or the safety of others.

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.

Gasoline Spill

In the event of a GASOLINE SPILL:

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 the 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 Repair Company _____
7. Contact store management.
8. If the spill entered the environment contact:
WV DEP Spill Line: 1-800-642-3074
Local County Health Department _____
9. Always wear appropriate Personal Protective Equipment (PPE) when cleaning up any spill and consult your companies' spill clean up protocols.

FIRE

React quickly and calmly:

1. Turn off gas pumps with emergency shut off switch.
2. Announce evacuation procedures (note sample announcement below).
3. Call 911 or your fire department.
4. Use fire extinguishers, if it is safe to do so.
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. Order 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 complexity and scope of the food operation.**
3. **Begin clean up procedures (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 your local Sanitarian or the Bureau for Public Health for guidance.
 - Properly dispose of the non-salvageable food items in cooperation with State and Federal guidelines. State or local Sanitarians will provide oversight of the disposal of all non-salvageable food items.
 - Provide general clean up. Clean and sanitize food equipment and utensils.
 - Local health department Sanitarians will inspect the premises prior to re-opening the establishment

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

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 advise, 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 breaker. 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. Order 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.

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 including the local health department 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. Begin clean-up procedures following the guidelines below while ensuring worker health and safety.
7. Contact restoration contractors, insurance provider, and utilities if needed.
8. Sort salvageable from non-salvageable foods, relying on your local Sanitarian or the Bureau for Public Health for guidance.
9. Properly dispose of the non-salvageable food items in cooperation with State and Federal guidelines. State and local Sanitarians will provide oversight of the disposal of all non-salvageable food items. Additional information of food salvage follows below.
10. Provide general clean up. Clean and sanitize food equipment and utensils.
11. Local health department Sanitarians will inspect the premises prior to re-opening the establishment

FLOOD

Clean up guidelines

- Remove any standing water. Push water out of building with squeegees, brooms and sweeper/scrubbers.
- Remove wet materials. Dispose of any materials that cannot be effectively cleaned and sanitized.
- All damaged food equipment; utensils, linens, and single service items must be evaluated by a Sanitarian to determine if it must be destroyed or it can be salvaged.
- 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.
- 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).
- 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.
- Clean and sanitize any food contact surfaces, utensils and equipment in the affected area.
 - A dishwasher or 3-compartment sink should be used to wash, rinse, and sanitize equipment and utensils using potable water
 - All sinks should be thoroughly cleaned and sanitized before resuming their use.
 - Thoroughly wash countertops, equipment and non-food contact surfaces with soap and hot water. Rinse, and then sanitize by applying a solution of 1 tablespoon of unscented, liquid chlorine bleach per gallon of potable water. Allow to air dry.
 - An approved test kit should be available to ensure appropriate sanitizer strength for chemical sanitizing
- Contaminated Food, Linens, Single Service / Use Items
 - 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.
- All filters on equipment should be removed and replaced if not designed to be cleaned in place.
- Replace all ice and water filters and beverage dispenser filters. Then flush all water lines, including steam lines, for 10 – 15 minutes.

General Flood Salvage Assessment of Food Products

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. In some cases canned goods in metal cans can be saved. Even so, the condition of the can is another limiting factor. The presence of rust, dents, or destroyed labeling precludes salvage. Distressed Merchandise is any food which has the label lost or which has been subjected to possible damage due to accident, fire, flood, adverse weather or similar cause which may have rendered it unsafe or unsuitable for human consumption or use. Reconditioning is any appropriate process or procedure by which distressed merchandise can be made safe for human consumption. In some instances firms engage in the salvaging of merchandise other than food.

Discard:

- Alcoholic beverages: The West Virginia Alcohol Beverage Control Administration will usually request a destruction order for all such products, resulting in their total destruction. The WVABCA should be consulted in all instances.
- Food: any raw, cooked or processed edible substance, ice, beverage or ingredient used or intended for use or sale in whole or in part for human consumption.
- Non-salvageable Merchandise: “distressed merchandise” which cannot be safely or practically reconditioned.

FLOOD

- Pharmaceuticals: all medications, whether over the counter (OTC) or prescribed, and products that are consumed or are applied on human skin. If pharmacies have been affected in the event, Sanitarians in the affected zone will notify OEHS. OEHS will act as the liaison to notify the FDA of the need for them to inspect and oversee salvaging or disposal of all pharmaceutical products.

When attempting to recondition both food and other merchandise, extreme care must be taken to prevent cross contamination (animal feed to human food, detergents to food etc) among various types of merchandise. Reconditioning operations must be conducted in a designated area of room sufficiently separated from foods in storage or on display as to prevent potential splash, spillage or other inadvertent contamination of wholesome foods.

All salvageable merchandise **shall** be reconditioned prior to sale. That is, it must be restored to a condition reasonable comparable to its original condition. Note: Food or containers of food which have been subjected to adverse conditions are unsalvageable **only** if these conditions have rendered them unsafe or unsuitable for human consumption or use. A Sanitarian must evaluate each incident.

To be reconditioned:

- All metal cans of food shall be essentially free from rust (pitting) and dents (especially at the rim, end of double seams and/or side seams).
- Leakers, flippers, springers and swells shall be deemed unfit for salvage and/or sale.

All the following foods shall be deemed unsalvageable:

- Foods contaminated and/or adulterated by pesticides or other chemicals.
- Potentially hazardous foods (frozen or requiring refrigeration) which have been exposed to a temperature above 41° F for a period exceeding 2 hours.
- Foods found unfit for salvage on examination.
- Foods packaged in paper or other porous material which have been subjected to contamination.
- Containers, including metal and glass, with press caps, screw caps, pull rings or other similar openings which have been in contact with water, smoke, liquid foam or other substances as a result of fire, fire fighting efforts, flood, sewer back-up or similar mishaps shall be deemed unfit for salvage.
- Fresh produce subjected to flood water, sewage, smoke, liquid foam or chemicals can not be salvaged.
- No food may be sold, offered for sale, or offered without charge for which the original label is missing, or the label is illegible. A re-labeling, except with the exact original label, is prohibited.

All other metal containers of food, [other than those mentioned just above], whose integrity has not been compromised [and whose integrity would not be compromised by the reconditioning and which have not been subjected to mishaps listed just above] may be salvaged after adhering to the following:

1. Thoroughly cleaning with detergent in potable water
2. Rinse with clean, potable water
3. Immerse in a sanitizing rinse with a concentration of 100 ppm free chlorine for a period of at least one minute

Containers other than metal or glass may be salvaged only after evaluation of the condition of the container; cause of contamination; and method of reconditioning is evaluated by and approval granted by the Sanitarian.

Remove condemned foods 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.

Non-salvageable foods shall be destroyed and disposed of in manner approved by the Sanitarian and in keeping with the policies of WV Department of Environmental Protection.

The facility should document the type and amount of food, costs and the reason for disposal for insurance, liability, and regulatory purposes.

FLOOD

General Flood Salvage Assessment of Equipment

Equipment, especially walk-in coolers, which have been in contact with flood waters must be assessed and approved by local health departments for reuse in commercial food establishments. There are many factors to consider when evaluating equipment after a flood, such as the amount of flood water that got into the unit, the length of time the unit was flooded, construction of the cooler, and the age and condition of the unit at the time of the flood. Further, it is very difficult to determine by visual inspection of an intact unit if flood waters penetrated cooler wall panels. The bottom line is the Sanitarian will have to evaluate each unit on a case-by-case basis and use his or her professional judgment to decide whether the equipment may be placed back into operation.

Walk-in Coolers

Listed below are some general guidelines to assist in evaluating walk-in units for reuse. (These guidelines do not address electrical and mechanical components. Naturally these components may require repair or replacement in order for the unit to function properly and safely. The owner should also be advised that contact with flood waters may invalidate the unit's warranty.)

Should **not** approve for reuse if the following conditions apply:

- Apparent structural damage, including floor.
- Interior wall panels have come loose from insulation (give or buckle when pressure is applied).
- There is evidence that flood waters have gotten behind wall panels and contacted a significant amount of insulation.
- Unit has been completely submerged in flood waters.

May consider approving for reuse if the following conditions apply:

- No apparent structural damage. Wall and ceiling panels intact.
- No evidence that flood waters have penetrated seal between panels and reached insulation.
- Unit has not been completely submerged in flood waters.
- At the Sanitarian's discretion, written verification may be required from the manufacturer or a service company stating that unit is operable, intact, in good condition, will maintain required temperatures, and meets the above requirements.

If approved, the unit must be thoroughly cleaned, sanitized, air dried, and tested for temperature control before use. In order to make a final determination, the Sanitarian may request that the unit be partially dismantled to allow for a more thorough inspection. Please note, however, that dismantling a walk-in cooler may be difficult and costly. A good description of walk-in cooler construction and installation may found on the Internet at <http://walkinrefrigeration.com/panels.html>.

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/Gasoline

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. Order 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
- The safety of guests and employees is threatened.

Evacuation procedures:

1. Assign an employee to every exit.
2. Order 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

Receive 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

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 observations, actions taken, and expenses related to the event

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. Order 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

WV Bureau for Public Health (WVBPH), Office of Environmental Health Services (OEHS)

24/7 emergency contact #: 304-558-2981 or 304-641-9558
Toll Free in WV general information: 800-368-4358
Regional office info website: <http://www.wvdhhr.org/phs/district.asp>
Mailing address: Capitol and Washington Streets
1 Davis Square, Suite 200
Charleston, WV 25301-1798

Local Health Departments

County Sanitarians contact information <http://www.wvdhhr.org/phs/LHD.pdf>
County Health Department profile http://www.wvdhhr.org/wvlocalhealth/lhd_profiles/lhdreport/index.asp

U.S. Food and Drug Administration (FDA)

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
FDA Recall information: www.fda.gov/opacom/7alerts.html

WV Department of Environmental Protection

Emergency Spill Line (24/7): 1-800-642-3074
Main office: 304-926-0440
Website: <http://www.wvdep.org>

U.S. Department of Agriculture (USDA)

USDA home page www.usda.gov
Food Safety and Inspection Service page www.fsis.usda.gov
USDA Food Recall info: www.fsis.usda.gov/Fsis_Recalls/index.asp
USDA Food Security and Emergency
Preparedness website: www.fsis.usda.gov/food_security_&_emergency_preparedness/index.asp

West Virginia Alcohol Beverage Control Administration (WVABCA) – Enforcement Division

Main number: 304-558-2481
Toll free: 800-642-8208
Fax: 304-558-0081

West Virginia Retailers Association (WVRA)

Mr. Paul W. McKown, President
2110 Kanawha Blvd. E., Ste. 102
Charleston, WV 25311-2217
(304)-342-1183
FAX: (304)-342-1471

Food Marketing Institute (FMI)

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

Poison control nationwide 1-800-222-1222

CONTACTS AND RESOURCES

Centers for Disease Control and Prevention (CDC)

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

American Red Cross

Website link to Central WV chapters: <http://cwv-redcross.org/index.php?nav=home>

National Grocers Association (NGA)

Website: www.nationalgrocers.org
Phone: (703) 516-0700
Fax: (703) 516-0115
Email: Info@NationalGrocers.org

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

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

Other business emergency management websites:

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

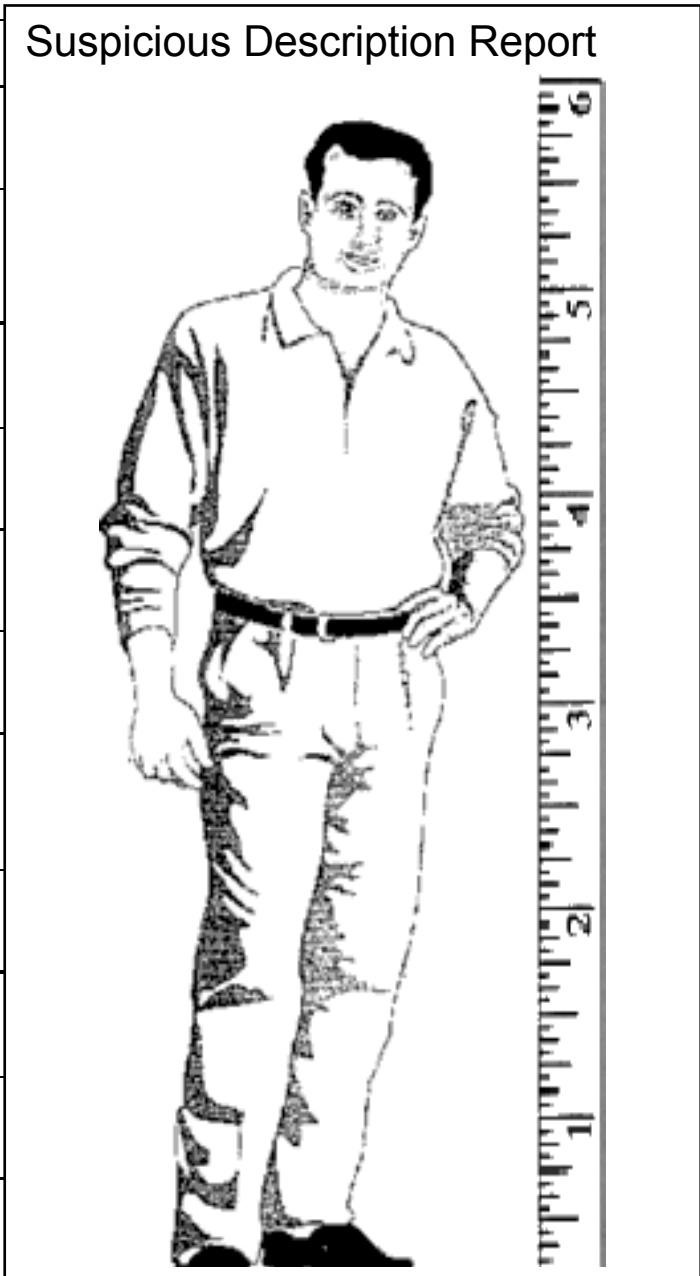
REPORT ALL THREATS IMMEDIATELY TO STORE MANAGEMENT

PERSON RECEIVING CALL _____ PHONE # _____

STORE OR OFFICE # AND LOCATION _____

Signature: _____ Title/Position: _____

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



Pants /Trousers / Skirt / Dress (color, type or style, length)

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



Office of Environmental Health Services

West Virginia Department of Health and Human Resources

Capitol and Washington Streets
1 Davis Square, Suite 200
Charleston, WV 25301-1798
304-558-2981