

**EMERGENCY OPERATIONS 2025**

**HAZARD VULNERABILITY ASSESSMENT AND RESPONSE PLAN**

**Branch Name/Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

The following activities will help your branch prepare for potential emergencies that could occur in your location. When the worksheet is completed, you will have the information needed for an Emergency Operations plan that will guide you in the event of such an emergency. Involve everyone in your location in filling out the worksheet. Participating in the planning will help everyone know and understand what part they play in continuing operations in an emergency.

**EMERGENCY COORDINATOR**

One person at each location should be designated as the Emergency Coordinator which, in most cases, will be the branch manager. For this location, the Emergency Coordinator is:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**HAZARD VULNERABILITIES: TYPES OF EMERGENCIES**

**Weather/Natural Disasters/Hazards** *– pre-checked events apply to everyone; others should be checked if they are potential issues at your location.*

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| --- | --- | --- |
|  | Type of Event | Rank by Likelihood |
| [x]  | Influx of Potentially Infectious Clients |  |
| [x]  | Fire |  |
| [x]  | Power Outages |  |
| [x]  | Data Loss |  |
| [x]  | Threat of Physical Violence |  |
| [ ]  | Tornadoes |  |
| [ ]  | Earthquakes |  |
| [ ]  | Tsunamis |  |
| [ ]  | Heavy Rains/Flooding |  |
| [ ]  | Ice Storms/Blizzards |  |
| [ ]  | Hurricanes |  |
| [ ]  | Wildfires |  |
| [ ]  | Hazardous Material Spills |  |
| [ ]  | Terrorist Attack |  |
| [ ]  | Riots |  |
| [ ]  | Plane/Train crash |  |
| [ ]  | Carbon Monoxide – exposure to unsafe levels |  |
| [ ]  | Other: |  |
| [ ]  |  |  |
| [ ]  |  |  |

**EMERGENCY CLOSINGS AND INCLEMENT WEATHER**

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| If inclement weather that could affect branch operations is anticipated, such as a Winter storm, line of severe storms or a hurricane, the Emergency Coordinator and/or Branch Manager should communicate with their RAD to determine if the branch should delay or close operations. The process below should be followed to determine the correct response.In the event of a sudden, unanticipated weather event, the Emergency Coordinator and/or Branch Manager should execute the regular Emergency Operations Plan.**The RAD for this location is:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| In the event of a sudden, unanticipated weather event, the Emergency Coordinator and/or Branch Manager should execute the regular Emergency Operations Plan. 1. **Delay/Closure Decision.** As far prior to our regular business hours at a branch as is practical, the Regional Area Director (RAD) will consult inclement weather or emergency related city and/or county closure announcements regarding a delay in opening or closure for the day.
* If applicable city or county operations are delayed or closed, the branch(es) in the area may be delayed or closed as well.
* If inclement weather is expected to impact branch services, the Branch Manager will assign the appropriate employees to call clients scheduled during the expected time frame of the inclement weather closing warning them of the potential cancellations or delays.
* The RAD will have the ultimate operational responsibility for ensure employee safety and authority for delaying or closing a branch. The RAD will consult with the Division Vice President (DVP) as necessary**.**
* The Emergency Coordinator, AMs and/or RADs will contact all employees using the phone list in the Emergency Operations Plan with updates regarding the operational status of the Branch.
1. **Uncertain weather or emergency conditions.** If inclement weather or emergency conditions make it questionable whether the conditions are safe for employees to travel to the branch and local city, county, or state government offices allow for flexibility in reporting to work, the RAD may choose to keep the branch open but allow employees to take paid time off if they are unable to commute to work due to the inclement weather.
2. **Anticipated Event.** If inclement weather gets worse as the day continues or the weather event is expected to impact employee safety as the day goes on, the RAD may consider closing the branch(es) early. The Emergency Coordinator, the AM and/or the RAD will contact all applicable employees within their scope of responsibility via text message regarding the operational status of the branch.
3. **Working from Home.** As practical, employees that are able to work from home will be directed by the RAD to take their IT equipment home each night when inclement weather is anticipated in preparation to work from home if necessary.
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| **Other Action Items Related to Inclement Weather or Emergency Situations*** The RAD or their designee will submit an IT ticket to have inclement weather messaging turned on for phones in affected branches.
* The RAD or their designee will submit an IT ticket to have phones from affected branches rolled over to backup branches.
* The RAD will notify Marketing to place a closure announcement on WNSM.
* The Branch Leaders Teams IM channel can be used for real time communication.
* The RAD should create a table in OneNote to use to communicate branch status with DVP. This should be updated daily at a minimum.
* The RAD will monitor weather conditions for the branch, in addition to real time interaction with branch leader for on the ground reports of specific conditions
* Once the Inclement weather emergency is over, the RAD or their designee will submit an IT ticket to turn off inclement weather messaging and discontinue branch phone rollover

***Note: All RADs will have the contact information for an IT leader in the event communication through the typical IT support process is affected or not functioning.***  |

**INFLUX OF POTENTIALLY INFECTIOUS CLIENTS**

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| **Review of Potential Infectious Diseases**  |
| List of diseases endemic to the area or that are increasing in occurrence:Source(s) of information to be monitored: |
| Response to influx: * Notify all employees of potential risk.
* Continue NSM’s Infection Control procedures.
* Increase the use of Personal Protective Equipment, as needed. Emergency Coordinator will notify employees of what PPE to use in what situation.
* Follow all infectious disease protocols instituted as part of a public health emergency, such as the use of disposable gowns, shoe covers, face shields, appropriate face masks, goggles, gloves, etc.
* (In consultation with the local/area Manager, NSM senior management may decide to suspend client contact and stop providing equipment and services until the emergency passes.)
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**EVACUATION PLAN/MEETING PLACE *(Attach Evacuation Diagram Here)***

**Branch Name/Number** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Person/position responsible for clearing clients from the building:Alternate: |
| Person/position responsible for calling 911:Alternate: |
| Exit routes (attach evacuation diagrams, which should be posted in each room of your locations):Diagram attached? [ ] Yes |
| Meeting Place: |
| Person/position responsible for head count:Alternate: |
| Person/position authorized to clear building for re-entry:Alternate: |
| For incidents occurring outside normal business hours, person/position responsible for notifying employees of action plan:Alternate: |

**EMERGENCY CONTACT INFORMATION**

**Employee/Home Office List**

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| **Location Contact List** | ***Use this list to create a phone tree.*** |
| **Employee****Name** | **Position** | **Primary** | **Secondary** |
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| **Kaiser Contact** |  |  |  |
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| **Home Office Contacts****Name** |  |  |  |
|  | **DVP** |  |  |
|  | **RAD/AVP** |  |  |
| **Matt Pierce****Karen Shell** | **Compliance** | **629-666-0802****615-498-1439** |  |
|  | **IT** | **866-457-1254** |  |

**EXTERNAL LIST**

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| --- | --- |
| **External Contact List** | ***This is a list of non-location contacts*** |
| **Person/Agency** | **Number** | **Contacted by:** |
| **Property owner****Name:** |  |  |
| **Police, non-emergency** |  |  |
| **Electric Company****Name:** |  |  |
| **Gas Company****Name:** |  |  |
| **Cable/Internet Company** |  |  |
| **City/County/Local Government****Name:** |  |  |
| **Poison Control** | **1-800-222-1222** |  |
| **National Response Center****Toxic Chemical and Oil Spills** | **1-800-424-8802** |  |
| **Kaiser Contact** |  |  |
| **Other** |  |  |

**LIST OF ALTERNATE PROVIDERS**

***(Other vendors, preferably other NSM locations, who could provide service to our clients in the event our services are postponed or cancelled.)***

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| **Alternate Providers** | **Contact Number** |
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**THREAT OF VIOLENCE CHECKLIST**

**Branch Name/Number** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| *Report any threatening phone calls, emails, crimes, and/or suspicious activity to Compliance at* ***615-498-1439*** *or* ***629-666-0802*** *and* ***notify your supervisor****. Write down the message or email in its entirety and note your perceptions of the threat. Record the phone number or email address from which the threat was received.* ***If the threat is immediate CALL 911.*** |
| Phone number/email address making the threat: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_/\_\_\_\_\_\_/\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Threatening Phone Calls** - Listen without interrupting until the caller has finished, noting the following:* Caller’s Voice – Male/Female, Adult/Child, Loud/Quiet, Calm/Angry, Accent (what kind?)
* Background Sounds - Animal Noises, Static, Bar Sounds, Motors, Street Noises, Music, Traffic Noises, Factory Machinery, Office Machinery, Train/Aircraft, House Noises, Office Noises, TV, Radio, Kids Crying, PA System, Other Voices
* Was the caller reading from a script?
* Was the caller’s voice/phone number/email address familiar?
* If someone in particular is mentioned in the threat, note:
	+ Name of the person being threatened
	+ Why they are being threatened
* Then ask the following clarifying questions, as applicable:
	+ When is the bomb going to explode/when will the threatened action take place?
	+ If the threat is a bomb, where was the bomb placed?
	+ Who is carrying out the threat/who placed the bomb?
	+ Why is the threat being made?
	+ What is the caller’s name?

Other notes: |
| **Threatening Email**Forward the email in its entirety without alterations to Compliance@nsm-seating.com and to your supervisor. Do not reply to the email. |
| **Suspicious Packages** – **Call 911 immediately** Do not touch suspicious packages. Look for and note: * Restricted markings such as confidential, personal, etc.
* Excessive postage
* No return address
* Foreign mail
* Handwritten or poorly types addresses
* Excessive securing material such as masking tape or string
* Excessive weight
* Lopsided packages
* Pictures, drawings, or visual distractions

Other notes: |
| **Armed or Threatening Intruder**Your safety is the first priority. The following procedures are recommended but take whatever action is available that will keep you safe.* If you are able to safely exit the building, do so. Call 911 immediately.
* If unable to exit the building, look for a safe and secure hiding area, if possible. Stay hidden until you can make contact with emergency personnel.
* If the intruder is causing death or physical injury to others and you are un-able to run or hide you may choose to assume a prone position and lay as still as possible.
* Remain calm so you can give an accurate description of the person or person(s). Note type of dress, height, weight, sex, and any other characteristics/physical items that are particular to the individual(s). Report the type of weapon (if known).

Once emergency personnel have arrived and taken over the situation, obey all commands. Once the threat is over, render first aid to injured near you and summon emergency aid responders, if applicable. Contact Compliance at 615-498-1439 or 629-666-0802 and your supervisor. |
| Person Completing the Report: |

**EMERGENCY CONSIDERATIONS - RECOVERY OPERATIONS**

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| The answer to each question will guide you to the next step. |
| Is this during regular hours? | Yes – evacuate if needed. Follow phone tree. Decide if business should close. If leaving is unsafe, remain in location until travel is cleared. | No – activate phone tree. Determine whether opening the next day is feasible. |
| Is the building intact and usable? | Yes – remain open or open as close to regular hours as possible | No – do not attempt to enter, contact DVP for direction |
| Is travel possible? | Yes – continue services as possible. Leave notice for clients and employees on location door with direction if opening is not feasible. | No – remain where you are, wait for direction |
| Is power available? | Yes – continue normal operations | No – use flashlights to exit safely, if needed.  |
| Is phone service available? | Yes – continue operations or call clients to reschedule if needed | No – locate alternate communications (email, cell phone, texting) |
| Is cell service available? | Yes – communicate regularly | No – locate alternate communications (email, texting, land lines) |
| Is text messaging available? | Yes – use as needed for alternate communication | No – locate alternate communications (email, cell phones, land lines) |
| Is the internet/email available? | Yes – use as needed for communication | No – locate alternate communications (cell phones, land lines) |
| If phones, email and texting are unavailable, monitor local media as possible for updated information regarding the emergency.Your own safety is first! If you are unable to travel, or to safely perform your duties, contact the Emergency Coordinator or others in the phone chain for information. |
| Is data accessible? | Yes – continue operations | No – arrange alternate access with DVP/IT |
| Can client appointments be kept? | Yes – continue operations | No – call clients to reschedule or have DVP arrange contact |
| Will service resume the same day? | Yes – continue operations | No – call clients to reschedule or have DVP arrange contact |
| Is client equipment accessible? | Yes – resume repairs/delivery when possible or transfer to alternate location | No – arrange replacement or cancellation with DVP |
| Kaiser operations:Will service to Kaiser clients be disrupted?Are Emergency Shelters available? | Yes – contact your Kaiser representative to inform them of the disruption and the business continuity plan.Yes – contact all clients in affected service area to inform them of the business continuity plan via mass text.Yes - Update Kaiser on the status of open orders and summary of members affected.Yes – as time permits, visit Shelters to assist with any clients housed there | No – continue normal operations/business continuity planNo – continue normal operations/business continuity plan |
| Other:Have you received advance notification of an impending disaster? | Yes – stock vans with a supply of single and dual mode battery chargers, batteries, solid drive wheel and pneumatic tires, power and manual loaners as available | No – continue normal operations/business continuity plan |
| Other: (Discuss with staff what other considerations are unique to your location and what the response should be.) |  |  |

***Once the worksheet has been completed, discuss any other possible situations with all staff, including those who work remotely. Brainstorm possible reactions and add them to your plan.***

Role play to make sure everyone understands what they should do in different situations. Present examples and ask for a response from each employee. Use this information to complete your final plan. Once you are comfortable that your plan will be effective and that everyone understands how they fit into the plan, submit the worksheet and lists to the Compliance Department, along with an EOP In-service Attendance Report signed by each employee.

A copy of the worksheet and lists should be emailed to each employee, along with a reminder of where the plan is posted in the location. This will ensure that everyone has a copy of the plan and access to the printed copy.

**After the Planning:**

To be certain that our plan actually allows us to be safe and to continue to operate in the event of an emergency, the plan will need to be tested each year. You or your representative at each location will assign an emergency situation – **one that will test the plan completely** - and perform a drill. The point is to make certain all of your plan is effective, even in extreme circumstances. Everyone, including those who work remotely, will be expected to respond to the drill just as they would to a real emergency.

Following the completion of the drill, the **Emergency Post-Event Review/Drill** document will be completed by you and your staff and forwarded to the Compliance Department. The drill should give you the opportunity to test all components of the plan and to identify any areas of weakness. Any flaws in the plan will be addressed and the plan will be modified for future events.

If your location experiences an actual emergency and has to activate the plan, filling out the **Emergency Post-Event Review/Drill** document for your real-life response will serve as your drill as long as it involved using adequate portions of your plan.

***Remember, being prepared will help NSM continue to provide safe, quality care to our clients, even in the event of an emergency.***