

ICA SECURITY MANUAL

Minnetonka Site

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*ICA Food Shelf
12990 St. Davids Road
Minnetonka MN 55305
Main: (952) 938-0729*



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INITIAL SAFETY CONSIDERATIONS

Setting the right atmosphere and culture at ICA is an important part of keeping ICA a safe place. While interacting with others at ICA remain calm when others' emotions escalate and keep words considerate, welcoming, and respectful.

If at any point an ICA staff or volunteer feels threatened or has a difficult encounter with a client, volunteer, or ICA staff, they should let an ICA director know as soon as is possible.

**PLEASE REVIEW THE SAFETY AGREEMENT AT THE BACK OF THE MANUAL,
SIGN, AND RETURN TO AN ICA STAFF**

EMERGENCY, EVACUATION, AND SHELTER

See maps at back for locations of fire extinguishers, escape routes, first aid kits, Emergency Duffels, blue lights, panic buttons, and emergency shelters

Panic Buttons and Blue Lights

The panic buttons are intended for cases where police and everyone in the building need to be alerted that there is an imminent physical danger. Examples would be an armed or physical threat where any person in the building is in imminent danger of harm (see "Weapon/Physical Threat" below).

- Panic button locations: Front desk on top of the file cabinet in between the two chairs, Each case manager office, Job coach office, Food Room (east end), Food Room (west end)

When the blue lights are flashing, that means that the panic button has been pushed, and everyone needs to evacuate the building through the nearest safe exit. The panic button is only used in cases of physical danger, therefore do not attempt to congregate near the building, but instead move away from sight of the building.

- Blue light locations: Above main area of staff offices upstairs, Food Room (east end), Food Room (west end)

Emergency Duffel

ICA keeps two Emergency Duffels at the Minnetonka location, one upstairs in the Copy Room and one downstairs in the Break Room. Each bag is supplied with a flashlight, blanket, first aid supplies, and a list of important phone numbers. The Emergency Duffel should be taken in case of evacuation or other emergency situation like tornado or can be used in any emergency.

Evacuation or Shelter

Evacuation situations

- In cases of evacuation due to fire, gas leak, or similar low- to medium-threat level cases, all staff, volunteers, clients, and visitors should congregate in the near ICA parking lots or the far parking lot beyond St. David's Church
- In case of an evacuation because of an armed/physical threat (panic button has been pressed and blue lights are flashing), there is no designated meeting area. Rather, all staff, volunteers, clients, and visitors should simply get as far away from the building as possible.

Indoor shelter situations

- In case of tornado or emergency weather requiring those in the building to take shelter inside the building, the designated shelters are the following rooms in the Food Room: non-food items room, men's bathroom, women's bathroom.

ICA Staff responsibilities

- In evacuation or shelter situations, ICA staff have specific responsibilities to be sure that everyone is out of the building or has taken shelter.
 - o *In evacuation scenarios, staff should make every reasonable attempt to evacuate everyone from the building, knowing that in some cases of armed threat, fire, and similar scenarios, full evacuation may not be possible without the help of local authorities.*
- The following are staff responsibilities:
 - o Food Room Managers should check the Food Room, including walk-in coolers and bathrooms, to be sure everyone is evacuated or in shelter, and should make an attempt to grab the Emergency Duffel in the Break Room
 - o Upstairs staff should check the front desk, upstairs offices, and bathrooms to be sure everyone is evacuated or in shelter, and should make an attempt to grab the Emergency Duffel in the Copy Room

SCENARIOS

Medical Emergency

- *Threat level: Medium to High*
- *Example: If a person is in need of emergency medical care or in case of death*

Procedure

1. Call 9-1-1 and inform of the situation
 - a. If the injury is relatively significant and the injured person does not want medical assistance, call 9-1-1 anyway
 - b. In the case of death, call 9-1-1 and allow the police to determine the proper steps. They will get the medical examiner and family involved, not ICA
2. Tell an ICA staff member of the situation
3. Direct the paramedics when they arrive
4. After the event: Evaluate and follow-up the event (see "Evaluation and Follow-Up")

Fire

- *Threat level: Medium to High*
- *Example: Small or large/spreading fire in or around the ICA property*
- *Fire extinguisher locations: See map in back of the manual*

Procedure

1. If the fire is small and relatively contained,
 - a. Tell an ICA staff member if possible
 - b. Attempt to put out the fire with a fire extinguisher

- c. If you are unable to put the fire out with one attempt with a fire extinguisher, do not attempt with a second fire extinguisher. Let the sprinkler system do its job and get out of the building.
- 2. If the fire is larger and spreading,
 - a. Do not use the elevator
 - b. Move away from the fire and toward an exit
 - i. Exit points: See map in back of the manual
 - c. Pull the fire alarm (either at the front door or the center Food Room door)
 - d. Call 9-1-1 to inform of the fire
 - e. Wait for firefighters to arrive and then direct them to the area of the fire
 - f. Do not attempt to reenter the building
- 3. After the event: Evaluate and follow-up the event (see “Evaluation and Follow-Up”)

Tornado or Extreme Weather

- *Threat level: Medium to High*
- *Example: Tornado located in the immediate area; Extreme weather with strong winds or excessive lightning*

Procedure

1. Be alert to changing weather conditions and look for approaching storms, noting the following danger signs: Dark, often greenish sky; a large, dark, low-lying cloud (particularly if rotating), loud roar similar to a freight train; perhaps large hail
2. If you see approaching storms or any of the danger signs, be prepared to take shelter immediately. All clients, staff, volunteers, and visitors should take shelter in the following rooms:
 - a. Non-food storage room in the back of the Food Room
 - b. Men’s bathroom in the Food Room
 - c. Women’s bathroom in the Food Room

* Note: Stay away from glass enclosed places. Stay out of elevators in case of power failure
3. If possible, an ICA staff should take the Emergency Duffel into one of the shelter areas (note bag locations at the back of the manual)
4. Do not open any windows
5. After the event: Evaluate and follow-up the event (see “Evaluation and Follow-Up”)

Natural Gas Odor

- *Threat level: Medium to High*
- *Example: Noticing a smell of natural gas anywhere in or around the ICA property*
- *Location: See map in back of the manual*

Procedure

1. Do not turn on or off anything electrical
2. Inform an ICA staff member
3. If the smell is relatively faint, search for the source of the leak to see if it is an easy fix
4. If the smell is very strong, call Centerpoint Energy *from outside using a mobile phone* at (612) 372-5050 to report the potential gas leak
 - a. They will likely request that the building be evacuated
 - b. Assist the Centerpoint employee when they arrive at ICA

5. After the event: Evaluate and follow-up the event (see “Evaluation and Follow-Up”)

Electrical Failure

- *Threat level: Medium to High*
- *Example: In case of lost power to the ICA property*

Procedure

1. After power failure, inform an ICA staff
2. Begin by checking the building fuses: See map in back of the manual
3. If no fuses are tripped, investigate the area of the building that has lost power, trying to determine what might be the cause
4. If minor, determine if an ICA staff or volunteer can fix or contact ICA’s electrician to fix
 - a. Continue serving clients and normal office operations to the extent possible. This is to be determined by an ICA staff.
5. If major or if unable to determine how extensive the problem is, call Xcel Energy at (800) 895-1999
 - a. Report the power failure
 - b. Assist the Xcel employee when they arrive at ICA
 - c. Only continue serving clients and normal office operations if this is determined to be safe and possible by an ICA staff.
6. After power has been restored, reset clocks, restart server and computers, and test any other electronics that may have been affected
7. After the event: Evaluate and follow-up the event (see “Evaluation and Follow-Up”)

Water Leak

- *Threat level: Low to Medium*
- *Example: Water leaking from pipes, walls, ceilings or other places in or around ICA property*

Procedure

1. Inform an ICA staff
2. Shut off supply valve(s) to stop water
 - a. Sink, shut off supply is under the sink
 - b. Toilet, shut off supply is next to the toilet
 - c. Fire sprinkler system, multiple shut off locations: See map in back of the manual
 - d. If major leak, shut off the supply to the entire building: See map in back of the manual
3. Investigate the leak and determine who is best to fix the problem
 - a. Contact plumber if needed to fix leak
4. After the event: Evaluate and follow-up the event (see “Evaluation and Follow-Up”)

Angry Phone Call

- *Threat level: Medium*
- *Example: Someone calls with verbal accusations or anger*

Procedure

1. Inform an ICA staff
2. Take note of the name of the person and the phone number

- a. See caller ID on the phone
- 3. Diffuse if possible
 - a. Note: You do not need to remain on the phone with someone who is angry or won't calm down. You can let them know to call back once they have calmed down. Or you can stay on the phone with them and ask them to talk with an ICA staff instead.
- 4. After the event: Evaluate and follow-up the event (see "Evaluation and Follow-Up")

Threat by Phone

- *Threat level: High*
- *Example: Someone calls and threatens an individual or the organization. Bomb threat.*

Procedure

1. Inform an ICA staff
 - a. ICA staff: Call 9-1-1 and follow police instructions
2. While on the phone, follow these procedures:
 - a. Gather as much information as possible about the caller, write down: Gender, age, accent, background noise
 - b. Note the name and number on the LCD display of the phone (the "caller ID")
 - c. Ask the caller: What is the threat? When will the threat be carried out? Where the threat may be located? Why is the threat being made?
 - d. Keep the caller talking for as long as possible
 - e. Once the call is finished DO NOT HANG UP – it may be possible to trace the call if the phone line is kept open
3. Assist and comply with authorities when they arrive
4. After the event: Evaluate and follow-up the event (see "Evaluation and Follow-Up")

Theft or Vandalism

- *Threat level: Low to Medium*
- *Example: Stolen wallet or other personal property, intentional damage to ICA, volunteer, or client property*

Procedure

1. Inform an ICA staff immediately
2. ICA staff: Contact 9-1-1
3. ICA directors can check the security cameras for information
4. Follow police instructions
5. After the event: Evaluate and follow-up the event (see "Evaluation and Follow-Up")

Verbal/Unarmed Threat

- *Threat level: Medium*
- *Example: Someone is agitated or angry and threatening without a weapon.*

Procedure

1. If able, get an ICA staff involved. Make a phone call to staff if necessary so as to not leave one person alone to confront the threat.

- a. If in a closed office, get out
 - b. If unable to get out, press the panic button
2. ICA staff: Try to diffuse the situation
 - a. If the situation escalates to physical aggression, follow procedures as stated below: press the panic button, try to clear the area, and get others to a safe place.
3. Once the threatening person calms down, have them leave the premises as soon as is possible
 - a. Staff will provide them with a taxi if they do not have a ride right away. Or consider contacting the police department to have individual trespassed from property, especially if this person has acted aggressively before.
4. After the event: Evaluate and follow-up the event (see "Evaluation and Follow-Up")

Weapon/Physical Threat

- *Threat level: High*
- *Examples: Someone is threatening with a weapon or physically threatening*
- *Note: Know where the nearest panic button is located (locations on map at the back of the manual)*

Procedure

1. First and foremost, press the panic button
 - a. Panic button sends police dispatch immediately and sets off blue alert light throughout the building
2. Second, EVACUATE if possible
 - a. Exit the building if possible without passing the line of sight of the intruder (Exit points: See map in back of the manual)
 - b. Pass information on to others in the building that there is a threat and tell them to leave the building (ICA staff: Follow evacuation responsibilities outlined above)
 - c. Once out of the building, leave the site and find a safe place. Do not congregate in any location within sight of the building.
 - d. Call 9-1-1 to give the police more detailed information about the situation
 - e. ICA Staff: Call to inform other staff if they were not on site at the time
3. If unable to evacuate, HIDE
 - a. If you are unable to leave the building, hide or barricade yourself in a room
 - b. Move heavy object (desk, copier machine) in front of the door
 - c. Turn off your cell phone
 - d. Turn off the lights
4. Only if necessary, CONFRONT
 - a. If you are confronted, comply with the intruder
 - b. Attempt to verbally diffuse the situation
 - c. Only if necessary, use aggression to overcome the intruder
5. After the event: Evaluate and follow-up the event (see "Evaluation and Follow-Up")

EVALUATION AND FOLLOW-UP

After any safety or security event, every attempt should be made to evaluate and follow-up in order to help prevent or better prepare staff, volunteers, clients, and visitors for future related events. The following should be observed following a safety or security event:

1. Determine if anything could be done differently in the future to avoid the same situation again
2. Make changes based on input from staff, volunteers, and/or clients to avoid the same situation again

TRAINING

Training ICA Staff and Volunteers

- Read Security Manual and sign agreement – All staff and volunteers are required to read through the ICA Security Manual and sign the agreement on the last page.
- Orientation – Security at ICA will be a key component of all staff and volunteer orientations.
- Training Workshops – ICA will offer on-site training for staff and volunteers approximately two times per year (more if necessary)

TESTING ICA SAFETY EQUIPMENT



- Test panic buttons bi-annually
 - o Put alarm in test mode by contacting CityView Electric at (651) 659-9496
 - o Test all panic buttons and make sure blue lights flash when pressed
 - o Change batteries every year to two years
- Be sure fire extinguishers are up to date
 - o Steven Djerf from Alert Fire & Safety Company does this annually as a service to ICA – (763) 553-2022
- Fire sprinkler system test
 - o This is done annually by CityView Electric. They generally call to schedule this
- First aid kits
 - o Check for dates on medical items in the first aid kits throughout the office
- Emergency Duffel
 - o Check the Emergency Duffel annually for fresh batteries and up-to-date first aid equipment
- Weather radios

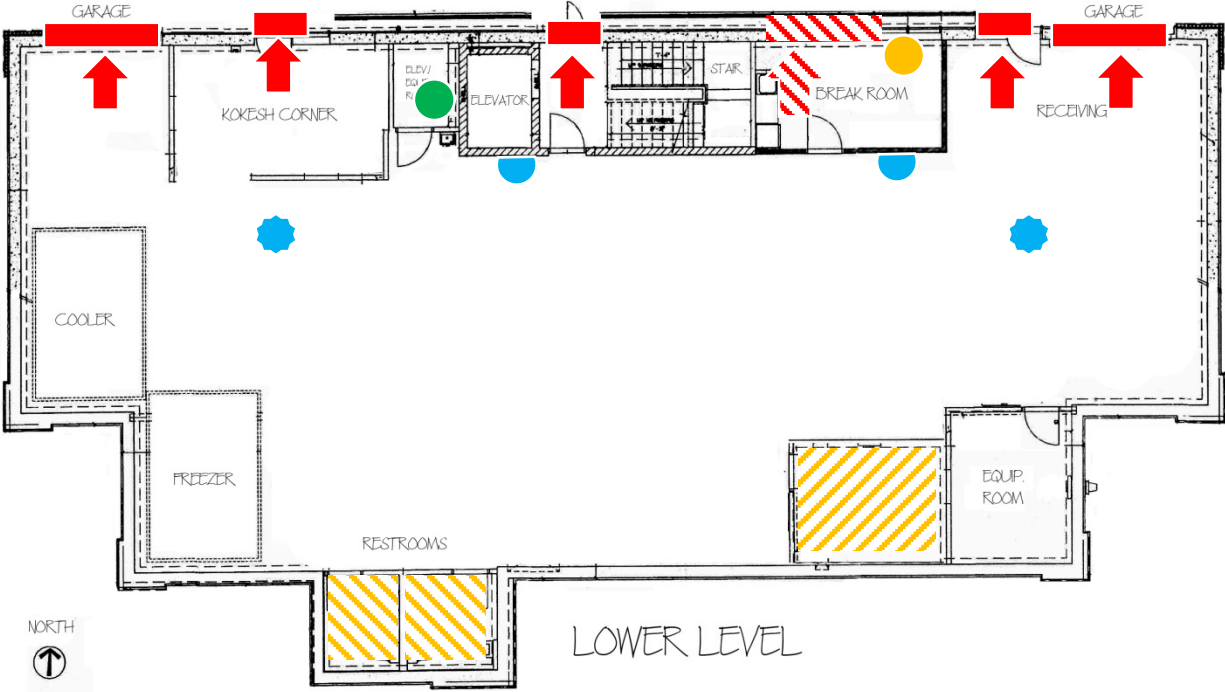
CONTACT INFORMATION

- Emergency (safety, medical, fire) – 9-1-1
- Electrical work (major) – Xcel Energy – (800) 895-1999
- Electrical work (general)
 - o Scott Colville, ITC Electric – (952) 237-8093
 - o Del Sipma, Sipma Electric – (952) 933-7000
- Fire extinguishers – Steven Djerf, Alert Fire & Safety Company – (763) 553-2022
- Natural gas work – Centerpoint – (612) 372-5050
- Plumbing (general) – Generally handled by an ICA staff – Contact Rick Len – (952) 594-9531
- Plumbing (major) – No specific plumber
- Security alarm/fire sprinklers – CityView Electric – (651) 659-9496

EXIT PLAN AND SAFETY EQUIPMENT LOCATIONS

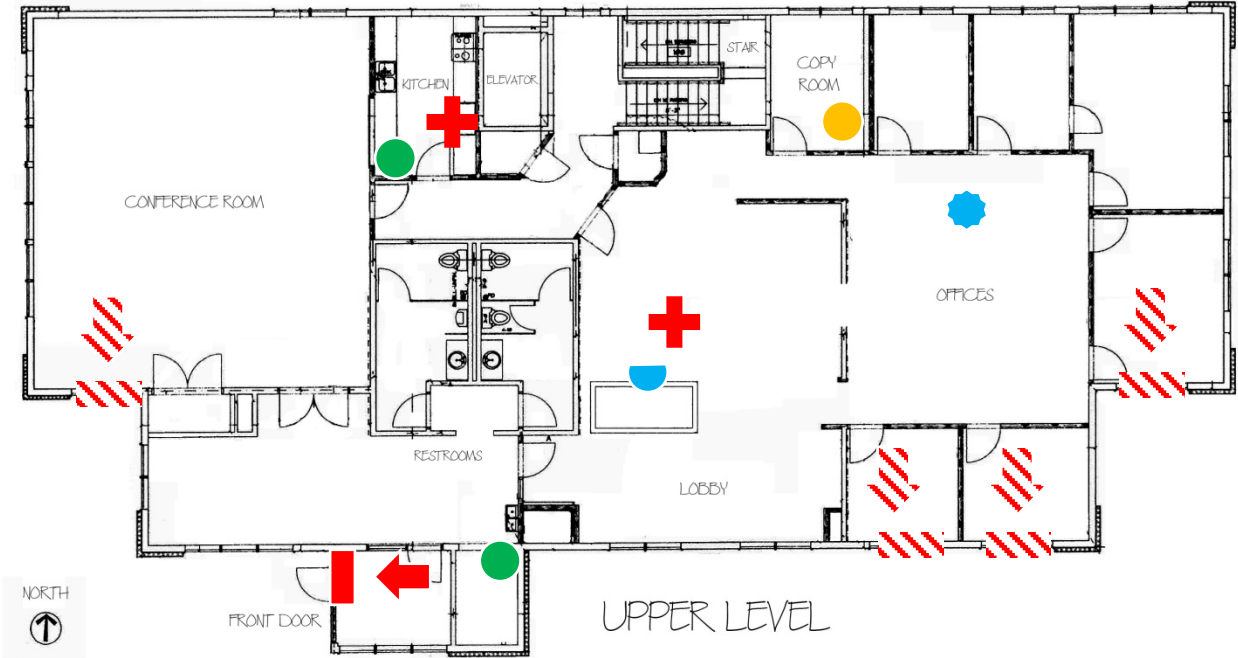
Minnetonka Site – Food Room (Lower Level)

- Door Exits 
- Window Exits 
- Fire Extinguishers 
- Emergency Duffel 
- First Aid Kits 
- Panic Button 
- Blue Light 
- Shelter 



Minnetonka Site - Front Desk and Offices (Upper Level)

- Door Exits 
- Window Exits 
- Fire Extinguishers 
- Emergency Duffel 
- First Aid Kits 
- Panic Button 
- Blue Light 



GAS SHUT OFF



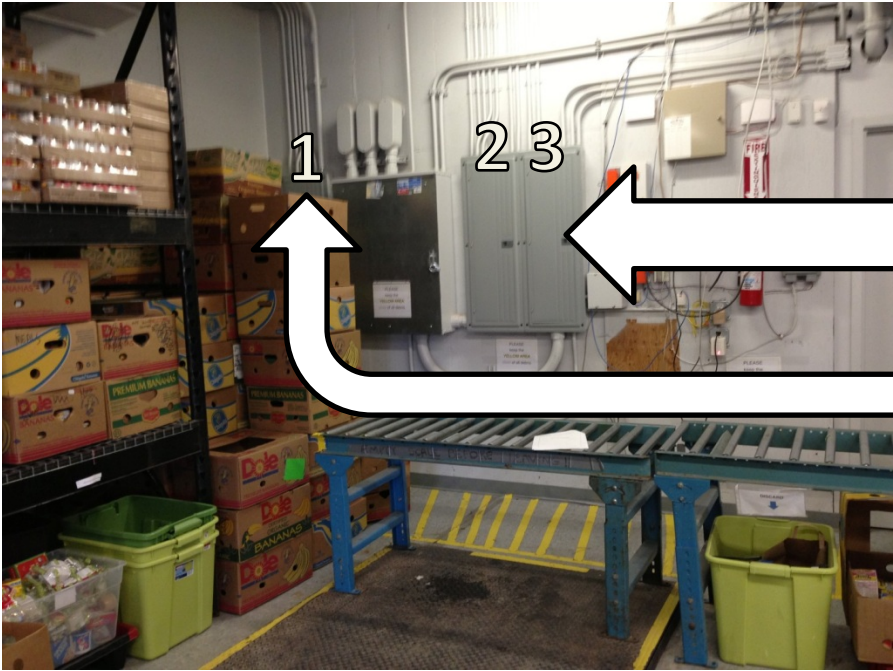
In the Food Room
Riser Room /
Equipment Room (far
northwest corner).
Main gas shut off is
this orange lever.

WATER SHUT OFF

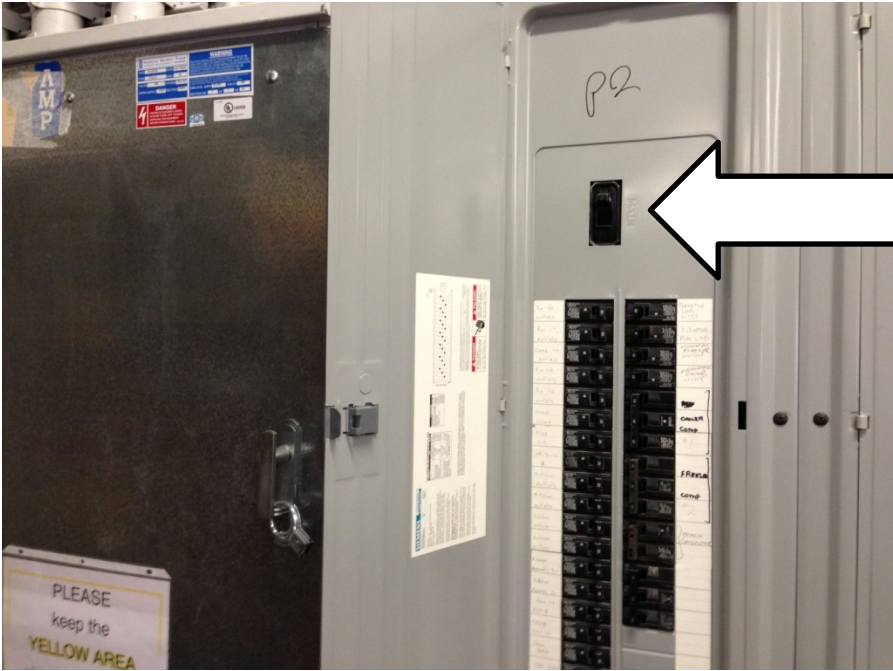
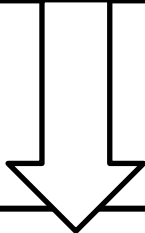


In the Food Room
Riser Room /
Equipment Room (far
northwest corner).
Main water shut off
is this orange lever.

MAIN ELECTRICAL



The three main fuse boxes are located in the back northwest corner of the Food Room, on the receiving end



Main power switch for the fuse boxes. There are three boxes, pull whichever is needed

ICA SECURITY AGREEMENT

PLEASE REVIEW THIS AGREEMENT, SIGN, AND RETURN TO AN ICA STAFF

I understand that safety and security while working or volunteering at ICA is a chief concern not only for ICA as an organization, but also myself as a staff or volunteer.

I understand that I have a role to play in the safety and security not only of myself, but also others at ICA while working or volunteering.

I understand it is my responsibility to follow these procedures to the best of my ability in an emergency situation.

I have read the ICA Security Manual and am signing this agreement as a statement that I have read through this manual and have asked an ICA staff questions if any part of this manual needed to be clarified.

Signed: _____

Date: ____ / ____ / _____