

A Guide to Emergency Action Planning

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This guide is intended to be consistent with all existing OSHA standards; therefore, if an area is considered by the reader to be inconsistent with a standard, then the OSHA standard should be followed.

To obtain additional copies of this book, or if you have questions about N.C. occupational safety and health standards or rules, please contact:

**N.C. Department of Labor
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Additional sources of information are listed
on the inside back cover of this book.

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Foreword

The establishment of OSHA in 1970 was the culmination of a long search for a comprehensive workplace safety and health law. The Occupational Safety and Health Act was historic because it was the first law to prevent individuals from being disabled by the jobs they depended upon. The OSH Act was written “to preserve our human resources” through a combination of research, education and enforcement. Through the enforcement of OSHA standards, safety and health in the workplace becomes each employer’s and employee’s responsibility. Most importantly, employers must constantly work to be aware of workplace hazards and to take appropriate action to minimize or eliminate employee exposures.

Planning for minimizing all workplace hazards is not easy. All employers face the possibility of emergencies—workplace fires, hazardous chemical releases, floods, and explosions. There are many other emergencies to which workers are susceptible. Having an emergency action plan that addresses unforeseen disasters is one of the best ways an employer can protect the workplace from fatalities. *A Guide to Emergency Action Planning* can help employers plan for the emergencies their businesses are most likely to encounter. A plan can also save lives when an emergency strikes.

In this state, the North Carolina Department of Labor consultants and inspectors administer the federal OSHA laws through a plan approved by the U.S. Department of Labor. All current OSHA standards are enforced. Many educational programs, publications (including this guide), and other services are also offered to help inform people about their rights and responsibilities regarding OSHA.

An important goal of the North Carolina Occupational Safety and Health Division (OSHNC) is to help citizens find ways to create safe and healthy workplaces. Everyone profits from working together for safety. Reading and understanding this guide will help you form a sound emergency action plan so that your company can effectively respond to emergencies in your workplace.

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Commissioner of Labor**

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Introduction

An often neglected part of a safety program is preparedness for an emergency situation. A widely held attitude is that emergency situations are primarily off-site responsibilities. Community response agencies are called in to handle the problem. The result of that approach may be that a controllable situation leads to life-threatening consequences.

Different Ways to Think about Emergencies

A key to preventing emergencies or responding to emergencies is safety programming. An emergency begins with inaction or inadequate intervention efforts to prevent circumstances from leading to a loss. Causal connections are not recognized, and unsafe acts and hazardous situations are not corrected. Inaction or limited responses may actually develop into an emergency out of what appears to be a simple problem.

The emergency situation should be viewed as controllable. Otherwise, available resources cannot be used optimally and a more tragic aftermath may result.

A disaster incorporates aspects of an emergency, but it is distinguished by the magnitude of suffering and losses within a condensed period of time. An emergency can become a disaster. Disasters can be man-made. Fires, structural collapses, explosions, and chemical releases are examples. Disasters can also develop from natural events, such as floods, tornadoes, hurricanes, earthquakes, and lightning.

This guide takes the position that natural events or “acts of God” are beyond control, whereas man-made

tragedies are preventable. Further, the negative effects of both man-made and natural disasters can be reduced or eliminated, given sufficient preplanning. The key is safety programming.

Safety Programming

Safety can be programmed into an organization through a plan to optimize the protection of people and property. The operative word is plan.

Site analyses of hazards and attention to whatever is happening in the workplace will help to identify potential problems. Focusing on design and maintenance, storage facilities for hazardous materials, sprinkler system installation, flood wall development, lightning grounding systems, and solid structural construction will lessen the chances for unexpected events.

Injuries, illnesses, property damage, diminished reputation, and lost production are best minimized through prevention strategies integrated into the daily organization activities.

Safety programming also means minimizing losses through control efforts. Control efforts include such things as attention to alarm systems, evacuation, control of fires, security and crowd control, rescue operations, first aid and medical services, transportation of the injured, cleanup activities, and the restoration of utility services.

The process demands preparedness and readiness. Preparedness can be thought of as the result of planning and organization. The key aspects of readiness are communication, training, and evaluation. These are the types of efforts which turn emergencies into controlled events.

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Advantages of an Emergency Action Plan

The advantages of an emergency action plan are not always apparent. An emergency action plan is an orderly arrangement of parts or elements to achieve the overall goal of effectively responding to a particular type of emergency. The emergency plan in action is more than the mere sum of its parts. As a whole, the plan appears as a state of preparedness. Preparedness is being ready to respond according to the emergency action plan.

Some advantages of planning for emergencies are:

Planning overcomes apathy and resistance. By involving employees and others from the community—alerting them to potential emergencies and demonstrating management’s commitment—people will become more accepting of the concept of emergency preparedness. Employees will begin to see the need for a plan, begin to think of an emergency as controllable, and begin to feel that they will be a part of the controlling force.

Planning focuses on most likely occurrences. Establishing priorities is a must. This means determining which emergencies are most probable at a particular location. It is simply easier to prepare for particular types of emergencies.

Planning ferrets out unknowns. Emergency plans consider the known range of problems that can occur for each contemplated emergency, and they point to possible solutions. Knowing what to do in a given situation reduces stress, counteracts panic, and makes clearer thinking more probable. Planners and responders must know the consequences of an emergency, the problems to be faced, and the most efficient and effective ways to handle the emergency.

Planning apportions responsibilities. A very complex and detailed plan is usually too cumbersome for potential users and may be ignored. However, people do need to know what their special responsibilities are, which may require detailed explanation. Planning separates overwhelming responsibilities into digestible, manageable duties.

Planning evokes appropriate actions. Appropriate emergency responses are more significant than the speed of response. Quick action is needed, but impulsive reaction is not productive.

Planning helps the employer comply with the Occupational Safety and Health Act of North Carolina standards. OSHNC standards require the employer to have an emergency action plan in place.

Planning for emergencies is a continuous process rather than a one-time effort. A written emergency action plan should not be the end of the effort but the beginning of readiness, followed by training exercises, evaluations, updates, and revisions to accommodate changed conditions.

3

Organization for Emergencies

An organization to respond to emergencies may be elaborate or simple. The nature of possible emergencies, available resources, remoteness of location and the breadth of community services, and government regulations are some of the factors which influence organizational decisions. Fire brigades, for example, must comply with regulations adopted under the Occupational Safety and Health Act of North Carolina (see 29 CFR 1910.156).

Considerations for internal organization for emergencies include, among other things, part or all of the following:

- On-site emergency coordinator
- Deputy coordinator
- Evacuation procedures
- Security (preventing unauthorized access and facilitating authorized access to the emergency site)
- Fire brigade
- Search and rescue team
- Medical and first aid services
- Emergency transportation
- Communications
- Shelter
- Supplies and materials
- Public information officer
- Volunteer recruiter (recruits volunteers with special skills)
- Counseling services

Community resources which must be considered to organize for emergencies include, among other things, the following:

- Police
- Fire departments
- Rescue and emergency teams [including hazardous materials (HazMat) teams]
- Hospitals and emergency clinics
- Ambulance services (including air transport)
- Red Cross
- Industry emergency response teams (local agencies and businesses which share assets and expertise)
- Heavy equipment providers (suppliers, construction contractors, National Guard, etc.)
- Communications media

If the emergency were a fire, the small employer might be organized to:

- evacuate the building
- account for evacuees
- coordinate with fire, police, and other agencies
- reply to family inquiries
- speak with the media

There must be coordination between the employer and local agencies. For example, the fire department and rescue services should be provided copies of the employer's emergency information, including the names and telephone numbers of the emergency coordinator and deputy coordinator. Employers who store 55 gallons or 500 pounds or more of any hazardous chemical must communicate specific emergency information to the fire department. (See the North Carolina Hazardous Chemicals Right to Know Act, N.C. Gen. Stat. §§95-173 through 95-218.)

All employers should consider pooling resources. Such support groups are known as industry emergency response teams. They are local emergency mutual aid groups. Every member of the response teams should be aware of all others' organization for emergencies, including knowledge of the facilities, special capabilities, types of possible emergencies, and related emergency plan. The fire department may agree to coordinate or draw upon the various resources.

Regardless of the size of the employer, it must consider these questions in determining the sophistication of its emergency response organization:

- *Human and material resources.* What human skills and expertise and material resources are available?
- *Organizational domain.* Which major section of the organization is best suited to carry out a particular responsibility for a given type of emergency?
- *Tasks.* What tasks are involved in a particular responsibility? How can the tasks best be divided among a particular organizational domain?
- *Activities.* What activities are involved in particular tasks? What training must be implemented for required skills?

A small employer's emergency response organization might look like figure 1.

A large employer's emergency response organization might look like figure 2.

Figure 1
Small Employer's Emergency Response Organization

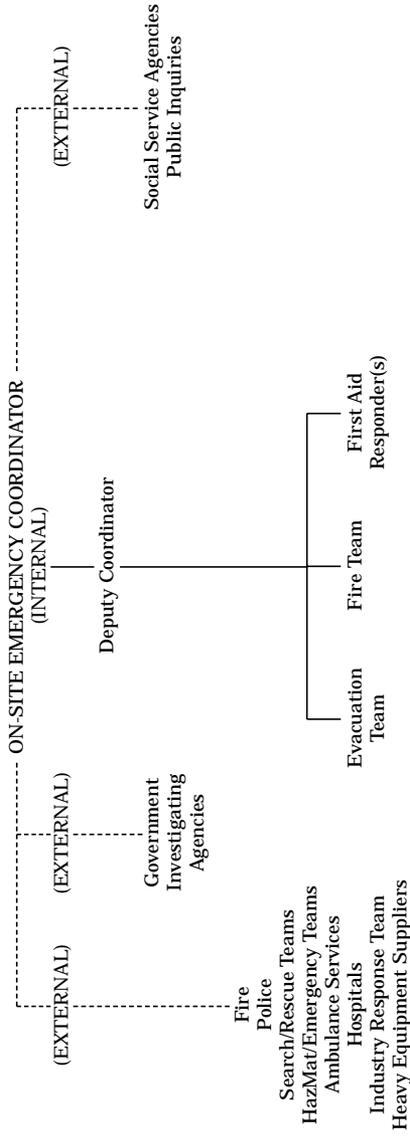
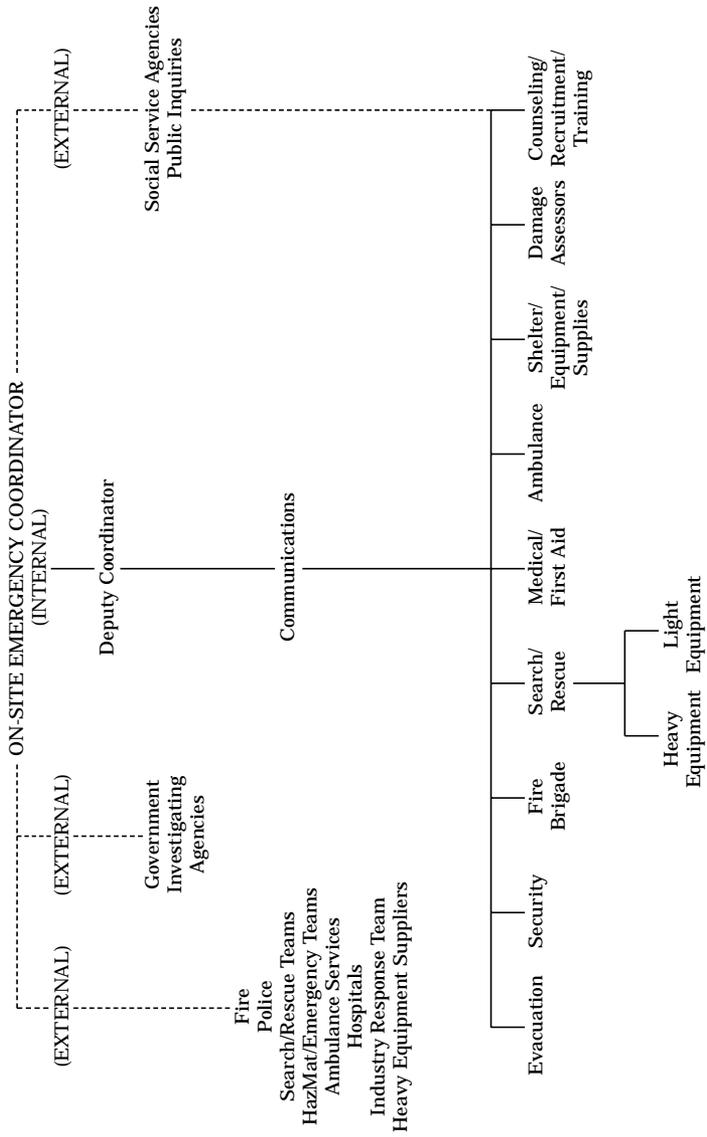


Figure 2
Large Employer's Emergency Response Organization



4

Elements of an Emergency Action Plan

OSHNC standards define an emergency action plan as a “plan for a workplace, or parts thereof, describing what procedures the employer and employees must take to ensure employee safety from fire or other emergencies” [29 CFR 1910.35(i)]. The emergency action plan in this part is in skeletal form and is intended as one possible guide and as a stimulus for thought. The employer can adapt the plan in this part to its own situation, which may call for simpler or more sophisticated procedures (such as cooperative efforts between two or more employers in a single building).

Policy Statement

The written emergency action plan should begin with a statement of policy and include:

- purpose of the plan
- management’s commitment to the plan
- types of emergencies most likely to occur
- intent to cooperate with others (mutual aid associations, government agencies, etc.)
- post-emergency employment recall practices
- intent to train, conduct drills, and update and revise the plan

Key Personnel, Functions, Relationships

The roles of all personnel who are to play a part in the employer’s plan should be defined. Their functions and how they are to interrelate with others should be clarified. Among key personnel are:

Emergency Coordinator and Deputy Coordinator

The emergency coordinator must ensure that the emergency action plan is developed and updated. The deputy coordinator assists the coordinator and serves as the coordinator in the event of his or her absence. The coordinator or deputy coordinator is the on-site commander during an emergency. An emergency site command center and an alternative command center should be designated. The coordinator coordinates internal responses and outside agencies. Outside agencies may include:

- *Fire department.* Apart from the control of fire, the fire department may be able to assist with search and rescue, first aid, the containment of hazardous substances, and the coordination of other emergency response agencies.
- *Police.* The police can escort emergency vehicles and personnel and, either independently or with the employer's security personnel, provide unobstructed access to and from the emergency location.
- *Industry response team.* Industry response teams can provide prearranged mutual emergency support, such as fire brigades, emergency medical technicians, etc.
- *Medical services.* Public rescue and emergency teams can assist with triage, perform critical victim extractions, and help control hazardous spills, etc. Ambulance services offer both ground and air transport for the injured. Hospitals and emergency care clinics directly care for the injured. The Red Cross and other service agencies offer blood, basic supplies such as clothing, and counseling to victims and their families.
- *Heavy equipment providers.* Construction contractors, the National Guard, and heavy equipment

retailers and repairers can provide front-end loaders, cranes, etc., to extract victims from collapsed structures.

Communications Officer

The communications officer may be the same person as the deputy emergency coordinator. This person may also be known as the public information officer.

During an emergency, clear communication saves lives. Subsequent to an emergency, there must be communication with families, the news media, and appropriate government agencies. For example, the employer must notify the North Carolina Department of Labor within eight hours of any occupational incident in which an employee is fatally injured and/or three or more employees are hospitalized (see 29 CFR 1904.8).

The ability to communicate clearly begins with communication efforts executed before an emergency and contemplates communication needs before, during, and after an emergency. Before an emergency, the communications officer must, at a minimum:

- Inventory available communication devices (telephones, citizen band radios, mobile telephones, loud speakers, other two-way communication systems, alarms, etc.).
 - ◆ The devices must be adequate in number and type, inspected and maintained on a scheduled basis, and in compliance with government and voluntary industry standards.
 - ◆ There must not be areas remote from communication devices.
 - ◆ Alarms which serve various purposes (machinery shutdown or containment procedures, alerting fire brigades, informing of fires for evacuation purposes, etc.) must be distinguishable, and employees must be trained to distinguish them.

- ◆ Alarms must comply with OSHNC standard 29 CFR 1910.165, which requires, among many things, testing every two months, spare alarms, and backup power supplies.
- Ensure that the following are posted throughout each work area:
 - ◆ Name(s) and telephone number(s) of the emergency coordinator(s)
 - ◆ Other emergency telephone numbers
 - ◆ Preferred means of reporting fires and other emergencies
 - ◆ Procedure for evacuating (including a diagram of escape routes and alternative routes)
- Set guidelines for representing the employer subsequent to an emergency, such that communications discourage speculation; prohibit the premature release of sensitive information, such as the names of fatally injured, until relatives are notified; and encourage factual responses (who, what, where, when, and how). Further:
 - ◆ Identify a location and an alternative for a communications post.
 - ◆ List telephone numbers of the closest next of kin for all employees, various media sources, etc.
 - ◆ Develop a fact sheet, explaining the nature of the employer's products or services.

Training Officer

The training officer, who may also be the deputy coordinator, is responsible for training in its most comprehensive sense. There must be a place for training and training materials, such as audiovisuals, manuals, and workbooks. Training logically extends to fire drills, first aid courses, fire brigade practices, and mock disaster exercises.

All employees must be trained to distinguish various alarms, report emergencies, and evacuate. Any employee expected to fight an incipient fire with a fire extin-

guisher must receive hands-on training, initially and annually (29 CFR 1910.157). If a fire brigade is to be used, its personnel must be trained (29 CFR 1910.156).

Employees who are expected to engage in the containment and cleanup of hazardous chemicals must be trained as a hazardous material response team (HazMat) (29 CFR 1910.120).

Any employee whose duties involve search and rescue efforts that would require work in confined spaces, the use of respirators, and the use of other types of personal protective equipment is required by applicable OSHNC standards to receive training.

Supervisors who are expected to aid in the evacuation of particular areas and others with administrative emergency responsibilities should receive special training.

Facilities, Equipment, Supplies

Physical support must be available to prepare for an emergency. The written plan should identify the location of each facility, list available equipment and supplies, and state their location and how they are to be maintained.

Facilities

- Site with an alternative site for the emergency command center, communication center, and public information room (if different from the communication center)
- Training area
- Evacuation assembly areas, well known to the employees who are to report there
- Medical/first aid stations and quick drenching shower facilities

- Appropriate storage areas for personal protective equipment and supplies

Equipment

- Communications equipment (radios, telephones, loudspeakers, alarms, etc.), well maintained and in compliance with regulations
- Protective equipment for exposed personnel and evacuees (eye wash and quick drenching showers, escape masks, protective suits, etc.), maintained and appropriately located
- Personal protective equipment for internal site responders (respirators, and body—eye, hand, head, face, feet, and corporal—protection), available and suitable for expected tasks
- Firefighting equipment (ladders, forced entry devices, ventilating devices) to match expected responses
- Search and rescue equipment (portable lighting, victim extraction equipment, tools for material handling, respirators)

Supplies

- First aid supplies (bandages, compresses, splints, blankets, latex gloves), approved by the consulting physician and properly located
- Appropriate supplies (absorbent materials, containment drums, personal protective equipment) for hazardous chemical spills
- Materials for training (audiovisuals, manuals, workbooks)

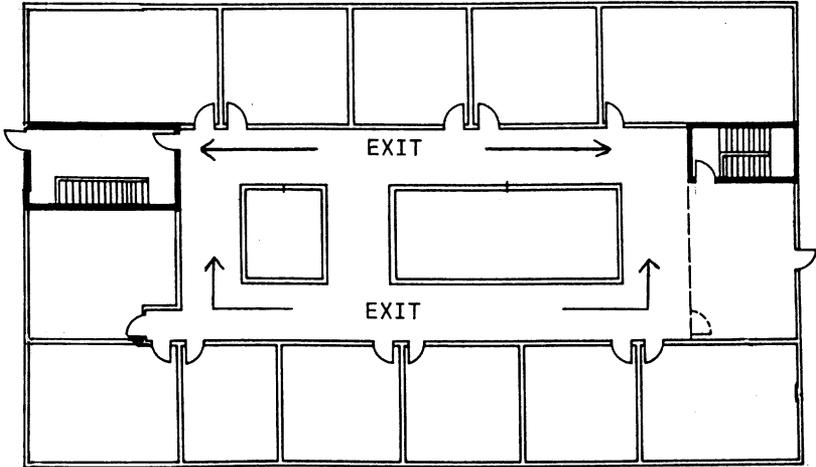
Posting

Each work area will post:

- Emergency escape route
 - ◆ Description of the route to the designated safe area (where to go)
 - ◆ Map of the workplace floor plan with diagram of the route from the work area to the safe area (how to get there)—see figure 3
- Location of the nearest
 - ◆ Emergency alarm
 - ◆ Fire extinguisher for incipient fires
- Preferred means for reporting fires and other emergencies
- Name(s) and telephone number(s) of
 - ◆ Emergency coordinator
 - ◆ Evacuation warden for the respective work area
 - ◆ Person(s) who maintains firefighting apparatus
 - ◆ Person responsible for fuel source hazards
 - ◆ Person(s) qualified to render first aid
 - ◆ Consulting physician
- Location of the written emergency action plan, available for employee review

Figure 3

Floor Plan with Directions to Exits



Training and Information

Generally (All Employees)

All employees must be informed of the location of any workplace hazards, such as flammables, combustibles, ignition sources, and heat generating equipment. Similarly, employees must be informed of the types and locations of firefighting equipment. Housekeeping duties should include prohibitions against accumulating combustibles and flammables, procedures for the safe handling and storage of combustibles and flammables, and rules regarding the smoking of tobacco products.

Exits (All Employees)

In an emergency, each employee must be able to evacuate in a safe and orderly manner. To accomplish this goal, employees must know more than the mere location of exits in their workplace.

Subpart E of OSHNC standards and the Life Safety Code—National Fire Protection Standard 101, 1991 revision—address means of egress. Information from

those regulations on exits and ways of access to exits must be used to train employees at the time of initial hire, annually, and when conditions change (such as their job description or work station).

Employees should be encouraged by management to report conditions that would create unsafe exits or ways of access. Cooperation should be documented and rewarded in job evaluation reports.

Information about Exits—What All Employees Should Know

Each exit and/or way of access to an exit must be:

- Unlocked
- Only through an area or room that is not subject to locking
- Only discharged to the street, a yard, court, or other open space that gives safe access to a public way (never leading to a high hazard area)
- Unobstructed at all times
- Unimpeded by devices and alarms installed to restrict improper use
- Unobstructed and unlocked during alterations, renovations, and repairs
- Unobscured and not confused by such things as draperies, mirrors, furnishings, or decorations (highly flammable decorations or furnishings must never be used)
- Immediately identifiable or clearly marked
- Marked (exits) by a sign reading EXIT, that is clearly distinguishable from decorations, interior finish, and other signs (see figure 4)
- Marked (ways of access) by a sign reading EXIT, with an arrow indicating the direction (if the direction of travel is not immediately apparent)

- Marked by a sign that is internally illuminated or clearly illuminated by an external light if surrounding illumination is insufficient
- Well lighted
- An alternative to a separate, remotely located exit (if an emergency could block a single means of egress)
- Wide enough (at least 28 inches)
- High enough (head room of at least 6' 8")
- Substantially level or serviced by a ramp or stairs
- Free of accumulations of snow or ice at the exterior

Each door, passageway, or stairway that is not an exit nor a way of exit access but which could be mistaken as such must be marked with a sign reading NOT AN EXIT or designating its function, such as TO BASEMENT or STOREROOM, etc.

Figure 4

Signs to Live By



Portable Fire Extinguishers for Incipient Fires (All Employees)

If employees are expected to use fire extinguishers, training must be conducted at the time of initial hiring, annually, and when particular conditions change. Each employee must be taught (hands-on experience) to use a fire extinguisher. When to use an extinguisher and when not to is vital; therefore, employees must know how to recognize when a fire is beyond its incipiency. Since using the wrong extinguisher for a particular type of fire may be counterproductive, employees must be taught to select the proper extinguisher for a Class A, B, C, or D fire. Each supervisor should document that each employee can demonstrate knowledge of the location of the fire extinguisher nearest the work area and rules regarding the location of extinguishers, how to use an extinguisher, conditions that would interfere with the proper functioning of extinguishers, and the person responsible for the working order of extinguishers.

Fire Brigade Members

A fire brigade is an organized group, trained to fight incipient or interior structural fires. A fire brigade is not required, but if one is used, the employer must comply with very specific OSHNC requirements (29 CFR 1910.156) regarding how the brigade is organized and trained, the firefighting equipment it uses, and the personal protective equipment that must be provided. Education and training must be equivalent in quality to that offered by private sector or governmental entities organized for fire training (e.g., the West Virginia Fire Service Extension, Maryland Fire and Rescue Institute, etc.). The fire brigade must be provided a list of workplace fire hazards, including all heat producing equipment (which must be maintained to prevent overheating).

Hazardous Chemicals—Employee Exposure

Employees must be informed if they are exposed to chemicals that pose either a health hazard (e.g., toxins and corrosives) or physical hazard (e.g., combustible liquids, flammables, and explosives). OSHNC standard 29 CFR 1910.1200 requires that employees be informed of the hazardous chemicals to which they are exposed by means of a written hazard communication program, labels, material safety data sheets, and information and training.

Hazardous Substance Releases—Cleanup

If employees are expected to respond to releases of hazardous substances exceeding incidental releases that can be absorbed, neutralized, or otherwise controlled (and which would not be considered an emergency), the employer must have in place an emergency response plan for that purpose (see 29 CFR 1910.120(q)(2)). The plan requires extensive specialized training. The team of employee hazardous chemical response specialists may become a component of the employer's fire brigade.

Emergency Alarms and Evacuation Procedures (All Employees)

All employees must be trained in evacuation procedures. Training must be conducted at the time of initial hiring, annually, and when particular conditions change. Unannounced evacuation drills should be conducted to reinforce training.

Alarms

Each employee must be trained to distinguish between the alarm to alert the fire brigade, other special function alarms, and the emergency evacuation alarm. Each supervisor should document that each employee can demonstrate knowledge of the location of the emergency alarm nearest the work area and rules

regarding the location of alarms, how to activate an alarm, conditions which would interfere with the proper functioning of alarms, and the person responsible for the working order of alarms.

When to Evacuate

Training will ensure that each employee knows (1) when all employees must completely and immediately evacuate, (2) when all other than predesignated employees essential for continued operation of critical functions must evacuate, and (3) when only employees in a given work area must evacuate.

Where to Go

Each employee must be instructed on the emergency escape route for his or her work area. The emergency escape route is the route that the employee will follow if required to evacuate the workplace to report to the safe area. The safe area might be a different fire zone in the same building, if the building is separated by fire walls into fire zones, or an open area (e.g., a parking lot).

If the work area is such that an employee could not escape if it had a single exit which was blocked, an alternative exit and access way to it will be designated. Employees must be trained on the alternative exit and access way.

What to Do

Employees must be trained to stay clear of exit discharge areas and away from the building in which the emergency situation exists, so as to avoid hampering rescue efforts. Upon arriving at the designated safe area, each employee must report to the respective evacuation warden so that all employees may be accounted for.

Evacuation Wardens

In each work area, employees may be asked to serve as evacuation wardens (about 1 for every 20 employees), to help employees evacuate orderly and safely. Evacuation wardens must receive the same training as other employees, plus training on all escape routes for all work areas and the complete floor plan layout. They must be trained to assist employees with disabilities and advised of the work station locations of employees with disabilities. Evacuation wardens must be trained to check enclosed spaces for employees who may have become trapped. They will also be trained to account for employees in designated safe areas and report the results to the emergency coordinator.

Critical Operations Employees

Some operations cannot be shut down upon every emergency alarm. Others must be shut down in stages. Such essential operations may include such things as power and water supplies and chemical and manufacturing processes. Any employees who are to remain (till their evacuation becomes necessary) to care for critical operations must receive special training. The employer must list in detail critical operations procedures employees are to perform.

Medical and Rescue

If a medical clinic, infirmary, or hospital is not within 15 minutes travel from the worksite, the employer must make sure that at least one employee is qualified to render first aid. Even in the absence of that OSHNC requirement (29 CFR 1910.151), it makes good sense to have as many employees as possible trained to render first aid. Employees who are required by their employers to render first aid are covered by the requirements of the Bloodborne Pathogens standard (29 CFR 1910.1030).

In spite of the proximity of the workplace to a medical facility, medical personnel must be available for consultation. Medical supplies, approved by the consulting physician, must be readily available. If employees are exposed to injurious substances (e.g., corrosives), there must be quick drenching shower facilities, to flush the eyes and body.

Any employee expected to perform rescue duties, such as in confined spaces, must be equipped and trained.

5

Sources of Help

OSHNC Requirements

North Carolina Occupational Safety and Health Standards for General Industry. For a copy of the standards, contact the Bureau of Education, Training, and Technical Assistance (see the inside back cover of this publication for the address and telephone number).

See, in particular, 29 CFR 1910*:

- .38 Employee emergency plans and fire prevention plans
- .120 Hazardous waste operation and emergency response
- .132–136 Personal protective equipment (generally, and specifically regarding eye and face, respiratory, head, hands, and feet)
- .151 Medical services and first aid
- .155–156 Fire protection and fire brigades
- .157–163 Fire suppression equipment
- .164 Fire detection systems
- .165 Employee alarms
- .1030 Bloodborne pathogens
- .1200 Hazard communication

*Also reference NFPA 101 Life Safety Code—13
NCAC 07F.0102 Means of Egress.

Consultation and Information

- Compliance with OSHNC standards: the Bureau of Consultative Services, Division of Occupational Safety and Health, North Carolina Department of Labor (see the inside back cover of this publication for the address and telephone number) is entirely separate from the enforcement bureaus and offers

free consultative services to help the employer comply with OSHNC standards.

- Confined spaces (rescue): see *A Guide to Safety in Confined Spaces* (OSHNC Industry Guide #1). Also see 29 CFR 1910.146 (permit-required confined spaces standard).
- Evaluation of the hazards of chemicals: see appendix C to 29 CFR 1910.1200 for a list of sources of publications.
- Local sources: do not overlook sources of help such as the local fire department, physicians, local chapter of the Red Cross, community college and/or university, and your insurance carrier.
- Medical: American National Red Cross, National Headquarters, Safety Programs, 18th and E Streets, N.W., Washington, DC 20006.
- Products (lists of manufacturers whose products proved acceptable under appropriate standards): Underwriter Laboratories, Inc., 207 East Ohio Street, Chicago, IL 60611.
- Professional occupational safety and health organizations: see the *Employment Safety and Health Guide* (CCH), ¶14,995, p. 20,605 (1989) (organizations and their addresses and telephone numbers).
- Quick drenching shower facilities: see *A Guide to Eye Wash and Safety Shower Facilities* (OSHNC Industry Guide #28).

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The following industry guides are available from the N.C. Department of Labor's Division of Occupational Safety and Health:

- #1. *A Guide to Safety in Confined Spaces*
- #2. *A Guide to Procedures of the Safety and Health Review Board of North Carolina*
- #3. *A Guide to Machine Safeguarding*
- #4. *A Guide to OSHA in North Carolina*
- #5. *A Guide for Persons Employed in Cotton Dust Environments*
- #6. *A Guide to Lead Exposure in the Construction Industry*
- #7. *A Guide to Bloodborne Pathogens in the Workplace*
- #8. *A Guide to Voluntary Training and Training Requirements in OSHA Standards*
- #9. *A Guide to Ergonomics*
- #10. *A Guide to Farm Safety and Health*
- #11. *A Guide to Radio Frequency Hazards With Electric Detonators*
- #12. *A Guide to Forklift Operator Training*
- #13. *A Guide to the Safe Storage of Explosive Materials*
- #14. *A Guide to the OSHA Excavations Standard*
- #15. *A Guide to Developing and Maintaining an Effective Hearing Conservation Program*
- #17. *A Guide to Asbestos for Industry*
- #18. *A Guide to Electrical Safety*
- #19. *A Guide to Occupational Exposure to Wood, Wood Dust and Combustible Dust Hazards*
- #20. *A Guide to Crane Safety*
- #21. *A Guide to School Safety and Health*
- #23. *A Guide to Working With Electricity*
- #25. *A Guide to Personal Protective Equipment*
- #26. *A Guide to Manual Materials Handling and Back Safety*
- #27. *A Guide to the Control of Hazardous Energy (Lockout/Tagout)*
- #28. *A Guide to Eye Wash and Safety Shower Facilities*
- #29. *A Guide to Safety and Health in Feed and Grain Mills*
- #30. *A Guide to Working With Corrosive Substances*
- #31. *A Guide to Formaldehyde*
- #32. *A Guide to Fall Prevention in Industry*
- #33. *A Guide to Office Safety and Health*
- #34. *A Guide to Safety and Health in the Poultry Industry*
- #35. *A Guide to Preventing Heat Stress*
- #36. *A Guide to the Safe Use of Escalators and Elevators*
- #37. *A Guide to Boilers and Pressure Vessels*
- #38. *A Guide to Safe Scaffolding*
- #39. *A Guide to Safety in the Textile Industry*
- #40. *A Guide to Emergency Action Planning*
- #41. *A Guide to OSHA for Small Businesses in North Carolina*

Occupational Safety and Health (OSH) **Sources of Information**

You may call 1-800-NC-LABOR (1-800-625-2267) to reach any division of the N.C. Department of Labor; or visit the NCDOL home page on the World Wide Web, Internet Web site address: <http://www.nclabor.com>.

N.C. Division of Occupational Safety and Health

Mailing Address:

1101 Mail Service Center

Raleigh, NC 27699-1101

Local Telephone: (919) 807-2900 Fax: (919) 807-2856

Physical Location:

111 Hillsborough St.

(Old Revenue Building, 3rd Floor)

For information concerning education, training and interpretations of occupational safety and health standards contact:

Bureau of Education, Training and Technical Assistance

Mailing Address:

1101 Mail Service Center

Raleigh, NC 27699-1101

Telephone: (919) 807-2875 Fax: (919) 807-2876

Physical Location:

111 Hillsborough St.

(Old Revenue Building, 4th Floor)

For information concerning occupational safety and health consultative services and safety awards programs contact:

Bureau of Consultative Services

Mailing Address:

1101 Mail Service Center

Raleigh, NC 27699-1101

Telephone: (919) 807-2899 Fax: (919) 807-2902

Physical Location:

111 Hillsborough St.

(Old Revenue Building, 3rd Floor)

For information concerning migrant housing inspections and other related activities contact:

Agricultural Safety and Health Bureau

Mailing Address:

1101 Mail Service Center

Raleigh, NC 27699-1101

Telephone: (919) 807-2923 Fax: (919) 807-2924

Physical Location:

111 Hillsborough St.

(Old Revenue Building, 2nd Floor)

For information concerning occupational safety and health compliance contact:

Safety and Health Compliance District Offices

Raleigh District Office (313 Chapanoke Road, Raleigh, NC 27603)

Telephone: (919) 779-8570

Fax: (919) 662-4709

Asheville District Office (204 Charlotte Highway, Suite B, Asheville, NC 28803-8681)

Telephone: (828) 299-8232

Fax: (828) 299-8266

Charlotte District Office (901 Blairhill Road, Suite 200, Charlotte, NC 28217-1578)

Telephone: (704) 665-4341

Fax: (704) 665-4342

Winston-Salem District Office (4964 University Parkway, Suite 202, Winston-Salem, NC 27106-2800)

Telephone: (336) 776-4420

Fax: (336) 776-4422

Wilmington District Office (1200 N. 23rd St., Suite 205, Wilmington, NC 28405-1824)

Telephone: (910) 251-2678

Fax: (910) 251-2654

To make an OSHA Complaint, **OSH Complaint Desk:** (919) 807-2796

For statistical information concerning program activities contact:

Planning, Statistics and Information Management

Mailing Address:

1101 Mail Service Center

Raleigh, NC 27699-1101

Telephone: (919) 807-2950 Fax: (919) 807-2951

Physical Location:

111 Hillsborough St.

(Old Revenue Building, 2nd Floor)

For information about books, periodicals, vertical files, videos, films, audio/slide sets and computer databases contact:

N.C. Department of Labor Library

Mailing Address:

1101 Mail Service Center

Raleigh, NC 27699-1101

Telephone: (919) 807-2848 Fax: (919) 807-2849

Physical Location:

111 Hillsborough St.

(Old Revenue Building, 5th Floor)

N.C. Department of Labor (Other than OSH)

1101 Mail Service Center

Raleigh, NC 27699-1101

Telephone: (919) 733-7166 Fax: (919) 733-6197