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**AGENCY   
Workplace Incident Response Manual**

**TEMPLATE**

**IMPORTANT – THIS IS NOT A COMPLETE PLAN:**   
The purpose of this Workplace Incident Response Manual is to assist state of Oregon managers, supervisors, and employees in preventing and responding to safety incidents in the workplace.

Agencies should work with agency safety staff to develop a complete and appropriate safety incident response program within their organization.

It is important to engage employees **at all levels** of your organization to ensure their perspective is recognized and their needs are incorporated into the agency program.

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## Introduction

The purpose of this Workplace Safety Manual is to assist state of Oregon managers, supervisors, and employees in preventing and responding to safety incidents in the workplace.

## Emergency Phone Numbers

|  |  |
| --- | --- |
| **State Police:** 503-375-3555 | **Building security:** |
| **Unit or section manager:** | **Building manager:** |
| **Agency safety officer:** | **Reception desk:** |
| **Facilities:** | **After hours contact:** |
| **Additional contact:** | **Additional contact:** |
| **Additional contact:** | **Additional contact:** |

## Agency Roles and Responsibilities

The goal of the (agency) Incident Response committee is to address safety and health issues, evaluate those concerns, and provide information to management for resolution. Below is an outline of the various roles and responsibilities of the necessary people needed to create a safer workplace and help to ensure in the event of an emergency, that we can collaboratively work together to help ensure everyone’s wellbeing.

**1. Chair/Co-Chair/Safety Officer**

Selection will be by vote of the committee. Chair and CO-Chair will serve an OSHA recommended period of one year. The chair must have his/her manager’s approval to accept the position. The responsibilities of the chair include:

* Direct the committee meeting and managing discussions
* Coordinate recruitment and training of all committee members
* Prepare agenda, meeting location, schedule, and notification of meetings
* Approve meeting minutes and distribute to Incident Response Committee members
* Direct members in the completion of their duties
* Oversee (agency) emergency equipment, exits, rosters and evacuation routes are updated
* Serve as Evacuation Site Coordinator (SC) or Command
* Supervise evacuation of building, training, drills, & emergencies per OSHA guidelines
* Collect division/floor reports and rosters per OSHA guidelines
* Advise (agency) administrator, Police, Fire, EMS, as need/on arrival of current situation

**2. Incident Response Committee**

The committee will be comprised of members representing all floors and divisions with equal representation of managers and represented employees. The responsibilities include:

* Meet at least quarterly
* Establish procedures for conducting quarterly workplace safety & health inspections
* Establish accident investigation procedures
* Establish system for reviewing and reporting: hazards, accidents, investigations
* Make safety committee meetings available for all employees
* Create, recommend, and maintain a safe and healthy workplace environment
* Report unsafe conditions and practices
* Report all incidents and accidents

**3. Evacuation Committee Member (Minimum 1 per division/floor)**

Selection of the safety committee members will be a selection of management and volunteers. All Evacuation Committee members are expected to serve a minimum of two years.

* Serve as Primary Division/Floor Evacuation Coordinator (EC)
* Determine if any Evacuation Assistants (EA) are necessary per Division/Floor
* Ensure Division/Floor emergency equipment, rosters, exits, & evacuation routes are updated
* Update Evacuation rosters (1 per floor with all employees per floor only)
* Update Floor evacuation routes as needed
* Coordinate evacuation of your assigned division/floor
* Account for all assigned staff using division/floor roster per OSHA guidelines
* Report details to Safety Officer

## Trauma Awareness/Resources

The following resources are available to employees who have experience trauma or need additional care:

**State Employee Assistance Program:**

* [Cascade Centers](http://www.cascadecenters.com/)  Call 800-433-2320 or text 503-850-7721

**Suicide Prevention Resources**

* [National Suicide Prevention Lifeline](https://suicidepreventionlifeline.org/)  800-273-TALK (8255)
* [Veteran's Crisis Line](https://suicidepreventionlifeline.org/help-yourself/veterans/) 800-273-TALK (8255)
* [Vets4 Warriors](https://www.vets4warriors.com/) 855-838-TALK (8255)
* [Trevor Project](https://www.thetrevorproject.org/) (LQBTQ Youth) Call: 866-4-U-TREVOR (488-7386) or text 678678
* [Nacional de Prevención de Suicidio](https://suicidepreventionlifeline.org/help-yourself/en-espanol/) 888-628-9454
* [Oregon suicide prevention, awareness and support resources by county](http://suicide.org/hotlines/oregon-suicide-hotlines.html)

**Mental Health, Drugs, and Alcohol Resources**

* The [Safe + Strong Helpline](https://www.safestrongoregon.org/mental-emotional-health) (1-800-923-HELP/4357) in partnership with the Oregon Health Authority, is an emotional support and resource referral line that can assist anyone who is struggling and seeking support. Callers do not need to be in a crisis to contact this line. Help is free, available 24/7 and interpreters are available.
* [Lines for Life](https://www.linesforlife.org/) - [YouthLine](http://www.oregonyouthline.org/), Abuse and Neglect Resources and [LifeLine Chat](https://suicidepreventionlifeline.org/chat/)
* [Mental Health Crisis Lines by Oregon counties](https://www.oregon.gov/oha/ph/preventionwellness/safeliving/suicideprevention/pages/crisislines.aspx)
* [Alcohol and Drug Helpline](https://www.treatmentaccessline.org/) Call 800-923-4838 or text RecoveryNow to 839863
* Support for service members, veterans and their families at [Military Helpline](https://www.linesforlife.org/mhl/) Call: 888-457-4838 or text MIL1 to 839863
* [Veteran’s Crisis Line](https://www.mentalhealth.va.gov/suicide_prevention/veterans-crisis-line.asp) 800-273-8255 press 1 to talk to someone or text 838255 to connect to a VA responder. For hearing impaired support call 800-799-4889
* [Crisis Text Line](file:///D:/COVID-19/MCOT/Resource%20Card/-%09https:/www.crisistextline.org/text-us/) Text START to 741-741. For Spanish text to 800-662-4357
* [NAMI Oregon](https://namior.org/)
* [Oregon Recovers](https://oregonrecoverynetwork.org/) Substance Abuse, Mental Health, Online Peer Recovery
* [National COVID-19 Mental Health Resources](https://nami.org/Support-Education/NAMI-HelpLine/COVID-19-Information-and-Resources)
* [Problem Gambling Helpline](https://www.opgr.org/) 877-MY LIMIT (877-695-4648)

## Bomb Threat

Bomb threats are commonly received by telephone, note or letter. Most threats are made by callers who want to create anxiety and panic. All such calls must be taken seriously and handled as if the threat is real.

When there has been a viable threat, check your immediate work area and evacuation path for suspicious objects. If you see a package or foreign object in an unusual place — do not touch it. Immediately call 9-1-1 or State Police at 503-375-3555 from a landline phone. Do not use cell phones- they emit radio signals that could interfere.

Notify them of the exact location of the item including a thorough description.

Other things to consider:

* **Do not** use two-way radios or other devices (including cell phones) emitting a radio signal.
* **Do not** use the building fire alarm. The Safety manager or a “phone tree” should be used to notify staff.
* **Do not** turn light switches on or off.
* **Do not** use elevators unless authorized.

**Bomb threat by phone:**

If you receive a bomb threat by phone, ask a lot of questions and let the caller say as much as possible without interruption.

* Take notes on everything said. Include any observations about background noise, voice characteristics, etc. Use the Bomb threats questions on the next page.
* Try to signal a coworker to notify a manager while you continue to talk to the caller. (Remember, the purpose of keeping the person on the telephone is to gather as much information about the potential threat as possible.)
* Management should Immediately call 9-1-1 or State Police at 503-375-3555.

**Bomb threat by written message:**

Handle the message as little as possible to preserve any evidence contained on the note. You should leave the note where it was found.

Immediately notify a manager of the threat. Management should immediately contact the agency safety officer.

Staff should:

* Be aware of suspicious objects in the immediate work area and evacuation path.
* If you see a suspicious object – Do not touch it!
* Call 9-1-1 or State Police and be prepared to give details of the threat.
* Call management or the agency safety officer from a landline phone to notify them of the exact location and a thorough description of the object.
* Notify a member of management.
* Use the Bomb threats – questions tab. If the threat is made by phone, pay close attention to background noises.

Managers should:

* Ensure that information about the object is obtained.
* Ensure that notification to 9-1-1 or State Police has occurred.
* Ensure that notification to the agency director or the agency safety officer has occurred.
* Work with the agency safety manager to assess if area evacuation is warranted.
* Ensure that the threat is reported to any proper channels.

**Assume all bomb threats are real and pose a threat to staff and business operations.**

## Documenting a Bomb Threat

**Questions to ask**

* When is the bomb going to explode?
* Where is it right now?
* What does it look like?
* What kind of bomb is it?
* What will cause it to explode?
* Did you place the bomb?
* Why?
* What is your address?
* What is your name?

**Description of the threat**

* Exact wording of the threat:
* Perceived sex of caller: Length of call:
* Number where call is received: Time: Date:

**Caller’s voice:**

Accent

Angry

Calm

Clearing throat

Cracked voice

Crying

Deep

Deep breathing

Disguised

Distinct

Excited

Familiar\*

Laughing

Lisp

Loud

Nasal

Normal

Ragged

Rapid

Raspy

Slow

Slurred

Soft

Stutter

**\*If voice is familiar, who did it sound like?**



**Background sounds:**

Clear

Street noises

House noises

Animal noises

Office machinery

Factory machinery

Static

Voices

Music

PA system

Motor

**Additional remarks:**

**Speech and language:**

Message read by threat maker

Foul

Incoherent

Irrational

Taped

Is there anything unique about the way the person spoke or their voice (e.g. terms they used; language unique to a profession; slow and purposeful words)?

**Additional remarks:**

## Building Closure

**Work hours:** The (agency) will decide whether to close a building if the safety or health of staff, clients or visitors is threatened for any reason during normal working hours. Notification of closure will be communicated by management staff via the usual method for internal communications.

**Non-work hours:** For widespread issues, such as inclement weather, the Department of Administrative Services (DAS) will consult with ODOT and as applicable, Oregon State Police, to decide to close offices before the workday begins. DAS communicates widespread building closures (i.e., an entire region, county or city) via FlashAlertNewswire, the media and webpage. All staff are encouraged to sign up for [FlashAlerts](http://www.flashalert.net/id/DAS).

If the (agency) decides to close a building before the workday begins, notification of closure will be communicated by management staff and via the Communications Department.

Management shall follow the Temporary Interruption of Employment Policy ([60-015-01](https://www.oregon.gov/das/Policies/60-015-01.pdf)). Guidance is available in the following:

* [DAS building closure website](https://www.oregon.gov/das/pages/buildingclosure.aspx)
* Agency specific policies and procedures

Staff should:

* Keep up to date on the status of building closures.
* Notify manager of requested time off due to an event.
* Sign up for [FlashAlerts](http://www.flashalert.net/id/DAS) and monitor [DAS building closure](https://www.oregon.gov/das/pages/buildingclosure.aspx) information.

## Disruptive Visitors to the Building

The primary goal of the person performing security screening is to ensure the safety of the personnel in the building and the confidentiality of the documents processed herein.

Under no circumstance should you attempt physical restraint if you are not trained to do so or if you do not believe you can effectively execute the restraint. Call for assistance from an onsite manager or call the State Police at 503-375-3555.

Most confrontations are verbal and every effort should be made to ensure that they do not escalate into physical altercations. Some techniques that may help achieve this goal include:

* **Empathize with the person**
* Acknowledge the person’s frustration
* Acknowledge the probability that they have tried to speak with someone several times prior to coming to the building
* Inform the party that we have the capacity to help resolve most problems related to state-government employees and we can generally direct the public (non-employees) to agencies that can assist them
* While you may not be able to resolve the party’s perceived problem, ask them to state the issue in order for you to determine who can best serve them. ***Listen closely*** – this allows the party to vent their frustration and calm down prior to directing them to other agency staff.
* **Set the tone and volume for the conversation**
* Speak at a low (appropriate) volume that sets the example for the irate party to follow
* Speak clearly and slowly to avoid an excited tone that might be interpreted as defensive and further aggravate the party
* Politely ask the party to reduce their volume in order to minimize interruption in the close quarters of the building – avoid terms such as “calm down” and “you’re going to have to” as they may be interpreted as condescending and aggravating

An angry outburst is accompanied by high adrenaline that increases the tendency to respond in a physical or energetic manner. Ultimately the goal is to control the venting of this energy over a reasonable period of time. Every situation will need to be evaluated on its own merits and requires you to make a judgment call. **Do not hesitate to ask for assistance.**

Again, the primary concern is safety and security of personnel in the building. Do not attempt to detain a disruptive person from leaving the building. If appropriate, contact the State Police at 503-375-3555 to report a person that has left the building and is threatening or exhibiting violent behavior.

## Earthquake

**Before the earthquake:**

* Assess your current work area and where you would shelter in an earthquake.
* Move any unnecessary items under your desk so you have a sheltering location.

**During the earthquake:**

* Drop where you are, onto your hands and knees.
* Cover your head and neck with one arm and hand.
* Get under a sturdy desk or table. If no shelter is nearby, crawl next to an interior wall.
* Hold on to the desk or table until the shaking stops.

**Wheelchair or mobility device:**

* Lock the wheels (if possible), bend over and remain seated until the shaking stops.
* Cover your head and neck with your arms or whatever is available (e.g. pillow, book).
* Hold on until the shaking stops.

**Cane usage:**

* If you can get down onto your hands and knees, practice Drop! Cover! and Hold on!
* If this is not possible:
  + Sit down (e.g. on a chair).
  + Cover your head and neck with both hands.
* Keep your cane nearby so it can be used when the shaking stops.
* Hold on until the shaking stops.

**Deaf or hard of hearing:**

* Before an earthquake, identify and test multiple ways to receive warning and evacuation information.

**If you are blind or have low vision:**

* Earthquakes can cause items to fall and furniture to shift. Regular sound clues may not be available afterwards. Move with caution.

**Developmental, cognitive or intellectual disabilities:**

* It may be helpful to have a list of what to do in an earthquake and to practice your plan. It is important to keep personal information both with you and in your disaster kit. If you use augmentative communication supports, include these in your plan.

**What if you are in an elevator?**

* Don’t panic. The elevator will not fall down the shaft and nothing heavy can fall on you. If the power fails, elevators will stop and the lights will go off. Be patient.
* Incident response team members or emergency responders will contact each elevator as quickly as possible. They will advise you on how your rescue will occur.
* When rescued, take directions from the team leader of the floor you are on.

**What are the biggest dangers?**

* Falling objects, such as ceiling tiles, fixtures, furniture, filling cabinets and bookshelves all pose dangers. Also, swinging doors, broken windows, and fires from broken gas lines, electrical short circuits or other causes could be dangerous.

**Be prepared for aftershocks**

* Survey your immediate area for hazards and document them for emergency response teams.
* Replace telephone handsets that have been shaken off, but do not try to use telephones except to report fires or medical emergencies.
* Wait for and follow instructions from the incident response team.
* Do not move victims unless absolutely necessary.
* Alert shelter monitor, emergency coordinator or
* lead emergency coordinator about anything needing their attention.
* Be prepared to evacuate, if necessary.

**When checking in with your family after an earthquake remember:**

* Texting is more likely to go through than a phone call.

## Evacuation

These procedures are not to be used for a hostile event. Please reference the “Violence in the workplace” (page 13)

Determine in advance the nearest exit to your work location and the route to reach that exit in an emergency. Know at least two safe exit routes from every area you are in. Evacuation routes should be posted in conference rooms and inside all exterior doors.

Immediately evacuate if it is too dangerous to stay in an area, room or building. Evacuate when the source of the danger is close to you but does not control the designated escape routes.

**At your desk:** If safe to do so, secure sensitive documents and gather purse, wallet or backpack that may contain sensitive personal items. Do not gather items such as pictures, trinkets, etc.

**In a conference room:** Move to your assembly area unless otherwise instructed by the agency safety officer or emergency response personnel.

Walk, do not run, push or crowd and do not use elevators.

If you find a person in need of assistance and you are unable to provide immediate assistance:

* Notify the agency safety officer of their location, and
* Then evacuate the area yourself.

If there is no fire in your area and the alarm has sounded, exit and go to your pre-designated assembly area.

If there is fire in your area, retreat and activate the fire alarm. Alert others and move everyone away from the fire.

**Do not re-enter the building until notified by the agency safety officer.**

## Fire

**At** **building site:**

* If you see a fire – attempt to extinguish only if it is small.
* If you hear the fire alarm – evacuate immediately and go to designated evacuation areas. Even if you don’t smell smoke or see a fire, always evacuate at the sounding of the alarm unless an ALL CLEAR signal indicates a false alarm.
* Take attendance and follow employee and visitors accounting procedures.

**Fire near the office:**

* Wait for instructions from the agency safety officer.
* First responders will determine if it is necessary to evacuate based on the risk to the building or office.
* Stay tuned to a local emergency channel for current information.
* Remain together until the building has been inspected and it has been determined safe to return to the office.

## Explosion

Evacuation: If an explosion has occurred on the property, determine the extent of the damage before deciding to evacuate. Often it is safer to remain inside an undamaged building than to evacuate. If fire is present, evacuate immediately.

**Shelter in place**: If there is little or no damage to the building, and no fire is present, close windows and doors and wait for further instructions.

***NOTE:*** *Explosions can happen from ruptured gas mains, acts of terrorism, fallen aircraft, and other causes. There may be toxic fumes and hazardous materials involved. Until you know the cause of the explosion and can determine the safest procedures to follow, it is best to remain inside and wait further instructions from the safety officer or first responders unless there is an immediate danger of fire or collapse.*

## Flood

Flooding can happen during severe storms when rivers and creeks swell beyond their banks and overflow roadways. During storms, river levels are monitored closely, and emergency response agencies can normally provide adequate warning to offices so they can notify employees and make arrangements to move employees to safety. However, sometimes the rivers can rise unexpectedly and evacuation to higher ground needs to occur.

* If warranted, evacuate to designated evacuation site, out of harm’s way.
* Take attendance before leaving area.
* Remember to take “First Aid Kit” and emergency supplies.
* Upon arrival at the safe site, take attendance and follow visitor and employee accounting procedures.
* Remain with employees until it has been determined safe to return to the office.

## Medical Emergencies

* Do not move the person unless there is a fire or some other imminent danger.
* Do not hesitate to call 9-1-1 if you feel medical assistance is needed. Individuals can decline medical treatment by emergency service personnel upon arrival.
* Notify nearest management personnel.
* Notify a member of the incident response team

## Needle and body fluid

**If you find blood:**

* Do not attempt to clean the area.
* Block off area until trained staff arrives for safe cleaning and disposal.
* Contact an agency safety officer or a supervisor.
* The agency safety officer or supervisor will contact custodial staff to address the spill.
* Designated staff will reopen the area once the hazard is properly disposed of, and the area is clean.

**If you find a needle:**

* Do not attempt to pick it up.
* Block off the area until trained staff arrives for safe cleaning and disposal.
* Contact an agency safety officer or supervisor.
* The agency safety officer or supervisor will address the proper handling and disposal.

## Severe Weather or Power Outage

In the event of severe weather or a power outage, the (agency) will follow building closure procedures to determine whether closing the building or releasing staff if necessary.

**Do:**

* **Do** turn off and unplug equipment that was being used to prevent harm when the power resumes.
* **Do,** if possible, remain inside the building, away from windows, off patios and terraces.
* **Do** stay away from windows during severe winds and if possible close blinds and window coverings.
* **Do**, if evacuation is ordered or the building is closed, use evacuation routes to leave the building.

**Do not:**

* **Do not** call 911 unless there is an actual emergency requiring police, ambulance, or firefighters.
* **Do not** use the elevators even if they appear to be working.
* **Do not** use candles, matches or any other open flame for light.

Managers can refer to the inclement weather policy <https://www.oregon.gov/das/policies/60-015-01.pdf>.

* The agency safety officer or supervisor will reopen the area once the hazard is properly disposed of and the area is cleaned.
* If you believe you were exposed to blood or other potential infectious material immediately contact your manager or supervisor. If necessary, seek follow-up medical attention.
* Manager should contact Occupational Health, Safety and Emergency management (OHSE).
* Complete a safety incident report in Workday.

## Suspicious package

Every incident perceived as a threat or violent act will be reported and responded to in accordance with workplace incident response. Threats are commonly received by telephone, note or letter. Most threats are made by callers who want to create anxiety and panic. All such calls must be taken seriously and handled as though the threat is real.

If a suspicious package, letter, or other object is found:

Staff should:

* Not touch or move the object.
* Do not use cell phones or radios in the vicinity of the suspicious object.
* Handle the object as little as possible to preserve any evidence contained in and around it.
* Leave the room and close the door or section off the area to keep others away.
* Report the incident to a manager or agency safety officer.
* Call 9-1-1 to report the location of the suspicious object.
* Write down detailed facts about the object, including:
  + Who delivered it (UPS, USPS, courier, in-person, etc.).
  + A complete description of the person who delivered the object (if known).
  + A description of the object.
  + The exact location of the object, examples:
    - On the floor between the mailboxes by the two-drawer file cabinet, bottom drawer.
    - On the parking lot, third row, fourth spot, against the curb.

Managers should:

* Ensure that information about the object is obtained.
* Ensure that notification to 9-1-1 has occurred.
* Ensure that notification to the front desk has occurred.
* Work with the agency safety officer to assess if area evacuation is warranted.
* Ensure that the threat is reported to any proper channels.

During a suspicious object or threat incident, do not:

* Do not use two-way radios, cell phones or other devices that emit a radio signal.
* Do not use the building fire alarm.
* Do not turn light switches on or off.

## Violence in the workplace

**For staff directly involved:**

* Stay calm. Quietly signal for help.
* Control your tone of voice and be careful with your words.
* Respond quietly and calmly. Try to defuse the situation.
* Follow instructions from the person threatening violence.
* Ask questions. Respectful concern and interest may demonstrate aggression is not necessary.
* Summarize what you hear the person saying and communicate clearly. Your summary of the person’s concerns reflects your attention.
* Focus on areas of agreement to resolve the concern.
* Don’t risk harm to yourself or others.
* If the situation continues to escalate, seek help from a manager. Do not hesitate to call 911.
* Be aware of routes of evacuation if the situation continues to escalate.

**For other staff not directly involved with the altercation:**

* Call 911 immediately.
* Immediately notify managers in the area of the threat or violent act.
* Managers will determine whether to evacuate or to shelter-in-place.
* The agency safety officer will alert the building about the imminent danger. Notify all personnel of the response procedures to the realized threat.
* Remain as calm and quiet as possible.
* It may be necessary to evacuate or shelter-in-place in extreme circumstances. Follow direction from a member of management and always stay on alert while moving locations.

|  |  |  |
| --- | --- | --- |
| Run | Hide | Fight |
| Have an escape route and plan in mind. | Hide in an area out of the hostile individuals view. | Fight only as a last resort and when your life is in imminent danger. |
| Leave your belongings behind. | Block entry into your hiding place and lock the doors. | Attempt to incapacitate the hostile individual. |
| Keep your hands visible to responding police officers. | Silence your cell phone (including vibrate mode) and remain quiet. | Act with physical aggression and throw items at the hostile individual. |

## Workplace Security

The objective of the security check process is to permit employees and their guest’s access to workplaces with the least possible degree of interruption.

It is not reasonable to assume that you will recognize all personnel authorized to enter.

It is recommended that staff maintain their key card (employee identification) or a visitor identification card on their person, in a visible location, at all times. Familiarity is not a suitable substitute for proper identification. Any employee that does not have their ID in their possession must obtain temporary ID.

Visitors to the building must check in and out with and always wear a guest visitor badge. If you witness someone who is inappropriately present in an area such as a private office, cubicle or nonpublic area, or who is exhibiting unusual or strange or suspicious behavior and they do not have a badge, staff should:

* Immediately notify an onsite manager
* If in doubt, call the State Police at 503-375-3555

## Resources

**Agency supplied:**

* Incident response teams if applicable   
  (by floor/section)
* Pre-designated evacuation assembly areas
* Fire alarm locations
* First aid kit locations
* Internal safety policies

**Enterprise safety training available:**

**​**The following trainings are available to all Executive Branch employees through Workday Learning. Employees are encouraged to work with their supervisor to complete these optional online self-led trainings:

* [Workplace Violence and Safety​](https://wd5.myworkday.com/oregon/email-universal/inst/17816$3588/rel-task/2998$29489.htmld): This training is intended to familiarize you with workplace violence and what you can do to prevent it.
* [10 Ways to Stay Safe on Social Media](https://wd5.myworkday.com/oregon/email-universal/inst/17816$3578/rel-task/2998$29489.htmld): This training is covers 10 ways you can stay safe on social media.
* Trauma Informed modules 1- 4 *(provided by* [*Trauma Informed Oregon*](https://traumainformedoregon.org/)*)*
  + ​[Module 1: What is Trauma Informed Care?:](https://wd5.myworkday.com/oregon/email-universal/inst/17816$3417/rel-task/2998$29489.htmld)Learn the basics of trauma informed care.
  + [Module 2: Why is Trauma Informed Care Important?](https://wd5.myworkday.com/oregon/email-universal/inst/17816$3469/rel-task/2998$29489.htmld) Watch this video to learn why trauma informed care should be incorporated into organizations and systems.
  + [Module 3:  Trauma Specific, Trauma Sensitive, Trauma Informed](https://wd5.myworkday.com/oregon/email-universal/inst/17816$3486/rel-task/2998$29489.htmld) Learn the basic differences between trauma specific services and trauma informed care.
  + [Module 4: A Brief Overview of NEAR Science](https://wd5.myworkday.com/oregon/email-universal/inst/17816$3488/rel-task/2998$29489.htmld) Watch this video to get an introduction to NEAR Science and learn about the collection of fields of study that include Neurobiology, Epigenetics, ACEs and Resilience.​​​

**Physical building enhancements:**

Agencies may purchase items/services to enhance their building safety. While these items are available for agencies – it is at each agency discretion and budget for purchase. Items that will be available to agencies include:

* Exterior security cameras\*
* X-ray/metal detectors\*
* Duress software systems\*
* Virtual receptionist\*
* Physical security personnel

Agency procurement departments can assist for with purchase of the items above. Agencies in DAS owned building will also need to [submit a project authorization request](https://www.oregon.gov/das/Facilities/Pages/PcmServ.aspx).

*\*Consult with your agency IT departments for additional planning and implementation strategies.*

**Building/Workplace safety inspections checklists**

[Building security planning checklist](https://www.oregon.gov/das/HR/Documents/Bld_Sec_Pln_checklist.pdf): Use this document as one of the tools in assessing current conditions in planning a holistic security strategy and solutions for your building or space.

[Facilities operation checklist](https://www.oregon.gov/das/HR/Documents/Fac_Op_checklist.pdf): This checklist includes a list of baseline considerations agencies may want to reassess regularly.

* Inspection Frequency: The frequency of workplace safety inspections are scheduled every quarter starting in January of each year.
* Workplace specific safety inspection checklists are available to use to assist in the identification of hazards. The checklist allows a standardized approach and is a tool to prompt the inspection team of particular hazards with an area. The checklist is not an exhaustive list and hence any additional hazards should be noted at the end of the checklist.
* The inspection team should be familiar with previous inspection findings to ensure that risk controls have been implemented and that the hazards are not recurring.
* Where a hazard presents an immediate risk to health and safety, the inspection team should attempt to make the area safe and notify the area manager or Administrator.

**Visit** [**https://www.oregon.gov/das/Pages/EAM.aspx**](https://www.oregon.gov/das/Pages/EAM.aspx) **to repost any building issues.**