IOWA
USDA SERVICE CENTER

EMERGENCY PREPAREDNESS AND RESPONSE PLAN

Annual Service Center Modification Date

Administratively Confidential
Protected by the Privacy Act

CY 2022
**EMERGENCY CONTACTS FOR THE SERVICE CENTER**

**County Service Center**

<table>
<thead>
<tr>
<th>Street Address</th>
<th>(Insert Service Center Physical Address)</th>
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**EMERGENCY 911**

- - (Insert Service Center Phone Number)

<table>
<thead>
<tr>
<th>LOCAL POLICE DEPT. (LAW ENFORCEMENT)</th>
<th>EMERGENCY 911</th>
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<th>NON-EMERGENCY TELEPHONE NUMBER</th>
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<td>EMERGENCY 911</td>
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<td>NON-EMERGENCY TELEPHONE NUMBER</td>
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<tr>
<td>FIRE DEPARTMENT</td>
<td>EMERGENCY 911</td>
<td>- -</td>
<td>NON-EMERGENCY TELEPHONE NUMBER</td>
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<tr>
<td>AMBULANCE / MEDICAL EMERGENCY</td>
<td>EMERGENCY 911</td>
<td>- -</td>
<td>NON-EMERGENCY TELEPHONE NUMBER</td>
</tr>
</tbody>
</table>

**THREAT ASSESSMENT TEAM CONTACTS**

- **FARM SERVICE AGENCY**
  - Karen Rawson
  - (515) 331-8420 (work)
  - (515) 314-8876 (work cell)
  - (563) 580-6654 (cell/home)

- **NATURAL RESOURCES CONSERVATION SERVICE**
  - Jaia Fischer
  - (515) 323-2225 (work)
  - (515) 829-5334 (work cell)
  - (641) 751-7651 (cell/home)

- **RURAL DEVELOPMENT**
  - Darin Leach
  - (515) 284-4747 (work)
  - (515) 650-0546 (cell/home)

- **INFORMATION TECHNOLOGY SERVICES**
  - Zachary Hoffert
  - (515) 776-4858 (work)
  - (605) 936-2728 (cell/home)

**LFAC EMERGENCY NUMBERS (MANAGER)**

<table>
<thead>
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<th>TELEPHONE NUMBERS</th>
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<tr>
<td><strong>FARM SERVICE AGENCY</strong></td>
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<tr>
<td><strong>NATURAL RESOURCES CONSERVATION SERVICE</strong></td>
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<tr>
<td><strong>RURAL DEVELOPMENT</strong></td>
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<tr>
<td><strong>DEPARTMENT OF NATURAL RESOURCES</strong> (Co-located)</td>
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<td>- -</td>
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<tr>
<td><strong>OTHER PARTNERS</strong> (Co-located in Service Center)</td>
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Insert all of the emergency telephone numbers for your facility. Each employee should copy this page and place it somewhere close to his or her telephone for handy reference in the event of an emergency.
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March 1, 2022

The U.S. Department of Agriculture (USDA) and your state leadership are committed to maintaining a safe work environment. The importance of effective workplace emergency and disaster preparedness cannot be emphasized enough.

The primary purpose for the Emergency Preparedness and Response Plan (EPRP) is to furnish guidelines that will lead to fast, coordinated action to save lives and property during an emergency.

Although this plan addresses actions for most situations, all persons should exercise good judgement and common sense on action required to prevent the loss of life or injury. This revised EPRP replaces all previous versions of the plan and is for official use only. It should not be released to anyone who does not work for USDA or ITS.

As USDA employees, we must demonstrate our support for safety programs and the importance of emergency preparedness planning. One simple and effective way to improve safety is to keep all perimeter doors locked, with the exception of the main public entrance, during business hours.

It is extremely important that we review and update the Emergency Preparedness and Response Plan for each USDA Service Center on an annual basis. Please review page six for instructions on completing the packet.

Please be assured that we care deeply about your safety and will provide you with as safe a working environment as possible. We are committed to ensuring the safety and well-being of all of our employees.

Matt Russell
State Executive Director
FSA

Jon Hubbert
State Conservationist
NRCS

Theresa Greenfield
State Director
RD

USDA is an Equal Opportunity Provider, Employer and Lender.
Introduction

The Farm Service Agency (FSA), Natural Resources Conservation Service (NRCS) and Rural Development (RD) recognize the need to develop and implement this Emergency Preparedness and Response Plan, hereafter referred to as the Plan, to ensure the safety of all employees in the USDA Service Center. This Plan is designed to provide each employee with easy-to-follow instructions for various emergency situations. Although this plan addresses the required actions for most situations, all persons should exercise good judgment and common sense on actions required to prevent the loss of life or injury. This revised Plan replaces all previous versions. This plan is for official use only and shall not be released to anyone who does not work in the Service Center. The guidance in this Plan should be adapted to your local area and/or situation.

The Local Food and Agriculture Committee (LFAC) will meet annually to review and update the Plan by March 30th of each year. Pages 2, 15, 16, and 36-40 require annual updates.

Each employee shall review this Plan and be familiar with its contents. In order to prevent any situation from escalating or risk harm to anyone, each employee should receive training regarding this Plan, and be prepared to use the guidance contained in this Emergency Preparedness and Response Plan.

Supervisors shall:

- Provide a copy of this Plan to each employee in the Service Center.

- Ensure that the items requiring local names and telephone numbers of police, fire, other safety and law enforcement authorities and offices are completed.

- Provide program and orientation training to employees on general office safety, prevention of and response to fires, natural disasters, workplace violence, and medical emergencies.

- Ensure that each employee receives updates/changes to the Plan as they are issued.

- Ensure that employees with special needs are aware of and receive assistance (as necessary) regarding emergency evacuation situations.

- Contact your local law enforcement agency for assistance in training and or assessment of your office security (as necessary).

- Call 911, in the event of any emergency situation.

- Respond to escalating situations by utilizing proper resources from the following: local law enforcement authorities and medical services, Threat Assessment Team Contact, and the Employee Assistance Program.
### Introduction (cont’d)

- Always treat threats in a serious manner and act as though the person may follow through with any threat made.

- Ensure that each employee knows and understands the roles of the Local Food and Agriculture Committee (LFAC) and the supervisors’ responsibilities in the Plan.

- Ensure that each employee knows at all times who is serving as the LFAC Chair. As the LFAC Chair responsibilities rotate, when it is Rural Development’s rotation to serve as Chair and they do not have a presence in the Service Center, Farm Service Agency, as the lessor of each Service Center lease, is delegated the responsibilities of serving as the LFAC Chair.

➢ Immediately after the eminent threat of danger is resolved, supervisors must contact their respective Threat Assessment Team Contact within their agency as soon thereafter as possible. The Threat Assessment Team Contacts are:

<table>
<thead>
<tr>
<th>Service Agency (FSA)</th>
<th>Karen Rawson</th>
<th>Administrative Officer</th>
<th>Phone: (515) 331-8420</th>
<th>Work Cell: (515) 314-8876</th>
<th>Cell/Home: (563) 580-6654</th>
</tr>
</thead>
<tbody>
<tr>
<td>Natural Resources Conservation Service (NRCS)</td>
<td>Jaia Fischer</td>
<td>ASTC-Management and Strategy</td>
<td>Phone: (515) 323-2225</td>
<td>Work Cell: (515) 829-5334</td>
<td>Cell/Home: (641) 751-7651</td>
</tr>
<tr>
<td>Rural Development (RD)</td>
<td>Darin Leach</td>
<td>Associate Enterprise Director</td>
<td>Phone: (515) 284-4747</td>
<td>Cell/Home: (515) 650-0546</td>
<td></td>
</tr>
<tr>
<td>Information Technology Services (ITS)</td>
<td>Zachary Hoffert</td>
<td>Group Manager</td>
<td>Phone: (515) 776-4858</td>
<td>Cell/Home: (605) 936-2728</td>
<td></td>
</tr>
</tbody>
</table>
Introduction (cont’d)

The responsibilities of the Threat Assessment Team Contacts are to:
- Assess the threat to determine appropriate actions to be taken.
- Determine the seriousness of a potentially violent or stressful situation and how to best intervene.
- Facilitate communication between various federal agencies, as many situations involve concurrent jurisdictions, the Threat Assessment Team will ensure coordination of all parties.
- Provide guidance on managing the situation in a manner that protects the employees.
- After the immediate danger has been resolved, the Threat Assessment Team will contact all necessary parties and determine appropriate actions.

- After an incident has been resolved, the Threat Assessment Team will meet to review the incident to determine whether preventive measures should be changed or amended for responding to future incidents. The Threat Assessment Team will establish a method of evaluating the effectiveness of the Emergency Response Plan at all Service Centers.

- Ensure all reportable incidents will be telephoned and then emailed or faxed to your Threat Assessment Team Contact.

- Notify area managers to ensure that they are informed of the situation. Authority to act at the local level is delegated to the local managers to ensure the threat of eminent or immediate danger is defused as quickly and as safely as possible.

Conclusion

An emergency and evacuation plan is for the protection of employees in the event of a fire, tornado, bomb threat, etc. However, without sufficient practice and drills, this Plan is ineffective. It is each employee’s responsibility to ensure familiarity with the Plan’s contents and its safety measures.

Although this plan addresses the required actions for most situations, all persons should exercise good judgment and common sense on actions required to prevent the loss of life or injury.

It is recognized that there are certain critical federal operations, which cannot be suspended or interrupted, even though it may be necessary to generally excuse employees for all or part of the day. The local management will be informed in writing of the special requirements placed on them for reporting to or remaining at work in emergency situations.
**All Clear**

Following an emergency, the LFAC will meet to determine when the building is safe to be re-occupied. Depending upon the type and scope of emergency, it may be possible that a portion of the service center would remain open and another portion remains closed. If there are any questions, supervisors should contact their respective Threat Assessment Team Contact.
**Bomb Threats**

If a bomb threat is received by anyone in the building, it must be brought to the attention of the Supervisor and the LFAC Committee.

**Call 911.**

The local law enforcement authorities will dispatch all necessary bomb squads, fire departments, etc.

- If you receive a bomb threat, attempt to gather as much information from the person as possible, using the “Bomb Threat Call Guidelines” on page 10. Under no circumstance should you put yourself or others in harm’s way in obtaining this information.

- If you are still on the phone with a caller, signal a co-worker to immediately call the local law enforcement authorities.

- **Evacuate the building immediately.** The LFAC Chair and/or supervisor will use all available means to notify employees in the event of a bomb threat. When evacuating due to a bomb threat, occupants should, if time permits, visually inspect their work areas for any item not normally in the area, open all windows, and leave all doors open. Any item not belonging in the area should be reported to the LFAC Chair and/or supervisor.

- Call your local law enforcement authorities from a nearby safe site.

- Inform the appropriate management personnel (e.g. LFAC, supervisor, etc.) prior to evacuation in order to assess the situation.

- Do not re-enter the building until advised by the designated official(s) of the local law enforcement authorities.

- Contact your Threat Assessment Team Contact after any eminent or immediate danger has been resolved.

- Notify your immediate supervisor and/or supervisors at the area level.

**It is important to STAY CALM!**
**Bomb Threat Call Guidelines**

Any employee who receives a “Bomb Threat” call should try to obtain the following information (if time permits); **however, under no circumstance should you put yourself or others in harm’s way.**

1. The exact location of the bomb.
2. The time the bomb is to detonate.
3. What does the bomb look like?
4. What type of a bomb is it?
5. Is it explosive or capable of causing fire?
6. Why was it placed there?
7. What will set it off?
8. What can we do to keep innocent individuals from getting hurt?

The employee receiving the call should record and make special note of the following:

- Date and time of call.
- Exact language used.
- Caller’s voice (calm, excited, disguised, accent, slow, normal, sincere, angry, deep, loud, rapid, broken, nasal, etc.).
- Caller’s gender.
- Caller’s age (determined by voice).
- Was the voice familiar to you?
- Description of any background noise.
- Description of anything else you hear from the call.
- Try to obtain caller’s name, exact location, and telephone number.
Crime Reporting

Call 911.

In an effort to reduce crime in the Service Center, the following crime prevention guidelines should be used:

- ALWAYS lock your doors when your office is unoccupied or if you are working late.
- ALWAYS keep all perimeter doors locked, with the exception of the main public entrance, during business hours. Secondary entrances and exits are to remain locked at all times. However, at no time should locked doors impede the safe evacuation of all building occupants. Personnel should have access to secondary entrances (e.g. keys, keypads, etc.)
- Locks shall not require the use of a key, tool, special knowledge, or effort for operation from the inside of the building.
- All master and extra keys to all locks need to be secured.
- Keep personal valuables locked up or out of sight.
- Secure all small office equipment when it is not being used.
- Get to know your co-workers.
- Promptly ask persons entering into your office if you can be of assistance.
- Avoid stairs and other isolated areas with suspicious persons.
- Report all suspicious persons to local management personnel and local law enforcement authorities as warranted.
Demonstrations and Civil Disturbances

Any person who hears of an impending demonstration or other activity that could lead to a civil disturbance must:

If the situation can be resolved without endangering you or others,
• Notify LFAC Chair and/or Supervisor.

If the situation cannot be resolved without endangering you or others or if the situation requires immediate attention,

Call 911.

• Stay in your assigned area to avoid confrontation with demonstrators.

• Establish a “safe area” inside and outside the building.

• If demonstrators enter the building, go to the pre-established “safe area” and lock yourself in if you cannot exit the building safely.

• Do not go to the scene of a demonstration or disturbance.

• Do not confront or antagonize demonstrators.

• Keep lobbies and corridors as clear as possible.

• Stay clear of windows and doors.

• Keep all doors to work areas locked.

• Contact your Threat Assessment Team Contact after any eminent or immediate danger has been resolved.
**Emergency Action Drills**

Emergency evacuation drills will be conducted at least twice per year to verify that employees have and maintain the knowledge and ability to respond appropriately and safely to emergency situations.

- The LFAC Committee will conduct drills at least twice per year and during different seasons of the year (e.g. Autumn, Spring) to ensure employees will respond in a safe and efficient manner during emergencies. One drill shall have employees reporting to the interior “safe area” and the other drill shall have employees reporting to the outside “safe area”.

- Establish “safe areas” inside and outside the building to ensure safety and to provide a means of accounting for all employees and customers.

- During evacuation drills from the work area, employees will report to the designated “safe area” inside or outside the building (as appropriate for the type of emergency) so that the LFAC Committee can verify that all employees and customers are present and accounted for.

- Drills will be repeated as often as necessary to ensure the response to an emergency will be quick, complete, safe and efficient.

- The LFAC Committee is to ensure that all employees are able to recognize and properly respond to the various types of emergencies and alarm signals.

- The LFAC Chair is to ensure that all occupants (employees and external customers) present during the times of drills evacuate the work area as the emergency drill dictates.

- Periodically, the LFAC Chair and local managers should evaluate the building safety procedures in place to ensure the well-being of all occupants. Such actions include: checking the lighting around the perimeter of the building, snow removal of all entrances and exits in case of emergency, etc.

**IMPORTANT NOTE**

If directed to leave your work area, evacuate the building at once. Do not wait to see if anything happens, even if you are convinced it is “only a drill.” Failure to comply with directions or instructions of the LFAC Chair or his or her designee could result in disciplinary actions.
Federal Occupational Health - Employee Assistance Program (EAP)

Contact your Employee Assistance Program (EAP) Service:

- Farm Service Agency 800-222-0364
- Natural Resources Conservation Service 800-222-0364
- Rural Development 800-222-0364

The Federal Occupational Health - Employee Assistance Program (EAP) is designed to provide employees and their families with voluntary, cost-free counseling and referral services. Management recognizes that alcoholism, drug abuse, emotional/behavioral problems, marital/family difficulties, stress on or off the job, illness/health issues could interfere with an employee's job performance, relationship with others, or general feeling of well-being. Management is committed to provide support and assistance to all employees during times of need. The EAP has been established to deal with these problems by developing a program that will:

- Encourage employees to voluntarily seek guidance and counseling.
- Assist employees whose performance, conduct, or attendance is affected by internal/external issues through professional problem-identification techniques and referrals to outreach programs.
- Assure that employees will not have their job security or promotional opportunities jeopardized if they participate in the EAP.

Confidentiality is an important component of the EAP. Employees who seek EAP services are afforded considerable privacy by laws, policies and professional ethics of EAP providers.
Employee Conduct

Inappropriate, threatening or disruptive behavior by USDA employees towards co-workers, supervisors or Service Center customers will not be tolerated. Such behavior undermines the employee/employer relationship, disrupts the work environment, interferes with productivity, and causes emotional or even physical harm. Employees should report any inappropriate, threatening or disruptive behavior to supervisors. Supervisors are expected to take appropriate action as necessary including consulting with appropriate expert resources such as EAP, Human Resources, Employee Relations and Threat Assessment Team contact.

The following are examples of unacceptable behaviors:

- Verbally threatening another co-worker or customer.
- Attempting or engaging in physical confrontation with another in the workplace.
- Being argumentative or belligerent towards co-workers or customers.
- Violent outbursts, throwing objects in the workplace.
- Being loud, swearing, disrupting the office.
- Bullying or intimidating co-workers or others.
- Bringing weapons of any kind on to government property or into the office. U.S. Code Title 18, Part 1, Chapter 44, Section 930.

Each agency is committed to taking the appropriate disciplinary actions to address inappropriate conduct and/or behavior. Employees should use the guidelines as set forth in the Workplace Violence section starting on page 32. If you encounter a situation which cannot be resolved locally or presents an eminent or immediate danger to you or others:

Call 911.
**Evacuation Procedures**

If an emergency requires evacuation from the work area, the LFAC Chair and/or supervisor will use all available means to notify employees and customers of the emergency to ensure appropriate evacuation procedures are followed.

In case of a fire or explosion, any building occupant may activate the fire alarm. When the evacuation order is sounded, all occupants will leave the building at the nearest or assigned exit and meet outside the building at a designated area. The designated area for this office is at least 100 feet from the building.

The designated area is: General description

See Attachment B - map of designated safe area outside the building and evacuation routes.

- The LFAC Chair and/or supervisors shall, as accurately as possible, verify that everyone is present and accounted for in the “safe area” inside or outside the building as the emergency warrants and report anyone missing to the local law enforcement authorities.

**Evacuation of Employees / Customers with Disabilities**

- Each agency will have the responsibility for assisting in the evacuation of employees or customers with a disability located within their area.
Evacuation Procedures (cont’d)

Evacuation of All Occupants

In the event of an evacuation of the building, all employees and customers must:

- Leave the building in an orderly manner by the nearest exit. The LFAC Chair and supervisors should ensure that all entrances and exits and evacuation routes are continually free from barriers (e.g. snow, boxes, files, etc.).

- Obey the instructions of the LFAC Chair (or designated individual in charge).

- Ensure internal and external customers visiting the office understand and follow the evacuation procedures.

- Avoid crowding. Descend any stairs in a safe and orderly manner, exercising care. DO NOT RUN.

- Assist in the evacuation of persons with physical disabilities.

- If conditions permit, documents and small office equipment should be secured in locked containers prior to evacuation.

- The last person out of an area should be sure the door is:
  a. closed, if evacuation is due to a fire
  b. and opened, if evacuation is due to a “Bomb Threat”

Do not attempt to take personal belongings.

In the event of evacuation of the work area NOT requiring evacuation of the building, employees and customers must report to the “safe area” inside the building.

The designated area is: General description

See Attachment C - map of designated safe area inside the building.

IMPORTANT NOTE

If ordered to leave your work area, evacuate the building at once. Do not wait to see if anything happens, even if you are convinced it is “only a drill.” Failure to comply with directions or instructions of the LFAC Chair or his or her designee could result in disciplinary actions.
Emergency Evacuation Routes

Identification of emergency evacuation routes in the event of a fire or bomb threat, as well as the recommended corridors for assembly in the event of tornado is essential. Employees are reminded to be orderly, and WALK rather than run, when moving to the “safe area” as result of an alarm signal or other means identified in the Service Center (e.g. verbal / written instructions).

Each Service Center must post copies of the evacuation routes in prominent places to ensure all employees and all internal and external customers have a clear awareness of the evacuation routes in the case of an emergency.

To ensure the safety of all occupants:

- The LFAC Chair must post building evacuation plans in prominent places and conduct evacuation drills for all employees in the Service Center.

- All employees must learn the location of alternate exits and subsequent escape routes from all work areas.

Emergency Evacuation Routes

Insert a building diagram, including evacuation routes, annotating designated “safe areas” outside and inside the building as Attachment B (outside) and Attachment C (inside) at the end of this manual.
Fire and Explosion

Upon discovery of a fire, if it cannot be easily extinguished:
- Activate the fire alarm, and
- Evacuate the building.

Upon getting to safety:

**Call 911.**

In case of a fire or explosion, any building occupant may activate the fire alarm.

- **Evacuate the building immediately.** The signal for evacuation is sounding of the fire alarm. When the evacuation order is sounded, all occupants will leave the building at the nearest or assigned exit and meet outside the building at the designated area. When evacuating due to fire, occupants will close all windows and doors if time permits and it is safe to do so. **DO NOT LOCK DOORS.** All occupants should report to the designated “safe area” outside the building. The designated area for this office is at least 100 feet from the building.

  See Attachment B for designated safe area.

- Wait for the Fire Department to arrive.
- Wait for a designated official to authorize re-entry into the building.
- Use common sense. PERSONAL SAFETY IS FIRST. Protect the safety of human life. **DO NOT ENDANGER YOURSELF OR THE SAFETY OF OTHERS.**
Fire Prevention

Many of the nation’s office building fires could be prevented and loss minimized if employees followed simple on-the-job fire safety practices. In the event of fire, a safe and speedy response depends on how well employees are prepared for emergencies.

Listed below are safety measures we all can follow to ensure a fire proof work environment:

- Post building evacuation plans and provide fire drill evacuation training a minimum of once a year at your building site for all employees.
- Learn the location of alternative exits from all work areas.
- Know the location of the nearest fire alarm and learn how to use it.
- Be sure that any employees who have special needs have been identified and that any possible office deficiencies that might delay safe escape have been corrected (e.g. the manner in which the office is arranged.)
- Adhere to your building security measures and keep unauthorized people out of the building to prevent arson.
- Never run extension cords across doorways.
- Replace any electrical cord that has cracked insulation or a broken connector.
- Keep clutter out of hallways, lobbies, or stairwells.
- Do not plug one extension cord into another and do not plug more than one extension cord into an outlet.
- Keep exits, storage areas, and stairways clean and free from waste paper, empty boxes, dirty rags, and other potential fire hazards.
- Designate an employee to turn off or unplug all appliances at the end of each workday.
- Use of open flame items such as candles, kerosene heaters, etc. are not authorized in the USDA Service Centers.

Fire prevention and protection are the responsibilities of all persons located in the USDA Service Centers. Steps must be taken by everyone to prevent fire hazards in the building.
Hazardous Weather

Normally, employees are expected to be prepared to cope with inclement weather and difficult driving conditions. This is part of living in Iowa. However, on occasion, emergency situations arise which are beyond our control and result in offices being closed, delays in opening or early dismissal of employees.

An emergency might be caused by such developments as heavy snow, severe icy conditions, tornadoes, or other natural disasters. Usually, there are public declarations of emergency or disaster by appropriate local or state authorities.

It is important that all federal agencies affected by the same emergency conditions coordinate decisions, to ensure that all employees in that location are treated equitably. Therefore, it is essential and required that these decisions are coordinated among the field managers in the Service Centers. The LFAC must collectively make the decision for closing the Service Center.

As a general policy: Employees are expected to be at work during their regular work schedule. If not working, they need to be on approved leave. All employees shall be telework ready in preparation of hazardous weather.

Administrative leave may be granted for hazardous weather when the deciding officials determine that the office should be closed or an early dismissal is authorized. With the staff’s ability to telework the use of administrative leave should be on rare occasions where a team member may lose power/internet at home and the office is also closed where the use of admin leave (66 – Weather and Safety Leave is appropriate.

Supervisors should be liberal in granting annual leave during times of inclement weather when the decision is made to keep the office open. Usually, employees that are already on approved leave when the decision is made to close the building will remain on that leave instead of being placed on administrative leave, unless an exception is granted by each individual agency.
Hostage / High Risk Situations

A high-risk situation is any incident requiring local law enforcement response, which involves a high probability of serious bodily harm and/or death to an individual. Examples of high-risk situations include: hostage situations; barricaded persons; terrorist incidents; armed suicidal persons, etc.

During a hostage / high risk incident, immediately:

**Call 911.**

Notify:
- LFAC Chair and/or supervisor
- Threat Assessment Team Contact

Any employee who becomes aware of a high-risk situation should take immediate action to notify local law enforcement authorities. After which, all occupants should remove themselves from the eminent or immediate danger of the situation.

- Remain calm. If any demands are made, try not to agitate the assailant.
- Contain the assailant, if doing so will not cause bodily harm to oneself or others.
- Isolate the area. Evacuate the area around the incident. Meet at the designated “safe area” as appropriate, away from the dangers of the situation. If evacuation could cause injury or bodily harm, remain in the work area and try to signal a co-worker to contact local law enforcement authorities.
- Follow the directions of the designated official in charge (e.g. local law enforcement authorities).
- Contact your Threat Assessment Team Contact, after the eminent or immediate danger has been resolved.
Media Announcements

All media inquiries about the offices should be referred to the respective State Leader or his or her respective Public Affairs Staff for official comment. No one else is authorized to respond to these inquiries. Under no circumstance should any employees in a Service Center respond to the press or other media concerning emergencies in the building.

However, media coverage in response to closure of the Service Center due to hazardous or inclement weather may be handled at the local level.
Medical Emergency

In a medical emergency, thinking clearly may be difficult. Because of this, critical information regarding a patient is not always provided to hospitals or medical providers. If an occupant of the Service Center warrants emergency medical attention, swift response to the situation may save a life. If emergency medical attention is warranted, someone should call for assistance.

Call 911

- In cases of medical emergencies, try to remain calm.
- If medical attention is immediately necessary, identify office personnel with any first-aid or life saving techniques training.
- When contacting emergency personnel, provide as much information as possible about the situation at hand. Be prepared to provide detailed information including:
  - location / street address;
  - suite number (if any);
  - nature of the need for medical assistance;
  - condition of person(s), to the best of your knowledge;
  - what is currently being done for the person(s);
  - number of injured persons;
  - telephone number you are calling from; and
  - location where someone will meet responding medical authorities.

Important Note

When initiating a call for 911 assistance, do not hang up until the 911 operator tells you it's OK to do so. That way, you can be sure that the operator has all the information to get help to you fast!
Natural Disaster Emergency

When natural disasters strike, you have very little time to make life or death decisions. Each disaster warrants different reactions. Advance planning and quick response are the keys to survival.

Tornadoes

When a tornado is coming, you have very little time to make life or death decisions. Advance planning and quick response are the keys to surviving a tornado.

Tornadoes are capable of destroying offices and vehicles and can cause fatalities. Tornadoes may appear nearly transparent until dust and debris are picked up or a cloud forms in the funnel. The average tornado moves southwest to northeast but has been known to move in any direction with an average forward speed of 30 miles per hour but varying from stationary to 70 miles per hour and have rotating winds in excess of 250 miles per hour.

Occasionally, tornadoes develop so rapidly that advance warning is not possible. Look out for:

- Dark, often greenish sky;
- Large hail;
- Wall cloud; or
- Loud roar, similar to a freight train.

In the event of an actual tornado or a tornado warning (if indoors):

- Evacuate the work area to the designated “safe area” in the interior part of the building. DO NOT EVACUATE THE BUILDING. Remain inside.
- Put as many walls as possible between you and the outside;
- Stay clear of windows and outside doors;
- Stay away from corners as they attract debris;
- Use your arms to protect your head and neck;
- Wait for all clear instructions before returning to the work area.

In the event of an actual tornado or a tornado warning (if outdoors):

- Do not get under an overpass or bridge. You are safer in a low, flat location.
- Lie flat in a nearby ditch or depression and cover your head and neck with your arms. Be aware of the potential for flooding.
- Be aware of flying debris. Flying debris from tornadoes causes most fatalities and injuries.
- If in a vehicle, get out immediately and seek shelter. If shelter is unavailable or there is no time, get out of the vehicle and lie in a ditch or low-lying area away from the car. Again, be aware of the potential for flooding.
Natural Disaster Emergency (cont’d)

Flood Waters

Floods are the most common and widespread of all-natural hazards. Flood waters can be extremely dangerous. The force of six (6) inches of swiftly moving water can easily knock individuals off their feet and carry them away. The best protection during a flood is to leave the area and go to shelter on higher ground.

Flash flood waters move at very fast speeds and can roll boulders, tear out trees, destroy buildings, and obliterate bridges. Walls of water can reach heights of 10 to 20 feet and generally are accompanied by trees, rocks, and other debris. The best response to any signs of flash flooding is to move immediately and quickly to higher ground.

Vehicles can easily be swept away in just two (2) feet of moving water. If flood waters rise around a vehicle, it should be abandoned. Passengers should climb immediately to higher ground.

As a general rule:
- Learn flood-warning signs and your community alert signals.
- Plan and practice an evacuation route.
- If you are instructed to do so by local authorities, turn off all utilities at the main switch and close the main gas valve.
- Be prepared to evacuate.
- If advised to evacuate, do so immediately. Evacuation is easier and safer before floodwaters become too deep.
- Follow recommended evacuation routes.

During a Flood (if outdoors)
- Climb to higher ground and stay there.
- Avoid walking through any floodwaters. Even six (6) inches of swiftly moving water can sweep you off your feet.
Natural Disaster Emergency (cont’d)

During a Flood (If in a Car)
- If you come to a flooded area, turn around and go another way.
- If your car stalls, abandon it immediately and climb to higher ground. Many individuals have died trying to move stalled vehicles.

Winter Storms

A winter storm can range from moderate snow over a few hours to blizzard conditions with blinding wind-driven snow that can last for several days. Low temperatures accompany all winter storms as well as blowing snow which can severely reduce visibility. Storm effects such as extreme cold, flooding, and snow accumulation can cause hazardous conditions and hidden problems for individuals in the affected area.

The best protection against severe winter weather is to stay inside and to dress warmly by wearing loose-fitting, layered, lightweight clothing.

If Indoors:
- Stay indoors and dress warmly;
- Listen to the radio or television to obtain the latest storm information.

If Outdoors:
- Dress warmly;
- Cover your mouth to protect your lungs from extremely cold air;
- Avoid over-exertion;
- Watch for signs of frostbite and hypothermia; and
- Keep dry.
Personal Safety

Standards of personal safety can be the key to identification, recognition and reaction to uncomfortable or even dangerous situations. Although some of these standards may seem ridiculous to mention, the most common situations are the ones in which we let our guard down and thus, we forget to think. Use common sense. Under no circumstance should you endanger your life or the life of others.

- Recognize that any person you do not know could be dangerous.
- Recognize and avoid dangerous situations and/or hostile individuals.
- Avoid confrontations and, if challenged, know when to back off.
- When working alone, make sure someone knows where you are and when you will return.
- Be cautious when entering an office after hours or on the weekend.
- Quickly and quietly leave the building or area and get assistance if you suspect that it has been entered by an intruder.
- Do not antagonize an assailant by words, deeds, or actions.
- Know the availability of possible assistance and how to contact them.
- DO NOT PANIC! Use your head, Think - Recognize – React.
Suspicious Packages / Suspected Bombs

Precautions should be taken when performing mail responsibilities. Protective gloves and masks should be provided to employees, upon request, for those who handle the mail. If you are unsure of the contents of a package or letter and suspect that it may cause harm to you or others, contact authorities. Under no circumstance should you risk your safety or the safety of others.

Call 911.

How to identify suspicious packages and letters? Some characteristics of a suspicious package or letter include:

- Restrictive markings such as Confidential, Personal, etc.
- Foreign Mail, Air Mail or Special Delivery.
- Excessive postage.
- Handwritten or poorly typed addresses.
- Distorted handwriting or cut and paste lettering.
- Addressee no longer at address.
- Incorrect titles.
- Title, but no name.
- Misspellings of common words or addressee names, titles or locations.
- Oily stains, discoloration, strange odor, or crystallization on wrapper packaging.
- No return address or fictitious return address.
- Suspicious or threatening messages written on the package.
- Rigid, bulky, uneven, irregular or lopsided or uneven package/envelope.
- Soft spots, bulges or excessive weight.
- Protruding wires or tinfoil.
- Excessive securing material such as string or tape.
- Unexpected from someone unknown.
- Visual / audio distractions.
- Postmark does not match the return address.
Suspicious Packages / Suspected Bombs (cont’d)

In the event a suspicious package or suspected bomb is identified:
- **DO NOT PANIC**
- Handle the situation with care. Do not shake or bump.
- Isolate the Package. Do not open, smell, touch or taste. Never touch a suspicious package or possible bomb.
- Treat the package as suspect. When in doubt, err on the side of safety.
- Evacuate the building.
- Inform appropriate management personnel (LFAC Chair and/or supervisor).
- Call 911 or your local law enforcement authorities from a nearby safe location.
- Contact your Threat Assessment Team Contact after any eminent or immediate danger is resolved.

If you receive an unopened letter or letter that appears empty:
- Place the envelope in a plastic bag or transparent, airtight container;
- Wash your hands with soap and water thoroughly to prevent spreading any contaminants to other parts of your body. Caution should be used of anything touched until disinfected by the responding unit(s).
- Contact your Threat Assessment Team Contact.

If you receive a suspicious unopened letter or package marked with a threatening message:
- **DO NOT OPEN.**
- DO NOT shake or empty contents.
- Place the suspicious envelope or package in a plastic bag or some type of container to prevent leakage of contents. If you do not have a container, COVER the envelope or package with something (e.g. clothing, paper, trashcan, etc.).
- LEAVE it and EVACUATE the room.
- CLOSE the door or section off the area to prevent others from entering.
- Call 911 or your local law enforcement authorities from a nearby safe place.
- Wash your hands with soap and water thoroughly to prevent spreading any contaminants to other parts of your body. Caution should be used of anything touched until disinfected by the responding unit(s).
- MAKE a list of all individuals who were in the building at the time and provide this list to local authorities on the scene. Individuals exposed to the contents may be instructed to watch for fever or other symptoms over the next couple of days.
- CONTACT your Threat Assessment Team Contact after any eminent or immediate danger is resolved.
Suspicious Packages/Suspected Bombs (cont’d)

If there is a small explosion (such as from an aerosol product):
- TURN OFF local fans or ventilation units in the area.
- LEAVE the room immediately.
- CLOSE door, or section off the area to prevent others from entering.
- CALL 911 or the local law enforcement authorities.
- REMAIN on the premises; however, in a nearby safe place, until local law enforcement authorities arrive.
- SHUT DOWN the ventilation / air handling system in the building, if possible. Close all windows and doors.
- MAKE a list of all individuals who were in the building at the time and provide this list to local authorities on the scene. Individuals exposed to the contents may be instructed to watch for fever or other symptoms over the next couple of days.
- CONTACT your Threat Assessment Team Contact after the eminent or immediate danger is resolved.

If you receive an envelope with powder and the powder spills out:
- DO NOT clean the powder up.
- Keep others away.
- Wash your hands with soap and water thoroughly to prevent spreading any contaminants to other parts of your body. Caution should be used of anything touched until disinfected by the responding unit(s).
- DO NOT brush the powder off your clothing.
- Call 911 or local law enforcement authorities immediately.
- Remove clothing and place in a plastic bag as soon as possible.
- Shower with soap and water as soon as possible. DO NOT use bleach or other disinfectant.
- MAKE a list of all individuals who were in the building at the time and provide this list to local authorities on the scene. Individuals exposed to the contents may be instructed to watch for fever or other symptoms over the next couple of days.
- CONTACT your Threat Assessment Team Contact after the eminent or immediate danger is resolved.
Workplace Violence

While it is everyone’s responsibility to be alert for and to report potential workplace violence problems, supervisors and managers have the added responsibility for prevention, assessment, reporting, and response.

Workplace violence can be any act of physical violence, threats of physical violence, harassment, intimidation, or other threatening, disruptive behavior that occurs at the work site. Workplace violence can affect or involve employees, customers, contractors, and others.

A number of different actions in the work environment can trigger or cause workplace violence. It may even be the result of non-work related situations, such as domestic violence or “road rage.” Workplace violence can be inflicted by an abusive employee, a manager, a supervisor, co-worker, customer, family member, or even a stranger. Whatever the cause or whoever the perpetrator, workplace violence is not to be accepted or tolerated. Do not hesitate to report the problem. If you do not report the problem, the situation may escalate.

If you encounter a situation which cannot be resolved locally or presents an eminent or immediate danger to you or others:

Call 911.

The following are some warning indicators of potential workplace violence by a co-worker:

- Intimidating, harassing, bullying, belligerent, or other inappropriate and aggressive behavior.
- Numerous conflicts with customers, co-workers, or supervisors.
- Statements showing fascination with incidents of workplace violence, statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides.
- Statements indicating desperation (over family, financial and other personal problems) to the point of contemplating suicide.
- Direct or veiled threats of harm.
- Substance abuse.
- Extreme changes in normal behaviors.
Workplace Violence (cont’d)

If you are confronted with an angry or hostile customer, co-worker, or other individual shouting, swearing and / or threatening:

• Stay calm and listen attentively.
• Maintain normal eye contact.
• Be courteous and patient.
• Try to keep the situation in your control as much as possible.
• If the situation is escalating, signal a co-worker or supervisor that you need help. If necessary, have someone call 911 and contact the local law enforcement authorities.

If someone is threatening you with a gun, knife, or other weapon:

• Stay calm.
• Quickly signal for help, if possible.
• Stall for time.
• Keep talking but follow instructions from the person with the weapon.
• Do not risk harm to yourself or others.
• Do not ever try to be a hero, and never try to grab a weapon.
• Call 911.
• Wait for a clear non-threatening opportunity to escape to a designated “safe area.”

If someone is threatening you on the telephone:

• Remain calm. Keep talking.
• Do not hang up.
• Signal a co-worker to get on an extension.
• Ask the caller to repeat the message and write it down.
• Repeat questions, if necessary.
• Report the incident to your supervisor.

Important Note
In all cases, contact your Threat Assessment Team Contact after the eminent or immediate danger has been resolved. All incident reports to the Threat Assessment Team Contact should include:

• The name of the assailant;
• County / office where the incident took place;
• Nature of the incident;
• Date and time of the incident.
ACTIVE SHOOTER SITUATION

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

How to respond when an active shooter is in your vicinity

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

1. First, if there is an accessible escape path, attempt to evacuate the premises.
   - Have an escape route and plan in mind.
   - Evacuate regardless of whether others agree to follow.
   - Leave your belongings behind.
   - Help others escape, if possible.
   - Prevent individuals from entering an area where the active shooter may be.
   - Keep your hands visible.
   - Follow the instructions of any police officers.
   - Do not attempt to move wounded people.
   - Call 911 when you are safe.

2. If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
   - Be out of the active shooter’s view.
   - Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
   - Not trap you or restrict your options for movement.
   - You should also:
     - Lock the door.
     - Silence your cell phone and/or pager.
     - Turn off any source of noise (i.e., radios, televisions).
     - Hide behind large items (i.e., cabinets, desks).
     - Remain quiet.
     - Dial 911, if possible, to alert police to the active shooter’s location.
     - If you cannot speak, leave the line open and allow the dispatcher to listen.

3. As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
   - Acting as aggressively as possible against him/her.
   - Throwing items and improvising weapons.
   - Yelling.
   - Committing to your actions.
ACTIVE SHOOTER SITUATION (cont’d)

4. When law enforcement arrives, you should:
   • Remain calm and follow officers’ instructions.
   • Put down any items in your hands (i.e., bags, jackets).
   • Immediately raise hands and spread fingers.
   • Keep hands visible at all times.
   • Avoid making quick movements toward officers such as holding on to them for safety.
   • Avoid pointing, screaming and/or yelling.
   • Do not stop to ask officers for help or direction when evacuating, just proceed in the
direction from which officers are entering the premises.

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams
comprised of additional officers and emergency medical personnel to follow the initial officers.
These rescue teams will treat and remove any injured persons. They may also call upon able-
bodied individuals to assist in removing the wounded from the premises. Once you have
reached a safe location or an assembly point, you will likely be held in that area by law
enforcement until the situation is under control, and all witnesses have been identified and
questioned. Do not leave until law enforcement authorities have instructed you to do so.
Building Services and Landlord Notification

The local manager/supervisor for the Agency administering the lease in the Service Center will be responsible for contacting the Landlord. If the local manager/supervisor is not available, the LFAC will determine who will contact the Landlord.

Attachment A identifies contact information for the Landlord and other building services. The LFAC will determine what contacts need to be made and who will make those contacts.
Iowa USDA Service Center
Emergency Preparedness and Response Plan (EPRP)
Certification Sheet

We certify that the County Service Center has completed the following required activities:

- All employees have received a completed copy of the Iowa USDA Service Center Emergency Preparedness and Response Plan and training of its contents,

- Conducted drills at least twice per year and during different seasons of the year to ensure employees respond in a safe and efficient manner during emergencies. One drill required all employees to report to the interior “safe area” and the other drill had all employees report to the outside “safe area”.

- New employees have received a completed copy and training at the local level as part of their new employee orientation.

_________________________  ________________________  _______________________
CED  DC  AD
FSA  NRCS  RD

_________________________  ________________________  _______________________
Date  Date  Date

File and send copies of certification per agency policy.
## Attachment A

The following services may need to be contacted.

<table>
<thead>
<tr>
<th>CONTACT</th>
<th>STREET ADDRESS</th>
<th>NON-EMERGENCY PHONE #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td></td>
<td>-</td>
</tr>
<tr>
<td>Fire</td>
<td></td>
<td>-</td>
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<tr>
<td>Sheriff</td>
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<td>-</td>
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<tr>
<td>County Disaster Coordinator</td>
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<td>-</td>
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<tr>
<td>Gas Utilities</td>
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<tr>
<td>Electric Company</td>
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<tr>
<td>Water Company</td>
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<tr>
<td>Telephone Company</td>
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<tr>
<td>Post Office</td>
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</tr>
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</table>

### Building Notification/Information

<table>
<thead>
<tr>
<th>SERVICE PROVIDED</th>
<th>NAME</th>
<th>PHONE</th>
<th>ALT. PHONE</th>
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</thead>
<tbody>
<tr>
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<tr>
<td>Building Maintenance</td>
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<tr>
<td>Building Manager</td>
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<tr>
<td>Building Contractor</td>
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<td>-</td>
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<tr>
<td>Building Heating, Vent &amp; Air Conditioning</td>
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<tr>
<td>Building Plumber</td>
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<tr>
<td>Building Electrician</td>
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<tr>
<td>Security System</td>
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<td>Facility Blueprints</td>
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<td>Janitorial Services</td>
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<tr>
<td>Lawn Care/Snow Removal</td>
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</table>

Rev 02/2022 USDA is an Equal Opportunity Provider, Employer, and Lender.
Attachment B
Map of Exterior Safe Area
Attachment C
Map of Interior Safe Area