

ADMINISTRATIVE PROCEDURES #16

Staff Safety

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16.1 Purpose

The purpose of these procedures is to establish uniform procedures governing the Department's planning for the prevention of, response to, and reporting of threats and emergencies that may or actually do threaten the safety of Department staff and visitors to Department offices, and threaten the ability of the Department to provide essential services and functions.

16.2 Definitions

As used in this Administrative Procedure:

“Aggravated battery” means an act committed intentionally or knowingly and without legal justification to cause bodily harm, or permanent disability or disfigurement with a weapon or other item.

“Assistant Emergency Services Coordinator” means a staff person designated to assist an Emergency Services Coordinator with the planning and implementation of an Emergency Services Preparedness Plan for a Department office.

“Communicable disease”, also known as “contagious” or “infectious” disease means an illness caused by a specific infectious agent or its toxic products that is directly or indirectly transmitted from an infected person, animal or inanimate source to a susceptible person.

“Emergency” means any unplanned event that can cause death or significant injuries to employees, clients or the public; or that can shut down or disrupt operations, cause physical or environmental damage, or threaten the facility's ability to perform its public duties. Numerous events can be qualified as “emergencies,” including:

- Fire
- Hazardous materials incident, i.e., natural gas leaks, etc.
- Flood or flash flood
- Tornado
- Winter storm
- Earthquake
- Civil disturbance
- Explosion

“Emergency Planning Coordinator” means the staff person designated by the Director to coordinate the development and implementation of the Department's Emergency Services Preparedness Plan.

“Emergency Services Coordinator” is the person designated for a specific Department office to coordinate planning for and response to situations and events that threaten the safety and security of Department staff and/or the respective Department office.

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"Employee", "department employee", or "state employee" means an individual who on a full-time or part-time basis receives remuneration from the Department for services performed. For purposes of these procedures **only**, the term "employee" includes an individual who receives remuneration directly from the Department pursuant to a contract for personal services and/or who performs work for the Department under a Department contract for temporary employee services.

"Evacuation" means the withdrawal of any person or persons from a building or part of a building threatened in an emergency.

"Evacuation Coordinator" means a staff person designated to coordinate the evacuation of staff, clients and visitors from a designated floor or area of a Department building or office.

"Firearm" means any weapon from which a shot is discharged by an explosive such as gunpowder.

"Local health department" means the health authority (i.e., full-time official health department, as recognized by the Illinois Department of Public Health (IDPH)) having jurisdiction over a particular area. A listing of the local health departments recognized by IDPH is available at <http://www.idph.state.il.us/local/alpha.htm>. In areas without a health department recognized by DPH, DCFS staff shall contact the IDPH Division of Infectious Diseases at 217/782-7165.

"Mail" means any hard copy letter, box, package or parcel that is sent or received via the U.S. Postal Service, Illinois Department of Central Management Services mail service, Federal Express, United Parcel Service or any such delivery service.

"Mail opener" means a Department employee who is assigned to receive, open, and distribute mail.

"Medical emergencies" means those situations wherein immediate medical intervention by staff or professional personnel is required to save a life, attend a serious injury, or prevent further injury.

"Natural disaster" means those situations caused by nature that are a significant threat of harm to the safety of employees or clients in a DCFS building or in the field.

"Safety and Emergency Preparedness Plan" means the emergency response plan prepared for the Department and/or for each Department building.

"Suspicious mail" means any mail (as defined in these procedures) that has one or more of the following characteristics as determined by the addressee following a visual inspection of the exterior or interior of an envelope or box:

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- Unknown/unfamiliar sender.
- Unexpected envelopes from foreign countries.
- Any letter or package that has suspicious or threatening messages written on it.
- Addressed to outdated/improper address, improper title, non-personalized (i.e., is not addressed to an individual) and/or person no longer with organization.
- Bears no return address or address not legitimate.
- Suspicious packages or letters that bear restricted endorsements such as "Personal" or "Private." These characteristics are important when the addressee does not usually receive personal mail at the office.
- Postmark does not match the return address.
- The package or envelope contains materials such as powder, liquid or any other unusual substance.
- Package or letter that makes a sloshing sound.
- Package or letter may have distorted handwriting or the name and address may be prepared with homemade labels or cut-and paste lettering.
- Package or letter that has protruding wires, aluminum foil, or oil stains and may emit a peculiar odor.
- Package or envelope that has an irregular shape, soft spots, or bulges.
- Package or letter may be unprofessionally wrapped with several combinations of tape used to secure the package and may be endorsed "Fragile-Handle with Care" or "Rush-Do Not Delay".
- Package or letter that has excessive postage.
- Pressure or resistance is felt when removing contents from an envelope or package. **If you feel pressure or resistance in removing contents – STOP.**

"Telephone trap" means a way for the local telephone company to capture incoming and outgoing electronic impulses which identify the originating telephone number of an incoming call to a target line.

"Threat" means an act that is communicated to inflict physical, emotional or any other harm to an individual; or which subjects an individual to physical confinement or restraint.

"Traumatic event" means those events which, in the course of official job responsibility, cause psychological, emotional or physical impact to an individual. This includes the violent death of a fellow employee in the course of official State business; violent death of a child known to the employee in his/her official working capacity; physical assault or aggravated battery on the job or in the course of official duties; death threats associated with official job responsibilities; hostage situation; believable threats as evidenced by a past history of violence or uncontrolled behavior; mental or physical disorders related to job duties and responsibilities.

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“TTY, text telephone” means a telephone communications device where text is typed by the user and is sent out and received to communicate with hearing and/or speech impaired individuals.

“Visitor” means any person other than a DCFS employee who is in a Department office for official business reasons.

“Weapon” means **any** instrument or device used or designed to be used to threaten, injure or cause bodily harm or death to a person.

16.3 General Department Policy Introduction

The Department is committed to establishing and maintaining a safe work environment for staff and visitors to Department offices. In addition, the Department is obligated to ensure the continuing availability of essential services to clients, caregivers, and vendors, and others who have official business with the Department.

Department staff has an individual and collective responsibility to engage in daily behavior that contributes to a safe work environment for themselves, their colleagues, and visitors. Therefore, the Department will respond in a serious manner to any act by any person that communicates the intent to do harm or that results in harm to a Department staff person, a Department office and/or a visitor to a Department office.

a) **Violence in the Workplace (Section 3.6, DCFS Employee Handbook)**

All employees of DCFS are entitled to a safe workplace that is free from violence or the threat of violence. Workplace violence creates unsafe working conditions, undermines the safety of employees and will not be tolerated. The Department's policy of **Zero Tolerance** requires each employee to refrain from violence or threats of violence in the workplace.

An employee who commits an act of verbal or physical violence against a coworker, supervisor, provider, client, or member of the general public is in violation of this policy and will be subject to disciplinary action, up to and including discharge. Additionally, that employee may also be charged under the **Illinois Criminal Code** for any offenses resulting from non-compliance with this policy. Refer also to [section 16.6\(a\)\(2\), Firearm/Weapons Threat by Department Employee](#).

The provisions of **Zero Tolerance** are as follows:

- An employee may not engage in any verbal communication "which places another person in reasonable apprehension of receiving battery" (720 ILCS 5/12-1). Assault by definition, includes offensive comments or threats from employee to employee, from employee to a member of the general public, or in any other interpersonal communication which occurs as a result of doing business with the Department. Racial and sexual epithets can be perceived as verbal acts of violence.

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- Employees may not engage in any physical act which "intentionally or knowingly without legal justification and by any means 1) causes bodily harm to an individual or 2) makes physical contact of an insulting or provoking nature with an individual." (720 ILCS 5112-3.Battery)
- An employee may not engage in any intimidation with intent to cause another to perform or to omit the performance of any act. Such actions would include communicating to another, whether in person or by any other means of communication, a threat to inflict physical harm, physical restraint, expose a person to hatred, contempt or ridicule, or to "take action as a public official against anyone or anything or withhold official action, or cause such action or withholding." (720 ILCS 5112-6.Intimidation)
- An employee may not engage in any act of stalking, which is defined as "knowingly and without lawful justification, on at least two (2) separate occasions follow another person or places the person under surveillance or any combination thereof." (720 ILCS 5112.Stalking)

An employee may not engage in any other activity that is subject to the above provisions as addressed in the **Illinois Criminal Code**. This would include any violations which constitute a direct connection to the employee's position within the Department.

b) Building Security

Physical security of Department offices is an essential component of a safe work environment. Staff shall comply with the following procedures.

1) Identification Cards or Badges

A) DCFS Staff

All staff must have their Department identification card on their person or readily available when in a Department office, be it the staff's headquarters or another DCFS office. Staff may also be required to visibly display their identification card in certain DCFS offices.

B) Visitors

All visitors must register with the office receptionist when entering the office by entering the following information on the office visitor log: Name, agency/affiliation, purpose of visit, time in, visitor badge number, and time out.

All Department offices shall have an adequate supply of numbered "visitor badges" that shall be provided to visitors. All visitors shall be given and shall visibly display the badge while in the office.

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Department staff who visit an office that is not their headquarters shall be treated as visitors under these procedures, except they will be issued a temporary “DCFS Staff” badge that they must visibly display while they are in the office. For staff who are assigned to Central Office positions, all Central Office sites in their city, are considered “headquarters”.

At the end of each workday, the receptionist shall account for all visitor and temporary DCFS staff badges. If there is any unaccounted for badge, the receptionist shall inform the Emergency Services Coordinator (ESC) for the office. The ESC shall determine what follow-up action is warranted.

2) Security Codes and Keys

The ESC or designee for each office will maintain a current, accurate listing of key numbers assigned to staff in the office. The ESC or designee will inform the security manager in their area of any additions, deletions or changes in access to the security system. The ESC will verify the accuracy of the list no less frequently than once per month.

The ESC is also responsible for ensuring the immediate de-activation of the security code and/or retrieval of a key from the employee when the employee’s employment terminates or in any other circumstance in which an employee’s access to the office is prohibited.

3) Emergency Exit Doors

Under no circumstances are emergency exit doors to be used for routine entry to or exit from Department offices.

Exit doors are to be kept clear of any obstructions which would block or compromise their access at all times.

Additionally, no exit door is to be propped open for any reason without a DCFS staff person continuously present to monitor that only authorized personnel enter the site.

4) Windows

For DCFS offices with windows that open, all windows are to be closed and locked before employees leave the building each day. The ESC or designee shall confirm all windows are closed and locked at the end of each workday.

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5) Parking Lots

If a Department office has a parking lot provided as part of the Department's lease for an office, the ESC shall review/assess the safety of the parking lot at least once per month, including but not limited to the presence of adequate lighting, frequency and times of patrols by security personnel, and the condition of pedestrian access.

6) Security Personnel

If a Department office has State of Illinois provided security personnel or private security personnel, the ESC shall, at least once per month, review and verify the compliance of security personnel with established Department safety procedures and any other procedure required by the company supplying the security personnel.

Any variation from established procedures and requirements shall be reported to and discussed with the company supplying the security personnel.

7) Emergency Maintenance Issues

Any emergency maintenance issue that arises in a Department office that may pose a threat to clients or staff and/or may interfere with the delivery of services and cannot be resolved locally shall be reported immediately. Staff located in region-based offices shall notify immediately the Regional Administrative Services Manager. Staff based in Department administrative offices in Chicago or Springfield shall notify the Department's Office of Administrative Services.

8) Emergency Notification Procedures

Each office of the Department and each unit of staff located in each office shall develop and maintain procedures that ensure there is a daily record of the presence or absence of employees and the presence of any clients or other visitors to the office. The procedures must include requiring employees (as defined in this Administrative Procedure) to identify where and/or how they may be contacted if an emergency concerning the office occurs.

If an emergency occurs that requires the evacuation of the building, one or more employees must be designated to take a copy of the daily record so that employees may be contacted and/or the daily record may be given to emergency personnel as may be required.

9) TTY, Text Telephone Communications Device

The Department's main administrative offices in Springfield and Chicago and all offices that provide services to children and families shall have a TTY to permit communication with persons who are hearing impaired or deaf.

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c) Confidentiality of Information and Order of Protection

Department staff's personal and employment information is confidential. All staff have a responsibility to protect the privacy of all employees, including their own. Employee's home addresses and/or phone numbers should not be posted in public view in any office, nor given to anyone including clients, any person who has official business with the Department, or to visitors.

All official requests for employee information such as verification of employment, and/or income, from sources outside of the Department must be done only in writing and must have the employee's signature authorizing the release of the requested information. The employee's signature must be verified by the processing unit before any information is released. Only the requested information shall be given. Only the Department's Office of Employee Services and Payroll unit may process all such requests.

Any information, regardless of its nature, requested by news media, or other government, and legislative bodies shall be directed to the Department's Office of Communications at 312/814-6847.

The Department understands that an employee of the Department may be the subject of an **Order of Protection or Restraining Order** that is intended to protect the employee from harm by persons not associated with the employee's official duties.

The Department understands the confidential nature of an **Order of Protection or a Restraining Order** and recognizes the right to privacy of all its employees. The Department will make every effort to respect and maintain the confidentiality of any personal information shared with its supervisors or administrators.

1) **An employee** who has been granted an **Order of Protection or Restraining Order** and lists the Department's location as being a protected area shall provide the following information to his/her immediate supervisor:

- A copy of their **Order of Protection or Restraining Order**;
- A photograph and/or description of the potential perpetrator indicated in the order;
- The license plate number and description of any vehicle the perpetrator may drive; and
- A copy of any extension(s) of these orders.

The supervisor shall send a copy of the orders listed above to the Office of Administrative Services. Some of the above information may be shared with other employees who may also be exposed to the potential threat, i.e., receptionists, and security staff.

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2) **Staff or supervisors** shall take the following steps if the potential perpetrator attempts to enter any Department office within the protected area:

- **Call 911 or the emergency phone number of your local police department.** Inform the operator that there is a perpetrator violating an **order of protection** which was filed by an employee from that office;
- Ask for immediate police assistance;
- Notify the supervisor on duty;
- **Do not** allow the perpetrator to enter;
- **Do not** get into an argument with the perpetrator;
- Remain calm;
- Notify the person who is the subject of the **Order of Protection or Restraining Order** and make certain that the person remains out of the sight of the perpetrator;
- Make sure that others (clients, staff, visitors) are not put at risk ([See Section 16.6 \(a\)\(5\)](#), of these procedures and **Section 3.6 of the DCFS Employee Handbook** for additional information);
- Notify the Director's Office (217/ 785-2509; after hours 217/ 785-4020);
- Get a copy of the police report;
- Complete a **CFS 119 Unusual Incident Report**; and
- Send a copy of the CFS 119 and of the police report to the Office of Administrative Services.

Note: The Office of the Director shall notify the Administrator of the unit where the person who is the subject of the **Order of Protection or Restraining Order** (worker) works. The above mentioned Administrator or his or her designee shall make every effort possible to immediately notify the worker of the alleged incident including but not limited to attempting to reach the worker at home if the worker is not found at work.

d) **Office Evacuation and Sending Staff Home**

An event may occur that requires evacuation of a Department office. Evacuation of an office shall be coordinated by the ESC and the designated Evacuation Coordinators. The ESC shall immediately report the evacuation to the Director's Office in Springfield by calling 217/785-2509 or after hours at 217/785-4020.

Depending on the nature and extent of the reason that required evacuation of the office, it might be necessary to re-deploy staff to another office site or to send staff home. Only the Director or designee may authorize re-deployment of staff to another office and/or sending staff home.

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e) **Field Safety while on Department Business, Field Accompaniment**

While out in the field, direct service workers must be cautious and alert, paying special attention to the environment and the events going on around them. Workers must avoid confrontations and shall not hesitate to leave an area to do so. Also, workers must be vigilant in the event that they are being followed, while on foot or by car, and should change their daily routes either on their way home or while performing their daily responsibilities.

There are certain circumstances wherein an employee should request, or a supervisor direct, that he/she not make a home visit or intervene in a situation unless accompanied by a police officer or fellow worker. When an employee or supervisor is aware of a potentially dangerous situation, the employee shall call for police assistance and shall not be expected to make the visit unless accompanied by the police. A fellow worker may also accompany an employee making a home visit; however, the accompanying worker must be fully informed of the situation, its possible dangers and, be willing to be present throughout the visit, and to assist by contacting the police when hostile or threatening actions arise.

Such circumstances include but are not limited to situations where:

- A documented history of violence including assault and/or battery convictions, weapon violation, etc., exists;
- There is a documented or alleged history of criminal activity, such as drug usage and/or drug dealing in the home or in the immediate area;
- Protective custody is anticipated; or
- The SCR report indicates that the alleged perpetrator is dangerous or is known for potential violence.

In the event that the worker is being followed, the worker should:

- **Immediately call 911** or the appropriate emergency phone number of the local police department;
- Go to the nearest congested area;
- File a police report;
- Remember as much detail about the person following you as possible; and
- Upon returning to the office, notify your supervisor and complete a **CFS 119, Unusual Incident Report** form, as instructed in **Procedures 331, Unusual Incidents**.

There are some other situations in which field accompaniment should also be considered. These situations should always be discussed with and approved by the employee's supervisor. Such situations include but are not limited to:

- Geographic locations that are very isolated or in an area known to be dangerous;
- Visits made late at night/very early mornings; or

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- A single employee will be responsible for a number of children of different ages and sexes.

f) Assistance for Staff Affected by Traumatic Events

The Department has developed the following procedures to be implemented when traumatic events occur.

When the occurrence of an event, such as the unexpected death of a client or co-worker, assaults or shootings, traumatizes a Department employee (physically, emotionally or psychologically), the employee shall be given the option of administrative leave or an alternative means for stress reduction, such as using the State's Employee Assistance Plan (EAP). The occurrence of the trauma may be due to the actions of another Department employee, Department client, or some other person outside of the work environment.

1) Employee Responsibilities

A) Administrative Leave

When an employee seeks administrative leave because of a traumatic event, the employee shall request such time-off through his/her immediate supervisor. The request is to be in person or by telephone as soon as possible after the occurrence of such an event and followed up in writing within three days.

The Deputy Director shall contact the Director's Office to request approval for the time-off. Consideration will be given to the number of employee requests received. The decision to grant administrative leave will be based on the effect of the traumatic event to staff and the extent that critical services continue to be rendered to clients by other personnel or contracted services.

If approved, the employee may take administrative leave of up to three (3) working days. Employees who have been granted administrative leave shall be available for answering questions related to the incident, but are not expected to be available for work-related duties during any part of the administrative leave.

B) Benefit Time-Off

When the employee requires additional time beyond the approved administrative leave of three (3) days, he/she must request the use of benefit time (vacation, personal time, compensatory time, or sick time.)

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2) Department Responsibilities

The Department shall develop crisis intervention plans at the Central, Regional and Field Office levels. Responsibility for developing a crisis intervention plan for the Department's Central Administrative Offices shall be with the Division of Administrative Services. Regional Administrators shall be responsible for developing Regional Office plans, and Field Office Managers shall develop plans for Field Offices. These plans will include the use of a crisis intervention team, including a psychologist, that can be immediately implemented and/or mobilized in the event of a traumatic event involving multiple individuals and/or locations.

The Department shall develop further contingency plans and training to deal with situations involving traumatic events to its employees and their locations. The following procedures shall be implemented:

- A)** An employee may be granted up to three (3) days administrative leave when a traumatic event occurs which psychologically, emotionally or physically affects the employee because of an uncontrolled or unexpected occurrence as defined in these Administrative Procedures.
- B)** An employee who has been traumatized may be given a choice of administrative leave, another stress reduction alternative which allows for coping with the traumatic event, and/or temporary reduction of workload.
- C)** An employee who is granted administrative leave is expected to be available for answering questions related to the incident but not for work-related duties during such leave.
- D)** An employee may be granted use of additional benefit time, when needed, in addition to the three (3) workdays granted as administrative leave.
- E)** Notifications during non-business hours to the Director's Office of events specified in these procedures shall be made to the State Central Register (SCR) by calling 217/785-4020. The SCR supervisor on duty will make all other required notifications.

16.4 Safety and Emergency Planning

a) Planning Responsibility

Subject to the supervision and approval of the Director, the Department's Emergency Planning Coordinator (EPC) will have lead responsibility for coordinating all safety planning for the Department.

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In fulfilling this role, the EPC will coordinate all planning with the Department's Quality Councils (State, Regional and Site) and Union Leadership, including labor-management health and safety committees.

All safety planning will be centrally directed, but locally implemented by and for each Division and Executive office of the Department. For offices in which staff from multiple divisions/units are co-located, there will be collaborative planning among all staff so that there is one Safety and Emergency Preparedness Plan per office site.

b) Emergency Services Coordinators

The Director, in consultation with the EPC and Executive staff shall designate one person to perform the function of the Emergency Services Coordinator (ESC) and two (2) persons to perform the function of Assistant Emergency Services Coordinator (AESC) for each Department office site/building.

The duties of the ESC include, but are not necessarily limited to:

- 1) Coordinating the development and implementation of the office Safety and Emergency Preparedness Plan;
- 2) Coordinating the response to and reporting of any threat or emergency; and
- 3) Responding to local, state and/or federal authorities concerning any safety or security event at the Department office (e.g. a fire in the office after hours.)

The duties of the AESC include, but are not necessarily limited to:

- 1) Assisting the ESC in safety and emergency planning and coordination activities; and
- 2) Serving as requested as acting ESC in the absence of the ESC.

c) Evacuation Coordinators

For each floor of each building in which DCFS staff is located there will be at least two staff who are designated as Evacuation Coordinators (EC). The role of the EC is to coordinate the response of staff on the floor to a threat or emergency event in a manner consistent with these procedures, whether or not the event requires evacuation. In the event that an evacuation is necessary, whether it is due to an emergency drill or a true emergency, the EC is responsible for coordinating the evacuation of staff, visitors, and clients from a designated area. The EC shall pay particular attention that children and individuals with disabilities are helped to the planned safe location by others evacuating the affected premises.

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The EC shall also maintain a confidential “Emergency Information Contact” list for all staff in their area. Copies of this list shall be provided to the unit’s Administrator who shall also keep a copy of an up to date list off premises. This list shall include the names of persons who employees have designated to be notified in the case of an emergency, after hours contact phone numbers for work, home, portable phones or pagers. Also, if available, the name and phone number of the employee’s primary care physician and any pertinent medical information such as drug allergies and pre-existing medical conditions.

d) Safety and Emergency Preparedness Plans

The EPC shall coordinate the development of a Department Safety and Emergency Preparedness Plan. The plan shall be reviewed and updated annually or more frequently, if needed.

Additionally, a Safety and Emergency Preparedness Plan will be developed for each office site/building in which staff is located. All such plans will also be reviewed and updated annually or more frequently as needed.

All plans will be developed based on applicable federal and state law and regulations and Council on Accreditation standards and in consultation with the Department's State and Regional Quality Councils, Union leadership, and the Department's Office of Administrative Services.

e) Safety and Emergency Training

The Department shall develop an annual Safety and Emergency Training Plan. The Division of Training and Employee Development, in consultation and collaboration with the EPC, shall be responsible for the development of the training plan. The plan will be a component of the Department’s annual Safety and Emergency Preparedness Plan.

Additionally, each office site/building in which DCFS staff is located will have a local Safety and Emergency Training Plan. The Division of Training and Employee Development will provide consultation and technical assistance to local ESCs in the development of the Training Plans.

The Department and all office training plans will include, but not necessarily be limited to, training on the following topics:

- 1) Administrative Procedures #16, Staff Safety;
- 2) First aid;
- 3) Cardio Pulmonary Resuscitation (CPR) and The Heimlich Maneuver (as applicable to selected staff);
- 4) Communicable diseases;

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- 5) Blood borne and air borne pathogens;
- 6) Testing and/or verifying through drills or similar procedures the efficacy of procedures governing events such as evacuation, tornados, earthquakes, etc; and
- 7) Correct operation of fire extinguishers.

All new Department employees will receive safety and emergency training as part of the Department's new employee orientation training program.

f) Emergency Action Steps Chart (EASC) and Emergency Phone Numbers

The Emergency Action Steps Chart, found in **Appendix A** of this Administrative Procedure, illustrates at a glance the recommended actions for staff to take in a given emergency. The ESC for each Department office/building shall:

- Write on the chart the local emergency phone numbers and emergency contact persons;
- Photocopy the chart and post it in visible areas of the office; and
- Ensure that each DCFS staff person located in the office/building receives a copy of the chart, understands the chart, and understands the importance of following the instructions contained in the chart.

g) Communicable Diseases

The Department has developed the following procedure to minimize the risk to employees of contracting a communicable disease from contact in the field or in the office. Additional information is contained in Appendix C of this Administrative Procedure.

1) Identifying Region- and Area-Wide Health Issues

The Department's Chief Nurse or designee and the Illinois Department of Public Health's Communicable Diseases staff shall communicate periodically to identify areas within the state where there are high incidences of communicable diseases (e.g., tuberculosis, etc.).

When one or more diseases are identified as being present in an area of the state, the Chief Nurse shall assign a Regional Nurse to contact the appropriate local health department to obtain additional information about the particular diseases identified, methods of transmission, treatments, risks to DCFS staff and recommendations for minimizing exposure to or transmission of the diseases. The Regional Nurse shall contact the Chief Nurse to discuss the extent of any outbreak or incidences in the affected area and the local health department's recommendations.

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The Chief Nurse will share this information with his/her Deputy Director and the DCFS Medical Director, and will contact other Deputy Directors, Regional Administrators and management staff as necessary when outbreaks affect their areas of responsibility. When an outbreak may affect children placed across regions or DCFS staff who travel throughout the state, the Chief Nurse shall provide summary information to the Deputy Directors about the affected area and steps taken to minimize exposure/transmission. Deputy Directors shall share this information with staff in the regions as appropriate.

DCFS staff shall comply with all health-related recommendations resulting from this process that are intended to minimize exposure to or transmission of a communicable disease within and outside of the office. Staff may use benefit time to seek medical testing or treatment, unless the disease is one for which the State has designated the use of State time for such purpose (e.g., tuberculosis and hepatitis B).

Staff may consult the Regional Nurse when concerns arise about a disease that is not required to be reported to the Illinois Department of Public Health.

2) Case-Specific Health Issues

If a worker learns during the course of a case contact or from SCR that a child, parent, household member or person who has frequent contact with the child or family has a communicable disease, the worker shall immediately contact his/her supervisor for guidance. The supervisor shall notify the Regional Nurse about the situation. The Regional Nurse shall consult the worker and supervisor for further assessment and assistance in making referrals for medical attention if deemed appropriate. The Regional Nurse shall also consult with the Chief Nurse as needed.

When a child is not present in the home, the Department does not expect a worker to go into a home where it is known in advance that there is an active, untreated communicable disease.

h) First Aid Kit, Plastic Bags and Protective Gloves

The ESC for each office/building is responsible for ensuring that each floor of the building/office has a first aid kit, protective gloves sufficient for the office to comply with these procedures, plastic bags (at least 10 plastic bags at all times) used for sealing suspicious mail or parcels, and for the disposal of spills containing body fluids or waste. Each ESC shall assign a specific person to keep the first aid kit adequately supplied (e.g., check expiration dates of first aid supplies, and obtain a sufficient number of plastic bags and protective gloves).

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Contents of each First Aid Kit should include at a minimum:

- first aid gauze
- 2 pairs of protective gloves
- eye dressing packets
- scissors
- tweezers
- first aid adhesive tape
- adhesive bandages of various sizes
- first aid/burn cream
- antibiotic ointment
- cold packet

The local emergency service phone numbers such as 9-1-1 or the local fire department number should be indicated on the outside surface of the first aid kit box.

In addition, each office shall stock:

- 1 CPR Micro Shield (mouth shield for performing mouth-to-mouth resuscitation)

The ESC shall post a notice on each floor that informs staff where the first aid kit is stored.

Replacement items shall be obtained through Central Stores. Central Stores staff shall review the expiration dates of all first aid supplies kept in stock on a quarterly basis, and shall discard all expired first aid supplies and replenish the stock as needed.

i) Universal Precautions

Universal Precautions are an approach to infection control whereby all human blood and certain human body fluids are treated as if known to be infectious for HIV, hepatitis B virus, hepatitis C virus, and other bloodborne pathogens. Bloodborne diseases such as HIV/AIDS, hepatitis B, or hepatitis C can be transmitted by exposure to blood and certain body fluids. Staff can reduce their risk of exposure by wearing protective disposable gloves that form a barrier between their hands and other people's blood and these body fluids and washing hands with soap and water for at least 20 seconds.

- Semen
- Vaginal secretions
- Cerebrospinal fluid
- Synovial fluid
- Pleural fluid
- Pericardial fluid

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- Peritoneal fluid
- Amniotic fluid
- Saliva in dental procedures
- Any body fluid that is visibly contaminated with blood
- All body fluids in situations where it is difficult or impossible to differentiate between body fluids.

Note: Amniotic fluid, cerebrospinal fluid, pericardial fluid, peritoneal fluid, and synovial fluid are rarely encountered outside a medical setting.

In order to reduce risk of exposure to other types of pathogens, the Department also recommends treating the following body fluids and body substances as potentially infectious:

- Urine
- Feces
- Vomitus
- Breast milk
- Sputum
- Nonintact skin

It is the policy of the Department that employees should wear protective disposable gloves when, in the course of their official duties, they:

- Come into direct contact with blood or other body fluids or body substances listed above; or
- Handle material soiled by blood or the other body fluids or body substances listed above; or
- Clean surfaces or other items soiled by blood or one of the other body fluids or body substances listed above.

When disposable gloves are not immediately available, staff may use other clean items, such as plastic grocery or storage bags, disposable diapers, etc., as a protective barrier between their hands and the blood or body fluid.

The Department recommends wearing gloves in all instances involving contact with urine, feces or vomitus.

It is essential, in all instances, that workers wash their hands with soap and water *immediately* after gloves are removed.

If, for any reason, gloves are not worn, hands and other skin surfaces should be washed immediately and thoroughly if contaminated with blood or other body fluids or body substances listed above. When hand washing is not possible, waterless antiseptic hand cleaner (i.e. alcohol-based hand rubs with at least 60% alcohol concentration) should be used.

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The Department recommends that workers wash their hands after exposure to tears, saliva, or nasal secretions.

j) Spills of Powdery Substances, Liquids, Blood or Body Fluids

1) Spills of Powdery Substances or Liquids

If staff spills a powdery substance, such as cosmetic powder, artificial sweetener, non-dairy coffee creamer, or cleaning powder, or spills a liquid, the staff person should immediately wipe up the spill with a paper towel (preferably a damp paper towel) and dispose of the towel in a trash receptacle.

2) Spills of Blood, Body Fluids, or Body Substances

If a blood, body fluid, or body substance spill needs to be cleaned-up, staff should immediately obtain the mess kit available in each office. Staff should proceed to clean up the spill and dispose of the towels following instructions in the mess kit. Staff should be particularly vigilant to avoid touching their eyes, nose, mouth, other items, or surfaces with contaminated hands (gloved or ungloved). After cleaning up the spill, staff shall wash their hands with soap and water for at least 20 seconds. In a building with on-site janitorial staff, the staff person shall contact the janitor regarding the spill. Staff shall also notify the appropriate administrative services staff of the need to replenish the kit.

Mess kits typically contain:

- Disposable gloves
- ChloraSorb or other absorbent powder
- Treated paper bag (white)
- Plastic bag (red)
- Two twist-ties
- Pick-up spatula
- Germicidal detergent
- Paper cloth
- Antiseptic alcohol hand rinse

As an alternative to the mess kit, an office may have a bottle of EPA-registered disinfectant or a spray bottle containing one part bleach and 9 parts water for use in clean-up of spills.

Staff should take the following steps to safely remove protective gloves:

1. Consider the outside surface of gloves to be contaminated.
2. Grasp the outside of glove with opposite gloved hand; peel off.

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3. Hold removed glove in the gloved hand.
4. Slide fingers of the ungloved hand under remaining glove at wrist.
5. Peel the glove off over first glove.
6. Discard both gloves in a waste container or plastic bag.
7. Immediately wash hands with soap and water for 20 seconds.

The ESC for each office/building shall ensure that fully stocked mess kits and plastic bags are available in each Department office/building. The ESC shall post notices in the building informing staff where the mess kit (or disinfectant) is stored. In buildings with on-site janitorial staff, the notice shall also instruct staff to contact the janitor regarding all spills. (Buildings without on-site janitors may want to stock more than one mess kit.)

Central Stores staff shall stock mess kits and plastic bags, and replenish the stock as needed.

k) Prevention Signs

In order to promote a safe, clean office environment the ESC for each office/building shall ensure that the following signs are prominently displayed in English and Spanish in rest rooms and other public areas:

- CFS 1050-92, Clean-up of spills of powder or liquid; and
- Signs reminding staff to wash their hands.

l) Quality Assurance and Continuous Quality Improvement

A safe, secure work environment is an essential component of quality services to children and families. Therefore, development and maintenance of a safe, secure work environment requires a continuous quality assurance and quality improvement focus and process at the state and local levels.

The State Quality Council, Regional Quality Councils, and Site Quality Councils will include a staff safety and security component in the annual quality assurance and continuous quality improvement plan developed by the respective councils. The State Quality Council will provide overall direction to Regional Quality Councils and Site Quality Councils regarding safety and security quality assurance and continuous quality improvement activities.

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16.5 Mail Procedures

Department staff receives three types of mail: hard copy letters, parcels or packages delivered via the U.S. Postal Service, or private-delivery services such as United Parcel Service (UPS) and Federal Express; deliveries via CMS mail service; and electronic mail (e-mail).

a) Sending, Receiving and Distributing Hard Copy Mail and Packages

The Department adheres strictly to policies set by the State of Illinois for receiving and distributing mail and parcels within its agency and government offices.

The implementation of these measures requires a prohibition on the receipt of personal packages at State offices. Accordingly, only parcels intended for governmental purposes should be sent to State offices. Individuals working in State offices may not use State offices for the delivery of parcels of a personal nature. Individuals receiving personal parcels at State offices should promptly direct the sender to cease delivery of such items to the workplace.

This prohibition extends to items sent via the United States Postal Services as well as items sent through private package delivery services (such as UPS and Federal Express). This measure is consistent with the constitutional provisions mandating that public funds and property be used only for public purposes. This measure is intended to reduce the additional burdens created by processing parcels sent to State offices for personal purposes. All Department of Children and Family Services staff are expected to comply with this policy.

Additionally, the following procedures concerning the preparation, receipt and distribution of hard-copy mail are in place in order to promote staff safety and shall be followed. Included are procedures for the handling of any package or letter received by a Department of Children and Family Services office that appears to be “suspicious”, as defined in these procedures.

These procedures are organized to provide a systematic approach to sending, receiving and the distribution of mail. It is required and essential that all staff comply fully with these procedures at all times.

Mail received that is marked as “Confidential” or “Private” or “To be Opened by Addressee Only” or any similar message must be opened by the person to whom the mail is addressed or their designee. The person who opens mail is a “mail opener” as defined in these procedures. The opening of mail must be done in compliance with these procedures.

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1) Preparation and Sending of Mail by Department Employees

The following procedures must be followed for preparing and sending mail via the United States Postal Service (USPS), Department of Central Management Services (CMS) inter-office mail delivery, and Department of Children and Family Services (DCFS) inter-office mail delivery.

A) United States Postal Service (USPS)

- All envelopes for outgoing USPS mail should contain the complete, legibly typed or address labeled format. **Handwritten addressed mail will not be accepted.** All mail must have the full address of the person/agency to whom the mail is being sent, as well as complete return address. The following is a sample:

DEPARTMENT OF CHILDREN AND FAMILY SERVICES
JOHN/JANE DOE STATION 70
MAILROOM/CENTRAL STORES
406 EAST MONROE STREET
SPRINGFIELD ILLINOIS 62701-1498

- The U.S. Postal Service requires uppercase letters without punctuation if possible. Each employee's computer is equipped with Microsoft Word and can produce this address format under the Tools prompt on your tool bar. The most acceptable print font is COURIER NEW, with a 10 to 12 point font.
- Your name and, if applicable, your mail station number must be written in the return address area for easy identification by the Mailroom staff.
- Separate outgoing mail into two stacks: U.S. Postal Service mail, or CMS messenger mail and place a rubber band around each stack. Leave all number #10 size business envelope flaps opened and collated together. Clasp the flaps on all manila flat envelopes.
- Please utilize a comparable size envelope for the size of the contents being mailed.

B) Central Management Services (CMS) Mail & Messenger Service

- All External CMS inter-Department mail sent through the CMS Mail & Messenger service provides the Department with a method for shipping mail without incurring any postage costs. All envelopes for

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CMS outgoing inter-office mail (envelopes, parcels, or boxes) must have the full address of the person/agency to whom the mail is being sent, as well as the complete return address, just as if it were being sent via U.S. mail. Regular interoffice envelopes can still be used as long as the necessary information is provided. This will provide faster delivery of interoffice mail and avoid any delays due to security concerns. The following is an example:

FROM: John Doe
DCFS
406 East Monroe, Station 474
Springfield, IL 62701-1498

TO: Mary Doe
DCFS
406 East Monroe, Station 70
Springfield, IL 62701-1498

- In Cook County, offices served by CMS Mail and Messenger pickup and delivery services, may send inter-department boxes through the CMS Mail & Messenger service under certain conditions. Over-sized boxes (computers, monitors, etc.) that need to be transported between Springfield and Chicago must be inspected and approved by CMS Mail and Messenger staff. Call the CMS Mail and Messenger facility at the location listed below for assistance.

Mail and Messenger Services
James R. Thompson Center
100 W. Randolph St.
Chicago, IL 60601 312/814-2196

Talk to the CMS mailroom supervisor on duty and let that person know exactly what you have to transport. CMS will send a messenger to your location to physically inspect the boxes and seal them with a special security tape, which will stay intact until the boxes reach their destination. Staff in Cook County that do not receive CMS Mail and Messenger pickup and delivery services should follow their regular shipping procedures.

- In Springfield based offices of the Department, staff should prepare boxes for inter-office mailing via CMS Mail and Messenger pick-up and delivery services according to established procedures. Central Mailroom staff will contact CMS directly for assistance in preparing large packages for mailing.

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- In Cook County, questions should be directed to Stores, Division of Support Services, 773/866-5557 or 773/866-5558.
- Staff located in all other counties should contact Central Stores at 217/785-2487.
- Mail that is not addressed in compliance with these requirements will **NOT** be accepted by CMS staff.

C) DCFS Internal Inter-Office Mail

- All internal DCFS inter-office mail must be addressed legibly and accurately and in the same manner as if the mail were being sent via the U.S. Postal Service.
- The envelope must include the addressee's first and last name, and the complete department name and location, or mail station number. The sender's first and last name, and the complete department name and location or mail station number must be included. Regular inter-office envelopes may still be used as long as the required information concerning the addressee and the sender is included on the envelope. This will avoid any delays due to security concerns. It is **imperative** for accurate delivery that the prior address information be marked off the inter-office envelope. The following is a sample of how mail should correctly be addressed:

FROM: John Doe
DCFS
406 East Monroe, Station 474
Springfield, IL 62701-1498

TO: Mary Doe
DCFS
406 East Monroe, Station 70
Springfield, IL 62701-1498

NOTE: DCFS mail personnel will NOT accept mail that is not addressed in compliance with these requirements.

2) Procedures for Receiving and Distributing Mail

Supervisors of staff whose job responsibilities include receiving, opening and distributing mail must train their staff on these procedures, including identification and handling of suspicious mail.

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Upon receiving the mail, the staff or mail opener shall open and distribute the mail according to the following procedures:

- Staff should be encouraged to use disposable protective gloves when handling and opening mail received for the unit/office. Each office shall have disposable protective gloves available for this purpose. When the staff person or mail opener is allergic to latex, the unit shall stock non-latex gloves.
- Visually screen all the mail for indicators of suspicious mail and any mail that is addressed as “confidential/addressee only.
- For all mail that is not suspicious, open the mail and inspect the contents. If the content has no characteristics of suspicious mail, distribute the mail as per office procedure.
- If the mail opener thinks there is suspicious mail, the mail opener shall follow procedures in Section 3, “Procedures for Handling Suspicious Mail” (see Section 3, below).
- Mail addressed “Confidential-Addressee Only” shall be distributed as per office procedure.
- After distributing the mail, the mail opener should wash his/her hands with soap and water for at least 20 seconds.

3) Procedures for Handling Suspicious Mail

The following steps should be taken if suspicious mail (defined in Section 2, above) is encountered:

- A) If the mail opener was not wearing disposable protective gloves when the suspicious mail was discovered, he/she should stop and immediately wash his/her hands for 20 seconds with soap and water and then put on disposable gloves. (If the mail opener was already wearing gloves, there is no need to wash hands at this point.)
- B) Do not TEST (Taste, Eat, Smell, Touch) any suspicious substance.
- C) The mail opener should immediately **but very carefully** take one of the following actions:
 - i) If the suspicious item is a letter, place the letter in a plastic bag and seal the bag; then place the sealed plastic bag in a second plastic bag and seal it.

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- ii) If the suspicious item is a parcel, package, or box that is too big to be placed in a plastic bag, cover the item with something such as a trashcan, newspaper, clothing, etc.
 - iii) The suspicious mail should be left undisturbed.
- D) The mail opener should then remove the protective gloves, avoiding contact between exposed skin and the exterior of the gloves. He/she should place the gloves in a plastic bag and seal the bag; then place the sealed plastic bag in a second plastic bag and seal it. He/she shall immediately wash his/her hands with soap and water for at least 20 seconds. [\(See safe glove removal procedure in Section \(j\), above.\)](#)
- E) Decontaminate the affected surfaces using an EPA-registered disinfectant or a solution of 1 part bleach to 9 parts water. The mail opener or another staff member shall wear disposable protective gloves for this purpose and use disposable towels or cloths for cleaning. When finished he/she should place towels/cloth and gloves used for cleaning in a plastic bag, then place the sealed plastic bag in a second plastic bag and seal it. He/she shall immediately wash his/her hands with soap and water for at least 20 seconds.
- F) The mail opener should immediately notify her/his immediate supervisor, the Emergency Services Coordinator, and any on-site security personnel.
- G) The Emergency Services Coordinator shall immediately notify the following persons or entities:
- i) 9-1-1 or the appropriate local law enforcement agency;
 - ii) The Department's Office of Administrative Services at 217/785-2588. The Department's Manager of Administrative Services will notify the Director's Office, the Department's Emergency Planning Coordinator, and other Department administrators responsible for staff who occupy the affected building;
 - iii) The Illinois Emergency Management Agency (IEMA) by phone at 217/782-7860 or 800/782-7860. IEMA staff will take a report from you and will notify the Illinois Department of Public Health, Illinois State Police, the FBI and the United States Postal Inspector; and
 - iv) The Department's Emergency Planning Coordinator shall notify the Governor's office;
 - v) The Emergency Services Coordinator shall ensure staff follows all instructions given by local, state, and/or federal authorities,

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including how to handle the suspicious item. If the authorities determine that all or a part of the building must be evacuated, the Emergency Services Coordinator shall immediately:

- Instruct staff to follow the instructions provided by the authorities.
 - Notify the Department's Emergency Planning Coordinator by calling the Director's office at 217/785-2509 or 217/785-4020 after hours. The Department's Emergency Planning Coordinator will, after consultation with the Director, provide further instructions regarding whether staff should be directed to report to another work location and/or whether staff should be sent home. The Department's Emergency Planning Coordinator will also contact the Manager of the Department's Office of Administrative Services who will notify the Department of Central Management Services of the evacuation.
 - The Emergency Planning Coordinator for the Department shall also notify the Governor's office about the evacuation and the Department's plan for ensuring the availability of essential Department services.
 - The Department's Emergency Planning Coordinator may also contact the Department of Central Management Services to request use of CMS mail scanning equipment to examine envelopes, parcels, or boxes of a suspicious nature.
- vi) Following the response from local, state or federal officials, the Emergency Services Coordinator shall complete and submit a **CFS 119, Unusual Incident Report**.

b) **Electronic Mail**

Electronic mail (e-mail) has become an invaluable method of communication for Department staff. The Department has established in **Administrative Procedures #20, Electronic Mail**, general policies concerning the use of e-mail by DCFS staff.

The Department of Children and Family Services views seriously any e-mail that communicates a threat of violence, is offensive in its content, or is suspicious in nature. It is possible staff may receive threatening, offensive and/or suspicious e-mail. Staff must comply with the following procedures as applicable to each type of e-mail.

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1) Threatening E-mail

Threatening e-mail communicates directly or indirectly a threat to do physical harm to a Department employee and/or a Department office, including but not limited to:

- Bomb threats;
- Arson/fire threats;
- Weapons (guns, knives, etc.) threats; and/or
- Physical violence threats

Staff should take the following action if a threatening e-mail is received:

- Leave the e-mail where it is. Do not close the e-mail and **do not** delete. It may be needed to conduct follow-up investigations.
- Inform your Supervisor and the office Emergency Services Coordinator (ESC) immediately and document in writing the date and time you notified each person.
- The Supervisor and/or ESC will view the e-mail to verify the threatening nature of the e-mail.

If the e-mail is verified as “threatening” the ESC shall:

- Notify the Illinois Emergency Management Agency (IEMA) **(800/782-7860)** and will document in writing the date and time of notification to IEMA. IEMA staff will coordinate the response by federal, state or municipal authorities that IEMA staff determines as necessary. The ESC and staff who received the e-mail should be prepared to provide as much information as is known about the e-mail (sender, time, date, etc.) to authorities.

Following notification to IEMA, the ESC must call the Help Desk at 800/610-2089 to “open a problem ticket.” Help Desk Personnel shall immediately notify the Office of Information Services (OIS) Security Administrator (SA) and the Department’s Emergency Planning Coordinator (EPC).

The EPC shall notify the Director’s office about the threat and will coordinate follow-up activities with the ESC; federal, state and local authorities; the OIS SA, the Manager of the Department’s Office of Administrative Services, the Department of Central Management Services, the Governor’s office, the Department’s Office of Employee Services and the Office of the Inspector General as required or necessary.

If the e-mail **is determined not to be threatening** by the ESC, the ESC will decide if it fits into the category of offensive or suspicious and will follow the

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procedures that are appropriate based on the decision. The ESC will provide direction to staff on how to proceed with the e-mail.

2) **Offensive E-mail**

Offensive e-mail includes content such as, but not limited to the following:

- Abusive, profane or offensive language;
- Pictures that are or may be blatantly offensive to the receiver; and/or
- Content that could be interpreted as being intended to offend or harass the receiver and/or otherwise violates Departmental e-mail policy.

Staff should take the following action if offensive e-mail is received:

- Leave the e-mail where it is. **Do not close or delete the e-mail.** It may be needed to conduct follow-up investigations.
- Inform your Supervisor immediately, and document in writing the date and time of the notification.
- The Supervisor shall view the e-mail.

After the supervisor views the e-mail, the **supervisor** shall immediately call the Help Desk at 800/610-2089 to open a problem ticket.

The Help Desk will immediately notify the OIS Security Administrator who will determine what follow-up action is necessary, including but not limited to providing direction to the staff who received the e-mail and notifying state or local authorities, the Department's EPC, and the Department's Office of Employee Services.

3) **Suspicious E-mail**

Suspicious e-mail is e-mail that has one or more of the following characteristics:

- a. Is sent by a person who is unknown to the receiver;
- b. Has a document or file attached that was either unexpected or the title does not appear to be related to work;
- c. Is missing the sender's name; or
- d. Has a subject that appears to be unrelated to the work of the Department

The following procedures shall be followed if any staff receive a "suspicious e-mail":

- Do not open the attachment.
- Leave the e-mail where it is. Do not close or delete the e-mail. It may be needed to conduct follow-up investigations.

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- Inform your Supervisor immediately, and document in writing the date and time of the notification.
- The Supervisor shall view the e-mail to verify the suspicious nature.

If the **supervisor verifies** the suspicious nature of the e-mail, the **supervisor** shall immediately call the Help Desk at 800/ 610-2089 to open a problem ticket.

- The Help Desk will immediately notify the OIS Security Administrator who will determine what follow-up action is necessary, including but not limited to providing direction to the staff who received the e-mail and notifying state or local authorities, the Department's EPC, and the Department's Office of Employee Services.

If the e-mail is **determined not to be suspicious** by the supervisor, the supervisor will decide if it fits into the category of threatening or offensive, and will follow the procedures that are appropriate based on the decision. The supervisor will provide direction to staff on how to proceed with the e-mail.

16.6 Threats

a) Threats

Due to the nature of the work by the Department, staff may be threatened by a client, someone unknown to them, or by a co-worker. Threats can be communicated by mail, telephone, in person, and by e-mail. The Department will treat all threats seriously and will take action to protect staff. In the event that a staff member is found responsible for issuing a threat, the staff member may face disciplinary action up to and including discharge.

1) Bomb Threat

The Department treats all bomb threats seriously. A **CFS 911, Phone Threat Information form**, is included in **Appendix B**, of this procedure and should be used to record and report threats including bomb threats. Most bomb threats will be made over the telephone. When a Department employee receives information regarding a bomb threat, the following steps shall be taken:

A) Staff receiving the threat shall:

- Follow the **questioning found in the CFS 911 form**, found in **Appendix B** as a guide for asking questions of the caller;
- Obtain as much detailed information as possible from the caller, and note the time of the call and the alleged time(s) of detonation. Detailed information will greatly assist emergency services personnel;

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- **DO NOT** allow the caller to get into a meaningless conversation, keep the caller focused on the bomb, get the facts and then hang up;
- If the call is on a recording device, **DO NOT ERASE THE CALL;**
- Immediately after hanging up contact your Emergency Services Coordinator (ESC), Evacuation Coordinators (EC) and/or your DCFS manager/supervisor of the specific floor, office or building for possible evacuation instructions.

If a suspicious item is found, even if no threat was received:

- Remain calm;
- **DO NOT** touch the item;
- **Immediately** notify the nearest supervisor;
- **DO NOT** make bomb jokes (jokes may be considered threats, and the responsible employees may face disciplinary action);
- **DO NOT** smoke in the area;
- If the manager perceives an immediate threat, the manager shall begin immediate evacuation procedures;
- If no immediate threat is perceived, the manager will report the item to the local police department; emergency personnel will investigate and advise whether to evacuate the building; and
- All staff shall always err on the side of caution.

After it has been determined that it is safe to return to the building, complete a **CFS 119 Unusual Incident Report** form ([see instructions under Section 16.8, Reporting Procedures.](#))

B) Managers/supervisors shall:

- With the person who received the threatening call standing by you, immediately call this bomb threat to the local police department using their emergency number and to the Illinois Emergency Management Agency (IEMA) by calling 217/782-7860 or 800/782-7860;
- With the aid of the ESC and EC begin emergency evacuation in his/her specific area; and/or
- Notify all other ESC and EC and/or DCFS staff/clients and building occupants to begin immediate evacuation of the affected area, and ensure that the area is cleared of all persons; then
- Notify the Director's Office (217/785-2509 or 217/785-4020 after hours) concerning the bomb threat and your notification to the local police department and to IEMA.

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Note: ESCs can be of great assistance to emergency services personnel by being aware of their immediate environment (desks, boxes, cabinets, etc.), conducting an ongoing inventory (formal or informal), and noticing items that do not normally belong in that environment or may seem “out of place.” Keeping a neat workplace serves as a tool for spotting suspicious items.

C) Evacuation

When the need arises to evacuate an office/building as the result of a bomb threat, the designated ESCs, ECs and/or manager/supervisor shall have responsibility to ensure that the appropriate evacuation procedures are implemented. The ESC, and EC in the affected area should first evacuate his/her area by alerting all persons of the need to leave the building.

Staff in the process of handling an emergency call/situation at the time of the evacuation (e.g. State Central Register Staff) shall briefly explain the situation to the caller, request a call back number, or encourage the caller to call their local emergency number such as 911, and immediately evacuate the area. Supervisory staff shall ensure that the 800/25ABUSE line or any other 24-hour phone system that is affected by the evacuation is placed on referral to an emergency answering system and that all staff has vacated the work area.

During an evacuation, staff are to exit their specific floor, office/building by way of the inside/outside fire escapes or stairways. Elevators are to be used by/for the physically disabled and emergency personnel only. Supervisors or designee are to take their daily attendance sheets (sign-in, sign out sheets) with them to the pre-designated “safe” area, however, all other staff are not to be concerned about equipment or records. After reaching a pre-designated “safe” area (a “safe” area shall be no less than 100 yards away from the evacuated building/office and shall be specified by the ESC) staff are to remain away from the building until notified to return.

Immediately following the evacuation to the designated “safe” area, supervisors or designees shall take attendance to ensure that all staff are accounted for and safe. The daily attendance (sign-in and sign-out) sheets shall be used for this purpose. If someone is not accounted for after taking attendance, the nearest emergency personnel shall be notified.

D) Search/Re-entry

The decision to enter the building to conduct a bomb search will be made by DCFS local supervisory staff, in conjunction with local law

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enforcement and emergency service authorities at the scene. In the event that search activities are initiated, the Department's supervisory staff may be requested to assist with the search of the affected area in order to guide the search team through the building, open locked doors and identify unusual items.

When the affected area has been searched and no bomb is found, the local DCFS supervisory staff in conjunction with local law enforcement and emergency service authorities may authorize re-entry to the office/building via the ESC in charge of the specific office or building. However, staff who refuse to reenter or return to an office/building after a bomb threat or other traumatizing event shall be allowed to use benefit time-off (personal, vacation, sick). At the time of the occurrence, staff may verbally request time-off, but must ensure that a written request is submitted to his/her supervisor immediately upon return to work. Staff are not to re-enter the office/building before authorization by the highest-ranking administrator at the site or, in his/her absence, the ESC after he/she speaks to emergency personnel who are at the scene.

2) **Firearm/Weapons Threat by Department Employee**

The Department will interpret any incident where a firearm is brought onto State property (other than by a law enforcement officer, special agent, licensed private investigator, or other duly authorized persons) as a threat to the safety of Department employees and a threat to public safety. If, at any point, a Department employee believes his/her safety is in immediate danger, the employee shall not hesitate to temporarily vacate the office and notify the local law enforcement agency and request assistance. (See [Section 16.3\(a\), Violence in the Workplace](#), for additional information.)

When a Department employee is allegedly involved in or responsible for bringing/using a weapon on State owned/leased property or while conducting official State business, the following steps shall be taken:

- A) **Report the incident immediately to the local police; do not attempt to handle the matter;**
- B) Contact the DCFS manager/supervisor in the building for instructions;
- C) Notify the Director's Office (217/785-2509 or 217/785-4020 after hours);
- D) Complete a **CFS 119** form (see [instructions under Section 16.8, Reporting Procedures](#)); and
- E) Notify the Office of the Inspector General (OIG) (312/433-3000) that the incident was reported to the local police and that a report needs to be made to the State Police by the OIG.

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The employee shall inquire as to what action, if any, the police authorities will take during the next 24-hour period. If police authorities indicate that no action will be taken, or that action will be taken but not within the next 24 hours, information obtained from the local police shall be referred immediately via telephone to the Office of the Inspector General.

The Department does not permit employees to carry weapons on State property or at any time while they are conducting official business for the State of Illinois. If an employee is found with a weapon during work hours or a weapon is found in a car used to transport children, discipline could result, up to and including discharge.

3) **Firearm Threat by DCFS Client, Caregiver, or Ward of the State**

The Department will interpret any incident where a weapon is brought onto State property (other than by a law enforcement officer, special agent, licensed private investigator, or other duly authorized persons) as a threat to the safety of Department employees and a threat to public safety. When a client, caregiver or citizen brings a weapon onto a DCFS property, or uses a weapon (or implies possession of a weapon) to threaten a DCFS employee due to his/her official duties, the Department staff shall:

- A) Seek and go to a safe place;
- B) **Report the incident immediately to the emergency number of the local police. DO NOT IGNORE THE THREAT OR ATTEMPT TO HANDLE THIS MATTER YOURSELF;**
- C) Report the incident to the immediate supervisor; and
- D) Complete a **CFS 119, Unusual Incident Report form** ([see instructions under Section 16.8, Reporting Procedures](#)).

If a client threatens a Department employee but no weapon is involved, immediately complete a **CFS 119**.

For children being served by the Department who are found in possession of a weapon, see **Administrative Procedures #18, Possession of Firearms and Firearm Ammunition by DCFS Wards**.

4) **Harassing/Threatening Phone Calls**

The Department takes seriously any harassing or threatening phone call. Employees should not handle these calls by themselves even if the call is personal. Personal threats are also threats to fellow employees and clients.

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Perpetrators of threatening phone calls will often call back. With each call the threat becomes more serious and the perpetrator becomes angrier; therefore, it is essential for Managers/Supervisors and staff to act quickly and to get as many details as possible. If the threats are directed to an individual and not to the Department, employees may be encouraged to put a “telephone trap” on their home phone. A “telephone trap” must be requested from the local telephone company serving the requesting employee, and the request must be made from the employee’s home phone. Police and CMS will not request a trap for nuisance (annoying and non threatening) phone calls.

A) Staff receiving the threatening call shall:

- Follow the **CFS 911, Phone Threat Information form** found in **Appendix B** as a guide for questioning the caller;
- **DO NOT** get into a meaningless conversation with the caller; keep the caller focused, get the details and hang up;
- If the call has been recorded, **DO NOT ERASE THE CALL**;
- Notify the appropriate supervisor immediately;
- Finish the **CFS 911**.

B) Supervisors/ Managers shall:

- Notify the appropriate law enforcement agency using their non-emergency phone number, and file a police report. The police should come to your location. Keep a copy of the police report for DCFS’ files;
- Notify the Office of Administrative Services (217/785-2588) with details of the call (i.e. time and length of call, which phone line received the call, etc.). Be aware of the routing process for the phone lines in the work place;
- Assist employee to complete the **CFS 911 form** if necessary. This form must be completed accurately; the information will assist Police and may be used for prosecution;
- Complete additionally a **CFS 119, Unusual Incident Report form** (see instructions under **Section 16.8, Reporting Procedures**);
- Forward copies of the Police report and the **CFS 911 form** to the office of Administrative Services. Keep copies for your own files;
- Inform the local police agency that the Illinois State Police has approved a trap and notified Telecom to put a “trap” on the phone line. Illinois State Police will inform the requester when the “trap” will be placed;
- Once the trap is in place, instruct all employees who may answer the phone to follow the following procedure;

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- Set a digital clock using “official” time by the phone and document all calls using precise times, not estimates. Precise time is needed by the telephone company to trace harassing calls;
- Each call should be documented as “legitimate” (Agency business) or “harassing/threatening;”
- Additional instructions will be sent by the phone company to assist staff when the caller calls back.

C) The Office of Administrative Services shall:

- Get the following information from the supervisor;
 - i) Exact time and length of call;
 - ii) The number on which the call came in (remind the supervisors that phones with multiple lines have rollover capabilities, and the routing process of this call should be accurately traced); and
 - iii) A copy of the **CFS 911 form** and the local police report.
- Call the Illinois State Police at 217/524-5923 with the above information; and
- Notify the Director’s Office, 217/785-2509 or 217/785-4020 after hours.

5) Group Threats to Staff, Facility, or Individual

When there are two or more persons gathered with the intent to harm a person or persons in a DCFS building or property, staff shall adhere to the following procedures.

A) Group Threats or Violence inside a DCFS facility:

- Escort children out of the building or into a safe place when possible;
- Contact the immediate supervisor;
- **Call the police - 911;**
- Do not argue with the participants or instigators of the threats/violence;
- Notify the Director’s Office (217/785-2509 or 217/785-4020 after hours); and
- Complete a **CFS 119 Unusual Incident Report form** ([see instructions under Section 16.8, Reporting Procedures](#)).

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B) Group Threats or Violence outside a DCFS facility:

- Protect children if present;
- Close and lock all doors to the building;
- **Call the police – 911;**
- Stay away from windows;
- Notify the Director's Office (217/785-2509 or 217/785-4020 after hours); and
- Complete a **CFS 119 form.**

6) Bio-terrorism Threats

If staff receive any communication that includes a threat to use biological agents (such as but not limited to anthrax or smallpox) to do harm to Department employees or offices, the staff person shall immediately contact the office ESC. The ESC shall immediately notify the Illinois Emergency Management Agency (IEMA) by telephone at 217/782-7869 or 800/782-7860 and shall also immediately notify the Director's office by phone at 217/785-2509 or 217/785-4020 after hours. IEMA staff will provide further direction to staff concerning response to the threat.

16.7 Fire, Natural Disasters, Natural Gas Leaks & Medical Emergencies

a) Fire

1) When in a Building:

- Activate the fire alarm by pulling the alarm handle;
- **Call 911 or the emergency number of your local fire department;**
- Use the fire extinguisher if possible;
- Evacuate the building. Help children evacuate first; follow the Emergency Services Coordinator's instructions. Always crawl close to the floor when in smoke;
- Do Not use the elevators;
- Do Not delay your evacuation by searching for personal belongings or work files;
- Do Not return to retrieve or search for personal belongings or work files;
- Feel each door for heat before opening it; if it is hot do not open it, place towels, rags or some cloth at the base of the door. If it is cool open the door slowly and check the hallway for smoke or flames;
- If your clothing catches on fire, and you are unable to remove the garment, stop, drop to the floor, and roll repeatedly to put out the flames; and

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- If someone near you is on fire, do not let them run, get him or her down to the ground using a coat or other item to smother the flames.

Note: A burning candle, burning incense, an open flame, overuse of an air freshener product or cleaning solvent, or any heat source that may be deemed hazardous or inappropriately used, is considered to be a safety hazard and shall not be allowed in any DCFS office.

Re-entry into a Building

DCFS supervisory staff, in conjunction with local emergency services authorities, may authorize reentry to the office/building via the Emergency Services Coordinator in charge of the specific office or building ([See Section 16.6 \(a\)\(1\)\(D\), for additional information.](#))

2) When in a Vehicle:

- Get out of the vehicle immediately, assisting children get out if they are present;
- **Call the fire department – 911;** and
- Stay away from the vehicle.

b) Tornado

When conditions are favorable for severe weather, a severe thunderstorm or a tornado **WATCH** is issued by the National Weather Service. Staff should listen to a NOAA weather station or to a local radio station for weather updates. These weather stations provide early warning. When a tornado **WARNING** is issued and/or local alarm has sounded, staff should do the following:

1) When In a Building:

- Continue to listen to a weather station;
- Move to a pre-designated place of safety, such as a basement. If children are present, take them with you. If shelter is not available, move to an interior room or hallway on the lowest floor and get under the kneehole of a desk.

2) When In a Vehicle:

- Do not try to outrun a tornado. Get out of the vehicle;
- Lie flat in a nearby ditch or depression. Assure that the children are near you and protected.

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c) Earthquake

1) When in a Building:

- Seek shelter within a doorway or under a desk, cover your head, and hold that position until it is safe to move. If children are present, help them do the same;
- Move no more than a few steps to a nearby safer place;
- Stay indoors until the shaking stops and you are sure it is safe to exit; and
- Stay away from windows.

2) When In a Vehicle:

- Slow down and drive to a clear place away from buildings and power lines;
- Stay in the car until the shaking stops.

d) Flood

When a flood **WATCH** is issued by the National Weather Service, be alert to signs of flash flooding and be ready to evacuate on a moment's notice. When a flood **WARNING** is issued, do the following:

1) When in a Building:

- If advised to evacuate a building or facility by the ESC and/or manager/supervisor, help any children who may be present and evacuate immediately;
- Move to a safe area before access is cut off by floodwater;
- Continue monitoring NOAA Weather Radio station;
- During the flood, avoid areas subject to sudden flooding; and
- If you come upon flowing water, above the ankles, **STOP!** Turn around and go another way.

2) When In a Vehicle:

- Do not attempt to drive over flooded roadways;
- Avoid already flooded and high velocity flow areas; and
- If the vehicle stalls, leave it immediately, helping children leave the vehicle, and seek higher ground.

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e) Blizzard or Severe Winter Storm

1) When In a Building:

- Stay inside. If children are present, contact caregivers, relatives and/or authorities;
- If there is no heat;
 - i) Close off unneeded rooms;
 - ii) Stuff towels or rags in cracks under doors;
 - iii) Cover windows at night.
- Wear layers of loose-fitting, lightweight, warm clothing. Remove layers to avoid overheating, perspiration, and subsequent chill.

2) When in a Vehicle:

- Stay in the vehicle, as disorientation occurs quickly in wind-driven snow and cold;
- Run the motor about ten minutes each hour for heat and open the window a little for fresh air to avoid carbon monoxide poisoning;
- Make yourself visible to rescuers by:
 - i) Tying a colored cloth (preferably red) to your antenna or door; and
 - ii) Raising the hood to indicate trouble after snow stops falling.

f) Natural Gas Line Leak

- 1) Call the Fire Department - 911 - and your local gas company;**
- 2) Extinguish or turn off all possible sources of sparks or flames; and**
- 3) Evacuate the building immediately, children first.**

g) Office Power or Telephone System Failure

If an office loses power or telephone service, the appropriate service repair company shall be notified. If it appears the service will not be restored within a relatively short period of time, the ESC shall notify the Director's office of the outage. The Director or his designee will provide further guidance to staff.

h) Medical Emergencies

Medical emergencies are those situations wherein immediate medical intervention by staff or medical personnel is required to save a life, attend a serious injury, or prevent further injury.

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Assisting in a Medical Emergency

- 1) Emergency attention can be given to the injured person, preferably by a staff person who has received training in handling medical emergencies;
- 2) While one person gives care, another should call for help;
- 3) **Call 911** or the local emergency number. Tell the dispatcher the following:
 - The location of the emergency, the address, including cross streets, building, room number, and telephone number you are calling from;
 - Describe the situation, number of persons involved;
 - What first aid is being given (for example, rescue breathing*, control of bleeding); and
 - **DO NOT** hang up until the dispatcher hangs up. The dispatcher may tell you how to care for the victim. You may return to the scene and help with the care of the victim until help arrives.

***Note:** CPR Micro shields should be worn while performing mouth-to-mouth resuscitation and are included in the first aid kit provided to each office.

16.8 Reporting Procedures

Unusual Incident Report

Traumatic events will sometimes become an unusual incident as defined in **Rules 331**. When appropriate, traumatic events must be reported as stated in this Administrative Procedure and **Rules/Procedures 331, Unusual Incidents Involving Department Clients, Employees and Facilities**.

The appropriate ESC shall ensure that a **CFS 119, Unusual Incident Report Form**, is completed and submitted on any safety or emergency event covered in these procedures. The CFS 119 is required in addition to any other reporting required by these procedures.

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Appendix A

DCFS EMERGENCY ACTION STEPS CHART - FIRE & NATURAL DISASTERS

Type of Emergency	ACTION TO TAKE		Emergency Phones
	In DCFS Office or Facility	In the Field or Driving	
FIRE	<ol style="list-style-type: none"> 1. Pull fire alarm 2. Call Fire Department - (911) and notify supervisor 3. If possible use fire extinguisher 4. Evacuate assuring client safety (children first), shut all doors to cut air supply 5. Use stairs, avoid elevators 	<ol style="list-style-type: none"> 1. Evacuate automobile 2. Assure client safety 3. Call the fire department 4. Stay away from the automobile 	911
TORNADO	<ol style="list-style-type: none"> 1. Move to the pre-designated safe area. Avoid windows, exterior walls, fire escapes, and large rooms 2. Assure client safety, children in particular 3. Notify authorities 4. Stay tuned to a portable radio station for details 	<ol style="list-style-type: none"> 1. Find shelter area, solid building 2. Evacuate the automobile, go into shelter 3. If no shelter is available, lie flat on the ground or in a ditch. Do not attempt to outrun a tornado 4. Assure client safety, children in particular 	
EARTHQUAKE	<ol style="list-style-type: none"> 1. Drop, cover, and hold until is safe to move 2. Seek protection under a table or doorway if evacuation is not possible 3. Avoid windows and glass doors 4. Stay tuned to a news radio station for update 	<ol style="list-style-type: none"> 1. Slow down and drive to a clear place 2. Avoid underpasses or bridges 3. Stay in the car until the quake ends 4. Stay tuned to a weather radio station for update 	
FLOOD	<ol style="list-style-type: none"> 1. Evacuate immediately if advised to do so 2. Move to a safe area before access is cut off by flood waters 3. Stay tuned to a weather radio station for update. 	<ol style="list-style-type: none"> 1. Do not attempt to drive over a flooded roadway 2. Avoid high velocity flow and flooded areas 3. If vehicle stalls, leave it immediately. Help children leave the vehicle and seek higher ground 	
BLIZZARD	<ol style="list-style-type: none"> 1. Stay inside. Contact children's caretakers or relatives 2. Close off unneeded rooms. Cover cracks under doors and windows. Cover windows at night 3. In winter wear layers of loose-fitting warm clothing 	<ol style="list-style-type: none"> 1. Stay in vehicle, disorientation in snow occurs quickly 2. Run the motor about ten minutes each hour. Open window slightly for fresh air 3. Make yourself visible to rescuers in any possible and safe way 	

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CIVIL DISTURBANCES

Type of Emergency	ACTION TO TAKE		Emergency Phones*
	In DCFS Office or Facility	In the Field or Driving	
VIOLENCE	<ol style="list-style-type: none"> 1. Protect children and clients 2. Call local authorities, such as police and fire station 3. If disturbance is inside, select one person as spokesperson 4. If disturbance is outside, lock doors and windows if possible 	<ol style="list-style-type: none"> 1. Protect children at all times 2. Avoid confrontation 3. Seek law enforcement assistance 4. Listen calmly and with empathy to instigator 	911
BOMB THREAT	<ol style="list-style-type: none"> 1. Attempt to solicit information from the person making the threat 2. Evacuate the building, children first 3. Call local authorities 4. Do not use radios or touch suspected bombs 	<ol style="list-style-type: none"> 1. Evacuate the car or flee from threatened area, protecting children first 2. Contact police or fire station 3. Report to supervisor and DCFS authorities 	911
GUN THREATS	<ol style="list-style-type: none"> 1. Vacate the building if possible, children first 2. Report immediately to local police and State Police 3. Notify the nearest supervisor 4. Report to the Office of Inspector General 	<ol style="list-style-type: none"> 1. Protect children 2. Seek law enforcement assistance 	911
MEDICAL EMERGENCY	<ol style="list-style-type: none"> 1. If you have not been trained in handling medical emergencies, find a person nearby who has been trained 2. Assist injured person. Use the medical first aid kit if appropriate 3. Have someone call 911 and describe the building location and medical situation 4. Stay with injured person until further assistance is received 	<ol style="list-style-type: none"> 1. Stop the vehicle where you can receive assistance 2. Assist the injured person 3. Have someone call 911 and describe the location and medical situation 4. Stay with the injured person until further assistance is received 	911

* After contacting the local emergency authorities and taking care of the immediate danger to staff, children or clients, call the Director's Office, **217/ 785-2509 or 217/ 785-4020 after hours**, then send an Unusual Incident Report.

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LOCAL EMERGENCY ASSISTANCE PHONE NUMBERS & INFORMATION

<u>Evacuation Coordinator</u>	<u>1st Alternate</u>	<u>2nd Alternate</u>
Name: _____	Name: _____	Name: _____
Phone: _____	Phone: _____	Phone: _____
<u>Emergency Services Coordinator</u>	<u>1st Assistant</u>	<u>2nd Assistant</u>
Name: _____	Name: _____	Name: _____
Phone: _____	Phone: _____	Phone: _____

For Contact Names for Employee Relatives call: **Springfield: 217/ 785-2586** **Chicago: 312/ 814-1222**
(Employee Services)

Fire Department Emergency Phone: 911 or _____ Non-emergency: _____	Nearest Hospital: _____ Address: _____ _____ Phone: _____
Police Department Emergency Phone: 911 or _____ Non-emergency: _____	

Name(s) Of CPR Certified Staff Who Have Agreed to Provide Assistance: _____

Names of Staff Who Can Communicate in a Second Language or Method of Communication:

Name: _____ **Language/Method of Communication:** _____

Name: _____ **Language/Method of Communication:** _____

Radio Frequency for Weather Information _____

National Poison Control Center Hotline: 1 800/ 222-1222

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Appendix B

PHONE THREAT INFORMATION FORM

Type of Threat

Bomb **Physical Violence** **Bio-terrorism** **Other:** _____

Time: _____ a.m./ p.m. Date: ____/____/____

Caller ID#: (_____) _____

Caller's Voice

(check all that apply)

- | | |
|-----------------|-----------------------|
| _____ Calm | _____ Nasal |
| _____ Angry | _____ Stutter |
| _____ Excited | _____ Lisp |
| _____ Slow | _____ Raspy |
| _____ Rapid | _____ Deep |
| _____ Soft | _____ Ragged |
| _____ Loud | _____ Clearing throat |
| _____ Laughing | _____ Deep breathing |
| _____ Crying | _____ Cracked voice |
| _____ Normal | _____ Disgusted |
| _____ Distinct | _____ Accent |
| _____ Slurred | _____ Familiar |
| _____ Whispered | _____ Altered |

Questions to ask:

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

Exact wording of the threat:

If voice is familiar, whom did it sound like?

If accented, what type of accent?

Background Sounds

- | | |
|-------------------------|----------------------|
| _____ Street noises | _____ Factory noises |
| _____ Restaurant noises | _____ Animal noises |
| _____ Voices | _____ Clear |
| _____ PA System | _____ Static |
| _____ Music | _____ Local |
| _____ House noises | _____ Long distance |
| _____ Motor | _____ Phone booth |
| _____ Office machines | |

Other: _____

Caller's Information

Sex of caller: _____

Race (if known): _____

Age of caller: _____

Call duration: _____

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Additional Information:

Report call immediately to your local police agency:

Threat Language

- Well spoken (educated)
- Incoherent
- Foul
- Taped
- Irrational
- Message read by threat maker

Phone number: (____) _____

Your Name: _____

Your Telephone Number
(____) _____

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Appendix C: Communicable and Infectious Diseases

Definitions

“Airborne transmission” means spread of infectious organisms (germs) through the air. Germs spread in this manner remain suspended in the air for long periods of time and can be dispersed widely by air currents. Germs spread in this manner may be inhaled by susceptible persons within the same room or over a longer distance from the source person when the air supply is shared. There are only a few germs known to be spread by the airborne route: tuberculosis, measles (rubeola virus), and chickenpox. Airborne transmission of SARS, the viral hemorrhagic fever viruses, and avian influenza has been reported, though not yet proven conclusively.

“Bloodborne pathogen transmission” means spread of infectious organisms (germs) through contact with infected human blood or other potentially infectious body fluids. Hepatitis B, hepatitis C, and HIV/AIDS are examples of bloodborne diseases.

“Contact transmission” means spread of infectious organisms (germs) through direct contact or indirect contact. Direct contact transmission occurs when germs are transferred directly from one person to another person, usually through touching. Indirect contact transmission involves the transfer of germs through a contaminated intermediate object or person. Examples of indirect contact transmission include but are not limited to:

- Hands of one person touch an infected body site on another person or a contaminated inanimate object, and then subsequently touch other people without washing their hands; or
- Shared items such as telephones or toys that are contaminated with germs are touched by other persons.

“Droplet transmission” means the spread of infectious organisms (germs) in respiratory droplets that are produced when an infected person coughs, sneezes, or talks or during certain medical procedures. Transmission occurs when droplets propelled short distances (approximately 3 to 6 feet through the air) are deposited on the mucous membranes of the nose or mouth or the conjunctivae (inner eyelid) of a susceptible person. Droplet transmission requires close contact because these respiratory droplets do not remain suspended in the air and generally only travel short distances. Seasonal influenza, pertussis (whooping cough), and most forms of bacterial meningitis are examples of diseases spread by droplet transmission.

"Incubation period" means the time interval between initial contact with an infectious organism (germ) and the first appearance of symptoms associated with the infection.

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"Infectious organism" means germs (bacteria, viruses, parasites or fungi) that are able to infect people or animals.

"Isolation" means separating infected people from healthy people so that the spread of an infection can be stopped or slowed.

"Quarantine" means separating well people or animals that have been exposed to an infectious organism from others who have not been exposed to prevent disease transmission during the incubation period if infection should occur.

"Vector borne transmission" means spread of infectious organisms by insects. Malaria, West Nile virus, and Lyme disease are examples of diseases spread by insect bites.

EXPOSURE TO AND SPREAD OF COMMUNICABLE AND INFECTIOUS DISEASES

Staff can be exposed to germs that can make them ill and they can also spread germs that can have the potential to make others ill. This exposure can occur anywhere, including in the field and office.

Germs can be spread from the skin of one person directly to another (direct transmission), or indirectly by coming into contact with a contaminated object (e.g., a bathroom faucet, doorknob, tabletop) and then bringing the germs into your body by touching your eyes, nose, or mouth (indirect transmission).

Practice tips for staff:

- ✓ Be alert for children and families who may have symptoms of an active, untreated communicable disease such as tuberculosis.
- ✓ Ask if any person who resides in or frequents the home is known to have an active, untreated communicable disease.
- ✓ Do not attempt to transport any person (including children) known to have active tuberculosis. Contact the local health department for instructions.

Universal Precautions and Good Hygiene Practices

There are several practical steps that can greatly reduce contact with or the spread of communicable diseases. The most well known practices are Universal Precautions (i.e., barrier precautions), hand washing, and cleaning/disinfecting. These routine practices are based on the idea that since it is not always possible to know who has a communicable disease, every person should be treated as if they are infected with an infectious organism. When these precautions are routinely used, the chance of being accidentally exposed to an infectious organism is smaller, and the chance of exposing others to infection is also reduced.

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Workers can reduce the risk for exposure to communicable diseases by using the following Universal Precaution and hygienic procedures:

- 1) The Illinois Department of Public Health recommends frequent hand washing with soap and water, for at least 20 seconds, as an effective method of killing germs. Hand washing should always occur before and after food preparation and eating, and after toileting. The scrubbing action will remove most germs from your hands. Liquid soap is considered more hygienic than bar soap. Liquid hand sanitizers (e.g., those containing at least 60% alcohol concentration) are also very effective in killing most germs and can be handy when soap and water are not available. Rub hands until alcohol has evaporated. Since alcohol-based hand rubs are flammable, they should not be used or stored near high temperatures and flames.
- 2) When supervising a child, help or encourage the child to wash his/her hands.
- 3) Workers who have contact with very young children should also wash hands before and after diaper changing, and after helping young children who are potty training.
- 4) After thorough cleaning with soap and water, cover open cuts and injuries with bandages. First aid kits are available in every DCFS office. (Always check expiration dates on first aid supplies.)
- 5) When sharing workspace and equipment (e.g., a shared phone or keyboard), use disinfecting wipes to cut down on the spread of germs.
- 6) Wash office toys, stuffed animals, blankets and things children put in their mouths with soap and water, and/or instruct families to bring the child's personal toys.
- 7) Clean and disinfect surface areas and clothing that have been exposed to blood, body fluid or body substances with a mild bleach solution (1 part bleach to 9 parts water). This solution should be freshly prepared within the previous 24 hours, as it will lose its germ-killing power if stored. (See instructions below) Wash hands after the clean-up.
- 8) Eating, drinking, applying cosmetics or lip balm, and handling contact lenses should only be done in areas where there is no danger of contamination.
- 9) All contaminated sharps (e.g., needles) should be placed in a "sharps container" or a designated heavy plastic bottle or jar for disposal.
- 10) Use disposable gloves when it is necessary to have direct contact with any body fluids, especially blood. (DCFS offices can order disposable protective gloves

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from Central Stores.) Place the soiled gloves in tightly sealed bags and dispose of properly. Always wash hands after removing gloves. (See instructions below)

- 11) When disposable gloves are not available, staff can make creative use of other items in the office or vicinity that can serve as a protective barrier between their hands and unknown or questionable liquid or powder spills (e.g., plastic grocery, garbage or storage bags, disposable diapers, etc.) Double bag the soiled objects in tightly sealed bags and dispose of properly. Wash hands after the clean-up.
- 12) Use "cough etiquette" – always use tissues when coughing and sneezing, and dispose of properly. Wash hands afterwards.
- 13) Staff are discouraged from performing mouth-to-mouth resuscitation without a CPR Micro Shield (mouth shield for performing mouth-to-mouth resuscitation).
- 14) Call 9-1-1 for medical emergencies.

Practice tip:

- ✓ Germs easily collect under long fingernails and in long hair. To avoid this, staff can:
 - keep fingernails trimmed short or use a nail brush to clean under them.
 - wear long hair in a ponytail or bun when working in the field or in high incidence areas.

Staff should be particularly vigilant to avoid touching their eyes, nose, mouth, other items, or surfaces with contaminated hands (gloved or ungloved).

Procedure for making and using bleach disinfecting solution:

- 1) Assemble necessary supplies: water, bleach, spray bottle, disposable protective gloves, paper towels, and two plastic garbage bags.
- 2) Prepare a bleach disinfecting solution by mixing one part bleach with nine parts water in spray bottle. Be careful not to spill solution on your skin.
- 3) Put on gloves before using the bleach disinfecting solution to clean the spill.
- 4) Wipe up the spill using paper towels. Use sufficient paper towels to soak up the spill and to ensure gloves do not become visibly soiled. Discard the paper towels in a plastic garbage bag. If gloves become visibly soiled, carefully remove and discard them in a plastic bag (see instructions below) taking care that hands do not become visibly soiled. After removing gloves, immediately wash hands with soap and water for 20 seconds, dry hands and put on a clean pair of gloves. Gloves that are not visibly soiled do not need to be changed.

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- 5) Clean the involved surface by spraying it with bleach disinfecting solution and wiping it with paper towels. Repeat until the surface is free of visible soiling. Place paper towels in plastic garbage bag.
- 6) Disinfect the surface by re-spraying it with bleach disinfecting solution. The surface should be sufficiently moist to allow 10 minutes of contact time. Allow the surface to air dry.
- 7) While the surface is drying, safely remove gloves and place them in a plastic bag (see instructions below). Double bag and then secure the second bag before placing it in a trash container.
- 8) Immediately wash hands with soap and water for 20 seconds.

[Note: Wipes and sprays containing bleach should not be used as a substitute for this sanitizing solution.]

Procedure for safe removal of protective gloves:

- 1) Always consider the outside surface of gloves to be contaminated.
- 2) Grasp the outside of glove with opposite gloved hand; peel off.
- 3) Hold removed glove in the gloved hand.
- 4) Slide fingers of the ungloved hand under remaining glove at wrist.
- 5) Peel the glove off over first glove.
- 6) Discard both gloves in a plastic bag. Double bag and then secure the second bag before placing it in a trash container.
- 7) Immediately wash hands with soap and water for 20 seconds.

Role of Illinois Department of Public Health (IDPH)

The Illinois Department of Public Health receives data from local health departments and medical facilities, statewide, regarding the incidence of communicable diseases in the State of Illinois. Both the IDPH and local health departments can determine where there are unusually high incidence rates of communicable diseases within the State or locality.

IDPH has supreme authority to require quarantine or isolation of persons who have been exposed to or diagnosed with certain dangerously communicable diseases (e.g., tuberculosis, Severe Acute Respiratory Syndrome (SARS), pandemic influenza) when those persons pose a serious public health risk.

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IDPH does not have rules governing head lice or scabies.

To find a local health department recognized by IDPH in your county/vicinity, go to this website: <http://www.idph.state.il.us/local/alpha.htm>. For counties that do not have a health department recognized by IDPH, staff should contact IDPH Division of Infectious Diseases at 217/782-7165.

Resources

- **Health Beat Fact Sheets** (IDPH): <http://www.idph.state.il.us/public/hbhome1.htm>
- **Communicable Disease Guide** (2002), Illinois Department of Public Health
http://www.idph.state.il.us/health/infect/comm_disease_guide.pdf
- **Management of Chronic / Infectious Diseases in School Children** (2003), Illinois State Board of Education and Illinois Department of Public Health
<http://www.idph.state.il.us/health/infect/chronicinfectiousdiseases2003.pdf>
- **Reportable Infectious Diseases and Conditions in Illinois** (IDPH)
<http://www.idph.state.il.us/health/infect/reportdis.htm>
- **Local Health Department Alphabetical Listing (these are the local health departments recognized by IDPH):** <http://www.idph.state.il.us/local/alpha.htm>. In areas without a health department recognized by IDPH, DCFS staff should contact IDPH Division of Infectious Diseases at 217/782-7165
- Reynolds, S., Levy, F, and Walker, E., **Emerging Infectious Diseases/Hand Sanitizer Alert**, Centers for Disease Control and Prevention (pp. 1 – 5) (2006)
<http://www.cdc.gov/ncidod/EID/vol12no03/05-0955.htm>