

State of Wisconsin

# Emergency Procedures Flip Chart

## for **Food Distributors, Food Processors** and **Retail Food Establishments**

Write in the following phone numbers (below & following pages) for your location.  
If your area uses the 911 emergency system, write 911 in the appropriate fire, police and rescue spaces.

**Location Address:** \_\_\_\_\_

**Location Phone:** \_\_\_\_\_

**Location Pay Phone:** \_\_\_\_\_

**Alarm Company:** \_\_\_\_\_

**Gas Company:** \_\_\_\_\_

**Electric Company:** \_\_\_\_\_

**FIRE DEPARTMENT:** \_\_\_\_\_

**POLICE DEPARTMENT:** \_\_\_\_\_

**AMBULANCE:** \_\_\_\_\_

**HOSPITAL:** \_\_\_\_\_

**Manager:** \_\_\_\_\_

**Human Resources Representative:** \_\_\_\_\_

**Warehouse Contact:** \_\_\_\_\_

**WI Dept. of Agriculture, Trade and Consumer Protection: 608-224-4700**

**County Health Dept.:** \_\_\_\_\_

**Local Food Inspector:** \_\_\_\_\_

**County Emergency Manager:** \_\_\_\_\_

**Wisconsin Grocer's Association: 608-244-7150**

# About This Document

## Acknowledgements:

The Michigan Grocers Association and Retail Food Security Working Group conceptualized this resource. We are grateful for their efforts and generosity in permitting us to modify it for use in Wisconsin.

This basic food security and safety emergency guidance reflects the collaborative efforts of the Wisconsin Grocer's Association (WGA), the Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP), the Wisconsin Department of Public Health (WDPH) and Wisconsin Emergency Management (WEM).

## Overview:

Food retailers are increasingly challenged to meet legal requirements during emergency incidents. This document was developed to provide basic emergency response guidance and critical contact information to ensure that food industry professionals can meet those expectations. We emphasize that this document should supplement and not suffice for existing emergency response planning, training and exercising efforts in individual organizations. We strongly encourage our food industry and retailers to assess which preventive and response actions are most appropriate given their specific situations

## This document has two basic goals:

1. To improve food industry- and retail-level responses to some of the more common emergencies, and
2. To improve coordination between food industry and retail employees and government emergency responders.

## Sponsorship:

Printing of a limited number of copies of this resource was made possible by the Department of Homeland Security Planning Grant as administered by the Wisconsin Office of Justice Administration.

*The information in this document is intended to be a general guide. Users of this document acknowledge and understand that it is not a guide specific to their individual businesses or circumstances. Moreover, due to the rapidly changing nature of food science and reliance on information provided by outside sources, neither the groups nor individuals involved in the development of the document make any warranty or guarantee concerning the accuracy or reliability of the content in this document. Users employ the document at their own risk and agree to take no action against and to indemnify and hold harmless the groups listed above, their officers and employees and any other persons who participated in the preparation of this document from any liability, loss, damage, claim, action or expense based upon or arising out of the use of this document.*



# MEDICAL EMERGENCY / BLOODBORNE PATHOGENS

In the event of a serious medical emergency (death or hospitalization of employees or customers):

1. Notify Your Store Manager
2. Determine the extent of the injury or seriousness of the illness.
3. Contact emergency medical service (Call 911), if needed or if requested.
4. Have someone meet the ambulance or rescue personnel and direct them to the injured party.
5. DO NOT move the patient unless he/she is in imminent danger at the present location.
6. Keep individual calm and comfortable until help arrives (example - lying down, covered and warm).
7. First aid or medical treatment should not be applied unless the responder is certified in First Aid/CPR or the person is acting under "Good Samaritan" guidelines.
8. Call your emergency contacts:
  1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_

Document all events of the medical emergency:

Make sure a designated person obtains as much information as possible and documents the incident

**Bloodborne Incidents:**

Any situation or accident where there is a potential exposure to a person's blood or body fluids.

**Precautions:**

Take universal precautions whenever responding to bloodborne incidents:

- Assume all blood and body fluids are infectious, wear personal protective equipment (gloves, goggles, etc.) and use a protective "pocket mask" when performing rescue breathing.  
Protective items are located \_\_\_\_\_
- Only employees trained in the appropriate use of personal protective equipment should respond to the incident.  
Names of trained employees: \_\_\_\_\_

**When blood or other potentially infectious materials need to be cleaned up:**

*Clean up procedures:*

1. Gloves must always be worn. Use additional protective equipment based on the risks present, i.e. protective apron, facemask and/or goggles.
2. Thoroughly spray contaminated surface areas with a disinfectant solution made of at least one part bleach to ten parts water (1:10).
3. Pick up any contaminated solid material making sure not to use your hands to pick up any sharp objects, such as glass. Use a broom, dustpan or similar cleaning tool to pick up sharp objects.
4. Wipe down contaminated area with a paper towel moistened with disinfectant.
5. Place all contaminated solids or clean up materials in the red Biohazard bag contained in the kit.
6. Sharp objects should be placed in a puncture proof container before being placed in the bag.
7. Clean and disinfect any tools or other non-disposable items used in the clean up.
8. Remove personal protective equipment and place them in the red Biohazard bag.
9. Wrap and tie the red bag and give the Biohazard bag to the person-in-charge.
10. Immediately wash your hands and face with soap and water.

**If you are exposed to bloodborne pathogens:**

1. Immediately wash all exposed portions of your body.
2. Notify management of the incident.
3. Seek medical assistance and follow-up.
4. Document on an incident report.

# POWER FAILURE

*All food processing and retail food establishments MUST NOTIFY the Wisconsin Department of Agriculture, Trade and Consumer Protection (608-224-4700) if food in their possession has been subjected to damage or possible damage.*

## In the event of a power failure:

1. Be sure to have flashlights on hand for all managers, located \_\_\_\_\_
2. Check for trapped guests or employees in all possible areas.
3. Determine if you need to evacuate the building (see below).
4. Call your emergency contacts:
  - 1 \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_

## If the power failure affects the building location and surrounding area in your community:

1. Phone the power company to report the outage/listen to a pre-recorded message on the status of the outage  
Power Company Contact: \_\_\_\_\_
2. Shut down any equipment and compressors that could be damaged when power is restored.
3. Cover all refrigerated perishable items and keep walk in cooler/freezer doors closed.

## If the power failure affects your building location only:

1. Conduct a site inspection either through internal or external investigators to determine any obvious reasons for the power outage
2. Shut down any equipment and compressors that could be damaged when power is restored.
3. Cover all refrigerated perishable items and keep walk in cooler/freezer doors closed.
4. Call your local electrician to request service.
5. Keep Emergency Contacts informed of progress.

## Evacuate the building if the safety of guests and employees is threatened:

1. Announce evacuation of the building multiple times (3 times minimum is suggested.) Sample announcement: "May I have your attention, please. An emergency makes it necessary to evacuate immediately. Please move to the nearest emergency exit."
2. Meet at a predetermined location outside of the building, if safe to do so.
3. Check all areas of the building to make sure everyone has evacuated.
4. Verify, according to the work schedule, that all employees are outside the building.

## Document all Incidents / Expenses:

Make sure a designated person documents all incidents/expenses incurred as a result of the emergency, including photo and video records whenever possible. Video and photo equipment located: \_\_\_\_\_

# SEVERE THUNDERSTORM / TORNADO

## Preplanning:

1. Consult with local emergency management for advice on the selection of safe areas in your building.
2. Identify safe areas with signage.

## If there is a threat of severe thunderstorm or tornado:

1. Monitor the NOAA Weather Radio or radio/TV stations for severe weather.
2. Contact store manager and advise.
3. Review the safe areas of the building with supervisors and employees.
4. Provide flashlights and portable radios to all supervisors and managers.

## If a severe thunderstorm/tornado is detected in the vicinity of the building:

1. Make an announcement in the building three times. Sample announcement: "May I have your attention, please. The National Weather Service has issued a Severe Thunderstorm (Tornado) Warning for this area. Please move away from windows and move to (designated safe areas that are clearly identified).
2. Check all areas of the building to make sure everyone has moved to a designated assembly area.

*Note: Management does not have the authority to detain guests and employees who desire to leave the building during severe weather or tornado conditions. Do not lock exit doors.*

## Protect money/merchandise if it does not threaten anyone's safety (Severe Thunderstorm Warning only):

1. Close and lock all checkout terminals/cash registers.
2. Lock cash/control office safe and doors to the cash/control office.

## When the danger has past:

Make the "all clear" announcement over the P.A. system and consult with store management regarding reopening the facility.

## If there is any property damage as a result of the severe thunderstorm/tornado:

1. Establish control and security immediately.
2. Do not put any guest or employee in danger.
3. Inspect the building and assess the damage.
  - Roof – if sagging, evacuate premises immediately
  - Structural
  - Merchandise/product
4. Call emergency contacts when telephone service has been restored:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## If the roof is leaking:

- Immediately inspect for signs of sagging – evacuate the premises immediately if you detect or suspect sagging.
- Cover product, merchandise and equipment with plastic.
- Place empty trash cans under leaking areas.
- Elevate merchandise off the floor to at least a pallet height. Rope off damaged areas.

## If there is water in the building:

Make sure there are no electrical hazards and foods have not been contaminated. Push water out of building with squeegees, brooms, sweeper/scrubbers.

## Document all Incidents / Expenses:

Make sure a designated person records and documents all incidents/expenses incurred as a result of the emergency, including photo and video records whenever possible.

## Weather Severity Definitions:

*Tornado Watch:* Tornadoes are likely. Be ready to take shelter. Stay tuned to radio and television stations for additional information.

*Tornado Warning:* A tornado has been sighted in the area or is indicated by radar. Take shelter immediately.

*Severe Thunderstorm Watch:* Severe thunderstorms are possible in and near the watch area. Stay informed and be ready to act if a severe thunderstorm warning is issued.

*Severe Thunderstorm Warning:* Severe weather has been reported by spotters or indicated by radar. Warnings indicate imminent danger to life and property.



# WATER CONTAMINATION / BOIL WATER ADVISORY

*All food processing and retail food establishments MUST NOTIFY the Wisconsin Department of Agriculture, Trade and Consumer Protection (608-224-4700) if food in their possession has been subjected to damage or possible damage.*

If you have been informed the water is contaminated or if the local water department or municipality has declared a Boil Water Advisory:

1. Call Store Manager and your emergency contacts:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

2. Ice and Beverages

- Shut down machines dispensing soda, ice, drinking water, misters, etc.
- Destroy all ice in holding bins. Use commercially manufactured ice only.
- Shut down the coffee and iced tea maker and drinking fountains.

3. Food Preparation & Cooking

- Discard any ready-to-eat food prepared with water prior to the discovery of the contamination.
- Use pre-washed product or wash with boiled or bottled water.
- Prepare ready-to-eat food using commercially bottled or boiled water\*.
- Use bottled safe water or water hauled from an approved public water supply for cooking.

4. Hand washing

- Use bottled water, boiled water or safe water hauled from an approved public water supply. Or, use tap water followed by a hand sanitizer.
- Be sure gloves are used when handling ready-to-eat food.

5. Cleaning & Sanitizing

- Use existing system. Make certain that sanitizer concentrations are correct.

6. **Before recovery begins, municipal water users will be notified when water is safe to use.**

- **Private well water must test safe by a certified water lab.**

## Recovery

1. Water Lines and Dispensing Equipment

- Flush faucets, coffee urns, drinking fountains and beverage machines for at least 5 minutes.
- Clean and sanitize coffee and beverage equipment per manufacturer's instructions.
- If equipment has internal filters they should be replaced.

2. Ice Machines

- Flush the water line to the ice machine inlet.
- Close the valve on the water line behind the machine and disconnect the water line from the machine inlet.
- Open the valve.
- Reconnect the water line to the machine inlet.
- Flush the water lines in the machine.
- Make ice for one hour and dispose of the ice.

## \* Boiled Water

1. Place water in a clean and sanitized pot/container.
2. Using the stove burner, bring water to a boil.
3. Continue rolling boil for at least five (5) minutes.
4. After five minutes, if necessary, cool water by placing it in another sanitized container and store in the refrigerator/cooler.

# BROKEN WATER PIPE – INSIDE STORE

*All food processing and retail food establishments MUST NOTIFY the Wisconsin Department of Agriculture, Trade and Consumer Protection (608-224-4700) if food in their possession has been subjected to damage or possible damage.*

## In the event of a broken water pipe:

1. Determine if the water pipe is part of the domestic or fire sprinkler system. If the sprinkler system is impacted, notify your local fire department immediately at: \_\_\_\_\_
2. Locate and turn-off the valve controlling the source of the water to the main.
3. Contact your water utility for assistance if on a municipal water supply.
4. Contact your emergency contacts:
  1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_
5. Give details of what type of water pipe has broken.
6. Be sure to inform them if you turn off a fire sprinkler main. Contact management as soon as you have restored the sprinkler system to full service.

## Once the water main has been closed:

1. Photograph or videotape the damages if possible.
2. Contact your insurance agent.
3. Remove water.
4. Be cautious of electrical hazards.
5. Elevate merchandise off the floor to prevent water damage.
6. Push water out of the building or down drains with squeegees, brooms, sweepers and scrubbers.

## Document all Incidents / Expenses:

Make sure a designated person records and documents all incidents/expenses incurred as a result of the emergency, including photo and video records whenever possible.

# WORKPLACE VIOLENCE

## If a violent attack or shooting occurs:

1. **Call 911.**
2. Do not attempt to apprehend or detain the attacker. If it can be safely accomplished, evacuate the area.
3. Do not do anything to jeopardize your safety or the safety of others.
4. Carefully note the physical description of the attacker, including any distinguishing characteristics.

## After the attacker has left the premises

1. Care for injured customers and employees.
  - Call 911.
  - Call your emergency contacts:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

- Provide first aid, if qualified.
2. Write down a description of the attacker, vehicle and license plate number.
  3. Take actions to secure the scene.
  4. Protect potential evidence.
  5. Keep Emergency Contacts informed of progress.
  6. Document the event.

## Media inquiries:

Refer any media inquiries to the Company Spokesperson.

Name: \_\_\_\_\_

Name: \_\_\_\_\_

## Document all Incidents / Expenses:

Make sure a designated person records and documents all incidents/expenses incurred as a result of the emergency.

# PRODUCT CONTAMINATION

*All food processing and retail food establishments MUST NOTIFY the Wisconsin Department of Agriculture, Trade and Consumer Protection (608-224-4700) if food in their possession has been subjected to damage or possible damage.*

## Assess the situation:

1. Review all evidence and facts. Determine the scope of contamination. Determine the need to involve public agencies.
  - If a foodborne illness outbreak is suspected, immediately stop sale of potentially contaminated food(s) and notify the local public health agency.
  - If intentional product tampering is suspected, contact law enforcement and protect potential evidence.

2. Contact your emergency contacts:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## Take steps to limit exposure:

1. Pull product if appropriate, and quarantine from other product.
2. Determine if a public announcement will be made. Determine the need for a product recall.
3. Develop handling practice for re-call product, if applicable. Determine disposition of product.

## Investigate the cause:

1. Identify potential witnesses.
2. Determine method and scope of product inspection. Consider testing product with a qualified lab.
3. If appropriate, contact manufacturer / supplier.

## Document all Incidents/Expenses:

Make sure a designated person records and documents all incidents/expenses incurred as a result of the incident, including photo and video records whenever possible.



# ROBBERY

## Once the robber has left:

1. Do not attempt to follow the robber.
2. Write down a description of the robber, escape vehicle and license plate number.
3. **Call 911.**
4. Call your emergency contacts:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

5. Document the incident and complete a Robbery Description Report. (See Suspicious Description Report Forms.)

## Do not disturb the crime scene:

Make sure that the area is secured to prevent anyone from entering the crime scene or surrounding area.

## Media inquiries:

Refer any media inquiries to the Company Spokesperson.

Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_



# GASOLINE / CHEMICAL SPILLS

*All food processing and retail food establishments MUST NOTIFY the Wisconsin Department of Agriculture, Trade and Consumer Protection (608-224-4700) if food in their possession has been subjected to damage or possible damage.*

## In the event of a GASOLINE SPILL:

1. Locate and turn off the gas pumps with emergency shut off switch.
2. Determine the severity of the gas spill:
  - Small spills (< 5 gallons) that are completely contained on an impervious surface (concrete for example) and cleaned up can often be handled internally.
  - If more than a gallon runs off the concrete and into the adjacent grass/soil, or if any gasoline reaches a storm sewer or surface water, report the spill to the Wisconsin DNR.
  - Large spills or spills causing harm to people or the environment must be immediately reported to the Wisconsin DNR.

### **DNR Spill Reporting Hotline (24/7): 1-800-943-0003**

3. If the gas spill is determined to be severe and you need immediate assistance, call 911. Call your local fire department if you are unsure about the severity of the spill.

Local fire Department: \_\_\_\_\_

4. Contain the spill and minimize the spread of gas by using spill blankets, pillows and socks. If necessary, secure the gasoline spill area to prevent contamination and maintain safety by using materials such as traffic cones or yellow tape. For more information go to: <http://www.dnr.state.wi.us/org/aw/rr/spills/>.
5. If you have a large spill (more than 50 gallons) that reaches surface water, you should also contact the U.S. Environmental Protection Agency at 1-800-424-8802 to report the spill. For more information go to: <http://www.epa.gov/pesticides/health/spills.htm>.
6. Dispose of sweepings, cleaning materials, broom, gloves and overshoes. Change clothing and wash in detergent. Within reason, small amounts of soaked materials, damaged merchandise, sweepings, etc. can all be put in the dumpster. Contact a qualified spill clean-up contractor if you have larger volumes of materials – including contaminated soil – that needs to be properly managed and disposed.

Spill Clean-up Contractor: \_\_\_\_\_

7. Contact your Gas Pump Repair Company for repairs.

Gas Pump Repair Company: \_\_\_\_\_

8. Contact store management

Primary Contact: \_\_\_\_\_

Backup Contact: \_\_\_\_\_

9. Additional important contacts in the event of a spill:

Local County Health Department: \_\_\_\_\_

Local LEPC contact: \_\_\_\_\_

*Always wear appropriate Personal Protective Equipment (PPE) when cleaning up any chemical spill.*

## In the event of a CHEMICAL SPILL: OIL / ANTI-FREEZE / PAINT/ BLEACH / HOUSEHOLD

1. Immediately contain the product.
2. Evaluate the spill, ventilate the area, secure the area, keep fire sources away.
3. If spill is too extensive to handle, contact a hazardous waste clean-up contractor.

Hazardous Waste Clean-up Contractor: \_\_\_\_\_

4. Clean-up spill. Wear personal protective equipment (gloves, goggles, overshoes). \_\_\_\_\_
5. Absorb liquid and solidify with oil dry or other available absorbent. Work from edges toward middle.
  - **Water-Based:** latex paint, anti-freeze, bleach, household chemicals
  - **Acids:** must be neutralized with baking soda
  - **Oil Based:** camp fuels, enamel paint, thinners/solvents, gas/diesel additives. Never use water to clean an oil-based spill, use dry absorbent only
6. Carefully place absorbed material in disposable containers (double bag or use covered bucket).
7. Scrub soiled areas and corners/crevices.
8. Dispose of sweepings, cleaning materials, broom, gloves and overshoes. Change clothing and wash in detergent. Within reason, small amounts of soaked materials, damaged merchandise, sweepings, etc. can all be put in the dumpster. Contact a qualified spill clean-up contractor if you have larger volumes of materials -- including contaminated soil -- that needs to be properly managed and disposed.

## IN CASE OF ACCIDENTAL CONTACT

- EYES:** Flush with water 15 minutes. Get medical attention immediately.
- SKIN:** Wash completely with soap and water. Refer to product label for further instruction.
- CLOTHING:** Remove contaminated clothing and wash skin completely with soap and water. Refer to product label for further instruction.

If you are in doubt about the nature of the material – get medical attention immediately.

*NOTE: If medical attention is sought, take the labeled container to the physician.*

## Document all Incidents / Expenses:

Make sure a designated person records and documents all incidents/expenses incurred as a result of the emergency, including photo and video records whenever possible.



# FIRE

All food processing and retail food establishments **MUST NOTIFY** the Wisconsin Department of Agriculture, Trade and Consumer Protection (608-224-4700) if food in their possession has been subjected to damage or possible damage.

## React quickly and calmly:

1. Use fire extinguishers, if it is safe to do so.
2. Announce evacuation procedures (note sample announcement below).
3. **Call 911 or your fire department.**
4. Turn off gas valves/pumps with emergency shut off switch (if applicable).
5. Call your emergency contacts:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## Evacuate the building if:

- There is a fire in the store.
- The safety of guests and employees is threatened.

## Evacuation procedures:

1. Announce an evacuation of the building three times. Sample announcement: **“May I have your attention, please. An emergency in the store makes it necessary to evacuate the store immediately. Please move to the nearest emergency exit. Please take any merchandise you have purchased with you.”**
2. Meet at the predetermined assembly area, which is the \_\_\_\_\_
3. Check all areas of the building to make sure everyone has evacuated, if safe to do so.
4. Verify, according to the work schedule, that all employees are outside the building.
5. Assign an employee to meet the firefighters and direct them to the fire location.

## Protect money/merchandise if it does not threaten anyone’s safety:

1. Close and lock all checkout terminals/cash registers.
2. Lock cash/control office safe and doors to the cash/control office.

## Once the fire is out:

1. The Fire Department will remove the smoke.
2. Assess the impact on foods and operations.
3. Clean up water (be careful of electrical hazards):  
Elevate merchandise off the floor to prevent water damage.  
Push water out of building with squeegees, brooms and sweeper/scrubbers.  
Contact restoration contractors, insurance provider, and utilities if needed.
  - Sort salvageable from non-salvageable foods.
  - Properly dispose of the non-salvageable food items in cooperation with State and Federal guidelines.
  - Provide general clean up. Clean and sanitize food equipment and utensils.

## Document all Incidents / Expenses:

Make sure a designated person records and documents all incidents/expenses incurred as a result of the emergency, including photo and video records whenever possible. For insurance and regulatory purposes, product discard documentation should include product amount and dollar loss.

# FLOOD

*All food processing and retail food establishments MUST NOTIFY the Wisconsin Department of Agriculture, Trade and Consumer Protection (608-224-4700) if food in their possession has been subjected to damage or possible damage.*

## If there is a threat of a flood:

1. An employee should monitor the weather radio or local news broadcast.
  - **Flood Watch:** Flooding is possible. Stay tuned to NOAA radio. Be prepared to evacuate. Tune to local radio and television stations for additional information.
  - **Flood Warning:** Flooding is already occurring or will occur soon. Take precautions at once. Be prepared to go to higher ground. If advised, evacuate immediately.
2. Call your emergency contacts:
  1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_
3. Prepare to elevate all merchandise at least 12-inches off the floor (pallets will work).

## If the flood threat is in the vicinity of the store:

1. Begin sandbagging operations.
2. Review water contamination procedures.
3. Make sure that all merchandise is elevated.
5. Review evacuation procedures.
6. Secure utensils, equipment, linens, packaging and single service use items from contact/contamination during flooding.

## Evacuate store if the safety of guests and employees is threatened and/or you are ordered to evacuate by civil authorities:

1. Assign an employee to every fire exit.
2. Announce an evacuation of the building three times. Sample announcement: **“May I have your attention, please. An emergency in the store makes it necessary to evacuate the store immediately. Please move to the nearest emergency exit. Please take any merchandise you have purchased with you.”**
3. Turn off electric power at the main switch gear. When the store is ready for evacuation, shut off the emergency generator (if applicable).
4. Meet at the predetermined assembly area, which is the \_\_\_\_\_
5. Check all areas of the building to make sure everyone has evacuated.

## Protect money/merchandise if it does not threaten anyone’s safety:

1. Close and lock all checkout terminals/cash registers.
2. Lock cash/control office safe and doors to the cash/control office.
3. Secure and lock all pharmacy areas.

## Recovery, when allowed by authorities to return:

1. Establish control and security of the facility immediately. If necessary, establish guard service.
2. Call your emergency contacts to report the damage.
3. **Do not turn on the electrical service until the power company or electrician has checked to see if it is safe to do so.**
4. Contact the local building department and other appropriate agencies to determine if the building structure is safe and approved for occupancy.
5. Enter the store with caution. Be sure that appropriate personnel enter the facility with caution.
6. Provide general clean-up while ensuring worker health and safety. Clean and sanitize equipment and utensils.
7. Sort the salvageable from the non-salvageable foods, equipment, utensils, linens and single service items as quickly as possible.
8. Properly dispose of the non-salvageable items.
9. Notify Wisconsin Department of Agriculture, Trade and Consumer Protection or local health department.

## Clean-up guidelines

1. Remove any standing water.
2. Air-dry the affected area.
3. Launder or discard mop heads and other cleaning aids that contacted floodwater.
4. Alternative measure: Hire a janitorial service having expertise in cleaning food establishments exposed to floods.
5. Contaminated Food, Linens, Single Service/Use Items
  - Discard any food items (packaged or unpackaged) in contact with flood water. Launder any linens or uniforms in contact with flood water separately from other linens, using bleach and a mechanical dryer.
  - Discard any single service/use items in contact with flood water.
6. All damaged food equipment, utensils, linens and single service items must be destroyed and properly disposed of.
7. Floors, walls, furnishings, carpets, utensils and equipment damaged beyond salvage must be removed and replaced as necessary.
8. Affected walls, floors and equipment surfaces must be cleaned with soap and water, rinsed and sanitized. Carpets should be either removed or steam cleaned.
9. Remove wet materials. Dispose of any materials that cannot be effectively cleaned and sanitized.
10. Clean and sanitize any utensils and equipment in the affected area.
11. Use a detergent solution to clean floors, equipment and other affected areas followed by a clean water rinse.
12. Sanitize the floor and any other affected areas by using a clear water sanitizer solution (8 oz. bleach per 5 gallons of water = 500 parts per million chlorine solution).

## General Flood Salvage Assessment

Floodwaters may carry silt, raw sewage, oil or chemical waste that can make storm-damaged foods unsafe to eat if packaging is contaminated. Discard any food or food packaging materials that have come into contact with flood water. Very few food or beverage items can be saved after being exposed to floodwater. Food items in soft packaging or with screw-top lids must be destroyed. In some cases canned goods in metal cans or rigid plastic containers can be saved. Even so, the condition of the can is another limiting factor. The presence of rust, soil, or destroyed labeling precludes salvage.

## Salvaged Goods – Discarding

In accordance with the Wisconsin State Statutes, Ch. 97.10, food that has been subjected to possible contamination shall not be offered or preprocessed for sale for human consumption. Discard the following items if floodwaters have covered, splashed, dripped on or seeped into the packaging:

- Alcoholic beverages
- Exposed foods, bulk foods, fresh produce, meat, poultry, fish and eggs.
- Any foods packaged in paper, plastic, cloth or fiber.
- Cardboard boxes, even if the contents seem dry, including cereals, pasta products, rice and salt.
- Foods with cardboard seals, such as mayonnaise and salad dressing, or foil or cellophane packages.
- Food in glass jars, including unopened jars with waxed paper, foil, cellophane or cloth covers.
- Foods, liquids or beverages in crown-capped bottles or containers with pull-tab tops, corks or screw caps. All opened containers and packages; foods in bags or canisters.
- Cans that are dented, leaking, bulging or rusted.
- Cans that have been tossed about and are far from their normal storage spot (possibility of pinholes or seam fractures).
- Cans may not be sold without all required labeling information. Therefore, cans with damaged labels should be discarded.

## Salvaged Goods – Reconditioning

The reconditioning of food is permitted in Wisconsin according to approved procedures at licensed facilities. Reconditionable items meet the following criteria:

- The product is not contaminated.
- No rust is on the product; surface rust must be removed by buffing, electrolysis or other means.
- Cans soiled by dirt, smoke, soot etc. may be reconditioned if subjected to an approved antibacterial treatment.
- Water contaminated cans may be reconditioned if subjected to an approved antibacterial treatment.
- Dented cans cannot be salvaged if the dent is severe, or any denting appears on the end or side seam.

## General Flood Salvage Assessment

- Remove to a designated condemned food storage area away from food preparation and equipment storage. Secure in covered refuse containers or other isolated areas to prevent either service to the public or accidental contamination of the facility and other food.
- If the food must be retained until the distributor can credit the facility, it must be clearly labeled as “not for sale” and kept in a refrigerated location separate from other food and held for credit.
- Discarded refrigerated food may be recorded by food supplier/distributor.
- The facility should document the type and amount of food, costs and the reason for disposal for insurance and regulatory purposes.
- Small volumes of food to be discarded can be denatured with a cleaning product (such as bleach) and placed in a covered refuse bin outside the facility.
- Large volumes of food should be stored in covered refuse containers in a secure location and disposed of by a refuse disposal company as soon as possible.
- All food waste is to be disposed of in accordance with state and local waste disposal regulations in a licensed landfill.
- Local landfills should be contacted prior to delivery of food from a private individual or carrier to insure acceptance of the waste.

## Document all Incidents / Expenses:

Make sure a designated person records and documents all incidents/expenses incurred as a result of the emergency, including photo and video records whenever possible.

# NATURAL GAS OR PROPANE LEAK

## In the event of a gas leak: Natural Gas/Propane

### 1. NOTIFY 911 – Request Fire Department

2. Evacuate the premises immediately
3. Locate and turn off the gas valve.
4. Notify your utility company: \_\_\_\_\_
5. If the natural gas leak is determined to be severe or the gas cannot be shut off, call 911 from an off-site location. Using a landline or cell phone in the vicinity of gas fumes may cause ignition of the gas.
6. Contact your gas utility for assistance.
7. Open doors to promote cross-ventilation.
8. Call your emergency contacts:
  1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_
9. Contact Store Management/Owner.
10. Secure site, limit access to area/scene.
11. Evacuate the building if the safety of guests and employees is threatened.

**NOTE:** *Use caution with cell phones -- batteries can cause sparks which ignite vapors.*

## Evacuate:

1. Assign an employee to the exit.
2. Announce an evacuation of the building three times. Sample announcement: **“May I have your attention, please. An emergency in the store makes it necessary to evacuate the store immediately. Please move to the nearest emergency exit. Please take any merchandise you have purchased with you.”**
3. Meet at the predetermined assembly area, which is \_\_\_\_\_
4. Check all areas of the building to make sure everyone has evacuated, if safe to do so.
5. Verify, according to the work schedule, that all employees are outside the building.
6. Secure the building.

## Document all Incidents / Expenses:

Make sure a designated person records and documents all incidents/expenses incurred as a result of the emergency, including photo and video records whenever possible.

# BOMB THREATS

## React to the bomb threat quickly and calmly:

1. Utilize your incident report forms and record all information.
2. **Call 911 or the police department.**
3. Shut down the following electronic equipment as their use may cause the bomb to detonate. These include:
  - EAS Systems
  - 2-way Radios
  - Cellular Phones
  - Radio Frequency Systems (Telxon, LXE, Norand)

4. Contact your store emergency contacts:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## NOTE:

The search will be done in coordination with the police department. Do not initiate this search on your own. You may be asked by civil authorities to assist with the search.

## Evacuate the building if:

- A suspected explosive device is found in the building, or
- Local authorities order the evacuation, or
- A second bomb threat is received, within the time specified by the caller, and the search is not complete, or
- The safety of guests and employees is threatened.

## Evacuation procedures:

1. Assign an employee to every exit.
2. Announce an evacuation of the building three times. Sample announcement: "May I have your attention, please. An emergency in the store makes it necessary to evacuate the store immediately. Please move to the nearest emergency exit. Please take any merchandise you have purchased with you."
3. Meet at the predetermined assembly area, which is the \_\_\_\_\_
4. Check all areas of the store to make sure everyone has evacuated.
5. Verify, according to the work schedule, that all employees are outside the building.

# SUSPICIOUS SUBSTANCES

All food processing and retail food establishments **MUST NOTIFY** the Wisconsin Department of Agriculture, Trade and Consumer Protection (608-224-4700) if food in their possession has been subjected to damage or possible damage.

1. Document the received information regarding a suspicious substance. Secure the area around the substance.
2. Investigate possible legitimate sources of the substance (flour, baking soda, talcum powders, etc).
3. Determine if any threatening circumstances exist (threats received by phone, mail, etc. that could indicate an intentional placement of a hazardous substance in the store and/or on product).

If a legitimate source of the substance is not identified or a threatening circumstance exists:

1. Contact law enforcement immediately.
2. Evacuate the area.
3. Determine the scope of the hazard.
4. Provide a listing of all exposed items to law enforcement.
5. Secure the area and or product.
6. Determine who may have come in contact with the substance.
7. Potentially exposed person(s) should be staged in an area away from others.
8. Follow decontamination directions of responding public safety agencies.
9. Determine the need to issue a product recall
10. Determine what information will be released to the public in coordination with public agencies.
11. Contact company representatives

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

If the substance is determined not to be hazardous:

1. Take appropriate measures to remove and clean the area/product.
2. Communicate the findings to potentially impacted customers and employees.

Document all Incidents / Expenses:

Make sure a location Person-In-Charge records and documents all incidents/expenses incurred as a result of the emergency, including photo and video records whenever possible.



# CIVIL UNREST

If civil unrest appears imminent, based on observations or assessment by authorities:

Contact your emergency contacts:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Close the store if directed to do so by District/Region/Corporate/Civil authorities:

1. Evacuate all guests and employees not essential to supervise closing.
2. Protect money and merchandise.
3. Secure the store.

Evacuation procedures:

1. Assign an employee to every emergency exit.
2. Announce an evacuation of the building three times. Sample announcement: **“May I have your attention, please. An emergency in the store makes it necessary to evacuate the store immediately. Please move to the nearest emergency exit. Please take any merchandise you have purchased with you.”**
3. Meet at the predetermined assembly area, which is \_\_\_\_\_
4. Check all areas of the building to make sure everyone has evacuated, if safe to do so.
5. Verify, according to the work schedule, that all employees are outside the building.

To protect store money and merchandise:

1. Lock cash and expensive priced items (over \$100) in the safe. (If time permits, transport by armored service to another store, bank or vault).
2. Leave all terminal/cash register drawers open and empty.
3. Lock cash/control office safe and doors to the cash/control office.
4. Stop any expected deliveries or reroute to other areas.
5. Send any trailers with product and merchandise to another store location outside the area of civil unrest.

Secure the store for civil unrest:

1. Turn on all parking lot lights and turn off all interior lights. If CCTV cameras are applicable, ensure public view is recording.
2. Implement boarding up procedures as directed by Management or your Facilities/Maintenance.
3. Secure all perimeter openings:
  - Fire doors
  - Roof hatches
  - Dock doors
4. Gather all fire extinguishers and place near each entrance.
5. Check flashlight locations and install new batteries.
6. Set all store alarms.
7. Ensure all sprinkler valves are locked in the “open” position.
8. Remove pallets of paper and other combustibles from around the outside of the building.

Document all Incidents / Expenses:

Make sure a designated person records and documents all incidents/expenses incurred as a result of the emergency, including photo and video records whenever possible.

# CONTACTS AND RESOURCES

## Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP)

Food Emergency Response, M-F 7:45-4:30	1-608-224-4700
24/7 Wisconsin Emergency Management Duty Officer	1-800-943-0003
Agency website:	<a href="http://www.datcp.state.wi.us/contacts/hotlines.jsp">www.datcp.state.wi.us/contacts/hotlines.jsp</a>
Mailing address:	Wisconsin DATCP, 2811 Agriculture Dr., P.O. Box 891, Madison, WI 53708-8911

## U.S. Food and Drug Administration (FDA)

Emergency after hours answering service:	(612) 334-4100 Minneapolis Reg. Office
FDA # for general questions:	888-INFO-FDA (888-463-6332)
Toll Free Information Line:	888-SAFEFOOD (888-723-3366)
FDA home page:	<a href="http://www.fda.gov/">http://www.fda.gov/</a>
FDA Recall information:	<a href="http://www.fda.gov/opacom/7alerts.html">www.fda.gov/opacom/7alerts.html</a>

## U.S. Department of Agriculture (USDA)

For general information:	
USDA home page:	<a href="http://www.usda.gov">www.usda.gov</a>
Food Safety and Inspection Service page:	<a href="http://www.fsis.usda.gov">www.fsis.usda.gov</a>
USDA Food Recall Information:	<a href="http://www.fsis.usda.gov/Fsis_Recalls/index.asp">www.fsis.usda.gov/Fsis_Recalls/index.asp</a>
USDA Food Security and Emergency Preparedness website:	<a href="http://www.fsis.usda.gov/food_security_&amp;_emergency_preparedness/index.asp">www.fsis.usda.gov/food_security_&amp;_emergency_preparedness/index.asp</a>

## Wisconsin Department of Public Health

Public hotline:	(608) 258-0099
General phone:	(608) 266-1865
Fax:	(608) 266-7882
WI DHS website:	<a href="http://dhfs.wisconsin.gov/health/InjuryPrevention/Disaster/EmergencyManagement.htm">http://dhfs.wisconsin.gov/health/InjuryPrevention/Disaster/EmergencyManagement.htm</a>

## Poison Control Nationwide

Toll Free	(800) 222-1222
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## Wisconsin Grocers Association (WGA)

Phone:	(608) 244-7150
Fax:	(608) 244-9030
Website:	<a href="http://www.wisconsinagrocers.com">www.wisconsinagrocers.com</a>
Address:	One S. Pinckney St. Suite 504 , Madison, WI 53703

## National Grocers Association (NGA)

Phone: (703) 516-0700

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Fax: (703) 516-0115

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Website: [www.nationalgrocers.org](http://www.nationalgrocers.org)

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Email: [Info@NationalGrocers.org](mailto:Info@NationalGrocers.org)

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## Food Marketing Institute (FMI)

Phone: (202) 452-8444

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Fax: (202) 429-4519

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Website: [www.fmi.org](http://www.fmi.org)

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## Department of Homeland Security (DHS)

Homepage: [www.dhs.gov/dhspublic](http://www.dhs.gov/dhspublic)

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Business-Working with DHS website: [www.dhs.gov/dhspublic/display?theme=37](http://www.dhs.gov/dhspublic/display?theme=37)

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## Environmental Protection Agency

Phone: (800) 424-8802

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Website: [www.epa.gov](http://www.epa.gov)

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## Federal Bureau of Investigation (FBI)

Milwaukee Field Office: (414) 276-4684

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Washington, DC: (202) 324-3000

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Website: [www.fbi.gov](http://www.fbi.gov)

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## Centers for Disease Control and Prevention (CDC)

CDC Hotlines: (888) 2462675 English

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(888) 246-2857 Español

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CDC Emergency Preparedness & Response: [www.bt.cdc.gov/](http://www.bt.cdc.gov/)

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CDC Email: [cdcresponse@ashastd.org](mailto:cdcresponse@ashastd.org)

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## American Red Cross

Website link to Wisconsin chapters: [www.wi-redcross.org](http://www.wi-redcross.org)

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## U.S. Department of Labor/Occupational Safety and Health Administration (OSHA)

Website: [www.osha.gov/](http://www.osha.gov/)

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## Other business emergency management websites:

Agency for Toxic Substance & Disease Registry [www.atsdr.cdc.gov](http://www.atsdr.cdc.gov)

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Business Continuity Institute [www.thebci.org](http://www.thebci.org)

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Business Recovery Managers Association [www.brma.com](http://www.brma.com)

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Center for Integration of Natural Disaster Information <http://cindi.usgs.gov>

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Contingency Planning and Management [www.contingencyplanning.com](http://www.contingencyplanning.com)

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Continuity Planner [www.continuityplanner.com](http://www.continuityplanner.com)

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Disaster Recovery Guide [www.disaster-recovery-guide.com](http://www.disaster-recovery-guide.com)

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Disaster Recovery Information Exchange [www.drie.org](http://www.drie.org)

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Disaster Recovery Journal [www.drj.com](http://www.drj.com)

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Disaster Recovery Directory [www.disasterrecoveryworld.com](http://www.disasterrecoveryworld.com)

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DRI International [www.drii.org](http://www.drii.org)

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Federal OSHA Regulations [www.osha.gov](http://www.osha.gov)

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FEMA Standard Checklist Criteria for Business Recovery [www.fema.gov/ofm/bc1\\_2.shtm](http://www.fema.gov/ofm/bc1_2.shtm)

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FEMA Emergency Managements Guide for Business and Industry [www.fema.gov/pdf/library/bizindst.pdf](http://www.fema.gov/pdf/library/bizindst.pdf)

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Institute for Business & Home Safety/Small Business Administration [www.ibhs.org/docs/openforbusiness.pdf](http://www.ibhs.org/docs/openforbusiness.pdf)

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Institute for Business & Home Safety [www.ibhs.org](http://www.ibhs.org)

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The 35-page book Open for Business: A Disaster Planning Toolkit, can be downloaded from this site.

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# THREAT CALL LOG

*This form shall be used for all threat calls received as well as other types of threats received*

Time Call Received: \_\_\_\_\_ AM / PM Time Call Concluded: \_\_\_\_\_ AM / PM Caller ID \_\_\_\_\_

Exact words of caller: \_\_\_\_\_  
\_\_\_\_\_

Sex of caller \_\_\_\_\_ Age \_\_\_\_\_ Race \_\_\_\_\_ Accent \_\_\_\_\_

## Record of Threatening Telephone Call

1. What threat was made? \_\_\_\_\_  
\_\_\_\_\_

2. What demand was made? \_\_\_\_\_  
\_\_\_\_\_

3. Did the caller say he (or she) will call again? Yes / No If yes, what time of day will he (or she) call? \_\_\_\_\_ AM/PM

4. Approximately how long did you speak with the caller? \_\_\_\_\_

5. In your opinion, how old was the caller? \_\_\_\_\_

## Questions to Ask For Any Threat

1. What is your address? \_\_\_\_\_

2. What is your name? \_\_\_\_\_

## Questions to Ask If Bomb Threat

1. When is the bomb going to explode? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Where is it right now? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. What does it look like? \_\_\_\_\_  
\_\_\_\_\_

4. What kind of bomb is it?  
\_\_\_\_\_  
\_\_\_\_\_

5. What will cause it to explode? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Did you place the bomb? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. Why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Caller's Voice and Attitude (circle all that apply)**

Accent	Disguised	Laughing	Raspy
Angry	Distinct	Lisp	Rational
Calm	Electronically Altered	Loud	Slow
Clearing Throat	Excited	Nasal	Slurred
Cracking Voice	Familiar	Normal	Soft
Crying	Intoxicated	Ragged	Stutter
Deep	Irrational	Rapid	Vulgar
Deep Breathing	If voice is familiar, who did it sound like? _____		
Other	_____		

**Background Sounds (circle all that apply)**

Airport	Factory Machinery	Music	Static
Animal Noises	House Noises	Office Machinery	Street Noises
Baby	Kids	P.A. System	Television
Bar/Tavern	Local	Party	Traffic
Booth	Long Distance	Restaurant	Voices
Clear	Motor	School	
Other	_____		

**Threat Language (circle all that apply)**

Foul	Irrational	Taped
Incoherent	Message Read By Threat Maker	Well Spoken

**Report All Threats Immediately to Store Manager**

Person Receiving Call: \_\_\_\_\_

Phone #: \_\_\_\_\_

Store or Office # and Location: \_\_\_\_\_

Signature: \_\_\_\_\_

Title/Position: \_\_\_\_\_

# SUSPICIOUS DESCRIPTION REPORT

**Gender:** (male, female )

**Age:** (approximate, youth, middle age, old)

**Height:**

**Weight:**

**Build:** (thin, average, heavy)

**Race / complexion:** (caucasian, black, hispanic, other, light, dark, ruddy, pale)

**Hair:** (color thick, thin, straight, curly, hair part: right, left, middle, style of combing, beard, mustache)

**Hat or bandana:** (color, condition, style)

**Eyes:** (color, small, large, close apart, far apart)

**Glasses:** (style)

**Ears:** (small, large, close to head, extended)

**Nose:** (small, large, broad, narrow, long, short, pierced)

**Chin:** (square, broad, long, narrow)

**Coat or jacket:** (type, color, hood, logos, other)

**Gloves:** (color, fabric, full finger, short finger)

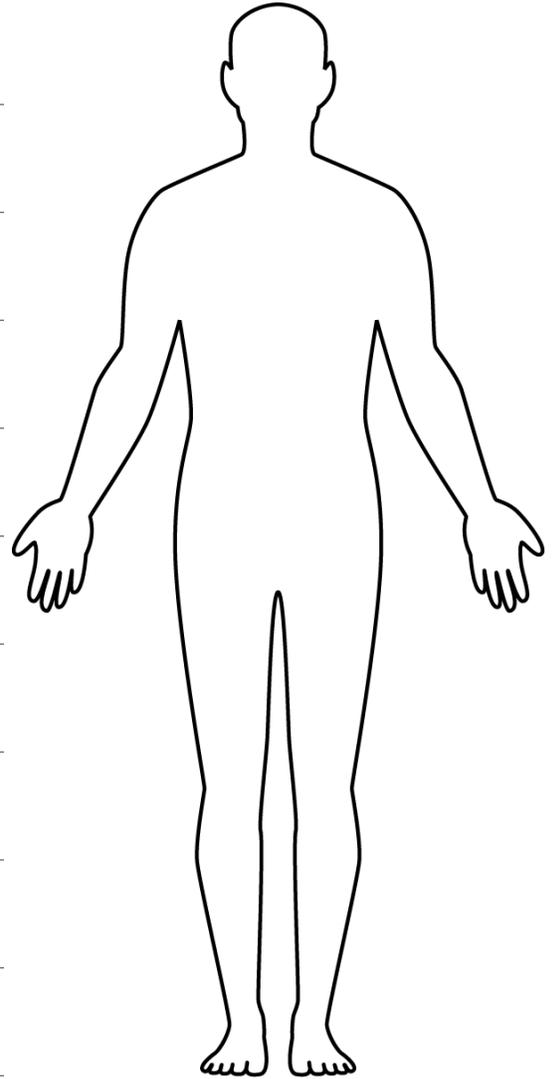
**Shirt:** (color, sleeve length, logos, additional description)

**Neckware:** (tie, scarf, color, fabric)

**Pants, shorts, skirt, dress:** (color, type, style, length)

**Socks:** (color, fabric, height)

**Shoes:** (type, colors, style)



**SUSPICIOUS DESCRIPTION  
REPORT FORM**

**Other features:** (scars, tattoos, piercings, jewelry)

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**Right or left handed?** How did you determine?

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**Weapons and equipment:** (semi-automatic, revolver, rifle, shotgun, knife, bat, stick, other)

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**Mannerisms:** (accent, walk, agitated, nervous, calm)

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**Other:** (references, names used, demands made)

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Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Store or office location: \_\_\_\_\_

Title/Position: \_\_\_\_\_

Phone #(s): \_\_\_\_\_



**Department of Agriculture, Trade & Consumer Protection**

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[www.datcp.state.wi.us](http://www.datcp.state.wi.us)