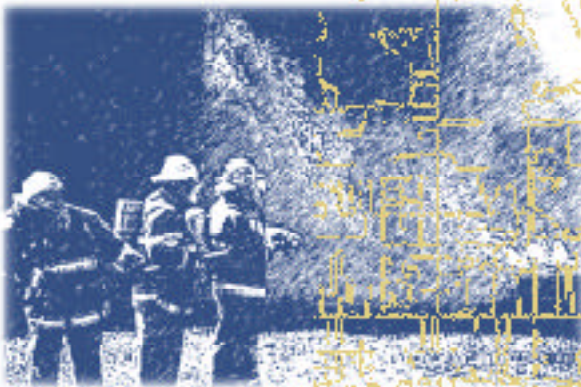


Expecting the unexpected



What to consider in planning for workplace emergencies

About this document

Expecting the unexpected – What to consider in planning for workplace emergencies is an OR-OSHA Standards and Technical Resources Section publication. The author is Ellis Brasch.

Thanks to **Jerry Cotter**, DCBS Office of Personnel Services and **Reggie Robb**, OR-OSHA, for their suggestions and helpful comments.

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Why plan for workplace emergencies?

When we think about workplace emergencies, if we think about them at all, it's usually after we learn about them through the news. Workplace emergencies can happen at any time; to be prudent, we should prepare for them. Because it's hard to think clearly during an emergency, it's essential to plan your response.

Emergency planning is the first step, and it can be challenging even if your workplace has few employees. You'll need to determine what emergencies could affect your workplace, who will lead and make decisions during an emergency, and what procedures will ensure that employees respond appropriately. These elements are the foundation of a *workplace emergency plan*.

Emergency planning may not prevent emergencies, but it can protect lives, equipment, and property over the long term. This guide will help you plan for workplace emergencies so that you and your coworkers respond appropriately when an unlikely event happens.

Does OR-OSHA require employers to have emergency plans?

OR-OSHA requires most employers to have emergency plans. Those that have more than 10 employees must have written plans. Those that have 10 or fewer employees don't have to put their plans in writing; however, they must ensure that their employees know what procedures to follow to protect themselves in an emergency. See Page 19 for more information on the compliance requirements.



Managing workplace emergencies

The incident-management system

You can learn much about planning for workplace emergencies from professional emergency responders. When someone calls 911 to report an emergency, he or she connects with a local network of fire, police, and other emergency service professionals who will respond as efficiently as possible. This network is part of a larger *incident-management system* that can respond to an emergency and accomplish the following:

- Identify, locate, and determine the extent of the emergency.
- Determine the resources necessary to manage and control the emergency.
- Coordinate command-and-control responsibilities between police and fire departments, hospitals and other medical service providers, government agencies, and on-site responders.
- Establish and maintain communication between on-scene emergency responders and other emergency service providers.
- Provide for the safety of victims.

An incident-management system for your workplace

With thoughtful planning, you can create a small-scale version of the incident management system used by professional responders. Your workplace will be ready to respond to any emergency – from a heart attack to an earthquake – and manage it in the most effective, efficient way possible. The essential parts of this system are your employees, your emergency plan, communication and emergency-response equipment, and your workplace.

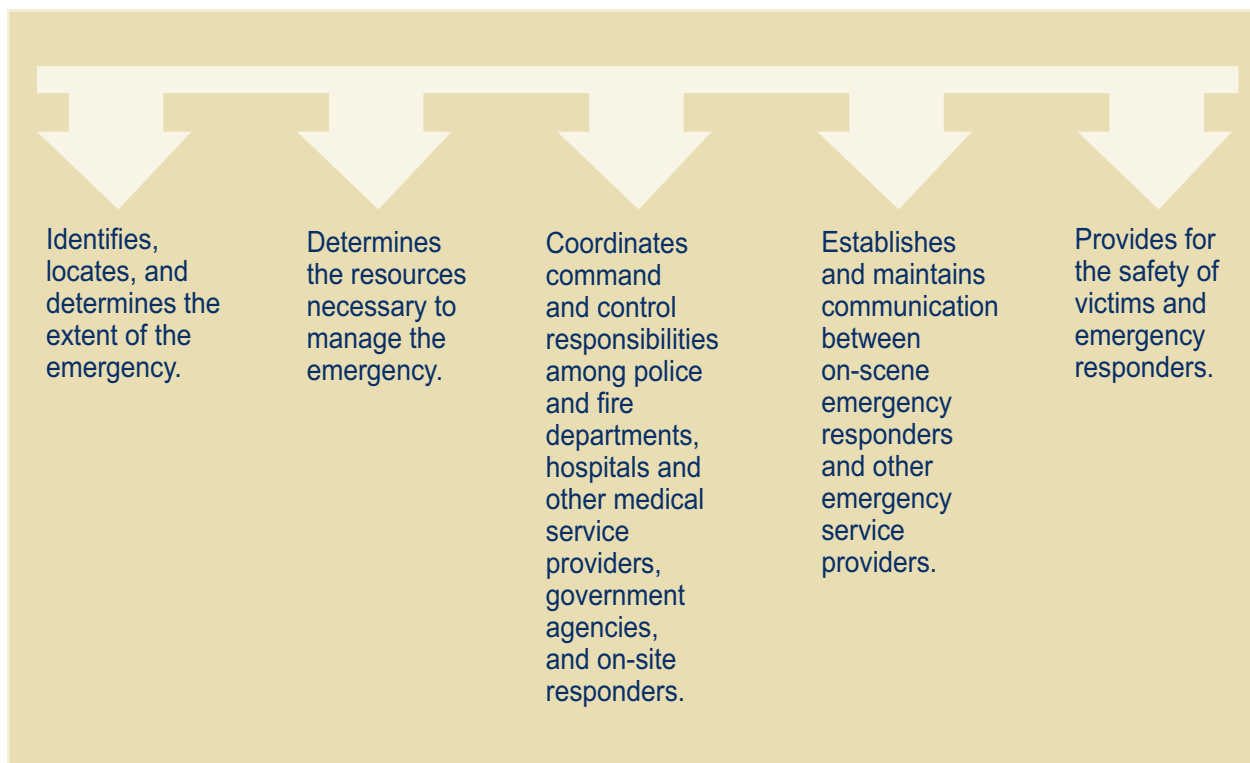
Here's how a workplace-incident management system might work during an emergency:

Trained employees, operating under a chain of command and following procedures in the emergency plan, determine the nature and extent of the emergency. They determine whether an evacuation is necessary, carry out critical emergency-scene activities to ensure the safety of others at their workplace, and communicate with professional responders, sharing critical information about the nature of the emergency.

Critical elements of the incident-management system



What the incident-management system does



Developing an emergency plan

Your goal is to create an emergency plan that ensures the well-being of everyone at your workplace in the most effective, efficient manner possible. But if you've never had to respond to a workplace emergency, how do you begin?

You begin by involving employees in the planning process, identifying emergencies that could affect your workplace, establishing an emergency chain of command, and developing emergency-response policy and procedures.

Involve employees in the planning process

Perhaps the most important element of emergency planning is getting employees involved in the planning process; when employees participate, they'll take the plan seriously and be more likely to respond appropriately during an emergency. From the start, they should be aware that the purpose of the plan is to ensure their safety.

- Form a team to help you develop the plan; ask for volunteers to join the team.
- Review the plan with your employees to ensure that they know the procedures to follow to respond safely in an emergency. Each employee should have a copy of the plan or know where to obtain one.
- Encourage employees to report workplace hazards and unsafe work practices that could contribute to an emergency.

Identify emergencies that could affect your workplace

Identify any external incident (outside your workplace) that could threaten employees or the public and any incident within your workplace that could cause an emergency. Examples include the following:

- Earthquake: *external*
- Explosion: *external or internal*
- Fire: *external or internal*
- Hazardous-substance release: *external or internal*
- Medical: *internal*
- Weather-related event: *external*
- Threat of violence: *external or internal*

Keep in mind... Electrical, heating and cooling, and telecommunication-system failures can disrupt workplace activities and contribute to emergencies. What effect would each have on your workplace? Human error also contributes to many workplace emergencies; are your employees trained to do their jobs safely?

Establish a chain of command

A chain of command links one person with overall responsibility for managing an emergency to others responsible for carrying out specific emergency-response tasks. A chain of command establishes who's in charge and ensures that everyone in the chain responds to emergencies in an organized way. At the top of the chain is the **emergency scene commander**, a trained employee who has overall responsibility for managing emergencies. Just below the emergency scene commander are the volunteer **emergency scene coordinators**.

In an organization that has multiple buildings or workplaces, the chain of command might also include a facility manager, an emergency director, and other management units, as shown in *illustration 1a*.

At many small- to medium-sized workplaces, the chain of command consists of an emergency scene commander and one or two volunteer emergency scene coordinators as shown in *illustration 1b*.

The responsibilities of the emergency scene commander

The emergency scene commander has overall command of a workplace emergency, including the following responsibilities:

- Assessing incidents to determine if it's necessary to order emergency response.
- Supervising emergency scene coordinators' activities during an emergency.
- Coordinating the activities of professional responders such as ambulance, police, and fire departments.
- Directing shutdown of critical workplace equipment or operations.
- Determining if an evacuation is necessary and managing an evacuation.

Keep in mind... The emergency scene commander should be an employee who has experience managing others, assessing complex events, and making effective decisions under difficult circumstances.

The role of the emergency scene coordinators

Emergency scene coordinators are responsible for coordinating other employees' activities during an emergency (guiding them to appropriate exits and safe areas during an evacuation, for example) and for other emergency-response tasks for which they've volunteered and been properly trained.

Illustration 1a

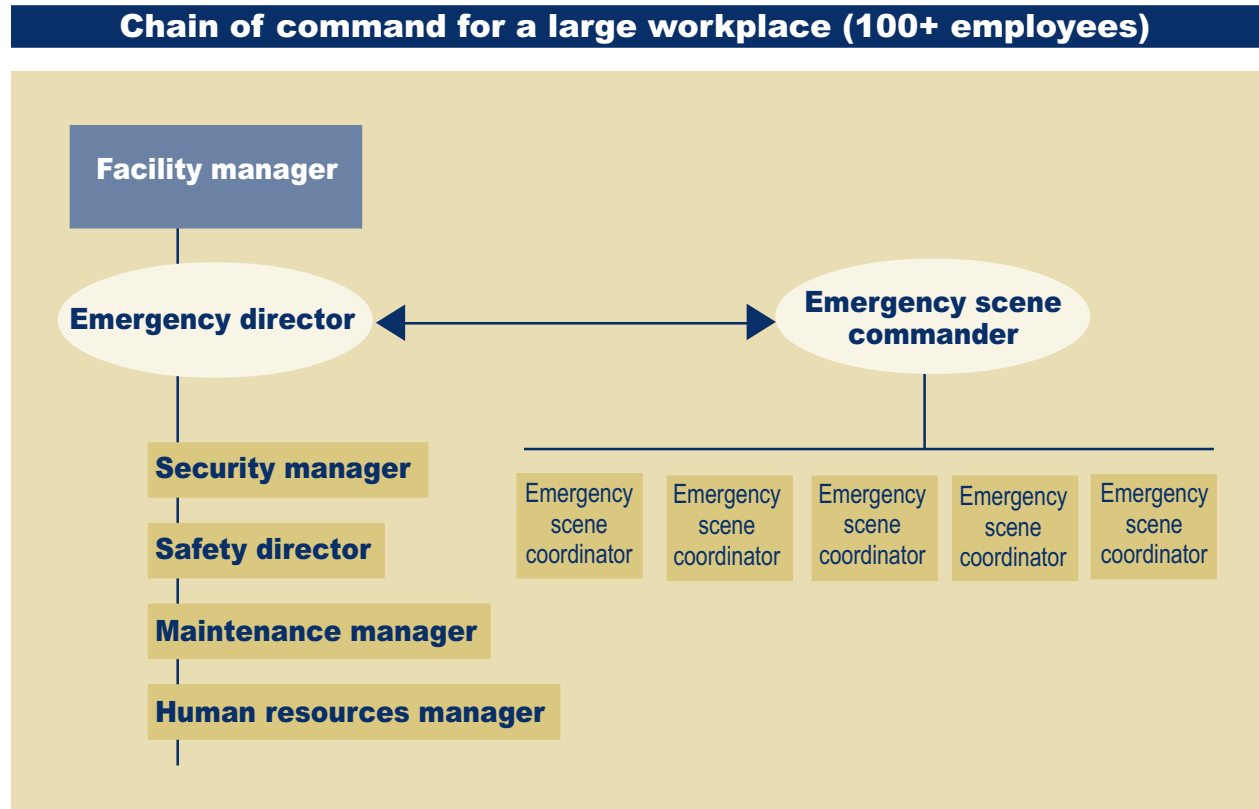
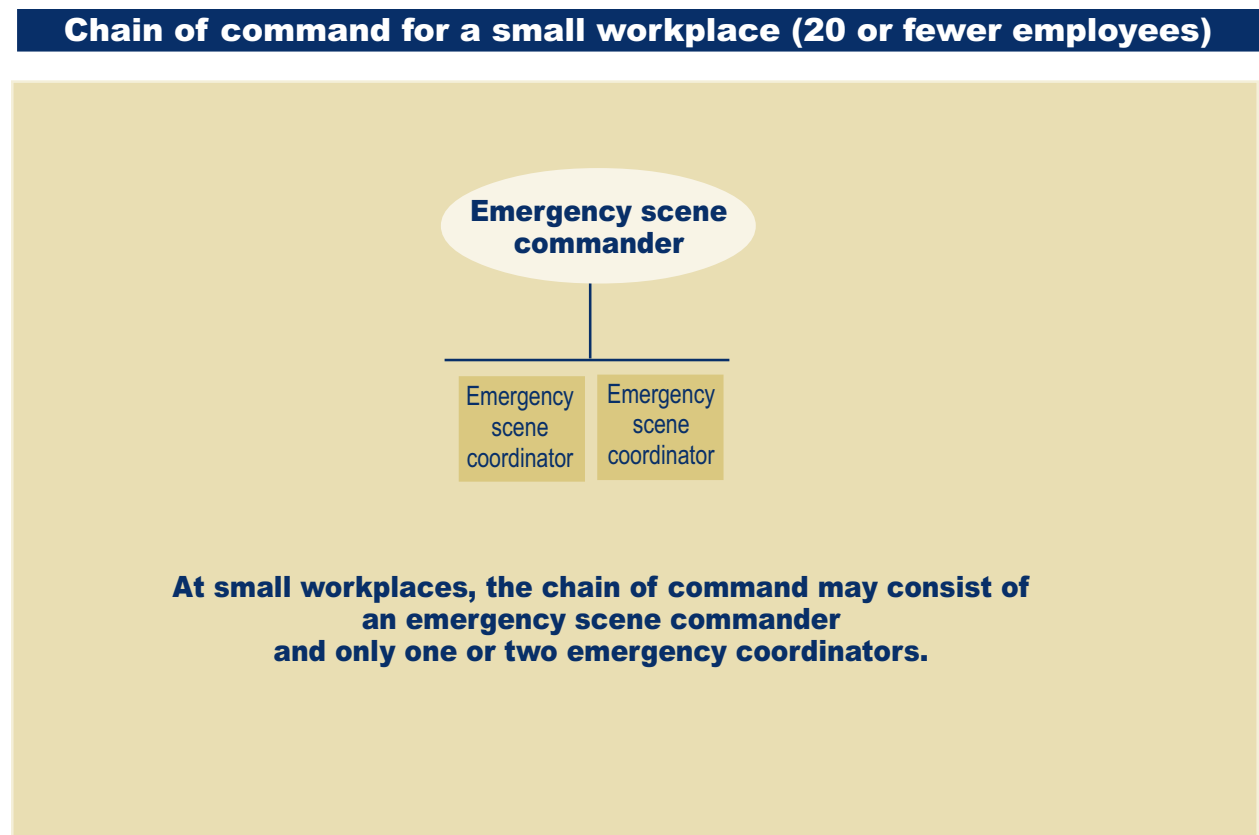


Illustration 1b



Generally, each coordinator should be responsible for about 20 employees within a designated work area, as shown in the following table.

Number of emergency-scene responders for typical workplaces		
Total employees in workplace	Emergency scene commander	Emergency scene coordinator
11-19	1	1
20-49	1	1-2
50-99	1	2-5
100-249	1	5-12
250+	1	12+

Emergency scene coordinators must know how to respond to all emergencies identified in your emergency plan, the evacuation procedures for your workplace, and how to use emergency communication equipment. They should also know CPR, first aid, and how to respond to threats of violence. Their primary responsibilities include the following:

- Checking rooms and other enclosed spaces for employees who may be trapped or unable to evacuate during an emergency.
- Knowing who may need assistance during an evacuation and how to assist them.
- Coordinating the emergency activities of employees.
- Ensuring that employees understand how to respond to workplace emergencies.
- Knowing the workplace layout, appropriate escape routes, and areas that employees must not enter during an evacuation.
- Verifying that employees are in designated safe areas after an evacuation.

Keep in mind... Establishing a chain of command minimizes confusion during an emergency. An effective chain of command helps ensure that responders manage an emergency in the most efficient way possible.

Develop a policy and procedures for responding to emergencies

The policy

Create a short written policy that states the purpose of the plan and emphasizes that you're committed to ensuring the safety of employees and others at your workplace during an emergency. The following is an example.

It is the policy of this organization to protect employees from physical harm, harassment, and intimidation. To provide a safe working environment for all employees, this organization is committed to establishing an effective emergency plan. The plan is based on an incident management system (IMS) that consists of volunteer employees trained to respond to any workplace emergency. The system is modeled on the IMS system used by fire, police, and emergency medical-service responders. It provides for overall command and control of any emergency incident. It improves communication between IMS personnel and the fire, police, and medical personnel who respond to a call for help. And it provides appropriate emergency assistance during the first few minutes it takes for emergency responders to arrive.

The procedures

Procedures are instructions for accomplishing specific tasks. Emergency procedures are important because they tell employees exactly what to do to ensure their safety during an emergency. If your workplace has more than 10 employees, your emergency plan must describe *in writing* how you will accomplish each of the following tasks.

- Report emergencies to local fire and police departments.
- Inform the emergency chain of command of an emergency.
- Warn employees about an emergency.
- Conduct an orderly, efficient workplace evacuation.
- Assist employees, with disabilities or limited English-speaking skills during an evacuation.
- Shut down critical equipment, operate fire extinguishers, and perform other essential services during an evacuation.
- Account for employees at a designated safe area after an evacuation.
- Perform rescue and first aid activities that may be necessary during an emergency.

Keep in mind... If your workplace has 10 or fewer employees, you don't have to put these procedures in writing; however, you must ensure that employees know what procedures they must follow to protect themselves.

Other critical information

Include the following in your procedures:

- The names of the emergency scene commander, the emergency scene coordinators, and others responsible for carrying out the plan, and how to contact them during an emergency.
- The name of the person who has the authority to order a workplace evacuation (typically, the emergency scene commander).
- The names and phone numbers of those who understand the emergency plan and will inform others about it (typically the emergency scene commander and the emergency scene coordinators).

The emergency planning process

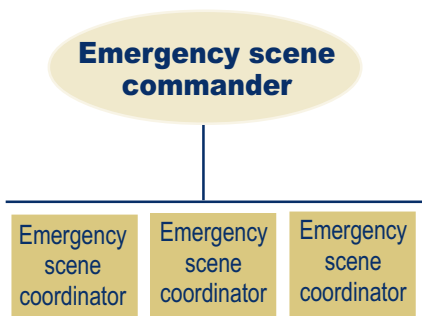
1 Involve employees



2 Identify possible incidents



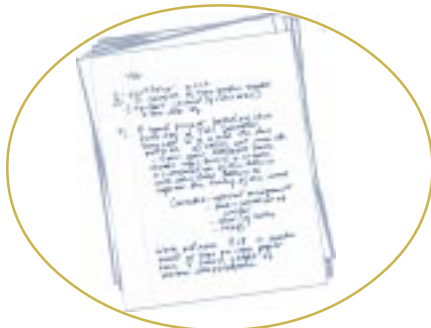
3 Establish a chain of command



4 Develop procedures



5 Your workplace emergency plan



Planning considerations

Accounting for employees after an evacuation

Designate a meeting area a safe distance away from the emergency site and ensure that employees know they must meet there after they evacuate the workplace. An emergency scene coordinator should take a roll call to identify employees not present.

Keep in mind... You'll need to determine what information or assistance employees may need if they can't return to the workplace after an evacuation.

Alerting employees to an emergency

You can use a public address system, portable radio, an alarm, or any other means that you know will reach and warn all employees. Alarms must be distinctive, be recognizable by all employees, and have a back-up power supply in case the primary power fails.

Keep in mind... You may need alarms that employees can hear *and* see.

Conducting employee rescues

It takes more than good intentions to save lives. Would-be rescuers can endanger themselves and those they are trying to rescue. During most emergencies, leave rescue work to professional responders who are appropriately trained and equipped. The exceptions? A catastrophe, such as a severe earthquake, may delay professional emergency responders for hours or days. Also, jobs such as handling hazardous substances or working in confined spaces could result in emergencies for which fire or police departments are not trained.

Find out what kind of emergencies local responders are trained and equipped to respond to. If they are unable to respond to emergencies unique to your workplace, your employees must be trained and able to respond promptly.

Coordinating with multi-employer workplaces

If you share a building with other employers, consider working with them to develop a building-wide emergency plan. If a building-wide plan isn't feasible, you should ensure that your plan doesn't conflict with the plans of the other employers in the building.

Developing quick-response teams

A quick-response team consists of volunteer employees trained to handle workplace incidents that require immediate action, such as medical emergencies, threatening or violent people, and hazardous-substance releases. Consider the following in developing quick response teams.

- Types of incidents that require immediate action
- Roles and responsibilities of team members
- Communication and response procedures for the team

Educating employees about emergencies and evacuations

To protect themselves during an emergency, all employees must understand the following elements of their emergency plan:

- The roles of the emergency scene commander and coordinators.
- How to respond to threats and intimidation.
- The method(s) for warning employees of emergencies.
- The method for contacting employees' next of kin after an emergency.
- The procedure for summoning emergency responders.
- The location of safe meeting areas.
- How to respond to an emergency and to an order to evacuate.

Educate new employees about the emergency plan when you hire them and keep all employees informed about any changes to the plan.

Train emergency scene coordinators in first aid and CPR, bloodborne-pathogen protection, and how to use rescue equipment.

Schedule regular drills so that employees can practice. Include outside fire and police departments in the drills when possible. Evaluate the effectiveness of each drill and identify activities that need strengthening. Share the results with all employees.

When a workplace emergency requires an evacuation, all employees must know to leave, what emergency exits to take, and where to meet. Employees may also need to know how to shut down critical equipment during an evacuation.

Establishing evacuation exits

Your workplace should have a primary evacuation exit and an alternate exit. Post diagrams showing the evacuation routes and the exits where all employees will see them. Identify the exits and the exit routes in your plan. Characteristics of exits:

- They're clearly marked, well lit, and visible under emergency conditions.
- They're wide enough to accommodate employees during an evacuation.
- They're unobstructed and clear of debris at all times.
- They're unlikely to expose employees to other hazards.

Keep in mind... An essential part of your emergency plan is an evacuation diagram – a floor plan of your building that shows evacuation exits and describes the emergency evacuation procedure. Mark the exit routes on the diagram so that they are easy to see.

Providing medical assistance and first aid

Is there a nearby emergency clinic or hospital that will admit victims of emergencies from your workplace? If not, make sure that emergency scene coordinators have appropriate first-aid training and supplies. The American Red Cross, insurance companies, and fire departments usually offer such training.

Recording critical employee information

After a medical emergency, an employee may be unable to contact next of kin or other relatives. You should have access to employees' home telephone numbers, the names and telephone numbers of family members they want you to contact, physician names and phone numbers, and information employees give you about their medical conditions or medications. Many employers keep this information with employees' permanent employment records and update it yearly.

Reporting fire and other emergencies

Your emergency plan must have a procedure for reporting fires and other emergencies to professional responders. Always report fires by calling 911. Fires are generally **not** reported to fire departments by fire alarms; most fire alarms warn only building occupants.

Keep in mind... The emergency scene commander should stay in a safe location to relay relevant information to professional emergency responders.

Selecting and using personal protective equipment

Personal protective equipment includes clothing and equipment that protects emergency responders against specific hazards. Examples include work gloves, goggles, hard hats, and respirators.

Properly used, personal protective equipment offers protection against a hazard but doesn't eliminate the hazard. If it fails or isn't appropriate for a particular task, the user risks exposure. Appropriate, effective protection depends on selecting, wearing, and using the equipment properly – which can be challenging. The following steps highlight one procedure for selecting personal protective equipment.

Step	Action
1.	Identify emergency-related hazards for which personal protective equipment may be necessary; for example, those responding to medical emergencies need protection from bloodborne pathogens.
2.	Determine which personal protective equipment will protect users from the hazards; for example, latex gloves and face shields may be necessary to protect responders from bloodborne pathogens.
3.	Determine who will use the equipment; it's critical that the equipment fit the user and not cause allergic reactions or other health problems.
4.	Determine the conditions under which responders will use the equipment; the equipment must not fail under those conditions.
5.	Ensure that emergency responders know how to use the equipment. Whether they're wearing hard hats or atmosphere-supplying respirators, responders must know how the equipment will protect them and when it won't protect them. Responders must know how to wear, use, and maintain the equipment, and how to discard contaminated equipment.

Types of emergencies

This section highlights emergencies that could affect workplaces in the Pacific Northwest and summarizes what to do when responding to them. Consider factors such as workplace size and location, number of employees, and the nature of their work in determining how to respond.

Earthquake

During an earthquake, people in most workplaces are at greatest risk from collapsing ceilings, windows, light fixtures, and other falling objects. If you're indoors, the safest response is to take cover under sturdy furniture or to brace yourself against an inside wall. Stay away from windows, skylights, bookcases, and other heavy objects. Protect your head and neck.

What to do

- If indoors, stay there. Take cover under sturdy furniture or against an inside wall.
- Do not use elevators.
- Stay away from windows, skylights, and other objects that could fall.
- Use stairways to leave the workplace if ordered to evacuate by the incident scene commander.
- Be ready to rescue victims; professional responders may not be able to respond; remove victims to a triage area if possible.

Explosion

Any workplace that handles, stores, or processes flammable gasses, liquids, and solids is vulnerable. Explosions offer no warnings, causing disorganization and panic.

What to do

- Try to establish communication with emergency scene coordinators.
- Assess damage to the workplace and estimate human casualties.
- Administer first aid if it's safe to do so.
- Do not use elevators.
- Evacuate following an established procedure.

Fire

Invite a local fire department representative to your workplace to help you identify fire hazards and to discuss how your workplace should respond to a fire. It's the byproducts of fire – smoke and fire gasses – that kill. A quick, orderly evacuation is the most effective response to an out-of-control fire.

What to do

- Pull the fire alarm.
- Call 911; tell the dispatcher the workplace location and the nature of the emergency.
- Inform an emergency scene coordinator.
- Do not use elevators.
- Permit only trained responders to use fire extinguishers.

Keep in mind... If you permit emergency scene coordinators or other employees to use fire extinguishers, train them or ensure that they are trained and experienced in using them.

Hazardous-substance release

Hazardous substances include solvents, pesticides, paints, adhesives, petroleum products, and heavy metals – any substance hazardous to health. Even if your workplace doesn't use hazardous substances, could it be affected by a nearby release or an accident on a local free-way? If so, make sure your emergency plan describes how the emergency scene commander and coordinators will respond and notify fire and police departments.

What to do

- Inform the emergency scene commander.
- Evacuate the area surrounding the release.
- Call 911; tell the dispatcher the workplace location and the nature of the emergency.

If your workplace uses hazardous chemicals, OR-OSHA's hazard communication rule requires you to inventory them, keep the manufacturer-supplied material safety data sheets, label the chemical containers, and train employees to protect themselves from the chemicals' hazards. See 1910.1200, *Hazard communication* for OR-OSHA's requirements.

If your workplace is involved in hazardous-waste operations or responds to emergencies involving hazardous substances, you must have a written plan that describes how you will respond to hazardous-substance emergencies. See 1910.120, *Hazardous waste operations and emergency response* for OR-OSHA's requirements.

If employees must wear personal protective equipment during an emergency – chemical suits, gloves, hoods, boots, or respirators, for example – make sure that equipment will be available when they need it, that it fits them, and that they know how to use it. See 1910.134-1910.138 *Personal protective and life saving equipment* for OR-OSHA's requirements.

Medical

The most likely workplace emergency is a medical emergency. A serious medical emergency such as cardiac arrest requires immediate attention – response time is critical. It's essential that medical first responders know how to perform first aid and CPR.

What to do

- Call 911. Tell the dispatcher the workplace location and the nature of the emergency.
 - Do not move the victim.
 - Notify an emergency scene coordinator for CPR or other first-aid tasks.
 - Inform the emergency scene commander.
 - Assist professional medical responders when they arrive.
 - Inform the victim's supervisor.
-

Consider purchasing an *automatic external defibrillator* (AED) to treat victims in cardiac arrest. Until recently, AEDs were used primarily in hospitals and ambulances. Now they're portable, more affordable, and can be used by just about anyone after a short training session.

Weather-related event

Floods, wind, thunderstorms, and snow are likely to be the cause of weather-related workplace emergencies in Oregon. Many communities experience floods following warm spring rain. Winter storms often bring strong winds, freezing rain, and snow that can cause structural damage and power outages.

What to do

- Wait for instructions from the emergency scene commander; a power failure will slow communication.
 - Tune a battery-powered radio to a station that broadcasts local news.
 - Do not evacuate the workplace unless ordered to do so.
-

Threats of violence

Threats of violence may be delivered in any form: face-to-face, by fax, e-mail, phone, or in writing. Threats can be directed toward the workplace or toward a specific person. Police departments, mental health professionals, and employee-assistance program counselors offer prevention information, security inspections, and employee training that help reduce the risk of workplace violence.

What to do

- Inform an emergency scene coordinator.
- Activate a silent alarm if your workplace has one.
- Isolate the threatening person if it's possible to do so safely.
- Inform the emergency scene commander.

• Bomb threats:

Take threats seriously. Don't use fire alarms or phones in the building – they generate radio waves that could trigger a bomb. If someone finds a package that may contain, or that may be, a bomb, he or she should note its size, shape, and whether it emits a sound, then notify the emergency scene commander. Call 911 from outside the building to report the emergency and determine if an evacuation is necessary. Use a communication method that doesn't generate radio waves to order the evacuation.

Consider offering threat-management training to one or more emergency scene coordinators and creating a threat quick-response team.

Terrorism

Although terrorist acts pose minimal risks to most workplaces, the devastating effects of recent acts have changed the perception of a "secure workplace" and added a new dimension to emergency planning. What distinguishes terrorist acts is the use of threats *and* violence to intimidate or coerce. Factors to consider in emergency planning include the following:

How do others perceive the mission of your organization in the following contexts?

- Political activities
- Business activities
- Economic activities
- Social responsibilities

How vulnerable are your critical resources from terrorist attack?

- Production machinery and equipment
- Mail and HVAC systems
- Electronic communication, power, data, and systems hardware
- Real estate and other physical property
- Finance and administrative transactions
- Employees at the workplace or at other locations

OR-OSHA's emergency-planning rules

Do you need an emergency plan?

Your workplace must have an emergency plan if it does any of the following:

- Requires employees to evacuate the workplace during a fire emergency
- Uses a fixed fire-suppression system
- Complies with any of the following OR-OSHA rules:

1910.119 *Process safety management for highly hazardous chemicals*

1910.120 *Hazardous waste operations and emergency response*

1910.157 *Portable fire extinguishers*

1910.272 *Grain handling facilities*

1910.1047 *Ethylene oxide*

1910.1050 *Methylenedianiline*

1910.1051 *1,3 Butadiene*

Keep in mind... If your workplace has more than 10 employees, the plan must be in writing. If your workplace has 10 or fewer employees, the plan doesn't have to be written; however, you must ensure that employees know what procedures they must follow to protect themselves in an emergency.

A rule-by-rule summary

The following rules include OR-OSHA's requirements for planning and responding to workplace emergencies. Rules in **bold** include specific requirements for emergency and fire prevention plans.

Rule	What it covers
Exits and exit routes	437-002-0041 Requirements for exits that employees use during an emergency.
Employee action plan	All emergency action plans required by other OR-OSHA rules. Requires a written plan for workplaces that have more than 10 employees; covers the written requirements, requirements for alarms, evacuations, and training.
Fire prevention plan	All fire prevention plans required by OR-OSHA rules. Requires a written plan for workplaces that have more than 10 employees; covers the written requirements, requirements for housekeeping, training, and preventive maintenance.
Fire brigades	1910.156 Organizational, training, and personal protective equipment requirements for fire brigades established by an employer.
Portable fire suppression equipment	1910.157 Requirements for placing, using, maintaining, and testing portable fire extinguishers for employee use.
	1910.158 Requirements for standpipe and hose systems.

Rule	What it covers
Fixed fire suppression equipment	<p>1910.159 Requirements for automatic sprinkler systems.</p> <p>1910.160 Requirements for fixed extinguishing systems</p> <p>1910.161 Requirements for dry chemical fixed extinguishing systems.</p> <p>1910.162 Requirements for gaseous agent fixed extinguishing systems.</p> <p>1910.163 Requirements for water, spray, and foam fixed extinguishing systems.</p>
Other fire protective systems	<p>1910.164 Requirements for fire detectors and fire detection systems.</p> <p>1910.165 Requirements for employee alarm systems.</p>
Process safety management of highly hazardous chemicals	<p>1910.119 Requirements for controlling the release of toxic, reactive, flammable, or explosive chemicals. Requires an emergency plan.</p>
Hazardous waste operations and emergency response.	<p>1910.120 Requires an emergency plan for employers engaged in cleanup operations, operations at TSD facilities, and employers who respond to releases of hazardous substances.</p>
Personal protective equipment	<p>1910.133 Requirements for eye and face protection</p> <p>1910.134 Requirements for respiratory protection</p> <p>1910.135 Requirements for head protection</p> <p>1910.136 Requirements for foot protection</p> <p>1910.138 Requirements for hand protection</p>

Rule		What it covers
Permit-required confined spaces	1910.146	Requirements for entry procedures, rescue and emergency services.
Grain handling facilities	1910.272	Requirements for controlling hazards that cause grain dust fires and explosions. Requires an emergency plan covering an employee alarm system, evacuation procedures, and employee training.
Toxic and hazardous substances	1910.1017	Requirements for controlling employee exposure to vinyl chloride. Requires an emergency plan for workplaces that use vinyl chloride as a liquid or compressed gas.
	1910.1027	Requirements for controlling employee exposure to cadmium and <i>cadmium</i> compounds. Requires an emergency plan, including appropriate personal protective equipment, for releases of airborne cadmium.
	1910.1030	Training requirements on the appropriate actions employees must take if they may be involved in emergencies involving <i>blood</i> or other potentially infectious materials
	1910.1044	Requirements for controlling employee exposure to <i>1, 2-dibromo-3-chloropropane</i> . Requires an emergency plan.
	1910.1045	Requirements for controlling employee exposure to <i>acrylonitrile</i> . Requires an emergency plan at workplaces where <i>liquid acrylonitrile</i> is present.
	1910.1047	Requirements for controlling employee exposure to <i>ethylene oxide</i> . Requires an emergency plan.

Rule	What it covers
<i>(Toxic and hazardous substances continued)</i>	<p data-bbox="784 235 919 268">1910.1050</p> <p data-bbox="964 235 1349 369">Requirements for controlling employee exposure to <i>methylenedianiline</i>. Requires an emergency plan.</p>
	<p data-bbox="784 405 919 438">1910.1051</p> <p data-bbox="964 405 1349 539">Requirements for controlling employee exposure to <i>1,3-Butadiene</i>. Requires an emergency plan.</p>
Hazard communication	<p data-bbox="784 598 919 632">1910.1200</p> <p data-bbox="964 598 1398 800">Requirements for protecting employees who may be exposed to hazardous chemicals, including information on container warning labels, material safety data sheets, and training.</p>
Medical services and first aid	<p data-bbox="745 827 919 861">437-002-0161</p> <p data-bbox="964 827 1370 926">Requirements for workplace first aid and emergency medical services.</p>

Where to find more information

Links to more information on planning for workplace emergencies.

- *Emergency management guide for business and industry*; Federal Emergency Management Agency (FEMA), www.fema.gov/library/bizindex.htm
- *How to Plan for Workplace Emergencies and Evacuations*; U.S. Department of Labor Occupational Safety and Health Administration, www.osha.gov
- Oregon Emergency Management; www.osp.state.or.us/oem



OR-OSHA Services

OR-OSHA offers a wide variety of safety-and-health services to employers and employees:

Consultative Services

- Offers no-cost on-site safety and health assistance to help Oregon employers recognize and correct safety-and-health problems in their workplaces.
- Provides consultations in the areas of safety, industrial hygiene, ergonomics, occupational-safety-and-health programs, new-business assistance, the Safety and Health Achievement Recognition Program (SHARP), and the Voluntary Protection Program (VPP).

Enforcement

- Offers pre-job conferences for mobile employers in industries such as logging and construction.
- Provides abatement assistance to employers who have received citations and provides compliance and technical assistance by phone.
- Inspects places of employment for occupational-safety-and-health-rule violations and investigates workplace safety-and-health complaints and accidents.

Appeals, Informal Conferences

- Provides the opportunity for employers to hold informal meetings with OR-OSHA on workplace safety-and-health concerns.
- Discusses OR-OSHA's requirements and clarifies workplace safety or health violations.
- Discusses abatement dates and negotiates settlement agreements to resolve disputed citations.

Standards & Technical Resources

- Develops, interprets, and provides technical advice on safety-and-health standards.
- Provides copies of all OR-OSHA occupational-safety-and-health standards.
- Publishes booklets, pamphlets, and other materials to assist in the implementation of safety-and-health standards and programs.
- Operates a Resource Center containing books, topical files, technical periodicals, a video and film lending library, and more than 200 databases.

Public Education & Conferences

- Conducts conferences, seminars, workshops, and rule forums.
- Coordinates and provides technical training on topics like confined space, ergonomics, lockout/tagout, and excavations.
- Provides workshops covering basic safety-and-health-program management, safety committees, accident investigation, and job-safety analysis.
- Manages the Safety and Health Education and Training Grant Program, which awards grants to industrial and labor groups to develop occupational-safety-and-health training materials for Oregon workers.

For more information, call the OR-OSHA office nearest you.
(All phone numbers are voice and TTY.)

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