

HURRICANE KATRINA: IN THE FIRST PERSON

A vacation in the “Big Easy” became a survival experience for **DAS Safety Manager Bob Cox**. Bob shared his insight with fellow Safety Advisors on being a “victim” of one of the biggest natural disasters in US history.

Scheduled to leave New Orleans the Monday morning Katrina hit, Bob told his colleagues he started to look for a way out on Saturday. That was the day authorities first called for evacuation. Prior to that, the weather service had been tracking the storm but it was not on a clear path to the Gulf coast until Friday night. When the evacuation started, airlines cancelled all flights and pulled their planes out of New Orleans. Taxi companies sent their cabs and drivers out of the danger zone. All rental cars were quickly taken out of the area and not returned. There was no way out for people who did not have a private vehicle. But even as the evacuation started, authorities and citizens expected to be home on Tuesday.

Bob and his wife were guests at the Marriott. The hotel had an excellent disaster plan that was put into action. Remaining guests were moved to rooms on lower floors and given detailed instructions about what to expect. In the early morning hours of Katrina’s arrival, the power went out. Within minutes, a hotel staff member was at Bob’s door to move them to the ballroom on the third floor, high enough to avoid a storm surge, and protected by double cement walls. This location kept the guests away from any windows that could blow out and send a shower of shattered glass. Meals were served and cots were set up. Guests received a debriefing every two hours. The staff remained at their posts. The Marriott disaster plan called for hotel staff to bring their families to the hotel to shelter there. Knowing their families were with them, staff continued with their duties. The hotel had generators with adequate fuel. Bob reports they even shared some fuel with other hotels as the days wore on.

Evacuees, expecting to return home on Tuesday, found themselves in the storm’s path. At the last minute, Katrina veered east. New Orleans was spared the high winds of the hurricane eye-wall. But many of its residents who fled the city to supposed safety had poured into the areas suddenly hit by the storm’s deadly winds. Power was out in a four state region. **First Responders**, deployed on Saturday by **FEMA** and other first response organizations, were staged in areas either hit by the storm or affected by the blackouts.

On Monday evening the New Orleans 17th Street Canal failed. Bob learned that this was a waterway built by oil companies to move crude from gulf oil platforms to refineries. They were not built to the Army Corp of Engineer specifications for the levees that held back the river. The city flooded. And the flood water carried with it refinery by-products, raw crude, and waste. As the city waste water treatment plants failed, untreated human waste flooded into the streets.

What's Inside. . .	Page
<i>Disaster Preparedness Northwest Perils</i>	2
<i>Back to School & Drills</i>	3
<i>Plan to Get Out Alive</i>	4
<i>Disaster Preparedness Get Trained</i>	5
<i>New on the Web</i>	6
<i>Drive Time</i>	7

(continued on page 2)

HURRICANE KATRINA: IN THE FIRST PERSON

(continued from page 1)

With rescuers extricating themselves from the effects of the hurricane and widespread power failures, and the city inundated with toxic flood water, those who remained had to fend for themselves. Bob reported that authorities who opened the Superdome told people it would be a “refuge of last resort” not a shelter. People were told to bring food, water, and supplies with them. People either unable or unwilling to leave used supplies and resources available. But there were some who had purposely stayed with the intent to loot and rob. Bob reported that security around the hotel was very tight. Reports of assaults, robberies, and carjackings were frequent. As rescuers began to move into the area, the Marriott was able to house some of them. In response to complaints that the **Red Cross** did not come in, Bob reminded us that they are a relief agency, not a rescue

resource. The closest they could come was over 50 miles out of the city where there was power, water and supplies. To come closer would have put them in danger and created more “storm victims.”

At the end of the week, Bob, his wife, and the 50 or so remaining guests were evacuated to Baton Rouge Airport. Guests were loaded (no luggage) into Marriott hotel employees’ personal vehicles and convoyed to safety. Bob was in the lead car driven by the hotel head of security. The instructions to the drivers were clear: close windows, lock doors, and do not stop for anyone or for any reason. Bob described a harrowing 70 mile per hour circuitous dash on high ground around the city to safety. The Security Chief driver had his loaded gun on the seat beside him. As they drove out of town, the miles of

incoming traffic consisted of military or public safety vehicles bringing personnel, supply trucks, and boats.

We’ve been hearing about what went wrong. Bob gave us another side of the story. He described a business that had a well thought out emergency plan and put it into action. He talked about plans gone wrong because it is impossible to predict all possible eventualities in a natural disaster. He told us about people with unrealistic expectations, totally unprepared for disasters.

There are lots of lessons to be learned from this disaster. Fixing blame teaches nothing. But a thorough and thoughtful inquiry and analysis of what went right so we can do more of it, and what went wrong so we can avoid it, will be of benefit to us all. ■

DISASTER PREPAREDNESS: NORTHWEST PERILS

As we watched the events of Hurricane Katrina unfold, many of us are thankful we don’t live in the parts of the country affected by these powerful, devastating storms. But, what type of disaster (a natural or manmade event that causes widespread disruption and damage affecting many people) will we likely encounter in the northwest?

Emergency Response Professionals and the Red Cross tells us there are 10 (yes, that’s ten!) different perils we should reasonably expect to hit Oregon and our neighboring states. These ten don’t include everything that

can happen, but they are ten events that we should not be surprised to see occur. Can you name them?

You don’t need a plan for each one - one plan will do. But as you can see, there are plenty of reasons to have a plan!

Want details on the perils? Go to <http://www.redcross-pdx.org/services/BDS%202003.pdf>. Check out pages 9 to 17.

Northwest Perils

- Earthquake (the BIG one)

- Wild Fire (encroaching on inhabited areas, blocking major travel routes, damaging essential infrastructure)
- Tsunami
- Floods
- Volcanic Eruption
- Windstorm
- Ice storm
- Earth movement: landslide / mudslide
- Power interruption (blackouts)
- Hazardous Material release (train derailment, truck jackknife, industrial fire, chemical spill, or leak) ■

BACK TO SCHOOL & DRILLS

This September, young people once again returned to school. It recalls the drills we practiced as students every fall when we started a new school year. Even for us adults, fall is not a bad time to drill. In fact, it is an excellent time. With weather that is still generally good, co-workers grumble less about having to exit outside. Some might even find it a welcome diversion!

If you work in a building in the Capitol Mall area, this link will show you the dates of the last drills reported for your building: <http://oregon.gov/DAS/Risk/docs/SECList.pdf>. There are two required drills per year, an earthquake drill and an evacuation drill. Earthquake drills were mandated by the 2001 Legislature. The drill is generally initiated by blowing a whistle followed by the **Evacuation Coordinators** shouting “drop, cover, and hold.” A building evacuation for the earthquake drill is entirely optional.

The *RisKey* “**Sound The Alarm**”, written per a 1993 legislative mandate, calls for one building-wide evacuation per year. Since fire is the most likely emergency event you will experience, we suggest your building evacuate on account of a fire drill at least every other year, if not every year. If you wish you may use another emergency event as the cause of the evacuation drill in off years. If you prepare for emergencies according to the *RisKey*, your agency also meets the requirements of the local fire

department and OR-OSHA rules. If there is more than one agency in your building, the document says “agencies sharing a building must agree upon and use a single plan, tailored to the building and its occupants.”

Before you have your drill, give **individuals with medical conditions** an opportunity to self-disclose that they need help to evacuate. “Respecting the person’s right to confidentiality” means the person’s specific handicap is not identified without the individual’s approval. It does not mean his/her needs cannot be discussed in order to arrive at a plan. See “**Plan To Get Out Alive**”, another article in this edition of *RisKeyNotes*.

When you plan a fire drill, contact these people. Their phone numbers can be found at the web site link mentioned in this article.

- Coordinate the date with **Randy Morris** or **Ron Kingsley** of **DAS Facilities** if you occupy a DAS-owned building. DAS Facilities will test your alarm and lights. They let the fire department know that it’s just a drill and not real. If you like, they can also time the length of your evacuation.
- Once the date is set, inform **Capitol Mall Police** so they can respond to calls from adjacent buildings to let them know why your building is evacuating.

- At your option, you may invite the **Salem Fire Department**, though they have limited availability.
- After the drill, do a debriefing with the Evacuation Coordinators and share what was learned with all building participants.
- Finally, call **503-373-0706** so we can get your building’s drill date updated on the web site.

Do not minimize the importance of the debriefing. Lessons were learned from a drill some years ago at the Executive Building. Some DAS folk returned from breaks, not knowing we had evacuated. They walked in the building from the side opposite the assembly area. To prevent future mistaken entries, Evacuation Coordinators now post a warning sign at each entry. They state: **DO NOT ENTER - EVACUATION IN PROGRESS**. Some Evacuation Coordinators had trouble finding their evacuees who were milling about, chatting with friends and feeding squirrels. Now they ask their groups of evacuees to go to their designated assembly spots. And, Facilities Division installed louder fire alarms with flashing lights.

Drills help you identify snafus. Through regular practice, you reduce their number and get people out in the minimum time. You practice evacuations in order to save lives in the event of an actual emergency. ■

PLAN TO GET OUT ALIVE

In an emergency, some people may be unable to get out of your building without help. Firefighters often risk their lives to help people out of a building, but they are not responsible to do so. And, a delay in evacuating could make a rescue impossible. A comprehensive emergency evacuation plan should provide for prompt and effective assistance to individuals whose medical conditions may necessitate it.

Firefighters tell us we should practice in an evacuation drill exactly what we will do in a real emergency. Our lives may depend on it. However, people with disabilities could be injured just by going through a drill. When lives are not being threatened, people in this situation may choose to stay where they are. But when lives really are at risk, everyone wants to get out by any possible means. There is no good answer that fits every disability.

What to do? Tell your employees that if they have a disability that will hamper their escape, talk to their supervisor or **Evacuation Coordinator**. Consult the person in need of assistance and mutually develop a plan to specifically address the method and means. Each plan shall reflect:

- each person's needs and preference;
- the safety and structural features of your building;
- course of action to take specific to a fire, earthquake, and other emergencies;

- limits of local emergency services and of your budget and staffing; and
- the safety and physical abilities of **Evacuation Assistants (EAs)**, who are co-workers who volunteer to assist coworkers.

Evacuation procedures shall include equipment, training, and practice schedule. For mobility-impaired persons, actual practice is not required but is the decision of the agency in consultation with the person. If the person desires to be carried, there needs to be two EAs and at least 1-2 backups in case of absence or unexpected injury to an EA.

If the person does not wish to evacuate but plans to wait for professional rescue, he shall participate in a drill by going to the designated area of rescue. It may be the floor landing in the stairwell (if on an upper floor) once the others have cleared out.

Plan for a possible evacuation of **visitors** with disabilities. Have a process to identify visitors who need assistance. Train your employees how to assist visitors if an evacuation becomes necessary. To minimize loss of life when evacuation time is critical, EAs shall not remain behind if the person insists on waiting for professional assistance. The **U.S. Equal Employment Opportunity Commission** has a fact sheet at: <http://www.eeoc.gov/facts/evacuation.html>. ■

RISK MANAGEMENT DIRECTORY OF SERVICES

The area code for all numbers listed is "503" unless otherwise indicated.

Information 373-RISK
FAX 373-7337
Internet risk.management@state.or.us
SAIF Emergency Report 1-800-285-8525
SAIF 801 FAX 1-800-475-7785

Administration:

Acting Risk Manager -
Dugan Petty 378-5093
Executive Assistant -
Barbara Hamilton 378-4706
Finance Analyst -
Bob Nies 378-5521

Safety & Risk:

Manager -
Kate Wood 373-7233
Safety & Risk Specialist -
Luella Ackerson 373-0706
Risk Consultants -
Loree Fogleman 373-7003
Ronda Hollis 373-1037
Safety Management
Consultant -
Vacant 378-5525

Insurance & Operations:

Manager -
Andrea Peters 378-5515
Operations Assistant -
Jody Haury 378-5514
Receptionist -
Adina Canales 373-7475

Claims:

Manager -
Kent Rice 373-7814
Chief Claims Consultant -
Vacant 378-5468
Employment Claims -
Dawn Nicholas 378-6840
Claims Adjusting -
Mike Baker 373-1520
Corina Bergeland 378-5469
Dwayne Green 378-5940
Carol Hilzer 378-4878
Rocky Jeffries 378-4595
Linda Roberson 378-5508
Margo Wright 378-5467

SERVICES TO STATE AGENCIES

Insurance for: Property, liability, workers' compensation, employee dishonesty, vehicle, aircraft, and others.

Claims Adjusting for: Property, liability, and employee dishonesty.

Risk Control Consulting for: All of the above. ■

DISASTER PREPAREDNESS: GET TRAINED

If you can only do one thing:

Today sign up for a First Aid class. Bring along your family members. Classes are often sponsored at work, at your church, or through a community group.

The experts tell us that 90% of aid and rescue immediately following a major disaster is delivered by citizens like you. Remember, a disaster is an event that causes widespread damage and disruption affecting many people and draining local resources. In the northwest we can expect to be struck by ten different perils that can result in disaster. Local fire, rescue, hospitals and police will be quickly overwhelmed. They respond to life threatening emergencies first. Emergency Response experts tell us it will take up to three days to move water and food into stricken areas. That's why you build your 72-hour emergency kit.

Nine out of ten times, you will need to rescue or give first aid to a family member or neighbor. Do you know what to do? Can you help them without getting injured yourself and becoming another victim?

Training can improve your "disaster resistance." Check with your local community resources to find the classes you need. Think about attending a class in:

- First Aid;
- CPR and Automatic External; Defibrillators;
- Disaster Preparedness; or
- Shelter in Place

Do you know how to turn off utilities to your home if it is badly damaged and water lines break or you have a gas leak? Do you know what to do about downed power lines?

Go to <http://www.redcross.org/services/hss/> to learn more about

Red Cross services and classes. Check with your church, community groups, utility companies, or local Fire Department.

Do you know about your community disaster plan? Do you think about emergency response when you travel? Do you look at the fire evacuation routes at hotels? Do you know what to do if you are visiting the coast and there is a tsunami warning?

At work, ask about and participate in:

- building evacuation plan;
- fire drills;
- earthquake drills;.
- bomb threat and armed intruder protocols; and
- power outage response.

Get the training you need to be prepared! ■

ALIAS HAS MOVED!

The **Agency Loss Information Access System (ALIAS)** has moved from the OASIS Switchboard to the Enterprise Application Services (EAS) Switchboard! The new web address is <http://oasis.iservices.state.or.us/>. Other than the web address, everything else is the same. You might notice that running your reports will take much less time. If you have the old web address saved as a Favorite, you will need to update your Favorites.

ALIAS is a web-based system that allows **Risk Coordinators** from state agencies to access and print their own Risk Management Loss Reports, i.e., Quarterly Open, Quarterly Closed, Semi-Annual Claim Detail, and Annual Detail Reports. It allows your agency Risk Coordinator to view property and tort liability claim information. Your Risk Coordinator can help you look at the types and costs of your losses. That way you can work with your staff to avoid risks or prevent future losses. Ask your Risk Coordinator for information about your losses. ■

NEW ON THE WEB

Take a look at the main changes to our Web site since the last issue of *RisKeyNotes*.

Policy Handbook

The **Liability Self-Insurance Policy Manual for State Officers, Employees and Agents** has been revised as of May 1, 2005. Major changes include:

- clarification of confusing or vague sections;
- updated information on self-insurance property coverage; and
- incorporation of the former policy amendment for Criminal Tort Equivalent Coverage into the policy language. See the policy at <http://www.oregon.gov/DAS/Risk/EmpLiabPolicy.shtml>.

Publications

The **RisKeyNotes Index** is now available. This index contains a list of articles published since our newsletter began in 1987. If you need a copy of an old article, not on our Web site, give us a call at (503) 378-4706. View it at <http://www.oregon.gov/DAS/Risk/RisKeyNotesIndex.shtml>.

Risk Finance

BN 05/07 Billed Risk Charges

Take a look at your agency's billed risk charges. These charges, budgeted to fund the state's Self-Insurance Fund for workers' compensation, property and tort liability expenses, were not changed by the 2005 Legislative Session. Go to http://www.oregon.gov/DAS/Risk/docs/BN0507BilledCharges_Aug05.pdf.

www.oregon.gov/DAS/Risk/docs/BN0507BilledCharges_Aug05.pdf.

Risk Toolkits

A new toolkit, originally designed as a **RisKey**, has been added to our Web site. The **Hardship Permits Toolkit for Employees with Driving Problems** will help agencies understand the process, risks, and decisions associated with hardship permit driving. Driving on state business requires a current valid driver's license. If an employee loses that license and obtains a hardship permit, an agency may be faced with the decision whether or not to allow hardship driving for state business. This toolkit will help agencies deal with this issue. Check it out at <http://www.oregon.gov/DAS/Risk/HardshipPermitsToolkit.shtml>.

Smart Contracting Toolkit

Changes include:

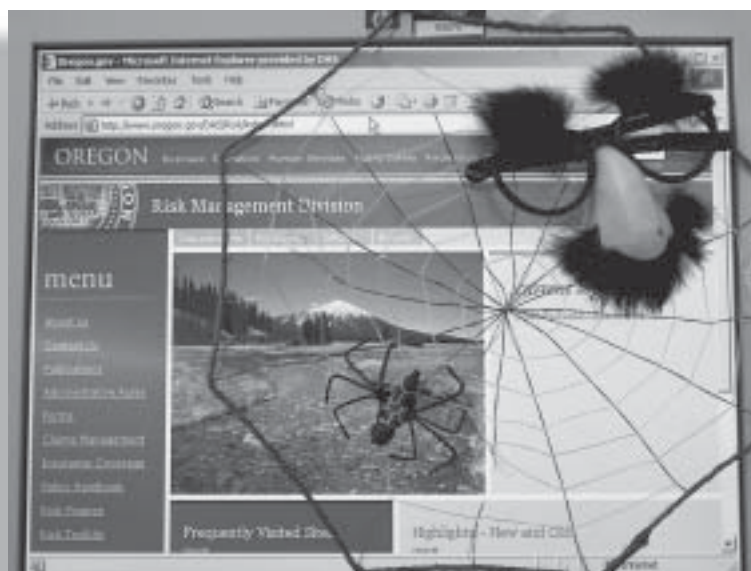
- **Nuts and Bolts of Insurance** – a new PowerPoint presentation that contains particulars on non-insurance risk transfer, insurance and bonding

coverage, certificates of insurance, commonly used insurance terminology and an example of an agency contract risk assessment. Take a look at <http://www.oregon.gov/DAS/Risk/docs/SmartContractingNutsAndBolts.ppt>.

- **Contract Risk Management Research Tips** – a new section to help state agency procurement personnel make business decisions related to the management of risk in their agency's contracting. This page includes tips on sources of information and insurance related internet research. Find it at <http://www.oregon.gov/DAS/Risk/SmartContractingToolkitResearchTips.shtml>.

Safety & Risk Unit

The **Agency Loss Information Access System (ALIAS)** has a new web address. Take a look inside our ALIAS User Manual to check it out! See <http://www.oregon.gov/DAS/Risk/ALIAS.shtml>.



(continued on page 7)

DRIVE TIME

SAIFer Driver is Now Roadcraft

In the mid-1990's the **Legislature** directed **DAS** to adopt administrative rules controlling access to and use of state cars. The new rules rolled out in 1995. We polled agencies to learn about driving training needs. We asked what stopped them from having employees participate in safe driving programs. What would make sense for DAS to provide?

Agencies told us they had a limited training budget. Defensive driving competed with many other training needs. If funds were available there was no time to organize a class and get an instructor. It was particularly hard to set up classes outside of the Portland-Salem-Eugene areas.

Risk Management and **SAIF**, the state's work comp insurer, worked together to deliver a basic defensive driving class for all state drivers. SAIF contracted for instructors to be available around the state at times convenient for agency schedules. **SAIFer Driver** was a successful training program for 10 years. Over 25,700 state drivers went through the class.

SAIF is working with a new vendor as of July 1, 2005. The class has changed as well. So SAIFer Driver has been replaced by **Roadcraft**, a program of the **Oregon Safety Council**.

Roadcraft is aimed at the experienced driver. The class covers the type of on-the-job driving situations faced by most state drivers with a few new experiences added. The class not only reminds participants of the "rules of the road", it also talks about what is happening on the highway today. More drivers. Congestion. Road rage. Distracted driving.

Agencies that implement basic elements of a Safe Driving program can register their drivers at no charge.

Agency Safe Driving Program Elements

- All drivers must have current valid license.
- All drivers must have an acceptable driving record.
- All driving incidents are investigated.

Agencies need to assign a **Defensive Driving Coordinator**. We rely on the coordinator to explain their agency driving and training requirements to their employees. They also will receive the class attendance training record for their employees.

By providing a basic defensive driving training for all state drivers, agencies can use their resources to address specialty driving needs. Those may be related to special driving tasks. Or, agencies may want to concentrate on the particular types of car crashes their drivers experience.



Learn more about your agency driving expectations. Talk to your **Safety Advisor** or **Risk Coordinator**. Find out if your agency has no-charge Roadcraft classes available. ■

NEW ON THE WEB

(continued from page 6)

The current edition of SAIF's office ergo newsletter, **The Ergonian**, is now on our Web site. This monthly newsletter targets the office ergonomic community. Go to <http://www.oregon.gov/DAS/Risk/docs/Ergonian.pdf>.

Training

On July 1, 2005 **SAIFer Driver Plus** was replaced by the **Roadcraft Advanced Driver Program**. This **defensive driver training** is provided by the **Oregon Safety Council**. Agencies that implement the basic elements of a safe driving program can register their drivers at no charge, as part of SAIF's loss control services. See <http://www.oregon.gov/DAS/Risk/Training.shtml#Defensive>.

See...View...Click...Go To...Check out our Web site at <http://www.oregon.gov/DAS/Risk/index.shtml>. ■

DISASTER PREPAREDNESS: MAKE A PLAN

If you can only do one thing:

Today ask an out-of-state family member or trusted friend to be your family contact in a disaster. Then put that phone number on speed-dial, in every family member's cell phone, in wallets, book bags, brief cases, backpacks, lunch boxes, car glove box, desk at work, lockers – everywhere you can think of, where every member of your family can get to it, wherever they are likely to be. In a disaster, out-of-state phone calls are more likely to go through. Tell your loved ones to call that number and check in when disaster strikes. Your out-of-state contact can help your family reunite.

When we talk about a disaster we are talking about an event that causes wide spread disruption affecting many people and tying up significant resources. It is very likely that your family will not all be together when one of the northwest's 10 perils hits and results in a disaster. No matter where you are, your first thoughts will be about your family and loved ones. Having a plan to reunite or get in touch is essential.

Feel ready to do more to prepare your family for a disaster? Take

some time to develop a family plan. Ask these basic questions:

- How will your family reunite?
- Where will you find water, shelter and food?
- Who can give aid if someone is injured or needs to be rescued?
- If you have to evacuate in five minutes, what will you take with you?

For more information on making a plan go to http://www.redcross.org/services/prepare/0,1082,0_80_00.html

Be prepared. It pays! ■

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