



EMERGENCY PREPAREDNESS PLAN OF OPERATIONS

Baton Rouge, LA

Louisiana
Department of Health Headquarters
(Bienville Building)

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EMERGENCY PREPAREDNESS PLAN (EPP) FOR LDH Headquarters Building (Bienville Building)

PURPOSE

The purpose of the Emergency Preparedness Plan (EPP) is to establish a continuing state of readiness for the protection of the employees and visitors/clients of the Louisiana Department of Health (LDH) Headquarters Building, herein referred to as the “Bienville Building,” located at 628 North 4th Street, Baton Rouge, LA 70802. In the event of an emergency condition such as serious illness, fire, hurricane, tornado, area-wide chemical spill, bomb threat, hostage situation, enemy attack or explosion, this plan is designed to protect lives and property, preserve the organizational structure and ensure continuity of early resumption of essential services.

AUTHORITY

It shall be the responsibility of each Office Assistant Secretary/Medicaid Director to ensure that all Safety Coordinator/Officer position(s) are filled at all times and immediately notify the LDH Safety/Security & Administrative Services Director and/or the LDH Safety/Security & Administrative Services Deputy Director when changes occur.

LDH Safety/Security & Administrative Services Director shall be responsible for the development, implementation, and direction of the EPP for the Bienville Building. Should an emergency occur that threatens the building, including but not limited to a hurricane, tornado, fire or any mandatory evacuation issued by the federal, state, local/parish government, the LDH Safety/Security & Administrative Services Director and/or the LDH Safety/Security & Administrative Services Deputy Director shall have direct supervision of the Bienville Building.

FUNCTIONS AND DUTIES

LDH Safety/Security & Administrative Services Director:

- Responsible for overall leadership & development of the LDH General Safety / Loss Prevention Manual and EPP.
- Responsible overall leadership and development of all plans related to safety and security or the LDH General Safety and Loss Prevention Program.
- Responsible for guiding and organization of training on safety or security related material for LDH Safety Coordinators and/or LDH Employees.

Agency Safety Coordinator/Officer:

The Agency Safety Coordinator/Officer shall be responsible for the implementation of the LDH General Safety/Loss Prevention Plan and EPP within their respective Office/Division/Bureau and its facilities statewide.

- Ensure all safety meetings, quarterly inspections, training requirements and anything else that is required by the Office of Risk Management (ORM) is complied with.
- Oversee & report results of occupant search to the LDH Safety and Security Manager in the event of a bomb threat.

Floor Wardens at the Bienville Building:

There are floor wardens assigned to each of four sections on every floor of the Bienville Building with exception to the 3rd and 9th floors, which have 3 and 2 sections respectively.

The floor wardens each have a sign that is to be taken with them when they evacuate. There are three different colors on each sign.

- Green, if all assigned employees are accounted for and evacuated to the designated assembly area.
- Yellow if all assigned employees are accounted for with one or more sheltering in place in the pre-designated stairwell.
- Red if one or more assigned employees is not accounted for; or there is a medical emergency.

The floor wardens for each section of the floor within the Bienville Building shall be responsible for the following in the event of an evacuation of the Building:

- Ensure that all employees and visitors within their area have evacuated their floor.
- Ensure offices doors are closed but not locked.
- Ensure employees/visitors evacuating the building do not have drinks and/or food with them.
- Check common areas (bathrooms, kitchen areas, hallways, etc.) for stragglers and ask them to leave the building immediately.
- The floor warden is to be the last person to leave their area before evacuating.
- Go to the designated area once outside the building and hold up the appropriate color on their sign post.

Outside Monitors of the Bienville Building:

There are outside monitors assigned to each of the two exits of the Bienville Building their main duty is to verify the colored signs held by the floor wardens to ensure all employees are accounted for. Should there be any issues, the outside monitor is to report those issues via cell phone to the LDH Safety/Security & Administrative Services Director and/or the LDH Safety/Security & Administrative Services Deputy Director.

HOSTAGE TAKEOVER

In the event of a hostage take over:

- The floor warden shall notify the LDH Safety/Security & Administrative Services Director along with everyone in their designated section of the building of the immediate danger area and direct them to evacuate and to go immediately to their designated assembly area, as in the case of a fire;
 - Notify the LDH Safety/Security & Administrative Services Director (225-342-3501) and the LDH Safety/Security & Administrative Services Deputy Director (225-342-7524).
 - Notify the front guard desk at 342-1971.

- The LDH Safety/Security & Administrative Services Director and/or the LDH Safety/Security & Administrative Services Deputy Director will then notify all other floor wardens via telephone/cell/email to evacuate and go immediately to their designated assembly area, as in the case of a fire.

MEDICAL EMERGENCIES AND FIRST AID

In the event of serious illness:

- Dial 9-911 for Emergency Medical Services (EMS) help if required for such cases as a heart attack or employee or visitor stops breathing. Do not hang up the phone until told to do so by the 911 operator.
- Notify the LDH Safety/Security & Administrative Services Director (225-342-3501) and the LDH Safety/Security & Administrative Services Deputy Director (225-342-7524). Also notify the front guard desk (342-1971) that EMS has been called and where they are to go once they arrive to the Bienville Building.
- Do not move the victim unless absolutely necessary.

In the event of minor injuries:

- Please see Exhibit 1: To Call an Ambulance or Not (located on page 14 of this plan)
- Notify the LDH Safety/Security & Administrative Services Director (225-342-3501) and the LDH Safety/Security & Administrative Services Deputy Director (225-342-7524).

HURRICANE, TORNADO, AND FLOOD/SEVERE WEATHER

When any information is obtained concerning a possible hurricane, tornado, or flood/severe weather that could affect the Bienville Building, the following steps shall be taken:

Hurricane:

- The LDH Safety/Security & Administrative Services Director, or their designee will notify the Undersecretary and/or their designee and all Bienville Building Safety Coordinators/Officers of the imminent danger and appropriate steps to be taken.
- If time permits, under approval from the LDH Executive Staff (Secretary, Deputy Secretary, and/or Undersecretary), employees will be allowed to go home and prepare for looming danger. However, if there is impending danger, employees shall be “on call” and report for duty if notified by their immediate supervisor. Failure to respond can result in disciplinary action. (Per LDH All Hazards Response Emergency Preparedness Plan, Policy #65.2).

Tornado:

- The LDH Safety/Security & Administrative Services Director, or their designee will notify via telephone/cell/email Bienville Building Safety Coordinators/Officers and/or floor wardens of the impending tornado warning.
- Employees are to go to the nearest Bienville Building stairwell for evacuation. If employees cannot get into the stairwell they are to go to the restroom or copy room in an orderly fashion and sit on the floor while covering their head.

- Do not go near glass windows or along the outside walls of the floor.

Flood/Severe Weather:

- The LDH Safety/Security & Administrative Services Director, or their designee will monitor the National Weather Service and other emergency advisories to determine what appropriate action will be taken.
- In the event the closing of state offices becomes necessary the Commissioner of Administration will communicate with all affected agencies regarding such closure. Information concerning closure of state offices will be released by the Division of Administration Public Information Officer.

FIRE PROCEDURES

Upon discovering a fire, employees should do the following:

1. Dial 9-911. This will link the employee with city emergency services who, in turn will link the caller to the fire department.

State the following: "I want to report a fire on the (_____) floor of the Bienville Building located at 628 North 4th Street."

2. Pull the nearest fire alarm!
3. If the fire is easily extinguishable by use of the fire extinguisher the LDH Employee should attempt to do so.

EVACUATION PROCEDURE

- When an alarm is sounded, ALL employees and visitors within the Bienville Building shall evacuate.
- The floor wardens shall direct the employees within their area to immediately leave and use the designated stairwell. **Do Not Use Elevators!**
- The floor warden should check the floor to ensure all visitors and employee have evacuated and close all offices doors but do not lock them.
- All staff is to be instructed by their floor warden which stairwell is to be used and the meeting area outside the building.
- All floors shall have floor plans posted which show evacuation routes.
- The floor warden shall be the last to leave his/her office area. They will ensure that no one returns to the Bienville Building until approval is given.

Persons with disabilities who cannot walk down the stairwell shall be taken to the landing in the west fire stairwell. This shall be conducted under the direction of the floor warden of the area in which the disabled person happens to be when evacuation is required. The stairwell is designed to be a safe zone for such purposes. The floor warden on each floor must make sure that the door leading into the stairwell is closed before leaving the person on the west stairwell landing. In some cases, an able bodied person may need to be left with the disabled person. A list is maintained of all employees that are not able to walk down the stairs and why they are unable to do so. This is on file with OSB and the fire departments.

BOMB THREAT

Search and Evacuation Procedures

- Any employees in the Bienville Building receiving a bomb threat or discovering a bomb or suspicious object or package shall immediately:
 - Notify the LDH Safety/Security & Administrative Services Director (225-342-3501) and the LDH Safety/Security & Administrative Services Deputy Director (225-342-7524) and the Front Guard Desk at 342-1971.
- If a suspicious object or package is identified by the bomb search, the LDH Safety/Security & Administrative Services Director, or their designee will notify the Department of Public Safety (DPS) and the LDH Secretary, Deputy Secretary, and/or Undersecretary.
- If directed by the DPS to evacuate, the LDH Safety/Security & Administrative Services Director, or their designee will notify floor wardens and agency safety coordinators/officers via telephone/cell/email. The floor wardens will in turn notify their employees to evacuate. All employees will remain evacuated until instructed to return to the Bienville Building by the LDH Safety/Security & Administrative Services Director, or their designee.

Bomb Threat Instructions for Employees

Please see Exhibit 2: Bomb Threat Checklist (located on page 15 of this plan)

If the Bomb Threat is by Telephone:

Ask the following questions. It is important to provide written responses to all questions asked of the caller.

1. When is the bomb to explode?
2. Where is the bomb at this time?
3. What kind of bomb is it?
4. What does it look like?

Have a co-worker call 9-911 and have the call traced. Keep the caller on the phone line as long as possible. Record the following information if possible:

1. Time of call

2. Date of call
3. Exact wording used by the caller
4. Try to determine and write down age, sex, race, adult or child, speech patterns, accent, background noises, traffic noises, etc.

If the threat is received by the mailroom:

1. Do not handle suspicious letter, package or envelope
2. The mailroom employee shall notify the LDH Safety/Security & Administrative Services Director, or their designee will in turn contact the Department of Public Safety (DPS)
3. If directed by the DPS to evacuate, the LDH Safety/Security & Administrative Services Director, or their designee will notify floor wardens. The floor wardens will in turn notify their employees to evacuate. All employees will remain evacuated until instructed to return to the Bienville Building by the LDH Safety/Security & Administrative Services Director, or their designee

What to look for during a bomb threat:

Explosives can be packaged in a variety of containers. Most likely it will be disguised. The container is likely to be a common article such as a box, grocery bag, athletic bag, suitcase, etc.

If a suspicious object is discovered the employee shall:

1. Not attempt to touch or move the object.
2. Notify the LDH Safety/Security & Administrative Services Director (225-342-3501) and the LDH Safety/Security & Administrative Services Deputy Director (225-342-7524)
3. Question employees within the area if the item belongs to them.
4. When ordered to evacuate, do so in an orderly manner.
5. Wait in the designated area for further instructions.

Conducting a Bomb Search

It has been found that the best and safest method for handling a bomb threat is to institute an occupant search immediately after receiving the threat. This stops needless panic and useless evacuation.

The occupant (employee) search is the only method by which it may be determined if there is a suspicious object in the area. During the search, the occupants are to look for something unusual or that is not supposed to be there. If a suspicious object is found, report the location and description of the object immediately to the LDH Safety/Security & Administrative Services Director (225-342-3501) and the LDH Safety/Security & Administrative Services Deputy Director (225-342-7524)

Preliminary Joint Search Team Procedure:

Upon notification of a bomb threat at the Bienville Building, the LDH floor warden along with the LDH Safety/Security & Administrative Services Director, or their designee will search the public areas to include restrooms, hallways, closets,

stairwells and storage areas. Any suspicious object(s) shall be reported immediately to the DPS (342-5911).

When a bomb search is underway all portable radios, two way radios, beepers, pagers, cell phones etc. are **not** to be used during the search since there is the possibility of remote detonation via radio frequency.

When an object is found:

When a suspicious object is identified, it is not to be touched, moved or disturbed in any manner.

- Get a good description of the object (size, color, configuration, etc.)
- Get the location of the object (floor and exact location)

In the event that an evacuation is ordered for the Bienville Building, employees will go to the designated assembly areas.

While fire evacuation requires all doors and windows to be closed, to shut off drafts, bomb evacuation and tornado procedures require that all doors be opened to help equalize atmospheric pressure and reduce building damage.

Employees are not to go back and grab personal belongings during any evacuation.

During any bomb threat evacuation, turn off all small appliances and/or equipment to lessen the chance of fire.

Office of State Buildings will see that all gas and/or fuel lines are shut off. The area will be blocked off to prevent re-entry until the area is safe.

The LDH Safety/Security & Administrative Services Director, or their designee along with the LDH Undersecretary, or their designee, after reviewing all information with the DPS will make a decision as to a total building evacuation.

If an event occurs that makes the Bienville Building unsuitable for occupancy the Undersecretary, or their designee shall relocate to the LDH EOC located at 8453 Veterans Memorial Boulevard, Baton Rouge, LA where they will inform other management members of what procedures to take as noted in the LDH Continuity of Operations Plan.

Civil Disturbances

Protests, demonstrations, rallies, marches, strikes and similar gatherings are means for a mass of people to publically express a shared point of view. High visibility events, meetings, and conferences for certain global organizations frequently attract anti-globization demonstrators, global trade protestors, and anarchists. Religious and ethnic conflicts as well as reactions to law enforcement operations can also lead to serious unrest. Although in most parts such gatherings

remain orderly and peaceful, convergence and influence of international national, and local activist and affinity groups can result in unrest, arson, vandalism, riots, or large scale civil disturbance with potential for serious impact on the Bienville Building.

Civil Disturbance Considerations

1. Notify your supervisor and LDH Safety/Security & Administrative Services Director.
2. Restrict both employee and visitor movement in the Bienville Building
3. Prepare for evacuation or relocation
4. Secure your area (lock doors, files, vital records, etc.,)
5. Back up important business records
6. Remove or secure high valued materials and checks
7. Check mail and packages for suspicious contents or nature
8. Verify that all security measures are working and enhance the security level to the extent that operations would allow
9. Take actions to verify fire protection systems are ready and ignitable materials are secured.
10. Take action to verify emergency power systems are ready.

Additional Considerations for Personnel Remaining Onsite

1. Plan and provide housing for employees if necessary. Ensure that employees who are at work have a means to stay during the disturbance if necessary.
2. Be aware of any curfews in effect. A curfew will limit the availability of employees and employees may not be able to get to and from work.
3. Ensure that employees remaining in the Bienville Building during the disturbance are able to contact their families. This may alleviate the problem of employees wanting to leave and go home.
4. Anticipate travel needs and challenges during civil disturbances in affected areas. Avoid the use of any public transportation during the disturbance. Utilize one specific entrance that is strictly controlled by security. Only employees scheduled to work shall be allowed access into the Bienville Building.

Active Shooter

The warning signs may vary, but the devastating effects are the same and unfortunately, you need to be prepared for the worst. If you ever find yourself in the middle of an active shooter event, your survival may depend on whether or not you have a plan. The plan doesn't have to be complicated. There are three things you can do that make a difference: **Run. Hide. Fight.**

RUN

First and foremost, if you can get out, do so. Always try to escape or evacuate, even when others insist on staying. Encourage others to leave with you, but don't let them slow you down with indecision. Remember what's important: you, not your stuff. Leave your belongings behind and try to find a way to get out safely. Trying to get yourself out of harm's way needs to be your number one priority. Once you are out of the line of fire, try to prevent others from walking into the danger zone and call 9-1-1.

When an active shooter is in your vicinity:

- If there is an escape path, attempt to evacuate.
- Evacuate whether others agree to or not.
- Leave your belongings behind.
- Help others escape if possible.
- Prevent others from entering the area.
- Call 9-1-1 when you are safe.

HIDE

If you can't get out safely, you need to find a place to hide. Act quickly and quietly. Try to secure your hiding place the best you can. Turn out lights, and if possible, remember to lock doors. Silence your ringer and vibration mode on your cell phone. If you can't find a safe room or closet, try to conceal yourself behind large objects that may protect you. Do your best to remain quiet and calm.

If an evacuation is not possible, find a place to hide.

- Lock and/or blockade the door.
- Silence your cell phone.
- Hide behind large objects.
- Remain very quiet.

Your hiding place should:

- Be out of the shooter's view.
- Provide protection if shots are fired in your direction.
- Not trap or restrict your options for movement.

FIGHT

As a last resort, if your life is at risk, whether you are alone or working together as a group, fight! Act with aggression. Improvise weapons. Disarm him and commit to taking the shooter down, no matter what.

As a last resort, and only if your life is in danger:

- Attempt to incapacitate the shooter
- Act with physical aggression
- Improvise weapons
- Commit to your actions

9-1-1

Try to be aware of your environment. Always have an exit plan. Know that in an incident like this, victims are generally chosen randomly. The event is unpredictable and may evolve quickly. The first responders on the scene are not there to evacuate or tend to the injured. They are well-trained, and are there to stop the shooter.

When law enforcement arrives:

- Remain calm and follow instructions.
- Keep your hands visible at all times.
- Avoid pointing or yelling.
- Know that help for the injured is on its way.

Proximity Threats

The Bienville Building is in close proximity to a major interstate highway, railroad, the Mississippi River, and a variety of industries (chemical). The building and its employees are vulnerable to the effects of spills or releases of hazardous materials (HAZMAT) and their effects. This can result in serious injury to LDH employees and visitors in the Bienville Building. At other locations, accidents could occur on local streets or roads which might give rise to hazardous material incidents.

Should there be an event involving the Bienville Building the Office of State Buildings (OSB) will notify the LDH Safety/Security & Administrative Services Director, or their designee. OSB will shut down the air conditioning in the Bienville Building if necessary, and inform the LDH Safety/Security & Administrative Services Director, or their designee as to whether employees should shelter in place or evacuate the building.

Hazard Materials Incidents – INSIDE

1. Notify employees in the area
2. Evacuate the area
3. Notify the Fire Department, DPS, and DOA Safety Coordinator when time and safety permit.
4. Time and safety permitting, shut down any equipment, secure the area, and vital records
5. Limit activity to protection of lives and evacuation of personnel. **DO NOT ATTEMPT TO RESPOND TO A SPILL OR RELEASE!**

Hazard Materials Incident – OUTSIDE

1. Notify the Fire Department, DPS, and DOA Safety Coordinator when time and safety permit.
2. Comply with directives from emergency personnel
3. Depending on the magnitude of the situation, you will be advised to either evacuate or shelter in place.
4. Time and safety permitting, shut down any equipment, secure the area, and vital records

Shelter in Place

- Close the business.
- Bring everyone into room(s). Shut and lock the door(s).
- If there are customers, clients, or visitors in the building, provide for their safety by asking them to stay not leave. When authorities provide directions to shelter-in-place, they want everyone to take those steps now, where they are, and not drive or walk outdoors.
- Unless there is an imminent threat, ask employees, customers, clients, and visitors to call their emergency contact to let them know where they are and that they are safe.
- Turn on call-forwarding or alternative telephone answering systems or services. If the office has voice mail or an automated attendant, change the recording to indicate that the business is closed, and that staff and visitors are remaining in the Bienville Building until authorities advise it is safe to leave.
- Close and lock all windows, exterior doors and any other openings to the outside.
- If you are told there is danger of explosion, close the window shades, blinds, or curtains.

- LDH Safety/Security & Administrative Services Director, or their designee will contact OSB to turn off all fans, heating and air conditioning systems. Some systems automatically provide for exchange of inside air with outside air- these systems, in particular, need to be turned off, sealed, or disabled.
- Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
- Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit in. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, pantries, copy and conference rooms without exterior windows will work well. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes, because this equipment may not be able to be sealed from the outdoors.
- It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room.
- Write down the names of everyone in the room, and call the LDH Safety/Security & Administrative Services Director (225-342-3501) and the LDH Safety/Security & Administrative Services Deputy Director (225-342-7524) to report who is in the room with you, and their affiliation.
- Keep listening to the radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk.

News Media

See LDH Crisis and Emergency Risk Communications Plan.

To avoid mis-information, it is essential that all inquiries from news media shall be directed to the Bureau of Media and Communications (BMAC) at 225-342-5275.

TO CALL AN AMBULANCE OR NOT

If the answer to any of the questions below is “yes,” call an ambulance (9-1-1):

- Does the condition seem life threatening?
- Could it get worse and become life threatening on the way to the hospital?
- Will you get delayed in traffic?
- If you try to move the person, will it likely lead to more harm?

Among the common symptoms and signs that point to a medical emergency are:

- Shortness of breath or breathing difficulty
- Pain in the chest or upper abdomen that lasts two minutes or longer
- Dizziness, weakness or fainting
- Vision changes, such as double vision
- Speaking difficulties
- Mental confusion
- Sudden, severe pain
- Bleeding that won't stop after 10 minutes or longer
- Coughing up blood
- Suicidal feelings
- Severe allergic reaction, such as to an insect bite

All employees have the right to accept or refuse care – a major exception to the rule, as judged by courts and social ethics, is that in an emergency situation, an incapacitated person may be treated by EMS with lifesaving care under the assumption that a normal person would consent to prehospital care (aka: Doctrine of implied consent)

The patient's rights movement of the 1980s and '90s ushered in the concept of a patient's right to refuse medical care and transport of any kind. The Supreme Court finalized this issue in 1990 in Cruzan v. Director, Missouri Department of Health. In it they stated that the "United States Constitution would grant a competent person a constitutionally protected right to refuse life-saving medical treatment and transport." „ Whether for financial, spiritual or religious reasons, a patient has the ultimate say over what is done to him or her.

BOMB THREAT CHECKLIST

Date:

Time Received (call, Email, Package):

Time Caller Hung Up:

Receiving Phone Number:

Originating email address:

Package addressee:

Package return address:

Ask Caller:

Where is the bomb located? (Building, Floor, Room, etc.)

When will it go off?

What does it look like?

What kind of bomb is it?

What will make it explode?

Did you place the bomb? Yes I No

Why?

What is your name?

Exact Words of Threat:

Information about Caller:

Where is the caller located? (Background and level of noise)

Estimated age:

Is voice familiar? If so, who does it sound like?