



HEARTLAND
WORKFORCE
SOLUTIONS

A proud partner of the
americanjobcenter network

Orientation Manual

Heartland Workforce Solutions

American Job Center

Welcome to Heartland Workforce Solutions American Job Center! Having partners on-site is crucial to providing the best possible services to career seekers and employers. We are happy you have chosen to be here.

This handbook is a general overview of the policy and procedures for all staff working at the American Job Center. These policies and procedures should not conflict with your organization's policies. However, if they do, please follow your own internal policies, and discuss with the One-Stop Operator.

Contact information for questions regarding items in this handbook:

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Table of Contents

Purpose of the One-Stop Delivery System.....	4
Customer Service Standard.....	5
Customer Service Model.....	6
Operations at the American Job Center	7
Keys, Desk Phones and Tools to Get Started	7
AJC Events	8
Availability of Common Use Areas.....	8
MCC South Express Access Site.....	9
To reserve a common use area:.....	9
Staff Development Trainings	9
Workplace Policies	10
Alcohol and Drug Free Workplace	10
Smoking policy	10
Harassment/Sexual Harassment and Hostile Work Environment.....	10
Space Heater policy.....	11
Safety Policies and Procedures	11
General Emergency Procedures.....	11
Organizational Contacts.....	13
Emergency Phone Tree	13
Evacuation Procedures	14
Designated Meeting Locations	14
Emergency/Disaster Supplies	15
Fire Safety Procedures	16
Inclement Weather Closure Policy.....	17
Thunderstorm Procedures	18
Procedures/Thunderstorm Watch.....	18
Procedures/Thunderstorm Warning.....	18
Tornado Watch/Warning Procedures.....	19
Procedures/Tornado Watch.....	19
Procedures/Tornado Warning	19
After the Tornado/Winds have passed:.....	19

Chemical Spills Procedures	21
Minor Spills	21
Major Spills Inside building and/or on property outside	21
Major Spills Outside	21
Bomb Threat Procedures	23
Bomb Threat Actions	23
Evacuation.....	23
Bomb Search by Employees	24
Re-entering the building	24
Post-Detonation/Explosion	24
Workplace Threats and Violence	25
Preparation	25
Immediate Actions When an Incident(s) Occurs	25
Who to notify	26
After the Incident.....	26
Examples of Workplace Violence.....	26
Attachment 1: Bomb Threat Checklist.....	28
Attachment 2: Incident Procedure	29
Incident Report Form.....	31
Attachment 3: Building Layout	33
Attachment 4: Intercom Use	34

Purpose of the One-Stop Delivery System

The purpose of the One-Stop service delivery system is to bring together workforce development, education, and other employment services in a seamless, customer focused manner through our network of providers, thereby enhancing customer access. The goal is to improve long-term employment outcomes for individuals receiving assistance in Douglas, Sarpy, and Washington Counties.

The role of the One-Stop Operator (OSO) is to act as a “functional leader” to optimize and streamline workforce services in our three-county service area. In collaboration with each partner, the OSO will organize and coordinate services for the common customers serviced by the programs of the American Job Center (AJC). The OSO develops and implements operational policies that reflect an integrated system of performance, communication, and case management, and uses technology to achieve integration and expanded service offerings.

Below are the standards and policies that guide the AJC leaderships’ decisions revolving around operations, safety, and services.

Customer Service Standard

Standard: “The HWS American Job Center (HWS AJC) is a place focused on the customer, providing services in an efficient, flexible, and personalized way to business, job seekers and partner organizations alike. The center is a welcoming and safe environment where all customers are treated with dignity, respect, and the highest level of professionalism. A place where customers are connected to opportunities.”

Rules for Adherence:

- Adherence to the HWS AJC customer service standard by all partners is a critical part of ensuring that the center operations embody a culture of respect, dignity, and service. These values are aligned with the mission set forth by the workforce development board and its network partners to make certain that job seekers, businesses and others receive services in a coordinated, efficient, and compassionate manner .
- Customer service training will be made available to all on-site partners by the OSO to ensure there is continuity and consistency for services with all partners.
 - All partners must make every effort to ensure customer-facing staff attend these sessions as they are offered.
 - Ongoing training will help to make certain that customer service remains a priority for all staff and that there is consistency in messaging and service delivery across the board.
- By serving customers within the AJC, all partners and their staff acknowledge that all customers are welcome within the center, and deserve the highest level of respect and compassion when receiving assistance
 - Additionally, all partners and on-site staff understand that AJC customers may possess barriers to employment and may have experienced trauma which influences how they will act, respond to questions/requests, and pursue assistance
- All on-site partners must display a friendly, professional, and helping attitude towards one another, job seekers, and all other visitors to the AJC in line with the standard
- HWS directs and supports the OSO to ensure excellent customer service. Should customer service behavior fall below the standard, the OSO will address the concern with the person. Should substandard customer service behavior persist or be severe, the OSO will recommend to the supervisor that the individual not continue service to the public in resource room functional team or other until behaviors meet customer service standards. Personnel concerns will be directed to the respective agency supervisor and HR process. The OSO may seek HWS support to ensure persisting customer service concerns receive resolution.
- HWS AJC customers, both job seekers and employers, are surveyed regarding their experience with the quality of service provided to them by partner staff for continuous improvement.

Customer Service Model



Operations at the American Job Center

Keys, Desk Phones and Tools to Get Started

- Heartland Workforce Solutions is open Monday – Friday 8am to 5pm. Sometimes workshops and events do occur outside of business hours and partner staff can have access to the facility when needed, please work with the OSO on scheduling additional hours.
- The center will be closed to the public for Nebraska State Holidays. Weather closure procedure can be found [here](#).
- On a first day, a supervisor and new staff should check in with the OSO to receive key fob and filing cabinet keys for the new staff's workspace. Lanyards are available for your convenience. Key fobs are generally active 24/7.
- OSO will email new staff a copy of the most up-to-date phone and seating chart.
- Each desk comes with a desk phone. The OSO will update you on the phone and seating chart, however, it is the new staff's responsibility to set up a voicemail greeting and check voicemails going forward
 - To access your phone's voicemail simply dial ***17**. You will be asked to enter your **extension** then the password. The password is a default of **5752**. Please do not change the password.
 - To record your name for the Voicemail box: Press **5** for personal options. Press **5** to record your name.
 - To Record your Greeting, press **3** to listen to personal greetings. Press **1** to record a new greeting. Always follow voicemail prompts for recording, listening, and saving your new greeting. Ask OSO if you have questions.
 - To listen to voicemails, press **2** to Get Messages. Press **0** to listen to each message, to go on to the next message press **#**, to erase and play the next message press ***3**.
- If you notice any maintenance needs, such as lights out, printer low on ink, phone not working, plumbing issue, please fill out this [Maintenance Request Form](#). If there is a maintenance issue that is urgent, please inform the OSO leadership as soon as possible.
- A Nurture Room is in the back hallway across from the HWS administrator office.
- A break room with two refrigerators, two microwaves and a vending machine are available for all AJC staff to use. There are also lockers and a coat rack.
- Refrigerator cleaning Procedure:
 - 2022 Cleaning Dates:
 - Fridge A – Jan 21, Feb 18, March 18, April 15, May 20, June 17, July 15, Aug 19, Sept 16, Oct 21, Nov 18, Dec 16
 - Fridge B - Jan 28, Feb 25, March 25, April 22, May 27, June 24, July 22, Aug 26, Sept 23, Oct 28, Nov 25, Dec 23
 - The fridges in the breakroom will be assigned as Fridge A and Fridge B. Fridge A is the fridge to the left of the entry. Fridge B is the one straight from the entry. The fridges will be labelled with the appropriate letter.
 - Fridge A will be cleaned on the third Friday of every month. Any items left in the fridge at the time of cleaning will be thrown into the garbage.

- Fridge B will be cleaned on the fourth Friday of every month. Any items left in the fridge at the time of cleaning will be thrown into the garbage.
- The OSO will send out an email to all employees one week prior to each fridge cleaning AND the day prior as a notice to move any items that they want to keep to the other fridge prior to the cleaning date.
- Employees are responsible for reviewing fridge cleaning reminders and moving their own items out of the fridge prior to the date of cleaning. The cleaning staff will NOT move any items from one fridge to the other

AJC Events

There are many events that happen on site that are hosted by a variety of partners. Partners are encouraged to use AJC spaces for workshops, in person, hybrid or online, for the benefit of customers. Workshops like resume building, finance, entrepreneurial, industry, etc. are useful for our customers and promote sustainable career pathways. Opportunities for partners to collaborate on job fairs, business team events, task groups such as youth, reentry, safety, etc. are available and encouraged. Please contact the OSO for collaboration and scheduling. Notify the OSO should any events need last minute cancelling or rescheduling.

Use this calendar to stay informed of upcoming events to share with your customers and promote your program activities. The calendar will be updated ongoing and can be viewed by clicking this link: <https://hws-ne.org/resources/calendar/>

To submit activities for the AJC calendar:

- Email OSO Manager at shigh@nationalable.org
- Provide a summary of what the event is and include date, time, and location (be sure to book a conference room if needed following the instructions below).
- If there is a flyer for the event send that as well so it can be added to the website.
- Activities can be on site, virtual or hybrid events
- The general population should be welcome to attend since these activities are posted on a public website
- Events will be posted on the website within 48 hours of the request

Availability of Common Use Areas

The One-Stop Operator (OSO) aims to accommodate all partners and their requests to utilize the HWS American Job Center's meeting & computer room spaces. We are proud to have on-site one large conference room, one medium, a computer lab, two small conference rooms and four small interview rooms. These rooms are available for reservation by all co-located and off-site partners and businesses at no cost

The OWL Meeting Pro hybrid meeting device is available in most of the conference rooms. This system will allow you to hold virtual and hybrid meetings on site and includes a 360° camera, speaker, and 12-foot reach microphone. If you are interested in utilizing this system, please note that in your reservation request. Staff will be available to assist in set up if needed.

MCC South Express Access Site

In addition to our space at our Ames location, we have a great access site at the Metropolitan Community College South Express campus on 24th & Oak where we offer two desks for staff work areas and a common space for career seekers to receive workforce services. Our goal with this location is to expand workforce services to the South Omaha community. If you would like to have a regular schedule at this space, please let the OSO know or reserve either of the desks at your leisure using the below method.

To reserve a common use area:

- At least 24 hours in advance, go to <https://bit.ly/bookathws> and choose the amount of time, the date, and the room (displayed as “select staff”) you wish to use. Please choose a title for your event/reservation and type it into the *Name* section. Please also fill out the contact information accordingly and the number of attendees and set up needs (e.g., U-shape, Classroom Style, OWL) should be included in the *Notes* section
- All requests for reservations that are either recurring or outside of the time frames listed should be emailed directly to the OSO at shigh@nationalable.org. These requests take special consideration so they should be made at least 2 weeks prior to the event.
- Recurring events may be booked for 4 months at a time and should not exceed 4-hour blocks. The event organizer and the OSO should revisit the event details at the end of the fourth month.

Staff Development Trainings

The OSO provides training opportunities for AJC staff to be a cohesive and united service. It is highly encouraged of partners to ensure their new staff attend these trainings. Training new AJC staff should be completed in the first six months of employment at the center. Group trainings that are provided regularly are Customer Service, Safety, Accessibility, Priority of Service and NEworks. Please refer to the calendar on the [HWS website](#) or contact the OSO to find out more.

Workplace Policies

Alcohol and Drug Free Workplace

Heartland Workforce Solutions (HWS) is committed to providing a working environment that is safe and promotes efficient productivity within its workforce. HWS and the OSO endorse the philosophy that the workplace should be free from the detrimental effects of alcohol or illegal drugs.

Smoking policy

Smoking is not permitted inside the Heartland Workforce Solutions American Job Center facility. Smoking shall take place only in the designated smoking area found on the North side of the Center or at least 20 feet from the entrance of the building. Smoking shall mean the inhaling, exhaling, or carrying of a lighted cigar, cigarette, pipe, or any other smoking materials. The use of smokeless tobacco or carrying of smokeless tobacco paraphernalia is strictly prohibited inside the Heartland Workforce Solutions facility. Reports of people violating the smoking policy should be brought to the attention of the One-Stop Operator. The One-Stop Operator will address the behavior with the program lead for the program that the offender is with to determine next steps.

To report customers violating this policy, contact the One-Stop Operator.

Harassment/Sexual Harassment and Hostile Work Environment

Heartland Workforce Solutions affirms that all people are to be treated fairly and equally, with dignity and respect. Any form of sexual harassment will be treated as a violation of this policy and is prohibited. All employees, volunteers and partner staff must avoid offensive or inappropriate sexual behavior at work and are responsible for assuring that the workplace is always free from sexual harassment.

Sexual harassment is defined to be any conduct of a sexual nature that interferes with an employee's work performance or creates an intimidating, hostile, or offensive working environment. Examples of prohibited conduct include, unwelcome sexual advances, requests for sexual acts or favors, with or without accompanying threats, offensive verbal or physical conduct of a sexual nature, sexually suggestive comments, off-color language or jokes of a sexual nature. Any display of sexually explicit pictures, greeting cards, articles, e-mail, books, magazines, photos, or cartoons is also prohibited.

Heartland Workforce Solutions American Job Center has a zero-tolerance view toward sexual harassment. Anyone, who believes they have been subject to sexual harassment, or has observed sexual harassment while at the HWS AJC, should report the alleged act immediately to their Supervisor and follow its own policies and procedures regarding sexual harassment. Any one who feels like the situation is a reportable incident of the AJC should follow the Incident Reporting process.

Space Heater policy

Use of space heaters will be allowed only if supervisor or management approval is provided prior to use.

- Units that have been listed or labeled by a nationally recognized testing laboratory such as UL (Underwriters Laboratories), CSA (Canadian Standards Association) or ETL (Intertek) are the only space heaters permitted for use.
- Keep at least 36 inches of clearance around every space heater and only use them in areas free of flammable liquids and easily ignited or combustible materials.
- Proper placement of the space heater is important. Be sure it is not in a high-traffic area or in any area where it may become a tripping hazard.
- Do not place on file cabinets or elevated surfaces where it may become a tipping hazard. Space heaters must have a tip-over shutdown feature. If the heater is knocked over, the unit must automatically shut off.
- If using an electric space heater, make sure electrical cords and plugs are not frayed or damaged. Always plug the heater directly into the wall outlet and be sure the power cord is not crossing a walkway. Never use extension cords or power strips, as these could overheat and lead to a fire.
- Be sure space heaters are never left unattended. They should be turned off when the employee leaves the room or area of the heater, and they should be unplugged at the end of the day.

Safety Policies and Procedures

General Emergency Procedures

A Safety Committee meets regularly to ensure the below policies are up to date and provides trainings on these safety threats. If you are interested in joining the committee, or have questions regarding your safety at this facility, please contact the OSO.

In case of a fire, medical emergency, assault, bomb threat, or any other emergency requiring IMMEDIATE ATTENTION:

FROM A SAFE PLACE DIAL: 9-1-1

Be prepared to give the following information:

1. **TYPE** of **emergency** (Medical, Police, Fire, etc.)
2. **ADDRESS** you are calling from including the major cross streets
3. Your **LOCATION** in the building
4. Your **TELEPHONE** number
5. Your **NAME** (DO NOT hang up before verifying that the information was received and be ready to give additional information requested)

6. If not able to speak directly to the phone, **leave the phone off the hook** to ensure the operator can hear what is happening
7. **NOTIFY** the One-Stop Operator Leadership

Contact	Phone Number
OSO Manager – Savannah High	O: 402-934-2575 C: 308-991-7358
Sr Program Director – Alejandra Sinecio	402-306-5936

8. If the emergency requires that everyone evacuate the building, do so immediately by following the posted diagrams of the exit routes. **DO NOT** go back into the building or your work area for personal belongings if an evacuation has been ordered.
9. All AJC partners and staff should let others know as you are making your way to the exit so that everyone in the building is aware of the emergency. **If you have a center visitor in your area, please make sure you escort them from the building along with your unit.** All visitors and staff in the building should evacuate in a calm and professional manner.
10. In the event of an evacuation, the designated meeting place will be the Dollar General parking lot on the west side of the store. If a threat is coming from the east side (parking lot side) of HWS and an exit to the back of the building must be made. If you must exit from the Armor Storage door on the west side of the building, you can use the code **2#5752*** for the gate and proceed to the O’Reilly Auto Parts parking lot. If you must exit from either of the North doors and cannot go to the Dollar General parking lot, exit up the grass hill on the north side of the building and meet at the crossing of Larimore Avenue and Fowler Avenue.
11. Once outside the building a roll call will be made by each supervisor to account for those known to be in the building at the time the alarm is sounded. Information regarding persons believed to be in the building should be made available to the Center Manager (OSO) and any emergency crews. (DO NOT re-enter the building, only trained search and rescue personnel should Re-enter an evacuated area).
12. After the emergency, any staff person involved in or witnessing an incident is to work with the OSO to complete an **Incident Report** ([Attachment 2](#)) as soon as possible. The OSO will follow the critical incident report SOP.
13. The OSO will issue a memo within 48 business hours to the staff with any precautions or problems resulting from the emergency, if any changes need to be made for future incidents and what was learned from the event.

Organizational Contacts

In the event of an emergency, it is expected that all staff and customers proceed to the safe refuge area, which is the **Dollar General Parking** lot. Senior staff (managers, directors, etc.) will roll call their respective staff. Senior staff members are then to report to the OSO Manager. If a staff member is the sole representative from his/her organization, he/she will report directly to the OSO Manager once at the safe refuge area.

Below is a list of partners located at Heartland Workforce Solutions with the designated contact person for each organization. The second name listed is the organization's second most senior leader (or designated contact person), who would be the contact person for the organization should the first individual listed is absent.

Organization	Primary Contact	Back-Up Contact
NDOL	Bobbi Jo Howard (402) 580-2311	Bradley Pierce - 402-473-7018
National Able Network (WIOA A/DW)	Alejandra Sinecio (402) 306-5396	Matt Weis - 312-994-4285
National Able Network (One-Stop)	Savannah High (308) 991-7358	Alejandra Sinecio (402) 306-5396
DHHS	Vickie Adams (402) 934-2876	Zoann Keene (402) 934-2674
National Able Network (SCSEP)	Kristen Knobbe (402) 704-4082	Laura Lisk 515-346-7804
Nebraska VR	Frankie Charles frankie.charles@nebraska.gov (402) 934-2868	Deb Dixon deborah.dixon@nebraska.gov
MCC	Josie Culpepper (402) 819-7531	Gloria Harwell (402) 455-2526
Heartland Workforce Solutions	Erin Porterfield (402) 218-1163	Ronda Newman (402) 218-2287
Operation Hope	Yolanda Butler (925) 567-4906*	
Job Corps	Shayla Dailey (402) 658-8610	Shari Clausen -515-802-9402
Dynamic Workforce Solutions	Omar Valentine (531)600-5860x403	David Vaughn (402) 278-8427
Equus	Tanyel Johnson - 402-763.6740*	

*Denotes an individual who is an organizations sole representative on campus. These organizations should report directly to the OSO.

Emergency Phone Tree

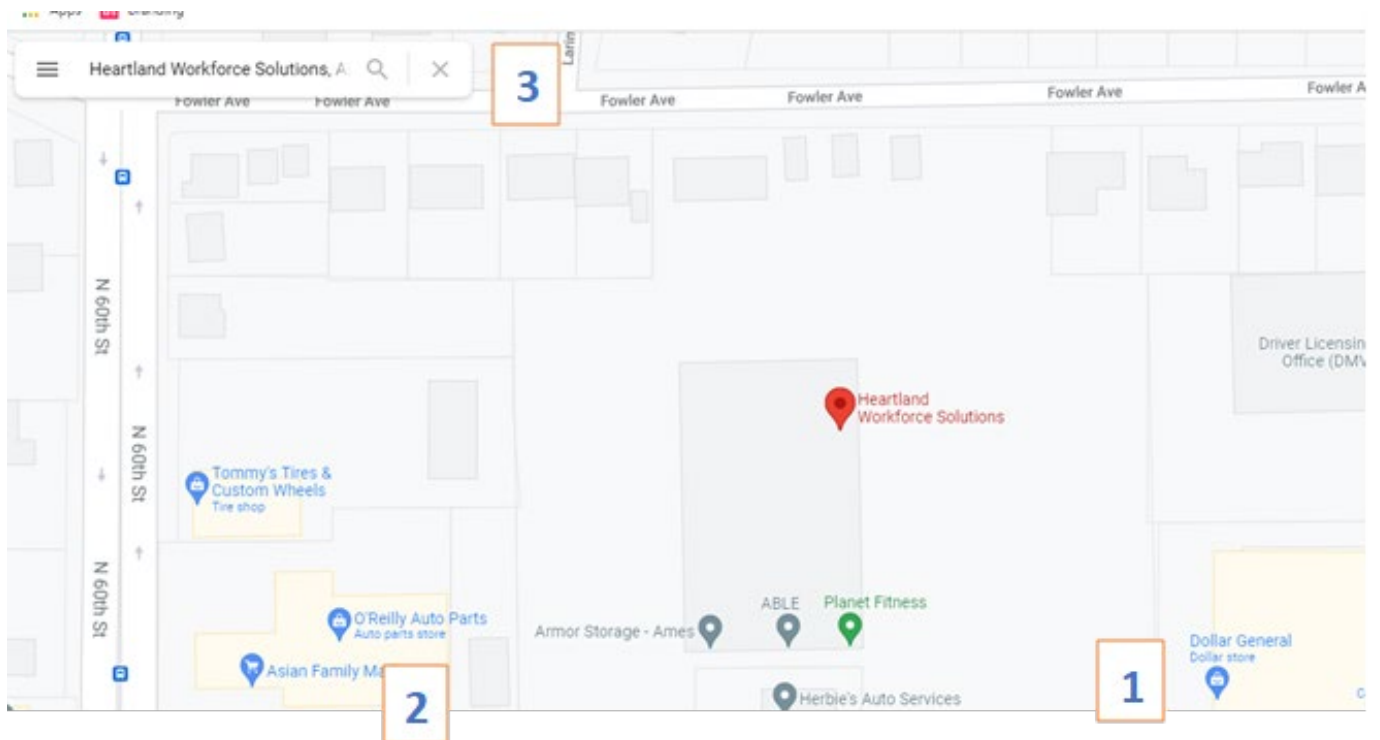
It is advisable that each organization have its own “calling/communication tree” during emergencies. However, it is imperative that each organization’s contact person communicate with the OSO regarding head counts and any missing people. All staff are encouraged to use their own discretion about calling 911 or other emergency numbers. The OSO and/or Senior Program Director will be the main contact for emergency personnel if/when an emergency occurs.

Evacuation Procedures

It is expected that all staff will familiarize him/herself with these emergency evacuation procedures. Evacuation procedures are discussed with new staff when he/she completes “American Job Center Orientation” with the OSO upon being hired. It is up to the hiring manager to ensure this meeting is scheduled with the OSO.

Upon an emergency, staff should evacuate to the nearest and safest exit (See [Attachment 3](#) for building layout map). Staff should review the attached building layout to know where all exits within the building are, paying special attention to the exit closest to his/her office. Once a safe exit route is determined, staff should quickly exit the building and proceed to the safe refuge area. The designated meeting area is the **Dollar General parking lot (1 on map below)**. If you must exit from the Armor Storage door on the west side of the building, you can use the code **2#5752***. In the event you cannot go around to the Dollar General parking lot, meet in the **O’Reilly Auto Parts parking lot (2 on map below)**. If you must exit from either of the North doors and cannot go to the Dollar General parking lot, exit up the grass hill on the north side of the building and meet at **the crossing of Larimore Avenue and Fowler Avenue (3 on map below)**.

Designated Meeting Locations



Unless extenuating circumstances deem the safe refuge area as unsafe, it is expected that all staff check-in with his/her supervisor at the safe refuge area. This means that staff are NOT to leave the area until checking-in with their supervisor. Supervisors, it is your duty to:

- Notify your staff that you are the contact person for emergencies once at the safe refuge area.
- Know who is and who is not on-site each day from your organization.
- To check-in with the OSO once at the safe refuge area.
- To inform your “back-up” that he/she is the emergency contact in your absence.

If an evacuation is necessary, an alarm (such as a fire alarm) will sound, or an announcement will be made via the intercoms over the phone system. If able, details regarding the reason for evacuation will be shared and safe exit routes will be detailed. In certain instances, such as the case of a violent situation, communication regarding the safest exit route may not be feasible. Thus, it is important to remain diligent, be aware of surroundings, and be poised while exiting. Be familiar with your surroundings and get the attention of others who may not be exiting. It is important that ALL individuals exit the building when advised to do so.

If an exit takes you to the rear of the building (on the west side of the building) please travel on the south side of Planet Fitness to the safe refuge area as quickly as possible. If you are unable to make it to the safe refuge area, call 911 and inform them of your situation and whereabouts.

Emergency/Disaster Supplies

The following emergency supplies are kept near all emergency exits. A list of the supplies is attached to each emergency supply container.

- The HWS Orientation, Hard Copy
- Water
- Flashlights and batteries
- Extra Batteries of different sizes
- Non-perishable food
- First Aid Kit
- NOAA Weather Radio
- Emergency Whistle
- Door Stops
- Basic tool kit
- Code for Armor Storage gate

Fire Safety Procedures

Anyone can respond to a fire emergency using the following procedure: **RACE**

R: Rescue people in immediate danger. Individuals located in the immediate fire area should be the first to be evacuated (See [Attachment 3](#)). Primary locations are the doors of egress, front, back or side. The secondary means of exit will be windows.

A: Activate Fire Alarm (located on the front door of the Resource Room). Should fire or heavy smoke be discovered, immediately activate the nearest fire pull station.

C: Confine fire (Fire extinguishers located on [Attachment 3](#)) and call fire department and other emergency response personnel

E: Evacuate yourself and surrounding staff or customers to a safe area and remaining available staff should extinguish the small fire.

- All individuals and staff should be evacuated to a pre-assigned safe area mentioned above in the evacuation procedures.
- During the evacuation process, check all rooms, closets, bathrooms etc. to ensure everyone is out. Do not reopen any door where fire has been confined.
- Perform a headcount to ensure all people are out of the building.

Fighting the Fire:

Fire-fighting priorities protect human life, protect private property, and protect the environment. It is recommended that all people in the building evacuate to a safe area before attempting to fight a fire. Your local fire department's safety representative is your best source of information and planning assistance. There are 5 fire extinguishers on-site (see [Attachment 3](#))

Inclement Weather Closure Policy

There are two conditions that would cause HWS American Job Center to close due to inclement weather.

- If County/City offices close
- If Metro Transit buses halt operations due to weather

If either of these 2 situations arise, the OSO will contact the Sr. Program Director to make a final decision on closing. Once that decision has been made the following will occur:

1. OSO will contact all resource room staff including the Department of Labor contact person for the resource room. The Department of Labor will contact their staff to inform them of the closure.
2. OSO will send a notice to Heartland Workforce Solutions to be posted on Facebook and other social media
3. OSO will email internal and external partners to inform them of the closure.
4. OSO will notify National Able Call Center of closure. If there are immediate needs, the call center will contact either the OSO or the Sr. Program Director via cell phone or email.
5. When possible, a sign will be posted on the exterior door letting customers know that the building has closed and include immediate needs contact info.

If HWS American Job Center must close after the day has started, the same procedure as above will be followed, however, customers currently in the room will be allowed to finish what they are working on before they must leave. Customers with appointments scheduled will be contacted to reschedule those appointments.

Thunderstorm Procedures

There are two conditions to be aware of during a possible thunderstorm activity:

- **Thunderstorm watch:** means conditions are favorable for a possible thunderstorm.
- **Thunderstorm warning:** means a thunderstorm is in the area.

Procedures/Thunderstorm Watch

- Close all windows.
- OSO leadership will monitor the storm system on radio, TV, or weather radio.
- Normal activities should continue.
- If time permits, review severe weather policies and procedures, and ensure first aid kits and disaster kits are available and well stocked.
- Continue all precautions until an official “all clear” has been issued.

Procedures/Thunderstorm Warning

- Remain calm. Do not panic during severe weather situations.
- Begin monitoring the storm system on TV (if lightening is not present) or battery-powered radio or weather radio.
- Close all exterior doors and windows.
- Keep all people away from windows.
- All individuals in the center should move to a pre-assigned safe place within the building.
- Ready pillows and blankets so if weather worsens, you are prepared.
- If possible, turn off all electrical appliances and lights.
- Stay away from windows, stoves, metal pipes, telephones, and electrical devices in case of lightning.
- If lightning is present, telephone usage should be terminated except for emergency situations. Unplug televisions and other electronic equipment.
- Remain in safe area until an official “all clear” has been given.

Tornado Watch/Warning Procedures

There are two conditions to be aware of during possible tornado activity:

- **Tornado Watch:** means weather conditions are favorable for a tornado to develop.
- **Tornado Warning:** means a tornado or funnel cloud has been spotted in the area.

Procedures/Tornado Watch

- As severe weather threatens, communication from radio, TV, weather radio, etc. should be monitored.
- Close all exterior doors and windows.
- All drapes, shades, blinds, etc., should be closed to reduce the possibility of flying objects.
- Everyone should move away from windows and doors.
- Unless needed for emergency situations, travel should be suspended during a tornado watch.
- Check to ensure first aid kits and disaster kits are available.
- Be prepared to transition from a Tornado Watch to a Tornado Warning with little or no advance warning.

Procedures/Tornado Warning

- Follow procedures above for Tornado Watch.
- An announcement will be made over the phone intercom system when there is a tornado.
- Continue to monitor radio for further weather information.
- All staff are to be moved to a safe area of the building. Safe areas include interior areas such as bathrooms, the staff breakroom, the workroom.
- Remain calm, reassure staff that everything is under control.
- Remain in the Tornado shelter area until the warning has expired and all clear is announced

After the Tornado/Winds have passed:

- Check for injuries.
- If there are injuries, call 911.
- **Check the building and immediate outside area for damages.**
- Electricity: does the building have electrical power? Look for downed power lines, trees on lines and/or storm debris on power lines.
- Water: does the water flow when faucets are turned on? Is the watercolor normal? Does it have an unusual odor? Pay attention to news channels to hear if water systems have been compromised.
- Gas (if applicable) - Is there an odor of gas (rotten eggs)? If so, do not turn on lights or appliances. If there is no odor, do gas appliances work when turned on? Are gas lines/regulators outside the building intact? (**Note:** If your building has a residential propane storage tank, is it still upright? Is the fuel supply line from the tank to your

facility intact? If you suspect a leak or hear a high pressure, hissing or whistling sound, release is in progress. Move everyone upwind and uphill from the leak and extinguish or guard against potential ignition sources.)

- Look at damage to the building and use your judgment to determine if it is safe to occupy the building. If you determine the building is unsafe for occupancy, see Evacuation Procedure

Chemical Spills Procedures

This section is designed to address Hazardous Materials (chemical spill) inside your building or outside on building property, or in the vicinity of the building.

Incidents/accidents involving hazardous materials must be reported to the state emergency management agency. This is usually accomplished through the local emergency management agency or the fire department. Check with your local emergency management office to determine how reporting is managed in your county/city.

Minor Spills

- Minor spills inside the home could include gasoline, bleach, and household cleaners. Mixing some household cleaners can create hazardous gases.
- Isolate (evacuate) the immediate area and call **911**.
- DO NOT touch, inhale, or perform taste tests on the spilled material.
- Provide first response units with as much information as you can about the material, spill circumstances, and location.

Major Spills Inside building and/or on property outside

- Isolate (evacuate) the immediate area and call **911**.
- DO NOT touch, inhale, or perform taste tests on the spilled material.
- Provide first response units with as much information as you can about the material, spill circumstances and location.
- If possible, move everyone uphill and upwind.
- Be prepared to evacuate if appropriate or advised to do so.

Major Spills Outside

- Some chemical accidents/incidents may make going outdoors dangerous. Leaving the area might take too long or put customers/staff in harm's way. In such a case it may be safer to stay indoors and "Shelter in place."
- "Shelter in place" means to make a shelter out of the place you are in. It is a way to make the building as safe as possible to protect human life until help arrives. You should not try to shelter in a vehicle unless you have no other choice. Vehicles are not airtight enough to provide adequate protection from chemicals.
- If there is a "code red" or "severe" terror alert, pay attention to radio and TV broadcasts to know right away whether a shelter-in-place alert is announced for the area.
- You will hear from the local police, emergency coordinators, or government on the radio and on the TV emergency broadcast system if sheltering in place is necessary.
- Act quickly and follow the instructions of your local emergency coordinators such as law enforcement personnel, fire departments, or local elected leaders. Every situation can be different, so local emergency coordinators might have special instructions for you to follow.
- Listen to the radio or TV for an announcement indicating that it is safe to leave the shelter.

- When you leave the shelter, follow instructions from local emergency coordinators to avoid contaminants outside. After you come out of the shelter, emergency coordinators may have additional instructions on how to make the rest of the building safe again.

Bomb Threat Procedures

Bomb Threat Actions

- Use the Bomb Threat Checklist ([Attachment 1](#)) when the threat is made. This list is located next to the phones in the Resource Room.
- OSO will utilize intercom ([Attachment 4](#)) to alert on-site employees to evacuate. OSO will communicate with Safety Committee via instant messaging tool to communicate to all on-site partners.
- **Call 9-1-1** and report the threat.
- Evacuate

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise.

Act quickly but remain calm and obtain information with the checklist provided.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, **contact -9-1-1 immediately** with information and await instructions.

If a bomb threat is received by handwritten note:

1. Remain calm.
2. Listen carefully.
3. LOOK, at the person giving you the note (clothes, shoes, hats, tattoos, hair, eyes, facial hair, male, female, scars, etc.)
4. Contact the OSO Manager or Senior Program Director immediately.
5. **Contact 9-1-1 immediately**
6. Handle note as minimally as possible and try not to touch note.

If a bomb threat is received by email:

1. Quickly call OSO Manager or Senior Program Director.
2. Do not delete the message.
3. **Contact 9-1-1 immediately**

Evacuation

It is recommended that you evacuate the building to a safe area outside (300-400 feet from the bomb's most probable location.) It is important that the CALL TAKER attempt to learn the bomb's approximate location within the building or adjoining structure during the threatening call.

- Keep all evacuees and staff together in the safe area and wait until first responders arrive.
- The threat CALL TAKER should be available to talk to first arriving response units and provide all available information concerning the call to fire department and law enforcement personnel.
- Do not re-enter the building until told it is safe to do so by law enforcement personnel.

Bomb Search by Employees

- As you evacuate the work area, look for suspicious objects/packages that do not belong.
- DO NOT touch or attempt to move any strange object/package.
- It is not necessary to move furniture, books, or open desk drawers. (A visual work area search should take no more than 5 seconds as you leave the area.)
- As you are exiting the building, visually scan the hallways and open doorways for strange objects/packages or anything out of the ordinary.
- Report any suspicious objects/packages to the fire department and law enforcement personnel.

Re-entering the building

After cleared by law enforcement and/or fire department

- Be alert, visually scan the areas again. DO NOT take a bomb threat lightly.

Post-Detonation/Explosion

- Check for injuries.
- **Call 911** if the call has not already been made or the device detonates/explodes before or immediately after the caller hangs up.

Workplace Threats and Violence

Heartland Workforce Solutions Center American Job Center is committed to the safety and security of its employees and program participants. Threats, threatening behavior, or acts of violence against employees, participants, visitors, customers, guests, or other individuals by anyone on Heartland Workforce Solution American Job Center property will not be tolerated. Violations of this policy will lead to corrective action that may include arrest, prosecution, and revocation of HWS American Job Center visiting privileges.

While certain behaviors raise warning flags, there is no absolute profile that identifies workplace violence actions. However, warning signs can alert supervisors and managers to potential problems that require investigation and intervention. Such behavior may include:

- Threats, threatening behavior, frequent aggressive outbursts, or excessive displays of temper
- A history of threats or violent acts
- Fascination with weapons and/or references to weapons
- Verbal abuse of coworkers and customers, or harassment through phone calls or e-mails
- Bizarre comments or behavior, especially if it includes violent content
- Holding grudges, inability to handle criticism, habitually making excuses, and blaming others
- Making jokes or offensive comments about violent acts

Concerns related to these, or other threatening words or actions should be taken first to the on-site leadership of your program to discuss the next best steps. If needed, your program supervisor should take the concerns to the Program Director and One-Stop Operator.

Please note: There are many forms and levels of workplace violence. The procedures contained in this emergency preparedness manual presume a form and level that would rise to the category of “disaster” or “emergency.”

Preparation

- The OSO will provide employees with training on:
 - Procedures to follow in the event of a workplace violence incident. Quarterly trainings on-site safety, Fire, Weather, Active Shooter drill throughout the year. Consider the utilization of code words to alert other staff.
 - Warning signs to look for and steps to take to help provide a safe working environment (local law enforcement can usually provide educational sessions or resources at no charge).

Immediate Actions When an Incident(s) Occurs

- Call 9-1-1 Immediately
- Take steps to ensure the safety of visitors and staff.

- If the threat is coming from outside the building, steps may include locking doors, closing blinds, moving customers and staff away from windows, etc.
- If the threat is coming from inside the building and you can exit the building, such as in the case of a bomb threat, an active shooter or a perpetrator in another part of the building, follow your operation's evacuation procedures as much as possible.
- If the threat is coming from inside the building and you are not able to exit the building, such as in the case of an active shooter or a perpetrator who is between you and the exit, try to move visitors and staff to a space or room that can be locked or barricaded against the perpetrator, preferably a room with a window that could be used as a means of escape.

Who to notify

- Notify the OSO and your direct supervisor
- Program supervisors should notify "off the clock" employees via program's identified quick communication tool

After the Incident

- Move customers and staff back into building, being careful to avoid potentially traumatic areas (such as bloodstains or broken furniture)
- If not able to return to the facility, OSO will identify a safe alternate gathering location.
- Ensure call center and any other necessary agencies are aware of the closure.
- Contact your supervisor to see if there is EAP available, or contact a counseling/debriefing provider
- Perform incident report procedure ([Attachment 2](#))

Examples of Workplace Violence

Incidents of workplace violence can take many forms and perpetrators may have many different motivations. This list is designed to give an overview of several sources and types of workplace violence and is not intended to be an exhaustive list.

- Strangers – Not all cases of workplace violence are targeted at specific employers or employees. Some cases of workplace violence could include:
 - Someone breaking into a facility looking for money or drugs or objects that could be sold.
 - Someone carjacking a staff person who is out in the community on company business.
 - A case of "road rage" where another person feels that they were "cut off" in traffic by a staff person.
 - A staff person who is physically or sexually assaulted while conducting company business.
 - Someone harassing or intimidating a staff person, or a staff person who is defending or protecting customers who are being harassed or intimidated.

- Any of these could be a possible Active Killer with firearms or other deadly weapons with intent to harm a specific person or anyone in the area.
- Employees – An altercation between employees, or current or former employees who feel that they have been wronged in some way, can also be a source of workplace violence. These individuals can be especially dangerous because they:
 - are more familiar with the routine and schedule of their targeted victims.
 - know more about the layout of the building.
 - are either already in the building or are likely to be able to gain entrance to the facility. Even former employees who may have been terminated may still have friends who may give them access (without knowing what their intentions are).
- Customers – While the risk may vary depending on the type of service being provided and the type of client being served, it is possible that workplace violence could be perpetrated by customers in the facility in any of our divisions or operations. For example:
 - In our resource room, a client could lash out at other staff.
 - Clients receiving services from a career One-Stop program may become disillusioned if their job search is unsuccessful for an extended period and may blame the staff.
 - Youths who have been abused or neglected have often learned that behavior and may exhibit that behavior toward staff.
 - People with developmental disabilities or acquired brain injuries sometimes have behavioral challenges or impulse control issues.
 - Recipients of periodic in-home services who have Alzheimer’s or other forms of dementia can sometimes become combative.
- Outside individuals with a connection to staff or clients – Sometimes the threat comes from perpetrators who have a relationship with someone inside the facility. While these perpetrators may only have one target in mind, they are likely to harm anyone who “gets in their way” or anyone who they perceive to be helping the targeted victim. These situations could include:
 - An employee who is a victim of domestic violence. This is especially dangerous if the victim has tried to leave the abuser because the one place where the abuser knows to find the victim is at work.
 - A client who is a victim of domestic violence. A client seeking employment assistance through one of the on-site programs could be a target, or the staff members could become targets if they are perceived by the perpetrator to be helping the victim.
 - Custody cases. When the parents of a client are engaged in a custody battle, one parent may try to kidnap the client, leading to an altercation with staff at the worksite.

Attachment 1: Bomb Threat Checklist

DATE: TIME:

Call 9-1-1

- I'm reporting a Bomb Threat.
- My address is
- The threat is directed at (person/room).
- My telephone number is
- My name is

Questions to Ask When a Bomb Threat is Received via Phone

- Where is the bomb located? (Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Information About Caller:

- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice		Background Sounds	Threat Language
Accent	Female	Animal Noises	Incoherent
Angry	Laughter	House Noises	Message Read
Calm	Lisp	Kitchen Noises	Message Recorded
Clearing throat	Loud	Street Noises	Irrational
Coughing	Male	Booth	Profane
Cracking Voice	Nasal	PA System	Well-Spoken
Crying	Normal	Conversation	Stutter
Deep	Ragged	Music	
Deep Breathing	Rapid	Motor	
Disguised	Raspy	Clear	
Distinct	Slow	Static	
Excited	Slurred	Office Machinery	
		Factory Machinery	
		Local	
		Long Distance	

Attachment 2: Incident Procedure

Purpose

These procedures aim to ensure all incidents are reported to the appropriate management level in a timely manner and dealt with appropriately by all staff involved.

A review of the safety section of the Heartland Workforce Solutions AJC Orientation will be done to ensure safety policies reflect incidents that have occurred at HWS.

Process

Any staff member who is involved in, witnesses or has an incident brought to their attention must immediately report the incident in accordance with the requirements in Section 3 of this document. If the person completing the incident report did not witness the event, state on the incident report and note who relayed the information to the report writer and when. All staff involved in the incident must submit a summary of the incident along with their contact information.

All staff must prepare an Incident Report (IR) form. This form can be found at the end of this document or can be obtained by request from One-Stop Operator staff. This form should be completed and turned into the One-Stop Operator Manager within 24 hours of the incident. Always try and get the full names of witnesses to the incident or others who were involved. Be professional and thorough when completing an IR form. Incident Report forms may become legal documents in a court of law or may be reviewed by administration, legal counsel, and possibly the public. Incident Reports are for documenting facts only.

Incident Examples

- An incident may include any of the following:
- Injuries
- Disruptive behavior of customers or accompanying children/other adults
- Inappropriate behavior by the customer toward staff, such as the use of profanity, threats, or assault
- Property theft or damage
- Any suspected incident of abuse
- Reported COVID exposure after entering the center

Notification Process

Immediate verbal notice to One-Stop Operator (OSO) or Senior Program Director

AND

Completion of Incident Report within 24 Hours of incident

Following submission of the IR form, the OSO Manager will review and send to the Senior Program Director (SPD). The SPD will then forward the IR form to Heartland Workforce Solutions (HWS) executive administrators. The SPD and HWS executive administrators should convene to initiate follow-up activities and appropriate policy or building operation changes as needed to allow for increased risk management. Updates to building operation should be communicated to and implemented by the OSO Manager.

Any updated information staff uncover is to be promptly provided to the OSO Manager.

An incident will be moved to 'closed' status by HWS executive administrators and the OSO team only when there is sufficient information in the report to indicate the incident event has been/is being appropriately managed or resolution has been reached.

Notice of the incident will be provided to all partner programs within 24 hours of the incident and again after the incident is considered resolved to include any follow-up actions that will need to be taken as a result of the incident.

Incident Report Form

- Call Savannah High within 24 hrs. of the incident at 402-934-2575
- Complete Incident Report Form return to Savannah High (shigh@nationalable.org) or Alejandra Sinecio (asinecio@nationalable.org)

Location: _____

Date: _____

Report filed by: _____

Supervisor: _____

Phone Number: _____

Email: _____

Type of Incident: (check appropriate boxes)

Potential Liability

Break-in

Injury

Fire

Media Event

Burglary/Robbery

Legal Action

Destruction of Property

Threat

Other: _____

Accident

Affecting: (check all that apply)

Physical Building

Clients

Employees

Visitors

Incident Specifics:

Date: (month/day/year) _____

Location: (Address, City, State, Zip) _____

Time: _____ a.m. or p.m.

Description of Incident: (Be specific. Use a separate sheet if necessary)

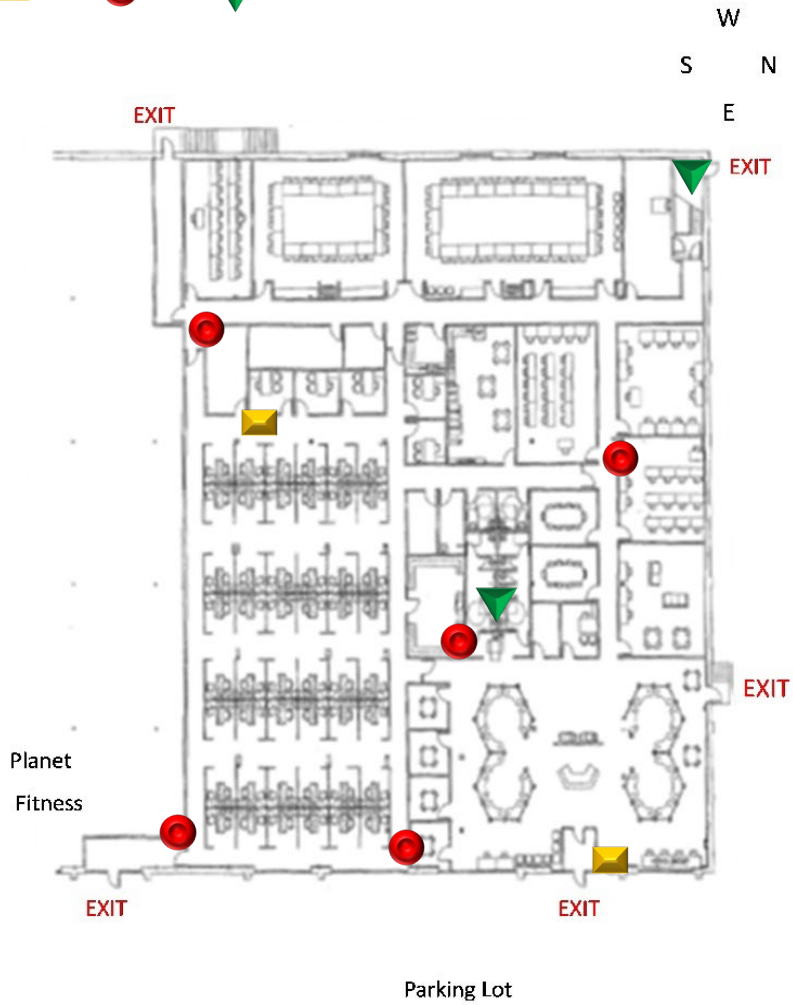
Authority Contacted:

Contact Information of Persons Involved: (Include addresses and phone numbers)

Action Taken: (Describe how you dealt with the situation)

Site Director's Signature: _____ Date: _____

Attachment 3: Building Layout








Attachment 4: Intercom Use

If the situation dictates an immediate emergency response, the intercom system will be used to make an announcement to the entire building. To activate the intercom system:

- Go to any desk phone
- Dial 82911
- Make announcement

When making the announcement on the intercom follow the [Standard Response Protocol](#)

Standard Response Protocol

	Hold is followed by the Directive: " In Your Room or Area " and is the protocol used when hallways need to be kept clear of occupants.
	Secure is followed by the Directive: " Get Inside. Lock Outside Doors " and is the protocol used to safeguard people within the building.
	Lockdown is followed by " Locks, Lights, Out of Sight " and is the protocol used to secure individual rooms and keep occupants quiet and in place.
	Evacuate and may be followed by a location, and is used to move people from one location to a different location in or out of the building.
	Shelter State the Hazard and Safety Strategy for group and self-protection.