

2017 AMERICORPS MEMBER AND PROGRAM SAFETY MANUAL

This manual provides AmeriCorps programs with general information
and guidelines in the event of an emergency.

*Serve DC- the
Mayor's Office on
Volunteerism*



Message from the Executive Director

At Serve DC – The Mayor’s Office on Volunteerism we believe that the success of our AmeriCorps programs reflect the success of their Members; therefore, it is important that as the State Commission on National and Community Service we provide you with the best tools to support your Members including their safety. We recognize that some of our host sites have challenges that we have to mitigate. We want to ensure the health, well-being and safety of all our AmeriCorps Members.

The purpose of this safety manual is to provide AmeriCorps programs with general information and guidelines in the event of an emergency. We are looking to inform programs of some potential risks and promote proactive emergency planning which include addressing prevention, protection, and response. We hope this safety manual will provide you with the tools to effectively plan for your whole AmeriCorps community. It is your responsibility as an AmeriCorps program to develop emergency plans, policies and procedures specific to your program. Each program’s plans must reflect the population of AmeriCorps Members, the sites in which they serve the resources available at those sites and to your program.

The material covered in this manual includes information from the Federal Emergency Management Agency (FEMA), which educates and empowers Americans to be prepared for and respond to potential emergencies. Topics covered in this manual range from assault to natural disasters. This list is by no means exhaustive and we will continue to update the manual as unforeseen incidences arise. For more comprehensive information and planning tools please visit:

http://www.fema.gov/pdf/about/divisions/npd/CPG_101_V2.pdf

We are pleased by the level of commitment to National and Community Service in the District of Columbia and we will continue to strive to make AmeriCorps Members’ service opportunities meaningful, rewarding and safe.

In Service,

Delano Hunter
Chief Service Officer
Serve DC – The Mayor’s Office on Volunteerism

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Serve DC Overview

Serve DC – The Mayor’s Office on Volunteerism is the DC Commission on National and Community Service, one of more than 50 State Service Commissions that administer federal Corporation for National and Community Service funds and coordinate national service initiatives at the state and local level. As an agency, Serve DC focuses on three primary functions – we administer funding for AmeriCorps national service programs in the District of Columbia; we train and mobilize residents to respond in the event of a disaster or an emergency; and, we promote episodic service opportunities to engage District residents in meaningful community service.

Serve DC also offers CPR/First Aid and CERT (Community Engagement Response Team) trainings to the public free of charge.

AmeriCorps Pledge



Members start their service year by taking the AmeriCorps pledge:

I will get things done for America - to make our people safer, smarter, and healthier.

I will bring Americans together to strengthen our communities.

Faced with apathy, I will take action.

Faced with conflict, I will seek common ground.

Faced with adversity, I will persevere.

I will carry this commitment with me this year and beyond.

I am an AmeriCorps member. And I will get things done.

Part I – General Guidelines

Contacting Serve DC with Member Safety Concerns

Serve DC is requiring that all subgrantee inform us within 24 hours if the following apply:

- Whenever a Member is hospitalized due to a service related injury
- Whenever a police report is completed that involves a Member
- If a member needs to exit their term of service early, due to an injury or an unsafe work environment
- If a Member files a formal grievance due to an unsafe work environment
- If a news worthy story involves an AmeriCorps Member (i.e. active shooters at a school)
- Whenever you feel it is better to over communicate regarding a safety issue

Please include the name, phone number and email address of the Member (s) involved. Include the time, date, location and a brief description of the incident. Serve DC will discuss with the program staff if the Member should be contacted by someone from the Commission. This will be determined on a case-by-case basis and only as a way to offer additional support to the Member. If Members would prefer not to be contacted by Serve DC, please ensure that they have the AmeriCorps Program Directors name, address, phone number and email address if they decide to contact someone at the Commission later.

Members Contacting Programs



Serve DC encourages programs to create a similar policy of that above with their AmeriCorps Members and Site/Program supervisors to report an incident in the first 24 hours.

Here are some important numbers that your Members should have:

Emergency Response	911
Poison Control Center	1-800-222-1222
National Suicide Hotline	1- 800- 273-TALK/800-273-8255

Program Site Coordinators xxx-xxx-xxxx (provided by your program)
Police precincts in all 8 wards <http://mpdc.dc.gov/page/police-districts-and-police-service-areas> (use this website to find phone numbers that are appropriate for program and sites)

Best Practices in Emergency Planning

The Federal Emergency Management Agency (FEMA) advises individuals, families and organizations to have an emergency supply kit, to make an emergency plan including communication and evacuation plans, to be informed about the different types of emergencies that could occur and the appropriate responses, and to practice your emergency plan. To practice emergency plans at school or community sites, be sure to involve your Members when the school is practicing their fire drills, lock down drills and shelter in place drills. Use these drills as opportunities to practice your organizational protocols. For example, after an extreme weather incident drill have your AmeriCorps Members text stating they just had a drill because text is part of your organization's communication plan during extreme weather

For more information see the FEMA Resource for emergency response planning.
<https://www.ready.gov/be-informed> or
https://www.ready.gov/sites/default/files/documents/files/EmergencyResponsePlan_0.pdf

Similar basic protective actions for different hazards:

- Physical safety is a concern for all hazards and must be considered when developing any type of safety plan
- Develop a communications plan for Members and staff
- Sign up to receive local emergency alerts and plans. In DC, please use <http://hsema.dc.gov/>. Through this site individual Members and program staff can sign up for AlertDC and download the HSEMA App
- When recovering from a disaster, safety as well as mental and physical well-being must be considered
- Learn basic First Aid and CPR, how to use a fire extinguisher and attend a Community Emergency Response Training (CERT)

In general when working at a program site, advise Members to (adapted from Reading Partners' Emergency Preparedness Guide for AC Members):

1. Familiarize themselves with emergency exit signs
2. Know the evacuation route for their school or office
3. Ensure that the site has a freshly stocked first aid kit and know where the defibrillator is located
4. Prevent injury by not carrying heavy and/or large items
5. Wash hands repeatedly throughout the day because they come into contact with many different people and objects
6. Do not attempt any electrical repairs
7. Be cautious while walking near damp or wet areas for likelihood of falling
8. Report any suspicious person or activity to the authorities or contact 911 directly
9. Avoid walking alone in unsafe neighborhoods after dusk
10. Always remain alert

FEMA also provides an online resource library <https://www.fema.gov/resource-document-library>. This library is a searchable web-based collection of all publicly accessible FEMA information resources.

Emergency Kit

All AmeriCorps programs should work with their program sites to have basic supplies on hand in case an emergency occurs. Following is a listing of some basic items that every emergency supply kit should include. However, it is important that your AmeriCorps Program review this list and consider the location of your service site and the unique needs of your Members in order to create an emergency supply kit that will meet your needs. Disaster specialists recommend that your program provide items for up to 3 days.

Food

1. One gallon of water per person per day
2. Non-perishable foods such as canned soup, canned beans, tuna, powdered milk, unsalted crackers, granola bars, boxed juice, etc.
3. Manual can opener
4. Basic utensils to prepare and serve meals

Personal Care Items

1. Soap
2. Toothbrush and toothpaste
3. Wipes
4. Contact lenses or glasses

Health Supplies

1. 1 week supply of medicines
2. Medical supplies such as syringes, a walking cane, or hearing aids with extra batteries
3. Sanitation and hygiene items (moist towelettes and toilet paper)
4. Hand Sanitizer

Safety Supplies

1. First aid kit
2. Emergency blanket
3. Swiss army knife that can also serve to do other things
4. Whistle

Electronics

1. Flashlight
2. Radio (battery-powered, solar) for updates during the disaster/emergency
3. Cell phone and chargers
4. Extra batteries

Communications Plan

Your AmeriCorps Members may be scattered all over the District, serving in various sites, when disaster strikes so plan how you will contact and connect with each Member to ensure their safety and to give them further instructions. Communication networks such as mobile phones and computers, could be unreliable during disasters, and electricity could also be disrupted. Planning in advance will help ensure that all of your Members know how to reach the program, each other and their families. Planning starts with three easy steps:

1. Collect contact information for each of your Members' local In Case of Emergency (ICE) Contact and other important people in their lives such as roommates and families. Because of the unreliability of communication networks during a disaster, be sure to get phone numbers, cell phone numbers, email and social media contacts from each Member, their local ICE and each important person
2. Share this information with staff at each service site. It is also recommended that Members carry a copy of their communication information in his or her backpack, purse, or wallet.
3. Each site should also hold regular meetings to review and practice the plan. Think about how you will communicate in different situations

Other Important Tips for Communicating in a Disaster:

- Text is best when using a mobile phone
- If making a phone call, keep it brief and convey only vital information to emergency personnel, staff or Members
- To free up space on the network for emergency communications 1) wait 10 seconds before redialing a number and 2) do not watch videos or play video games. This will help reduce network congestion
- Conserve mobile phone battery by reducing the brightness of screens, placing the phone in airplane mode, and closing apps that are not being used
- Keep charged batteries, a car phone charger, and a solar charger available for backup power
- If there is access to the internet use it to communicate via email, Twitter, Facebook, and other social media networks to share information quickly with a widespread audience
- If AmeriCorps Members do not have a mobile phone or access to a land line, keep a prepaid phone card at a program site to use if needed during or after a disaster

Evacuation Planning

There may be conditions under which HSEMA will decide to evacuate DC or a school may decide it is unsafe and they are evacuating. Regardless of the situation, your program needs to prepare an evacuation plan:

- If Members have a car arrange with them to transport Members who might not have a car.
- If an evacuation seems likely, remind your Members to keep their gas tanks full. (Gas stations may be closed during emergencies and unable to pump gas during power outages.)
- If your Members do not have a car, plan how they will depart if they have to leave. Make arrangements if Metro is not operating
- Choose several destinations for Members to go to in different directions, so you have options for picking them up in an emergency. Communicate how and when those directions should be used
- Account for severe weather when planning
- Follow recommended evacuation routes. Do not take shortcuts; they may be blocked
- Be alert for road hazards such as washed-out roads or bridges and downed power lines
- Do not drive into flooded areas
- Listen to a battery-powered radio and follow local evacuation instructions
- For long-term evacuation, take the emergency supply kit

Types of Emergencies

A List of disasters prone to this area:

- Hurricanes
- Drought
- Floods
- Earthquakes
- Extreme heat
- Winter storms and extreme cold
- Technological & Accidental Hazards
- Terrorist Hazards
- Pandemics

To prepare for and develop policies around these specific types of emergencies go to www.ready.gov

First Aid/CPR/CERT

Serve DC provides free Emergency Preparedness Trainings. These trainings include First Aid/CPR, CERT (Community Emergency Response Team). We encourage our Members to take part in these trainings offered free of charge. Not only will you and your Members have the knowledge but will also be able to respond appropriately in different scenarios and cases. To learn more on how you could take these trainings please visit Serve DC's Website at www.serve.dc.gov

Part II – Emergency Specific Recommendations

Civil Unrest

Introduction

According to the Federal Emergency Management Agency (FEMA), civil disturbance is “a civil unrest activity such as a demonstration, riot, or strike that disrupts a community and requires intervention to maintain public safety.” The recent, intense events that transpired in Baltimore, Maryland serve as a reminder that we need to develop and/or maintain additional emergency preparedness plans that are unique to civil unrest.

What to do in case of civil unrest

1. Stay put! If civil unrest unfolds, your AmeriCorps Members should not report to their programs. They are safest at home. If they are at a school site, they should follow the school plan for these types of events. However, your program will need to have a plan to get your AmeriCorps Members back to their houses if they are at their service sites. Have routes mapped out that include a few alternate routes in case of roadblocks, checkpoints or rioting.
2. If the civil unrest is in the neighborhood that your AmeriCorps Members live, Serve DC recommends that your program temporarily evacuates them.
3. If AmeriCorps Members are unable to leave a violent area or violence quickly spreads to their neighborhood, Members should stay away from windows and the front of the house. They should stay in the back of the house where broken glass, rocks and even stray bullets are least likely to penetrate.
4. Instruct Members not to answer the door if someone knocks. If they announce themselves as law enforcement, make sure the Members ask them to show their ID.
5. Once the emergency ceases, be sure to contact your AmeriCorps Members to check on their safety.

Mental Health

Introduction

Serve DC is proud of the diversity of our AmeriCorps Members including those older Americans who are serving. While we value this diversity, the background information for this first addition of the Serve DC Safety Manual will focus on mental health of emerging adults. This term coined by Clark University professor Jeffrey Jensen Arnett to describe the period of 18 to 25 year olds. All of the recommended strategies below can be applied to all Members. However; since many of our AmeriCorps Members are in this transition period from dependence on parents/guardians to independence, Dr. Arnett’s research is very relevant. Further research by the University of Southern California, establishes that emerging adults have higher rates of unintentional injuries, suicidal ideation, substance abuse and sexual transmitted infections than adolescents (12-17 years old) and young adults (26-35); and that almost one-fifth of emerging adults has been diagnosed with a mental illness and of those, two-thirds did not receive treatment. Biologically, this is a time when the brain is still developing in the area that controls emotions and rational decision making.

Since the brain is still developing it is generally understood that emerging adults can be moody, and irritable with or without a mental health disorder. Emerging adults may feel passionately about something

one day and detest it the next, a small emergency can turn into a catastrophe disaster, and one bad event can be completely overwhelming. Because young people are prone to mood swings and feeling out of control, it may be hard to identify what is and is not a mental health. The following are some indicators that a Member's bad mood may be a little bit more serious:

- Bad mood or grumpiness persists, lasting longer than a few days
- Withdrawn socially
- Continual anger, irritability or depression
- Dramatic changes in appetite or sudden weight loss or gain
- Illogical thinking
- Apathy
- Increased sensitivity

Please note: If you suspect that an AmeriCorps Member has a mental health issues please communicate to an expert in the field immediately. (See resources below.)

Stress Management

Because Members may come to your program with diagnosed mental health issues or a family history of mental health concerns, Serve DC suggests that programs mitigate the stress that may come with a year of service. Stress hormones including adrenaline and cortisol, are released when one responds to any kind of demand or threat. While some stress maybe good, too much stress can cause heart disease, sleep problems, digestive problems, depression, and skin conditions. Some signs that Members may be over stressed include an inability to concentrate, poor judgment, anxiety, a short temper and sleeping too much or too little. Stress can also manifest itself as physical symptoms, such as aches and pains, diarrhea or constipation, nausea, dizziness, chest pain, rapid heartbeat and frequent colds. Given all of this, AmeriCorps programs should be proactive in the support that they provide for their Members. Some suggestions for support include:

- Carve out opportunities for Members to develop a social network. People with a strong network of supportive friends and family members are better able to cope with life stressors
- Encourage Members to exercise as physical and mental health are intrinsically linked, exercising regularly (for 30 minutes or more on most days) can help relieve stress, anxiety, anger, and frustration
- Encourage Members to eat well because food can also have a profound effect on mood. Eating a diet rich in fresh fruit and vegetables, high-quality protein, and healthy fats, especially omega-3 fatty acids, can help them better cope with everyday stressors
- Ensure that Members are fully trained and know what is expected of them. It is easier to take stress in if Members have a sense of control and confidence in their ability to persevere through challenges
- Host workshops on wellness, mindfulness and meditation so that Members can calm and sooth themselves when they are feeling sad, angry, or overwhelmed
- Help them prepare for stressful situations by providing financial and time management workshops, share tips on how to have difficult conversations and provide sources for finding additional support

What to do during a mental health crisis

The information below came from a comprehensive booklet from the Minnesota National Alliance on Mental Illness (NAMI) office and can be found at <http://www.namihelps.org/Crisis-Booklet-Adults.pdf>

What is a mental health crisis? A crisis is any situation in which a person's behavior puts them at risk of hurting themselves or others. DC Law § 7-1231.02.11 defines a mental health crisis as "a situation in which a person is experiencing a crisis in which the immediate provision of mental health treatment is necessary to prevent serious injury to the said person or others."

What to do for someone experiencing a mental health crisis?

1. Safety First! If you, your staff or other AmeriCorps Members are in danger leave the situation immediately.
2. If it is believed that an AmeriCorps Member is in a crisis or nearing a crisis, seek help.
3. If it is safe to do so, assess the situation before deciding who to call. Ask questions such as: Is the person in danger of hurting themselves, others or property? Do we need emergency assistance? Or do you have time to start with a phone call for guidance and support?
4. If you or your staff have been trained in de-escalation techniques you should use them
5. If you are unable to defuse the crisis, seek additional help from mental health professionals. For example, if the Member is not in immediate danger, call a psychiatrist, clinical nurse, therapist, case manager or physician who is familiar with the person's history.
6. If safety is a concern, call 911. However, make sure to tell them that this is a mental health concern. (Telling law enforcement that it is a crisis involving someone with a mental illness increases the chance that they will send an officer trained to work with people with mental illnesses).
 - a. When providing information about a person in a mental health crisis, always be very specific about the behaviors you are observing. Describe what is going on right now, not what happened a year ago.
 - b. Remember that once 911 has been called and the officer arrives on the scene, you do not control the situation.
7. If the situation cannot be resolved on site the AmeriCorps Member may need to go to the emergency department (ED). Be prepared to wait several hours at the ED and bring materials that might help keep the person calm while waiting.

Resources

1(888)7WE-HELP or 1-888-793-4357 The Access HelpLine is the easiest way to get connected to services provided by the Department of Behavioral Health. This is a 24-hour, seven-day-a-week telephone line staffed by behavioral health professionals.

National Alliance on Mental Illness
422 8th Street SE, Washington, DC 20003
Office: 202-546-0646
Fax: 202-546-6817
Website: <http://www.namidc.org/>

The Trevor Project

The Trevor Project is a national organization focused on crisis and suicide prevention efforts among lesbian, gay, bisexual, transgender and questioning (LGBTQ) youth. The 24-hour, seven-day-a-week telephone line crisis and suicide prevention helpline is 1-866-4-U-TREVOR (488-7386)

Website: <http://www.thetrevorproject.org/>

Emergency Hotlines

- National Suicide Hotline: 800- 273-TALK/800-273-8255
- DC Suicide Hotline: 800-SUICIDE/800-784-2433
- Alcoholics Anonymous (10am-10pm): 202-966-9115
- Al Anon / Al A Teen: 202-882-1334
- Cocaine Hotline (24 hrs): 1-800-COCAINE/800-262-2463
- Narcotics Anonymous: 202-399-5316

Pandemic and/or other communicable disease emergency

It is the responsibility of an AmeriCorps Service Organization to provide a safe and healthy work environment for its Members and beneficiaries by establishing procedures and guidelines to help prevent and/or limit the transmission of communicable diseases.

Reminder: It is illegal to discriminate against an AmeriCorps Member, volunteer or staff person based on his/her medical condition and/or disability. Supervisors/Managers shall not obtain medical information about an employee's general health to determine if that employee is at risk of contracting communicable diseases.

Preventive Measures

- Avoid close contact with people who are sick
- Members should not serve if they are sick and should be encouraged to stay home (this include running errands)
- Cover mouth and nose when coughing or sneezing
- Wash hands often
- Avoid touching eyes, nose or mouth
- Practice other good health habits such as drinking plenty of fluids, and eating nutritious food
- Get plenty of sleep, be physically active, and manage stress

Important Definitions for Understanding a Pandemic

- **Affected Area** - a geographical area that has been determined by authorities (World Health Organization (WHO), U.S. Federal Center for Disease Control and Prevention (CDC), or State and local public health officials) to have wide spread transmission of a communicable disease, including significant localized seasonal influenza (or other diseases) up to and including pandemics.
- **Airborne Contagious Illnesses**- illnesses that spread to other individuals through droplets or small airborne particles, which are suspended in the air, including but not limited to colds, influenza and tuberculosis.
- **Communicable Disease**- a disease that can be transferred from an infected person to another individual.

- **Contagious Skin Conditions**-areas of exposed skin that have moist discharge and are not covered by a protective dressing.
- **Incubation Period**- the time, usually in days, between exposure to an illness and the onset of symptoms.
- **Infection Control**-a set of policies, procedures and practices used to minimize the risk of spreading infection such as hand washing and cleaning commonly touched surfaces.
- **Isolation**- implemented when the City Health Officer believes that an individual may have a contagious disease and represents an immediate danger to the public.
- **Pandemic**- a global disease outbreak that spreads easily from person-to person.
- **Quarantine**- implemented when the City Health Officer believes that an individual may have been exposed to a contagious disease and represents a potential danger to the public.
- **Social Distancing**- actions taken to prevent or reduce the opportunities for close contact between people in order to limit the spread of a disease, including limiting or canceling public gathering, meetings, or travel.

Traveling To and From Program Sites

These are some general safety tips and guidelines for getting to and from program sites (adapted from Kid Power City Safety Guide). Your AmeriCorps Members should:

- Walk in groups and avoid walking alone
- Know their route before they leave the program
- Stay in well-lit areas, avoiding alleys, vacant lots, wooded areas, and other short-cuts or secluded areas
- Be alert! Do not listen to music with headphones so that they are more aware of their surroundings and avoid using the cell phone
- Store wallet, keys, cell phone, and other electronic devices securely in their pockets, purse, or backpack so they are not a target for thieves
- Let their bag or backpack go if someone grabs it to avoid bodily harm
- Choose bus or metro routes that arrive closest to program sites entrance to prevent unnecessary walking
- Use one of the Metro apps available to help coordinate their departure time to shorten their waiting time at a bus stop.
- Call 911 if there is ever an emergency situation to ensure their safety and proper reporting.

Preparing Site-Specific Info

In this section, provide your AmeriCorps Members with recommended bus and metro routes, including bus stop numbers. Also include the names and phone numbers for both the security guard on duty during afterschool hours and the night sergeant for the local police precinct.

Violence in the workplace

Introduction

The United States Department of Labor describes workplace violence as “any incident in which an employee is abused, threatened or assaulted by fellow employees or by a member of the public in circumstances arising out of the course of his or her employment”. In the case of AmeriCorps programs this definition would apply to Members and the “public” such as beneficiaries, scholars, students or clients. As an AmeriCorps host agency, it is your responsibility to ensure your Members are safe and not in environments where other peoples’ behaviors threaten their welfare.

All program sites should have policies and procedures manual as well as an employee handbook for Members' reference, if needed. The written policy should include:

- What behaviors (e.g., violence, intimidation, bullying, harassment, etc.) are considered inappropriate and unacceptable
- What are the consequences for making threats or committing violent acts
- What to do when incidents occurs
- Who the contact person is for reporting any incidents
- An assurance that no reprisals will be made against employees who report such incidents
- An outline of the procedures for investigating and resolving complaints
- A timeline for monitoring and reviewing the policies

Workplace Violence Prevention

- Prevent violence in the workplace by stopping small incidents involving negative remarks and inappropriate behavior that may escalate to physical or psychological violence
- Train in competencies. Employers should also require their workers to take trainings on LGBTQ competencies as well as different faiths to know how to communicate effectively without offending people
- Create a safe environment for workers to express their anger and frustration

Warning Signs

Whenever horrific acts of violence occur the questions is asked “Was there any warning signs?” Because we know that AmeriCorps Members experience stress during their terms of service and that stress can manifest itself in unique and challenging ways it make it difficult to identify potentially violent individuals. It is understandable that people want to know what the “early warning signs” are, but it is it important that individuals are not profiled or stereotyped as being potentially violent. However, according to popular psychological views the following can be warning signs of an “employee” who could potentially becoming violent:

- Personal life stressors such as financial, marital, or family issues
- Substance abuse problems
- Increased frustration with one's circumstances
- Obsession with a supervisor or coworker, perceiving unfair treatment
- Recent marked decline in work performance
- Hypersensitivity to criticism, confrontational, easily provoked, unpredictable,
- Preoccupation with weapons
- Threats to harm self or others or implicit threats such as "you'll be sorry" or "this isn't over"
- Preoccupation with other workplace violent events
- Chronic blaming with no sense of personal responsibility
- Disregard of behavioral boundaries at work such as excessive emails, phone calls
- Face-saving, attention-getting, manipulating, retaliating behaviors

Risk of violence may be greater at certain times of the year. For example:

- tax return season
- during the holidays
- pay days

- report cards or parent interviews
- performance appraisals

Active Shooter

An active shooter is a person or persons actively engaged in killing or attempting to kill people using firearms. Active shooters often display no pattern or method for selecting his or her victims. AmeriCorps Members should follow the policies and procedures of their school or service site, however as the host agency, it is your responsibility to be sure that AmeriCorps Members are fully prepared in case they are ever in an Active Shooter situation.

Members should quickly determine the most reasonable way to protect themselves and remember that their program participants will follow their lead. According to the U.S. Department of Homeland Security, AmeriCorps Members should evacuate, hide out or as a last resort, and only when their life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter.

Evacuation: If there is an accessible escape path, the first thing to do is to evacuate the premises regardless if others agree to follow:

- Leave belongings behind
- Help others escape, if possible
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when it is safe

Hide out: If evacuation is not possible, Members should find a place to hide where the active shooter is less likely to find them. To prevent an active shooter from entering your hiding place lock and barricade the door with heavy furniture. If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

Take action against the active shooter: Again this should ONLY be attempted if life is in imminent danger. The shooter thinks he or she is in control of the situation so an attempt to disrupt and/or incapacitate them may put them off guard.

Part III – Other Resources and References

American Red Cross <http://www.redcross.org/local/dc/washington>

Center for Disease Control and Prevention Emergency planning <http://emergency.cdc.gov/planning/>

Continuity Planning <https://www.ready.gov/sites/default/files/documents/files/sampleplan.pdf>

Dealing with Work Place Violence a Guide for Agency Planners
<https://www.opm.gov/policy-data-oversight/worklife/reference-materials/workplaceviolence.pdf>

Developing and Maintaining Emergency Operations Plans
http://www.fema.gov/pdf/about/divisions/npd/CPG_101_V2.pdf

Emergency preparedness guidance from the U.S. Department of Homeland Security
<https://www.ready.gov/>

Federal Emergency Management Agency <http://www.fema.gov/>
FEMA online resource library <https://www.fema.gov/resource-document-library>

Homeland Security and Emergency Management Agency <http://hsema.dc.gov/>

Mental Health Crisis Planning <http://www.namihelps.org/Crisis-Booklet-Adults.pdf>

National Alliance on Mental Illness <https://www.nami.org/#>
For the local NAMI office <http://www.namidc.org/>

Police precincts for all 8 wards <http://mpdc.dc.gov/page/police-districts-and-police-service-areas>

The Providers Toolkit for Emerging Adults with Serious Mental Health Conditions
https://dbhdd.georgia.gov/sites/dbhdd.georgia.gov/files/related_files/site_page/HTI%20Toolkit%209.10.15.pdf

The Trevor Project <http://www.thetrevorproject.org/>

US Department of Homeland Security, Active Shooter, How to Respond:
https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf

Workplace Safety Tool Kit <https://nonprofitrisk.org/tools/workplace-safety/nonprofit/c1/policy.htm>