Safety Guidelines and Emergency Plan

Department of Health and Human Services

Summer 2008

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Section Two: General Safety Guidelines

Section Three: Emergency Procedures

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Produced through a cooperative agreement between DHHS and Muskie School of Public Service, Summer 2008
Section One: Introduction

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Section One: Introduction

Purpose of Document

Department of Health and Human Services (DHHS) is committed to protecting and promoting a healthy and safe work environment. The purpose of the Safety Guidelines and Emergency Plan is to promote workplace safety for DHHS employees, visitors, and clients. This Safety Guidelines and Emergency Plan provides a systematic approach for encouraging safe and healthy work practices. The DHHS emergency plans and guidelines align with State and DHHS Health Policies and Procedures.
Section One: Introduction

Department of Health and Human Services / Responsibilities

Employees

Employees must be aware of safety policies and procedures in order to respond well when emergencies arise. Planning appropriate responses will assist employees in taking the right actions in an emergency. All employees should be aware of safety and evacuation policies and should know the location of:

- Fire extinguishers
- First aid supplies and spill cleanup kit
- Container to cover suspicious mail
- Panic buttons
- Telephones
- Emergency phone numbers: 9-911
- Emergency exits (nearest EXIT to one’s work area AND a secondary EXIT in case the primary EXIT is obstructed)
- Emergency alarm pull boxes
- Central assembly area: corner of the access road and the rear parking lot
- DHHS street address and number: 1705 US Route 202, Winthrop (Carleton Mills Building)
- Nearest hospitals:
  - Central Maine Medical Center, 300 Main Street, Lewiston, Maine 04240
    Phone: 207-795-0111
  - MaineGeneral Medical Center 6 E Chestnut Street, Augusta, ME 04330
    Phone: 207-626-1000

All Employees must agree to:

- Abide by established occupational safety and health procedures and practices
- Recognize and report any unsafe conditions immediately
- Report all incidents and/or accidents to Supervisors
Section One: Introduction

Responsibilities (continued)

Safety Officers and Supervisors

- Ensure accurate evacuation routes are posted in all areas
- Ensure clear communication of all safety policies and procedures to all employees
- Ensure all occupational safety and health conditions, incidents, and/or accidents are recorded and reported
- Have practical knowledge in emergency response, including basic office environmental hazards training
- Update and maintain all DHHS safety policies
- Conduct yearly DHHS safety reviews
- Review potential unsafe situations and practices and to (a) act to resolve them, when appropriate, or (b) to make recommendations for their resolution
- Coordinate ongoing safety training (e.g., evacuation procedures, fire extinguisher use, etc.)
- Act as an information center pertaining to safety matters
- Orient new staff to DHHS Safety Policies
- Serve on health and safety committee
- Check all cubicles and rooms during evacuation procedures

Management

- Institute and maintain systematic policies, procedures, and practices for the occupational safety and health of all employees
- Ensure fire suppression systems are periodically inspected and maintained
- Arrange for appropriate occupational safety training
- Ensure evacuation routes and emergency procedures training is provided for all employees
Section Two: General Safety Guidelines

Building Maintenance

Be on the lookout for possible hazards

If you spot one of the following conditions, or any other possible hazardous situation, report it to the Safety Officer, one of the building’s Health, Safety, and Wellness officers, or available member of management. Do not ignore these situations – fix it, or if it is ongoing, report it.

- Slippery floors and walkways
- Tripping hazards, such as equipment cords, frayed rugs, etc.
- Missing (or inoperative) entrance and exit signs and lighting
- Burnt out light bulbs
- Loose or broken windows
- Dangerously piled supplies/equipment
- Unlocked security doors or issues with the card reader system
Section Two: General Safety Guidelines

Fire Prevention

The best way to prevent fires is to develop good housekeeping practices. All staff are responsible for maintaining order and cleanliness in the interest of fire prevention and safety. Please make a habit to be alert for hazards.

- Keep corridors and stairways clear of equipment, furniture and debris.
- Keep fire doors closed.
- Ensure that trash is placed in appropriate receptacles both inside and outside of the building.
- Only smoke in authorized areas and dispose of tobacco products properly.
- Maintain safety data sheets by OSHA standards, as applicable.
- Be alert for frayed or overloaded electrical wires.

Location of Safety Equipment

Fire Extinguishers

Fire extinguishers are clearly marked throughout the building and identified in the attached evacuation plan.

Fire Alarm Pull Boxes

Fire alarm pull boxes are clearly marked throughout the building and identified in the attached evacuation plan.

Panic Buttons

- The panic buttons are located in reception and in interview room.
- When the panic button is activated, police will be dispatched immediately.

Blue Light

- If blue light on the wall of the center of “Main Street” flashes, do not enter the mailroom or the lobby. Immediately notify a Supervisor, Manager or a Safety Officer.

Emergency Lighting

- Located throughout the building in the event of power failures
Section Three: Emergency Procedures

Emergency Procedures

Chain of Command
A chain of command has been established to reduce confusion in case of emergencies. Because of the importance of these functions, adequate backup has also been arranged so that trained personnel are always available to assist in an emergency. The chain of command is designed to clarify who has authority for making decisions in an emergency.

The chain of command is as follows: The Safety Officer, or, in the absence of the Safety Officer, the Back Up Safety Officer, will have concurrent authority with the Division Director and Director of Operations to order an evacuation if, after an assessment of the problem, he or she determines that there is an imminent danger to employees. In the absence of the individuals listed above, the decision will be made by the member of Supervisory staff who has been appointed to cover.

In the event of fire or bomb threat, the fire alarm may be used to evacuate the building, (see Evacuation Process).

Evacuation Process in an Emergency –
(See Evacuation Drill Exit Map on next page)

- Evacuation will be signaled by the fire pull, and/or by verbal instructions delivered by a Safety Officer, Supervisory staff, or the Director, or Director of Operations. E-mail can also be used to alert people, but this is not to take the place of the alarm or the verbal instructions.
- When evacuation is determined, employees should exit the building by the nearest exit unless special instructions are given.
- Once outside the building, staff and visitors should gather at the corner of the access road and the rear parking lot. Supervisors or administrators will deliver further instructions at that point.
- The supervisory and administrative staff will be responsible for assuring that all employees are notified and leave the building.
- The Safety Officer will conduct a final sweep of the building to ensure all staff/visitors have evacuated. Supervisors will take assigned stations to ensure a timely exit of staff.
- The Administrator or Supervisor in charge will be the contact for information with all authorities.
Section Three: Emergency Procedures

Evacuation Drill Exit Map
Section Three: Emergency Procedures

Lockdown Procedures

Adapted from Maine DOE / Adapted from: State of Missouri Emergency Response Plan, September 1999. Access at www.dps.state.mo.us/home/SchoolEmergencyPlan.PDF

Lockdowns are used when an emergency occurs outside of the building and a “regular” evacuation would be dangerous or when there is an emergency inside and movement within may put employees in jeopardy.

Action Steps – Lockdown

- The Supervisor, Manager, or Safety Officer who observes a critical incident or receives a report about a critical incident can order a lockdown.
- **Do not pull the fire alarm.**
- Close and lock all doors.
- The Supervisor, Manager, or Safety Officer calls 9-911 and reports the situation to the police.
- Remain away from doors and windows.
- Turn off lights/shut curtains/blinds.
- Only use voice or phone directions: “Everyone, clear the halls and lockdown the building. Move to the conference room. Ignore any bells or fire alarms.”
- Supervisor, Manager, or Safety Officer secure outside doors after scanning for outdoor employees and directing them to move in or away from building.
- If an inside emergency, a Supervisor, Manager, or Safety Officer is assigned to the dangerous situation or area to ensure employees do not enter the area.
- Supervisor, Manager, or Safety Officer will remain nearby appropriate entrance to allow entry by law enforcement officers.
- During a gun incident outside, instruct employees to ”Drop to the Ground” or ”Run into the Building.”
- During an incident involving a hostage or weapons, Supervisor, Manager, or Safety Officer should direct employees to move to an alternate secure area away from the perpetrator(s).
- **DO NOT** use or allow employees to use cell phones. Explain that use of these devices could detonate an explosive.
- Once the safe room is locked, take attendance. Prepare a list of those missing. Do not answer your door for anyone – the emergency is ongoing. Ignore any bells or fire alarms.
- Stay in the room and wait for further instructions from Supervisor, Manager, or Safety Officer or a police officer, and prepare for a possible building evacuation.
- Wait until “lockdown is over” is announced by Supervisor, Manager, or Safety Officer before leaving room.
Section Four: Types of Emergencies/Emergency Response

Emergency Medical Assistance

- In case of a serious injury or a medical emergency, first dial 9-911. Do not leave the injured person unless it is absolutely necessary.

- Send someone to meet Emergency Responders at the building entrance and to escort the Responders to the injured person.

- First Aid Kits are located: in each of the break rooms, in the reception area, and at each end of Main Street. Included in each First Aid Kit are basic first aid supplies. The Safety Officer is responsible for refilling items, as needed.

- The spill clean-up kit is located in the mail area under “outgoing mail.” The Safety Officer is responsible for refilling items, as needed.

- Notify your Supervisor of any injury, accident, or illness.
Section Four: Types of Emergencies/Emergency Response

Fire Emergencies

Fire Drill Procedures
The DHHS Safety Officers will oversee the fire drills that are conducted four times a year – at times designated by State policy.

If you hear a fire alarm, assume that it is a real fire (unless you have been notified that the alarm system is being tested) and evacuate the building immediately following the DHHS “Evacuation Process in an Emergency” procedures described in these Guidelines. If you are meeting with visitors, guide them out of the building. The Safety Officer will make sure everyone has been evacuated before leaving. Fire drills will be conducted quarterly.

Step 1  Activate the nearest fire alarm.

Step 2  Call 9-911. Give information clearly:
- Nature of the Emergency
- Exact location of the fire emergency
- Extent of the fire emergency
- Building Name/Number
- Your Name
- Specify special entrance if necessary
- Do not hang up until told to by dispatcher

Step 3  Once the alarm is heard, evacuate the building.

Step 4  Do not use an elevator.

Step 5  Once outside go to designated assembly area. Stay clear of all roads and fire lanes around the building.

Step 6  Do not enter the building until authorized by the appropriate authority.
Section Four: Types of Emergencies/Emergency Response

Threats and Violence in the Workplace

For more information, see link to DHHS Policy: Threats, dealing with Threats Directed at DHHS Employees and Buildings

Threats and violence can come from strangers, customers, clients, co-workers, or personal relations. Threats and violence may involve verbal threats, threatening behavior, or physical assaults.

Examples of Warning Signs

- Aggressive challenge to authority
- Under the influence of drugs/alcohol
- Makes verbal threats
- Takes obsessive interest in co-worker
- Blames others for own problems/failures
- Tries to intimidate

Prevention

- Report any threatening actions by anyone to your Supervisor.
- Report signs of harassment or any signs of violence by anyone to your Supervisor.
- Try to be proactive prior to the arrival of individuals who you feel may pose a high risk potential (for example, notify Supervisor or Management if you have a concern, thoroughly review claim file, consider having Supervisor present during interaction).
- Maintain a safe distance if possible – make sure the individual is not between you and the nearest exit.
- Stay calm. Listen attentively.
- Maintain eye contact without staring (after a few seconds look away then make eye contact again).
- Be courteous. Be patient.
- Make an excuse, leave the area, notify Supervisor or Management.

Immediate Physical Threats

- Leave the area if possible and immediately contact Supervisor or Management.
- Ask the person to please leave the building. Do not try to remove the person, and do not try to counsel the person.
- Press the panic button, if possible.
- Try to use a calm voice; raising your voice or getting angry could make things worse.
- Keep talking – but follow instructions from the person threatening you.
- Watch for a chance to escape to a safe area.
Bomb Threats

For more information, see *Bomb Threat Card* on next page. Also, see link to DHHS Policy: *Threats, dealing with Threats Directed at DHHS Employees and Buildings.*

- Keep calm. Keep talking. Do not hang up.
- Ask the caller to repeat the message and write it down.
- Ask where the bomb is, when it is set to go off, and what type.
- Listen for background noises and write down a description.
- Write down whether it is a man or a woman; pitch of voice, accent; anything else you hear.
- Try to get the person’s name, exact location, and telephone number.
- Immediately notify any Supervisor, Manager, or Safety Officer who will call 9-911 and evacuate the building if the nature of the threat warrants evacuation.
- **DO NOT use or allow employees to use cell phones.** Explain that use of these devices could detonate an explosive.
- If Supervisor, Manager, or Safety Officer determines that the bomb threat appears immediate, the fire alarm may be used to signal evacuation.
Section Four: Types of Emergencies/Emergency Response

BOMB THREAT CARD  Place This Card Under Your Telephone  Date reported: ____________

Caller I.D. #: ____________ Number where call is received: ____________ Time/Date: ____________

Questions to ask:

1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

Sex of Caller: _____ Age: _____ Length of Call: _______________________

What was the exact wording of the threat?

Caller’s Voice: If voice is familiar, who did it sound like?

<table>
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<th>Excited</th>
<th>Slow</th>
<th>Rapid</th>
<th>Clearing</th>
<th>Crying</th>
<th>Normal</th>
<th>Distinct</th>
<th>Slurred</th>
<th>Nasal</th>
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<th>Breathing</th>
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Background Sounds:

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<tr>
<th></th>
<th>Voices</th>
<th>PA System</th>
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<tr>
<td>Calm</td>
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</tr>
<tr>
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<th></th>
<th>Long Distance</th>
<th>Crockery</th>
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<tr>
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<td>Clearing Throat</td>
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Threat Language:

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<th></th>
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<th>Irrational</th>
<th>Incoherent</th>
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<tbody>
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<td>Calm</td>
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<td></td>
<td></td>
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<tr>
<td>Angry</td>
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<tr>
<td>Clearing Throat</td>
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<table>
<thead>
<tr>
<th></th>
<th>Taped</th>
<th>Well Spoken (educated)</th>
<th>Message read by threat maker</th>
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</thead>
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<td>Angry</td>
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<td>Clearing Throat</td>
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Remarks:
Section Four: Types of Emergencies/Emergency Response

Suspicious Mail

Do not handle a letter or package that you suspect is suspicious.

How to Identify Suspicious Looking Mail or Packages

- It is unexpected or from someone you do not know.
- It is addressed to someone no longer at this address.
- It is handwritten and has no return address or has one that you cannot confirm is legitimate.
- It has a poorly typed address, incorrect titles, titles with no name, or misspellings of common words.
- It is lopsided or lumpy in appearance, or is sealed with excessive amounts of tape.
- It is marked with restrictive endorsements such as “Personal” or “Confidential.”
- It has excessive postage.
- It is left unattended for a period of time.
- It has a powdery substance on the outside.
- It has strange odors or stains.

Actions to Follow:

- Cover the package with a container if you consider the item suspicious.
- Block off the area by closing the door and alert others to keep out of the area.
- Notify your Supervisor or Management.
- Supervisor or Management will do a further assessment to determine risk and take appropriate action.

If you have come into contact with suspicious substances, wash your hands with soap and water. Shower with soap and water as soon as practical. Place items worn when in contact with the suspect mail in plastic bags and make available to law enforcement authorities.
Section Four: Types of Emergencies/Emergency Response

Natural Disasters

Generally speaking, natural disasters occur with some warning time – and the time varies depending on the threat. Should any natural disaster strike while you are working, follow the guidelines below:

- Keep away from windows. Seek an area of safety – a closet, hallway, windowless bathroom, or any room that is not on an outside wall.
- Remain in the area of safety until you receive instructions concerning the safety evacuation route.
- If there is damage to your office (broken glass, leaking water, etc.) report it to your Supervisor. The Supervisor will report it to the proper authority.

_During the evacuation of the building, look for hazards both on the ground and also from above. Broken tree limbs and wires may pose a severe threat to your safety._
Section Five: Employee Safety

Employee Safety

Employee Confidentiality

Confidentiality of DHHS employee information is the shared responsibility of all DHHS employees.

- Do not give out home telephone numbers, personal cell phone numbers, personal e-mail addresses, or home addresses of employees.
- If asked for personal information, offer to take a message and give the message to the employee.

Accident, Exposure or Injury

If an employee believes s/he has an injury, illness, or exposure incident connected to work, it must be reported to his/her Supervisor or a member of Management. Supervisors must fill out a Supervisor Report of Injury Form (SROI).

- Forms are available on-line at the following address: http://inet.state.me.us/dhhs/forms/injuryforms.htm
- The Supervisor Report of Injury Form (SROI) is included as part of the attached policy at the end of this document.

Infectious Materials, Blood borne Pathogens, and Bodily Fluids Exposure

In case of exposure, the following precautionary procedures are to be followed:

- Contact your Safety Officer, Supervisor or Management who are all trained in handling such situations.
- Notify co-workers in the vicinity and, if needed, evacuate the area.
- Spill Clean-up Kit should be used when handling/cleaning any infectious material. Spill clean-up kit is located: in the mailroom under “outgoing mail.”
- Wash hands immediately after removing gloves.
Section Five: Employee Safety

Building Access & Security

Working Alone After Dark

- Always let your Supervisor know when you are working late, and inform someone at home so they know when to expect you.
- Park in a well-lighted area, and as close to the door as possible. You may need to move your vehicle while there is still daylight.
- Use a buddy system; walk to vehicles with a co-worker.
- Have your car keys in hand and ready when walking to your vehicle.
- Check around as you leave the building.
- Check around and underneath your car as you approach it.
- Before entering your vehicle, check the floor and backseat.
- Lock all car doors as soon as you get in.

Elevator Emergencies

If an elevator gets stuck, stay calm and call for help. Push the emergency button to sound the alarm. If you hear someone calling for help from the elevator, seek immediate assistance.

Emergency Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Town of Winthrop Police</td>
<td>9-911</td>
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<tr>
<td>Town of Winthrop Fire Department</td>
<td>9-911</td>
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<tr>
<td>Capitol Security</td>
<td>9-287-4154</td>
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## Health and Safety Policies Links


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<tr>
<th>Policy #</th>
<th>Eff. Date</th>
<th>Rev. Date</th>
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<td>Americans with Disabilities Act, Compliance with</td>
<td>DHHS-03-04</td>
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<td>7/15/04</td>
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<td>BFOQ Gender-Based and Overtime Staffing</td>
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<td>7/1/04</td>
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<td>Blood-borne Pathogens in DHHS Work Areas</td>
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<td>10/31/05</td>
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<td>Branding Policy for All DHHS Offices and Employees</td>
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<td>Equal Employment Opportunity/Affirmative Action</td>
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<td>Ergonomics and VDT Policy for DHHS Staff</td>
<td>DHHS-16-05</td>
<td>10/31/05</td>
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<td>Fire Drill and Emergency Action</td>
<td>DHHS-18-05</td>
<td>12/16/05</td>
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<td>Flexible Work Schedule</td>
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<td>Harassment, Policy Statement Against</td>
<td>DHHS-05-04</td>
<td>7/1/04</td>
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<td>Hazardous Materials</td>
<td>DHHS-19-05</td>
<td>12/16/05</td>
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<td>Indoor Air Quality</td>
<td>DHHS-20-05</td>
<td>12/7/05</td>
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<td>Integrated Services Framework for High Risk Families/Individuals</td>
<td>DHHS-30-07</td>
<td>5/22/07</td>
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<td>Policy #</td>
<td>Eff. Date</td>
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<td>Language Access Policy</td>
<td>DHHS-01-03</td>
<td>5/28/03</td>
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<td>New Employee Orientation</td>
<td>DHHS-26-06</td>
<td>2/15/06</td>
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<td>Office Attire Policy</td>
<td>DHHS-08-04</td>
<td>7/15/04</td>
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<td>Personnel Complaints</td>
<td>DHHS-23-06</td>
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<td>Public Health Emergencies Involving Infectious Disease</td>
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<td>4/10/07</td>
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<td>Smoking In and Around DHHS Buildings/Facilities</td>
<td>DHHS-09-04</td>
<td>7/15/04</td>
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<td>Solicitation in the Workplace</td>
<td>DHHS-28-06</td>
<td>5/8/06</td>
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<td>Threats, dealing with Threats Directed at DHHS Employees and Buildings</td>
<td>DHHS-14-05</td>
<td>11/7/05</td>
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<td>Tuition Reimbursement</td>
<td>DHHS-29-06</td>
<td>5/8/06</td>
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<td>Use of State Automation Equipment</td>
<td>DHHS-06-04</td>
<td>7/1/04</td>
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<td>Web Site Policy and Procedures</td>
<td>DHHS-34-08</td>
<td>5/14/08</td>
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<td>Weapons in DHHS Buildings, Offices, Work Areas, etc.</td>
<td>DHHS-07-04</td>
<td>7/1/04</td>
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<td>Workplace Violence Policy</td>
<td>DHHS-21-05</td>
<td>11/14/05</td>
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<td>Work-related Injuries, Protocols for Reporting</td>
<td>DHHS-15-05</td>
<td>10/31/05</td>
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