

Orange County IFMA Roundtable Discussion June 21, 2007

In attendance:

Ron Moyer, Herb Chatterton, Wayne Olson, Vida Reid, Steve Goldman, Diane Coles, Raymond Valdez, Paul Gomez, Jim ?

Call to Order

Ron Moyer opened the meeting at 11:30 a.m. Names and introductions explained by each attendee.

Panel Speakers

Workplace Violence

Steve Goldman passes out a News memo from the United States Department of Labor on Workplace Violence. Steve mentioned 1 in 20 businesses had a violent act occur in the work place within the 12 months this survey took place. The shocking thing is, none of the company's changed their violence plan.

State or Government agencies have a higher occurrence of workplace violence.

Over 70% of workers in America do not have a workplace violence plan.

Diane Coles explained Virginia Tech inspired SCAN Healthcare to revise their workplace violence plan. The company has a threat directly following Virginia Tech. A caller speaking with a communication rep said "I'm going to pull a Virginia Tech on you." Threats are received all over. There are practices but nothing written. SCAN had a consultant look at the plan for check for its effectiveness. SCAN had to look at their access controls to the building, politics within the office, how employees are terminated, all items that may cause violence, how to prevent it and how to confront it if it does happen.

- How communication is handled and driven too
- Look at how a threat is handled, evacuation etc
- How to perform a threat assessment

Steve will help SCAN put together an incidence response plan.

- How the incidence is handled, where do employees go?
- Develop training program for all staff
- Audit on a continual basis

Steve explained, the first thing you want to do is prevent anything. A crisis planning timeline was prevented. Steve then gave a pop-quiz, "9 am, boyfriend comes in, shoots the girl in the front, leaves the scene, what do you do?" Responses varied,

- "Go home"
- "Call the violence directory"
- "Follow your plan"

Steve said all ideas were good. Virginia Tech simply let things run as normal. The campus should have shut and lock down the building until further research.

One roundtable attendee mentioned the campus is so large how would they spread the word to get things shut down?

Response, Technology! Nextel phones, computers, send a person to each room, all TV's turn to an alert system.

Paul Gomez added the Gas Company campus has a floor warden for each floor. If one is out there is a back-up.

Tony Soriano explained Linc Services is at the beginning stage of a violence prevention and security plan at an LA School. It is important to get police and fire involved at the beginning!

"Security is everyone's responsibility, just like safety"
"Prevention is the key"

HR, Operations and Facility Managers all need to be involved with the violence plan to make it operate. Establish credibility with the employees to make the plan more effective.

Diane Coles worked with the Director of Risk Management to put SCAN's plan together. The cost was \$60,000 - \$120,000 to implement. The plan is for all SACN facilities, not just Long Beach.

A list of recourses was provided (websites) to find current workplace violence plans/prevention programs.

OSHA – Elements of a Workplace Violence Prevention Program
http://www.osha.gov/workplace_violence/wrkplaceViolence.PartI.html

CalOSHA – Guidelines for Workplace Security
<http://www.ucop.edu/riskmgt/bsas/reference/workplaceviolence/securityguidelines.pdf>

NIOSH
<http://www.cdc.gov/niosh/>

Association of Threat Assessment Professionals
<http://www.atapworldwide.org/>

ASIS
<http://www.asisonline.org/about/index.xml>

Department of Homeland Security
<http://www.dhs.gov/index.shtm>

Workplace Violence Research Institute
<http://www.workviolence.com/articles/articles.htm>

National Institute for the Prevention of Workplace Violence
<http://www.workplaceviolence911.com/Articles/articles.jsp?listType=1177>

Evacuation Procedure

Raymond Valdez passed out a booklet given to all CKE employees for emergency preparedness. Floor Wardens are CPR certified. Each has a list of their employees on their floor to verify they are accounted for in an emergency. Evacuation plans are posted throughout the buildings. There are two drills a year.

A map of where each floor is directed to in an emergency is also posted, on the appropriate floor. Survival kits are provided for each floor warden. The kit (backpack) contains a walkie-talkie, these will turn on if the fire alarm goes off, whistles, flashlights etc. Six people have a list of everyone in the building.

Storage units containing food for three days are placed outside of the buildings. The headcount time is currently down to 5 min. Part of the plan includes verifying a building has been swept through, marked by chalk. Raymond is willing to share their training materials. Cintas helps in training. A defibulator is also kept on hand. There are no legal ramifications for an employee using the machine. Any use falls under the "good Samaritan law".

Steve mentioned in an emergency the adrenaline rush, emotion, confusion can bring on problems. It is important to make tasks extremely clear so they can be carried through.

Security must be involved!

Paul Gomez asked, "How do you report a bomb threat?"

Raymond responded, "A small paper indicates, 'report it to the receptionist'"

Steve explained the police will tell you, "let us know when you find the bomb."

Paul Gomez's company policy is to sweep the building and evacuate.

Dummies are placed at CKE in evacuation drills to bring it to a reality. Employees are asked during the drill if they have their keys and medications. Videos are available to help make scenarios more of a reality to employees.

Diane Coles recommended training from the fire department. Certification is offered through the fire department as a "first respondent". They will teach what to do and what not to do. Having a fireman there makes employees take it serious. Diane also made a slideshow on a DVD of the training SCAN employees went through to make it more interactive and fun.

Automated DNS Systems

Herb Chatterton explained Energy management, comfort control and maintenance monitoring are the key items involved in an automated DNS system. Motion censored lights or timers can be used to save on the electric bill. Switched all lights in the Masimo building to T5's have dropped usage in half.

Closed relay allows lights to energize when they're off to avoid using energy during peak hours. Edison issued a rebate for this. Talk to your rep to find ways to save money or receive a rebate by saving energy. Be sure to fill out the application before the work has begun to get the full rebate. An Edison rep will come out to survey the building.

Energy saving ideas or tools do not have to be extremely sophisticated to be functional. Sempra has planned to reduce 9% a year for the next three years. They are currently at 6%.

Gensler takes energy efficiencies into account from day one of a remodel. Title 24 demands it.

The most important key is to educate the employees. Energy management demands employees are responsible and conserve. It will save every FM!

Meeting adjourned at 12:58pm