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# **EMERGENCY PROCEDURE MANUAL 2016**

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## GENERAL INFORMATION

### **Introduction**

Brown County believes that its most important asset is you, its employees. We have developed plans to address dangers, which could threaten your well-being. Your timely response to such circumstances is essential to the plan's success. To this end, preparation for crisis is the key.

The primary purpose of this handbook is to provide information and procedures that may be used in an emergency situation until professional help can be obtained. Authorities have both a moral obligation and a legal responsibility to provide for the protection of public property and for the life and health of staff in emergencies. Every employee should read, study, and be thoroughly familiar with the contents of this handbook. Be ready to take personal action accordingly in the event of any crisis situation.

### **Definition of Emergency**

A crisis is any unplanned event that requires immediate and coordinated action and could have significant impact on the reputation or operation of the business organization. The impact could be felt both internally and externally.

### **Examples**

- Injury or death of an employee
- Injury or death of a client or visitor
- Environmental catastrophe
- Plane crash
- White collar crime
- Work area illness
- Natural disaster
- Worker violence
- Fire
- Weather related

### **Guidelines**

The Wisconsin Division of Emergency Management (WEM) in Madison is the lead agency for disasters/emergencies that require additional assistance beyond our local capabilities. The Brown County Emergency Operations Plan (EOP) works in conjunction with the state plan to mitigate the effects of such events in our local area. Depending on the severity of the emergency, any or all of the agencies may be deployed through the Brown County Office of Emergency Management (OEM) via the Director of the OEM. The information that is contained in this plan serves as a guide to mitigate injury/damage and restore essential county services.

- All situations cannot be neatly defined into a category. Individual judgment will need to be exercised in given situations.

In the event of an emergency, above all, stay calm and use good judgment. Follow established procedures and the instructions of your department head and supervisors.

These plans will not work without a corporate effort. By not following directions in an emergency situation, lives may be endangered. By working together, we may prevent a tragedy from occurring.

This plan covers the following Brown County Facilities:

Aging and Disability Resource Center	Library System
Courthouse	Health Department
Northern Building	Highway Department
Sophie Beaumont Building	U.W. Extension

### 1. **Events**

Severe Weather	Explosions
Tornadoes	Work Violence
Flooding	Hazardous Materials
Fires	Chemical Spill
Transportation Accidents	Terrorism
Sabotage	Travel Safety

### 2. **Structure**

This plan outlines discovery, emergency procedures, direction, notification, responsibilities, guidelines and recovery problems.

### 3. **Goals**

The goals are to save lives, reduce injury, minimize financial loss, prioritize business operations and resume critical operations within a reasonable time after an event. With minimal interruptions to business operations, the county must assure customers that their interests are protected, expedite the restoration of services and maintain a positive image of the organization. In an emergency situation involving any building, any emergency action by the administrator in authority has as its motive the preservation of the lives and good health of all staff, visitors and guests. Protection of property and records are of secondary importance only after all measures have been taken to assure the safety of individuals in the buildings, facilities and the neighborhood.



## **POLICIES AND PROCEDURES**

Note: This manual provides a written account of how certain activities are performed and is designed to guide and assist employees in performing their functions. When appropriate, there may be deviations from these written procedures due to changes in personnel, policies, interpretation, law and experimentation with different systems or simply evolution of the process itself. This manual may be changed at any time. Employees are encouraged to review this manual periodically and suggest changes in the manual to keep the manual current and to minimize differences between the manual and actual practices.

### **Evaluate and Modify the Plan**

**Conduct a formal audit of the entire plan at least once a year. Issues to consider are:**

- How can you involve all levels of management in evaluating and updating the plan?
- Are the problem areas and resource shortfalls identified in the vulnerability analysis being sufficiently addressed?
- Does the plan reflect lessons learned from drills and actual events?
- Do members of the emergency management group and emergency response team understand their respective responsibilities? Have new members been trained?
- Does the plan reflect changes in the physical layout of the facility? Does it reflect new facility processes?
- Are photographs and other records of facility assets up to date?
- Is the facility attaining its training objectives?
- Have the hazards in the facility changed?
- Are the names, titles, and telephone numbers in the plan current?
- Are steps being taken to incorporate emergency management into other facility processes?
- Have community agencies and organization been briefed on the plan? Are they involved in evaluating the plan?

**In addition to a yearly audit, evaluate and modify the plan at these times:**

- After each training drill and exercise
- After each emergency
- When personnel or their responsibilities change
- When the layout of design of the facility changes
- When policies or procedures change

**Remember to brief personnel on changes to the plan.**

**APPROVAL PAGE**

**EMERGENCY OPERATIONS PLAN**

To all Recipients:

Transmitted herewith is the updated integrated Emergency Procedures Manual for Brown County. This plan supersedes the plan of the same name dated (2003) and any / all previous plans. It provides a framework in which the departments of Brown County can plan and perform their respective emergency functions during a disaster or national emergency.

This plan is in accordance with existing Federal, State and local statutes. County Officials, Department Heads, the Brown County Board of Supervisors has concurred in its content. It will be revised and updated as required in the future. All recipients are requested to advise the Brown County Emergency Management Director of any changes which might result in its improvement or increase its usefulness.

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Brown County Executive

**RECOMMENDED CHANGES**

To:           Melissa Spielman  
                  Brown County Emergency Management Director  
                  3030 Curry Lane  
                  Green Bay, WI 54311

Subject: Recommended Changes, Corrections, Additions, and Deletions to the  
Emergency Operations Plan

Any user of this plan is encouraged to recommend changes to this plan that the user feels might expand, enhance or clarify a particular portion of the subject being addressed. Suggested changes should be submitted to the County Emergency Management Director, at the above address, for coordination, comment, concurrence, and approval. The format of suggested changes should reference Basic Plan or Annex, Tab, Section, Paragraph/Subparagraph and page number.

CHANGE: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

REASON: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Submitted by:

(Printed / Typed Name) \_\_\_\_\_

(Date) \_\_\_\_\_ (Phone Number) \_\_\_\_\_

<b>RECORD OF REVISIONS</b>
----------------------------

Changes and/or corrections shall be emailed to each agency having a copy of this plan. It is the responsibility of each agency receiving this update to keep their personnel informed of any changes received.

<u>Change Made By</u>	<u>Date of Change</u>	<u>Date Entered</u>	<u>Change Number</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

### **Distribute the Plan**

- The plan will be posted on the County's Shared Drive (V:). A limited number of hard copies will be distributed throughout the County.
- Distribute the plan to:
  - County Executive and Department Heads
  - Community emergency response agencies (appropriate sections).
  - Have key personnel keep a copy of the plan in their homes.
  - Inform employees about the plan and training schedule.

### **Integrate the Plan into Operations**

Look for opportunities to build awareness; to educate and train personnel; to test procedures; to involve all levels of management and the community and make emergency management part of what personnel do on a day-to-day basis.

Test how completely the plan has been integrated by asking:

- How well does senior management support the responsibilities outlined in the plan?
- Have emergency planning concepts been fully incorporated into the facilities' accounting, personnel and financial procedures?
- How can the processes for evaluating employees and defining-job classifications better address emergency management responsibilities?
- Are there opportunities for distributing emergency preparedness information through corporate newsletters, employee manuals, or employee mailings?
- What kinds of safety posters or other visible reminders would be helpful?
- Can all levels of the organization be involved in evaluating and updating the plan?

## **Training Activities**

- Orientation and education sessions-- These are regularly scheduled discussions sessions to provide information,, answer questions and identify needs and concerns.
- Tabletop exercises--This is a cost-effective and efficient way to identify areas of overlap and confusion before conducting more demanding training activities.
- Walk-Through Drill--This activity generally involves more people and is more thorough than a table-top exercise.
- Functional Drills--These drills test more specific functions such as medical response, emergency notifications, warning and communications procedures and equipment, though not necessarily at the same time. Personnel are asked to evaluate the systems and identify the problem areas.

## EMERGENCY INFORMATION

### Emergency Phone Numbers

Green Bay Police Department.....	(8)911
Sheriff.....	(8)911
Green Bay Fire Department.....	(8)911
Rescue /Ambulance.....	(8)911
Utilities Electric Company (WPS).....	800-450-7299
Natural Gas (WPS).....	800-450-7299
Water (Green Bay Water Utility).....	448-3480
After 4:30 P.M., Before 8:00A.M., Weekends, Holidays.....	448-3483
Emergency Management Plan Coordinator.....	920-391-7401 (O)
Emergency Management-Melissa Spielman.....	920-606-3243 (C)
County Executive – Troy Streckenbach .....	920-448-4001
Director of Administration – Chad Weininger .....	920- 448-4035
Media Director – Brian Lueth .....	920-448-4008
Occupational Health Nurse – Sheryl Hanson .....	920-448-4423
Risk Manager – Barbara West .....	920-448-6298
Safety Coordinator – Tom Smith .....	920-448-4052
Green Bay Police Non-Emergency.....	448-3200
Green Bay Fire Department Non-Emergency.....	448-3280
Ambulance Non-Emergency.....	391-7450
City/County Emergency Management & Communication Center.....	391-7401
Bellin–Emergency Center .....	920-433-3500
St. Vincent’s-Emergency Center.....	433-0111
St. Mary’s Emergency Center.....	498-4200
Poison Information Center .....	1-800-222-1222
Suicide and Crisis Prevention Center .....	1-800-273-8255
National Weather Service.....	1-828-271-4800
Road Report .....	511
From Cell Phone.....	511
National Weather Service (Admin).....	1-828-271-4800

**EMERGENCY INFORMATION CONTINUED**

EAP and Grief Counseling .....920-433-3500  
OSHA .....920-448-4052  
Building Manager (CTC and Jail) – Mark Rowe .....920-662-2157  
Building Manager – Paul Danielski .....920-662-2158

## **CRISIS MANAGEMENT TEAM**

### **Structure and Responsibilities of Crisis Management Team are defined in Appendix A.**

### **Emergency Communications**

#### **Definition of Emergency**

An emergency is defined as a situation that poses an immediate threat to the health and safety of someone in the community or significantly disrupts its activities. Examples could include: active shooter, police initiated emergency, winter weather closings, fire emergency, tornado warning, hazmat emergency, severe weather alert, bomb threat, and hostage situation.

#### **Policy**

1. Department Heads will be required to annually update their emergency notification information for their Departments.
2. The information required will be through employee email and phone.
3. Other options for contact information are: home phone, work cell phone and text messaging.

#### **Guidelines**

1. System tests will be completed once per year or as needed.
2. Emergency notification contact information will be handled by Emergency Management.
3. The Emergency notification information for Brown County will be refreshed a minimum of once per year to allow for the removal of former employees from the system.
4. These systems have the capability to be activated at any time.
5. In the event of an emergency, the Public Address System and VOIP Phones will be used in addition to Wisconsin E-Sponder to contact employees.

### **Methods of Notification**

#### **1. Brown County Public Address System**

Airport - New Airfield Maintenance Building - Accessible through the phone system

Airport - Public Safety Building - Accessible through the phone system

Airport – Terminal – Microphone Accessible

CTC - Accessible through the phone system

Courthouse - Microphone Accessible

Highway –Microphone Accessible

Library – Central – Microphone Accessible

Library – DePere – Accessible through the phone system

Library – Howard – Accessible through the phone system

Museum – Accessible through the phone system

Northern Building – Accessible through the phone system

Sophie Beaumont – Accessible through the phone system



2. **Wisconsin E-Sponder**

Wisconsin E-Sponder will be utilized to notify department heads and key staff of any emergency affecting Brown County staff and property. E-Sponder will be tested as needed.

The department head of the department affected will contact Emergency Management (920-606-3243) to initiate the alert and will provide as much of the following information as possible:

1. Nature of the Event.
2. Is there immediate danger to staff or visitors?
3. Number of people affected?
4. Are there injuries?
5. Expected duration of event.

## **RISK MANAGEMENT**

### **Risk Management**

Any time an incident that is out of the ordinary occurs, (i.e., a visitor or guest slips, trips, falls, etc., or is injured), even if the individual does not seek medical attention, **the incident should be reported to Risk Management at 448-6298, Facility Management at 448-4057 and the immediate supervisor of the area affected.**

Use the form that can be found and printed from shared drive at V:\Risk Management\Visitor-Volunteer Incident Report Form or you may contact Risk Management for a form.

**The completed form should be sent to the Risk Manager within 24 hours from the time of the incident. If an employee becomes aware of an incident with a visitor or guest, it is their responsibility to report to Risk Management, Safety and Facilities--not the visitor or guest.**

### **Medical Emergencies: Visitor**

*When an employee or visitor observes a visitor who appears to be seriously ill or injured:*

1. Call (8) 9-1-1 immediately.
2. Give the (8) 9-1-1 operator the location, name and type of emergency.
3. Unless it is a life-threatening situation, do not render First Aid until qualified personnel arrive.
4. Do not attempt to move a person who has fallen.
5. Notify immediate supervisor of affected area(s).
6. In Non-Emergency situations, please contact the Brown County Occupational Health Nurse at 448-4423.
7. Avoid unnecessary conversation with, or about, the ill or injured visitor, or members of his / her party. You might add to the person's distress or fear. Limit your communication to quiet reassurance.
8. Do not discuss the possible cause of an accident or any conditions that may have contributed to the cause.
9. Obtain general information if possible. Name, address, phone number, date of birth and any description of what happened.
10. Under no circumstances should an employee discuss any insurance information with members of the public.
11. After the injured / ill person has been taken care of and the incident is over, contact:  
Risk Management: 448-6298  
Safety: 448-4052

## **WORKERS' COMPENSATION/EMPLOYEE ILLNESS**

If an injury and / or incident occurs and the individual seeks medical attention, **the incident should be reported to Safety at 448-4052; the Occupational Health Nurse at 448-4423.**

### **If Employee Is Seriously Injured or Ill**

1. Assess the situation (unresponsiveness, pulse, breathing, bleeding).
2. Yell for help if necessary.
3. (8) 9-1-1 immediately if needed.
4. Give the (8) 9-1-1 operator the exact location, name and type of the emergency.
5. Unless it is a life-threatening situation, do not render First Aid until qualified personnel arrive.
6. IF TRAINED – begin CPR or appropriate First Aid. Use the defibrillator if one is available.
7. Do not attempt to move a person who has fallen.
8. Whenever possible, someone should stay with ill / injured person.
9. Notify the immediate supervisor of area(s) affected.
10. Avoid unnecessary conversation with or about the ill or injured person. You might add to the person's distress or fear. Limit your communication to quiet reassurances.
11. After the injured / ill employee has been taken care of contact:
  - Occupational Health Nurse: 448-4423
  - Safety: 448-4052

## **FIRST AID**

### **Emergency First Aid**

Prior to an emergency, first aid kits should be assembled and staff should be aware of its location. During an emergency, you may be called upon to use your own knowledge of first aid and emergency medical care. Everyone is encouraged to take CPR and first aid courses.

1. In all emergency situations, call for emergency help by telephoning (8) 9-1-1 immediately.
2. Until emergency help arrives, provide first aid to the person to the best of your ability. Do not take chances with first aid that may further injure the individual.

### **Less Serious First Aid**

If emergency personnel are not summoned, proceed with the following:

1. Make employee, visitor or guest as comfortable as possible.
2. Administer first aid to the best of your abilities.
3. Notify the immediate supervisor of area affected.
4. The Manager or designee should notify a family member of the situation if possible.

## **PERSONAL SAFETY**

In the event of a disturbance, good judgment and sound action will minimize the disturbance.

Individual fear and emotion must be controlled and not communicated to those involved.

1. Stay calm. Be alert. Pay attention.
2. Take immediate action to protect yourself in the event of a violent confrontation.
3. NO HEROICS.
4. When the employee believes that he / she is in a situation, which is becoming potentially threatening, conclude your business quickly with an attempt not to further escalate the situation.
5. Call (8) 9-1-1 if there is immediate danger.
6. If you have an opportunity to safely escape, do so, even if it means leaving others behind. Once you have left the danger area, immediately contact law enforcement. Do not attempt to reenter the building or evacuated area until authorities have given the all-clear.
7. Maintain a calm, helpful and businesslike attitude at all times.
8. Employees are not expected to attempt to calm any disturbance that might place them in a situation where physical harm might occur unless this activity is a normal component of his / her job.

## SECURITY

### **General Safety**

Report any suspicious activity or concerns to the Brown County Sheriff's Office at 448-4200. Brown County is not responsible for lost or stolen personal property. Use good judgment when bringing personal property to work.

### **Building Access / After Hours**

- Employees should not allow unauthorized people into the building after hours. When entering a facility, ensure that the door closes and locks behind you so that unauthorized people cannot follow you in.
- During off-hours, various doors lock and elevators stop working. If you are in a building during non-business hours, never prop doors open. Access by use of your access card or authorized keys.

### **Keys and Access Cards**

- Keys /cards should be only used by the person they are issued to. Never loan to anyone else.
- It is your responsibility to return keys/cards when they are no longer needed or when you end employment. Keys/Cards are recorded in your name and are your responsibility until returned to your supervisor. Supervisors will turn in all keys/cards to Facility Management.
- If you lose or find a key/card, notify Facility Management immediately at 448-4057. Lost keys/cards jeopardize security and employee safety.

## CHEMICAL EXPOSURE

### **Skin / Eye Contact**

**Note:** Follow the recommendations unless the chemical is known to have a negative reaction to water. In that scenario, contact the emergency number for the chemical.

#### **In the event a chemical is splashed into the eyes:**

1. Rinse eyes with large volumes of water for at least 20 minutes while holding the eyelid open.
2. Review the Material Safety Data Sheet to determine if other measures are necessary.
3. If necessary, contact the Poison Control Center at 1-800-222-1222 or (8) 9-1-1.
4. Contact Safety, Risk Management or the Occupational Health Nurse.

#### **In the event that there is skin contact with a hazardous chemical:**

1. If toxic chemicals come in contact with your skin, immediately flush the affected area with clean water. Wash area with large amounts of water for at least 20 minutes. Use a chemical shower if available. **Note: Do not wash with water if the substance is a known to have a negative reaction to water.**
2. Remove contaminated clothing while under the shower (even if it means removing all your clothes). The chemical can stay in the fibers of your clothing and increase the exposure problems.
3. Wash your eyes while under the shower if necessary.
4. Review the Material Safety Data Sheet to determine if other measures are necessary.
5. If necessary, contact Poison Control Center 1-800-222-1222 or call (8) 9-1-1.
6. Contact Safety at 448-4052, Risk Management at 448-6298 or the Occupational Health Nurse at 448-4423.

### **Inhalation Exposure**

#### **In the event chemical fumes are inhaled:**

1. Remove the person to fresh air.
2. Dial (8) 9-1-1 if the person is not breathing or is unconscious.
3. Review the Material Safety Data Sheet to determine if other measures are necessary.
4. If necessary, contact the Poison Control Center 800-222-1222 or call (8) 9-1-1.
5. Contact Safety at 448-4052, Risk Management at 448-6298 or the Occupational Health Nurse at 448-4423.

## **EYE WASH / SHOWER STATIONS**

Emergency eye wash stations are required for work environments where employees are exposed to harmful chemicals. Eye wash stations are designed to flush contaminants out of the eyes. They should be located near high-risk areas and have the ability to be activated immediately.

In addition to emergency eye wash stations, some work environments require the installation of drench showers for treating chemical exposure to other areas of the body.

### **EYE WASH / SHOWER STATION LOCATIONS**

#### Downtown buildings

Sophie Beaumont - Mail Room - Lower Level

Museum - 1st Floor by Sink/Washer and Dryer

Courthouse - Portable Bottle Type in Boiler Room

CTC - 1 regular 2- Bottle Type

County Jail - 6 regular

1. Sally Port
2. Laundry Room by Door E1099
3. Kitchen Non-Secure Side by Door H1012
4. Kitchen Secure Side by Door H1009
5. Kitchen Secure Side by Door H1004
6. Maintenance Room by Door G1071



## **AUTOMATIC EXTERNAL DEFIBRILLATORS**

**Automatic External Defibrillators (AED)** - A computerized voice instructs the operator to place two electrodes/pads on the patient's chest. The device analyzes the heart rhythm and decides if a shock is necessary. The microprocessor will not permit the device to deliver a shock unless it detects the presence of a heart rhythm that requires defibrillation. AED's advise a shock only for ventricular fibrillation (VF) and fast ventricular tachycardia. These devices are traditionally used by emergency medical personnel, but AED training programs are able to train lay personnel.

The emergency steps that are to be taken when a responder is faced with this cardiac situation:

1. Immediate call (8) 9-1-1
2. Early Cardiopulmonary Resuscitation (CPR)
3. Early access to AED
4. Early access to advanced cardiac care at a hospital setting.

### **Who should use an AED?**

Most AED's were originally designed to be used by nonmedical personnel such as police, fire service personnel, flight attendants, security guards and other lay rescuers who have been properly trained. With the advent of very user-friendly AED's, Public Access Defibrillation (PAD) Programs are becoming more common. In PAD Programs, any member of the public can safely use an AED, even if they have not been formally trained in CPR or AED's. Having more people in the community who can respond to a medical emergency by providing defibrillation will greatly increase sudden cardiac arrest survival rates.

### **Why does someone having a heart attack need an AED?**

When a heart attack becomes a full cardiac arrest, the heart most often goes into uncoordinated electric activity called ventricular fibrillation. The heart twitches ineffectively and can't pump blood. The AED delivers electric current to the heart muscle, momentarily stunning the heart and stopping all activity. This gives the heart an opportunity to resume beating effectively.

### **Will an AED always resuscitate someone in cardiac arrest?**

An AED only treats a fibrillating heart. In cardiac arrest without ventricular fibrillation, the heart does not respond to electric currents but needs medications and breathing support instead. AED's are less successful when the victim has been in cardiac arrest for longer than a few minutes especially if no CPR was provided.

**Is an AED safe to use?**

An AED is safe to use by anyone. Because of the wide variety of situations in which they will typically be used, AED's are designed with multiple safeguards and warnings before any energy is released. AED's are programmed to deliver a shock only when they have detected an irregular heart rhythm called ventricular fibrillation (VF) or fast ventricular tachycardia.

**The American Heart Association (AHA) recommends that individuals who live or work where an AED is available for use participate in a Heartsaver AED course.**

Untrained rescuers, however, may not know when to use an AED, and they may not use an AED safely, posing some danger of electric shock to themselves and others. An operator needs only to follow the illustrations on the electrode pads and the control panel, and listen and follow the voice prompts (for example, "Do not touch the patient."). An AED will deliver a shock only when a shock is advised and the operator pushes the SHOCK button. This prevents a shock from being delivered accidentally.

**Are AED's safe to use on children?**

An AED may be used on a child over the age of 1 year.

**Will I get zapped if I shock a victim in the rain or near water?**

It's remotely possible to get shocked or to shock bystanders if there's standing water around and under the patient. Try to move the patient to a dry area and cut off wet clothing. Also be sure that the skin has been toweled off so the electrode pads will stick to the skin. At the moment you press the SHOCK button, you must make sure that no one, including yourself (the AED operator), touches any part of the victim.

**The American Heart Association's position regarding the placement of AED's recommends**

- Persons or entities that acquire an AED notify the local emergency medical services (EMS) office.
- A licensed physician or medical authority provides medical oversight to ensure quality control.
- Persons responsible for using the AED are trained in CPR and in how to use the AED.

## EXTERNAL DEFIBRILLATORS LOCATIONS (Brown County Departments)

BUILDING	LOCATION OF AED	TYPE OF AED UNIT	CONTACT
Austin Straubel International Airport Terminal	On response vehicles -- Engine 1911, Engine 1912 and Support 1915	Units owned by Public Safety (3)	Sue Bertrand
Aging and Disability Resource Center	Room 143 Exercise Room – marked cabinet	Cardiac Science Survivalink 9200D	Holly Grose
Courthouse	Right of kiosk on first floor next to elevator	CS Powerheart G3 Plus + Survivalink 9200D	Paul Danielski
Golf Course Clubhouse	North wall above the bubbler in the hallway	Cardiac Science Survivalink 9200D	Scott Anthes
Golf Course Maintenance Building	Wall directly across from the main entrance	Cardiac Science Survivalink 9200D	Scott Anthes
Health Department	Wall mounted – Main office reception	Zoll AED Plus	Deborah Armbruster
Highway Department Duck Creek	Northeast corner of the lunch room	Cardiac Science Powerheart G3 Plus	Heather Rezek
Highway Department Greenleaf	South wall in the lunch room	Cardiac Science Powerheart G3 Plus	Heather Rezek
Highway Department Langes Corners	Southeast corner of the lunch room	Cardiac Science Powerheart G3 Plus	Heather Rezek
Highway Department New Franken	Southwest corner of the lunch room	Cardiac Science Powerheart G3 Plus	Heather Rezek
Sheriffs - Jail Division	Unit 1: Intake Med Room on top of counter; Unit 2: Watch Commanders Office above filing cabinet; Unit 3: Health Services Unit – main office hanging from a hook by the door	Cardiac Science Powerheart AED 3G	Heidi Michel
Sheriffs – Work Release Building	Unit 1: 1 <sup>st</sup> floor console above med cart, Unit 2: 2 <sup>nd</sup> floor in officer overhead cabinet, Unit 3: 3 <sup>rd</sup> floor on top of metal wire rack	Cardiac Science Powerheart AED 3G	Heidi Michel
Sheriff's - Patrol Division	Wall next to Investigative north entrance, front passenger floor of any squad	CS Powerheart G3 Plus + Survivalink 9200D	Chris Knurr
Library - Ashwaubenon	Next to the main doors across from the circulation desk	Cardiac Science Powerheart G3 Plus	Curt Beyler
Library - Central	West side of the Pine Street doors	Cardiac Science Powerheart G3 Plus	Curt Beyler
Library - Denmark	Outside of gym doors	Heart Start unit owned by school	Curt Beyler
Library - Kress	Next to the main doors across from the circulation desk	Cardiac Science Powerheart G3 Plus	Curt Beyler
Library - East	Behind the far end of circulation desk	Cardiac Science Powerheart G3 Plus	Curt Beyler
Library - Weyers Hilliard	Next to the main doors across from the circulation desk	Cardiac Science Powerheart G3 Plus	Curt Beyler
Library - Southwest	Behind the near end of the circulation desk	Cardiac Science Survivalink 9200D	Curt Beyler
Neville Public Museum	Right of entrance on first floor next to elevator	Cardiac Science Survivalink 9200D	Beth Lemke
Northern Building	First floor outside Cnty Clerk's office	Cardiac Science Powerheart G3 Plus	Paul Danielski
Parks Fairgrounds	Maintenance Shop – South staff entrance	Defibtech DDU - 100	Marv Hansen
Parks Pamperin Park	Maintenance Shop – East side of south entrance	Defibtech DDU - 100	Rick Ledvina
Port & Resource Recovery	West wall of main office first floor at the bottom of the steps	Cardiac Science Powerheart G3 Plus	Chad Doverspike
Sophie Beaumont	First floor next to elevator - Jefferson Street entrance	Cardiac Science Survivalink 9200D	Paul Danielski
Syble Hopp School	Unit 1: Outside main office near the front entrance; Unit 2: South wall of the new addition half way down the hall; Unit 3: Waterproof device near the pool office	All Phillips Heartstart	Ann Hanchek

Zoo	Unit 1: Adventure Park Base Camp Building; Unit 2: Mayan Food Court	Defibtech DDU - 100	Curt Hall
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## EMPLOYEE / VISITOR EVACUATIONS

### In Advance Each Staff Person Should

1. Understand the evacuation plan.
2. Know at least two ways out of the building from your workplace.
3. Recognize the sound of the evacuation alarm (same as the fire alarm).

### When you are told to evacuate:

1. Remain calm.
2. Immediately shut down all hazardous operations.
3. Quickly check your area for disabled or handicapped occupants and assist them if possible.
4. Proceed as quickly as possible, but in an orderly manner. Do not push or shove. Hold handrails when you are walking on stairs.
5. Do not attempt to save possessions at the risk of personal injury.
6. Do not use elevators. Elevators can become inoperative during a fire.
7. Touch doors prior to opening them. A hot door indicates fire on the opposite side and the door should not be opened.
8. Close all doors behind you. Closed doors can slow the spread of fire, smoke and water.
9. If you encounter smoke, drop to your hands and knees and crawl.
10. If clothing catches fire, stop, drop and roll. Attempting to run will fan flames and spread the fire.
11. If you are trapped in a room, close the door and cover the doorsill with a towel or anything to limit smoke infiltration. Move to the perimeter area and signal for help from a window.
12. Evacuate the building to a distance of at least 500 feet.
  - **Do not gather on any driveway or roads that might interfere with emergency services equipment or vehicles.**
13. Report immediately to the evacuation area. All personnel must be accounted for promptly. Assist your department leader in taking a head count. The names and last known location of the personnel and members of the public not accounted for should be determined and given to the department leader.
  - **Do not return to your work area until instructed to do so by your supervisor.**

### Assembly Area and Accountability

**Obtaining an accurate account of personnel after a site evacuation requires planning and practice.**

- Designated assembly areas where personnel should gather after evacuating.
- Take a head count after the evacuation. The names and last known locations of personnel not accounted for should be determined and given to Incident Commander. (Confusion in the assembly area can lead to unnecessary and dangerous search and rescue operations).
- Establish a method for accountability for non-employees such as visitors.

- Establish procedures for further evacuation in case the incident expands. This may consist of sending employees home by normal means or providing them with transportation to an off-site location.

## EVACUATION ROUTES

### EVACUATION LOCATION

- Courthouse Square Buildings (Courthouse, Law Enforcement Center, Northern Building, Sophie Beaumont) – WBAY building located east of the courthouse. Report to the auditorium.
- Aging and Disability Resource Center – South end of parking lot.
- Airport – Follow Airport specific procedures.
- Highway (Duck Creek Location) – South end of parking lot.
- Jail – Follow Jail specific procedures.
- Libraries – Employee parking area farthest from building.
- CTC – Follow departmental procedures for evacuating patients.
- Museum – Area northeast of water fountain.
- Shelter Care – Follow facility procedures.
- Syble Hopp – Follow facility procedures.
- U.W. Extension – Southeast corner of parking lot.

Note: Employees in rented office space should report to the farthest end of the employee parking area.

## EMERGENCY SHELTER AREAS

### Shelters

In some emergencies, the best means of protection is to take shelter either within the facility or away from the facility in a public building.

- Consider the conditions for taking shelter; tornado warning.
- Identify shelter space in the facility and in the community. Establish procedures for sending personnel to shelter.
- Determine needs of the emergency supplies such as water, food, and medical supplies.
- Coordinate plans with local authorities.

<b>Airport</b>		Report to Lower Level Interior Hallways
<b>County Health Department</b>		Report to Lower Level Interior Hallways
<b>Courthouse</b>	Lower Level	Report to Hallway and Break Room
	First Floor	Report to Court Room Branch A
	Second Floor	Report to Court Room 250
	Third Floor	Report to Court Room 350
<b>Hwy-Duck Creek Shop</b>		Report to locker hallway between office and shop. Stand against south wall in hallway.
<b>Jail</b>		Report to Lower Level Interior Hallways.
<b>Libraries</b>	Ashwaubenon	Report to Restroom or staff room
	Central	Report to LL Foyer, meeting rooms, staff Lounge
	Denmark	Report to basement
	DePere	Report to basement hallway or basement staff room

	East	Report to meeting rooms
	Howard	Report to Lower Level Hallway
	Pulaski	Report to restrooms
	Southwest	Report to Basement
	Wrightstown	Report to hallway near restroom
<b>Community Treatment Center</b>	BSV	Report to Nurses Station, Spa, BR and Dietary support
	NPC	Report to Med Rooms, Seclusion Rooms, Storage Rooms
<b>Museum</b>		Report to First Floor Interior Hallway
<b>Northern Building</b>		Report to Lower Level
<b>Shelter Care</b>		Report to Inner Hallway
<b>Sophie Beaumont Building</b>		Report to Lower Level
<b>University Extension</b>		Report to Interior Hallway
<b>Other</b>		Report to interior room or hallway on lowest level

## CHEMICAL SPILL

### **Guidelines**

1. Avoid all contact with chemical or hazardous materials.
2. Call (8) 9-1-1. Do not call the Haz-Mat unit directly. The fire department will determine if Haz-Mat should be called.
3. Determine severity of spill and locate Material Safety Data Sheets (MSDS) for chemical.
4. Alert co-workers.
5. If you notice a vapor cloud form, evacuate the area immediately. It may be necessary to utilize the fire alarm to evacuate the building. If evacuation is necessary due to a chemical spill, report to a location upwind from the building (the fumes will travel downwind and may harm employees gathered there).
6. Notify your supervisor of the extent and location of the spill.
7. Do what you can to contain the spill, but do not endanger yourself or others.
8. Do not attempt to clean the spilled chemical without understanding the Material Safety Data Sheets (MSDS) and obtaining the proper Personal Protective Equipment (PPE).
9. If chemical has contact with skin, immediately flush with water for at least 20 minutes and determine proper medical intervention.
10. If there is any possible danger, evacuate the area.



## **SHELTER-IN-PLACE**

**In the event of a hazardous chemical release occurring outside the building, the Fire Department may recommend that you “Shelter-in-Place”. Shelter-in-Place is a precaution intended to keep you safe while remaining inside the building. In some situations, it is safer to remain in the building than risk exposure by attempting to evacuate. With air-handling and ventilation systems shut down, the building should provide a good barrier against air-borne chemical contaminants. Shelter-in-Place is a short term precaution and should only last several hours or less.**

### **Emergency Response Officer / Team (ERT)**

Upon notification by the Fire Department that employees and visitors should Shelter-in-Place, the Emergency Response Officer / Team shall:

1. **Close** the building and bring **everyone inside**.
2. **Lock** outside doors, **close** windows and air vents.
3. **Turn off** fans, air conditioning, elevators and forced air heating systems.
4. Make an announcement over the public address system that employees / visitors in the basement take the stairs to the first floor and that all employees should report to an interior windowless room.

### **All Employees**

1. Remain calm.
2. If you are in the basement, go to the first floor. Most chemicals are heavier than air and will seek out low lying areas.
3. Do not use the elevators.
4. **Go into an interior room**, such as a break room or conference room, with as few windows as possible.
5. When inside, close the door. If possible **seal** all windows, doors and air vents.
6. Be prepared to **improvise** and use what you have on hand to **seal gaps** so that you create a barrier between yourself and any contamination.
7. Await further instructions from ERT or other emergency authorities.

## EXPLOSIONS

### **Guidelines**

#### **In the Event of an Explosion:**

1. Remain calm.
2. Call (8) 9-1-1.
3. Be prepared for additional explosions.
4. Crawl under a table or desk.
5. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, electrical equipment.
6. If evacuation is ordered, follow the employee evacuation procedure.
7. Do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.).
8. Open doors carefully. Watch for falling objects.
9. Do not use elevators. Elevators can become inoperable during a fire.
10. Do not use matches or lighters. The ignition source may cause additional explosions.
11. Avoid using telephones other than the initial (8) 9-1-1 call.

## **FIRE**

### **Emergency Evacuation Procedure**

Fire represents one of the greatest hazards a business can face. Natural causes such as lightning and spontaneous combustion or human factors resulting from human error; including lack of training, carelessness, or even premeditation might be the cause of a fire. Defects in machinery or electrical equipment, or improper handling of flammable materials might also start fires. Most fires can be contained if detected quickly and fire-suppression systems are immediately activated.

**Fires usually occur with little warning.** Fires may be discovered by smoke or heat detectors, or they may be observed and reported by employees.

### **All employees should understand the fire and evacuation procedures.**

1. Identify location of fire and start the alarm. When the **FIRE ALARM** sounds, all building occupants must begin to evacuate the facility **IMMEDIATELY** using proper evacuation routes.
2. **Call (8) 9-1-1 to report the fire and give accurate detail.**
3. If you are unable to put fire out with an extinguisher, evacuate all visitors and employees.
4. **Close the door before leaving the room.**
5. Proceed to the designated **EXIT** as quickly as possible. **WALK, DO NOT RUN - IF DESIGNATED EXIT IS BLOCKED, PROCEED TO ALTERNATE EXIT.**
6. Stay a minimum of 500 feet from the building. **DO NOT** congregate on any driveway or roads that might interfere with emergency services equipment or vehicles. **DO NOT** hamper the Fire Department's operations.
7. Take roll call to identify any missing person.
7. In case of inclement weather proceed to alternate building for shelter and/or first aid. **DO NOT ATTEMPT TO RE-ENTER UNTIL THE FIRE DEPARTMENT ALLOWS RE-ENTRY.**
8. The elevator should not be used in the event of an evacuation or fire drill.
9. Have an electrician cut off electrical power under direction of fire department.
10. **For people in wheelchairs**, several people must carry the individual down the exit stairs. This is usually only possible when the person is in a manual wheelchair, otherwise, he/she will probably have to be carried down separately from his/her chair. It is important to always **ASK** the disabled person how you can help **BEFORE** attempting any rescue technique. Proper lifting techniques (bending the knees, keeping the back straight, etc.) should be used to avoid injury to rescuers.

### **After Fire**

1. Leave the fire scene undisturbed pending investigation by the fire marshal's office.
2. Photograph any damage.
3. Restore fire protection.
4. Protect equipment against further damage from water and begin salvage operations.
5. Arrange for security at the fire scene.

### **If a Chemical Fire Occurs**

1. Alert co-workers.
2. Call (8) 9-1-1.
3. Pull fire alarm.
4. Evacuate area if you are unable to put out the fire with a fire extinguisher.
5. Follow the attached employee evacuation procedures.
6. All chemical spills / fires, no matter how small, need to be reported to Safety, Risk Management and Facility Management.

### **Fire Extinguisher Usage**

**In advance, each staff person should understand the fire and evacuation procedures:**

#### **If a fire occurs in your area:**

1. Alert co-workers.
2. Pull fire alarm.
3. Call (8) 9-1-1.
4. Evacuate the area if you are unable to put out the fire with a fire extinguisher. Follow employee evacuation procedures.

In advance, each staff person should: Become familiar with the location of fire extinguishers in their areas.

#### **If a fire extinguisher is used**

1. Ensure the extinguisher being used is proper for the type of fire encountered. Each extinguisher is labeled indicating the type of fire it is capable of extinguishing. Many extinguishers are multipurpose and can be used for more than one type of fire.
2. Follow the four-step process, known as the “PASS” procedure.
  - **Pull the pin.** This unlocks the control lever. **Tables may also be used.**
  - **Aim low.** Point nozzle or hose at base of fire.
  - **Squeeze the lever.** Starts discharge.
  - **Sweep from side to side.** Continue this motion until flames dissipate.
3. If the fire is not extinguished quickly, cease and evacuate immediately. **NOTE:** Use of portable fire extinguishers should only be considered when:
  - Notification measures have been completed.
  - Evacuation has been initiated by pulling the alarm.
  - The fire is confined to a small area and is not spreading quickly.
  - The person using the extinguisher has an unobstructed escape route which will not be blocked if fire grows.
  - The person is properly trained in the usage of portable fire extinguishers.

**All fires, no matter how small, must be reported to Safety at 448-4052, Risk Management at 448-6298, and Facility Management at 448-4057.**

## SEVERE WEATHER

Severe weather is an atmospheric disturbance manifested in strong winds accompanied by rain, snow, or other precipitation and often by thunder and lightning.

### Winter Storms

Winter storms take several forms. It is largely the least prepared for storm. Freezing rain, sleet, ice and heavy snow, blizzards or any combination of those listed can cover a local area or a whole state. It can vary in intensity as it moves along.

### Warning

The National Weather Service issues several types of winter storm warnings. These warnings often provide adequate time to prepare employees and their workplace. The main warnings are:

1. **Winter Storm Watch:** Alerts the public to the possibility of a blizzard, heavy snow, heavy freezing rain, or heavy sleet. Winter Storm Watches are usually issued 12 to 36 hours before the beginning of a Winter Storm.
2. **Winter Storm Warning:** Issued when hazardous winter weather in the form of heavy snow, heavy freezing rain, or heavy sleet is imminent or occurring. Winter Storm Warnings are usually issued 6 to 24 hours before the event is expected to begin.
3. **Winter Storm Outlook:** Issued prior to a Winter Storm Watch. The Outlook is given when forecasters believe winter storm conditions are possible and are usually issued 48-60 hours in advance of a winter storm.
4. **Blizzard Warning:** Issued for sustained or gusty winds of 35 mph or more, and falling or blowing snow creating visibilities at or below ¼ mile. These conditions could persist for at least three hours.
5. **Lake Effect Snow Advisory:** Issued when accumulation of lake effect snow will cause significant inconvenience.
6. **Lake Effect Snow Warning:** Issued when heavy lake effect snow is imminent or occurring.
7. **Wind Chill Advisory:** Issued when wind chill temperatures are expected to be a significant inconvenience to life with prolonged exposure and if caution is not exercised, could lead to life-threatening situations. Temperatures between 20 and 34 degrees below zero.
8. **Wind Chill Warning:** Issued when wind chill temperatures are expected to be hazardous to life within several minutes of exposure. Temperatures expected to be 34 degrees below zero or lower.
9. **Winter Weather Advisories:** Issued for accumulations of snow, freezing rain, freezing drizzle, and sleet, which will cause significant inconveniences and if caution is not exercised, could lead to life-threatening situations.
10. **Dense Fog Advisory:** Issued when fog reduces visibility to 1/8 mile or less over a widespread area.

11. **Snow Flurries:** Light snow falling for short durations. No accumulation but light dusting is all that is expected.
12. **Snow Showers:** Snow falling at varying intensities for brief periods of time. Some accumulation is possible.
13. **Snow Squalls:** Brief, intense snow showers accompanied by strong, gusty winds. Accumulation may be significant. Snow squalls are best known in the Great Lakes region.
14. **Blowing Snow:** Wind-driven snow that reduces visibility causing significant drifting. May also be snow that is falling and /or loose snow on the ground picked up by wind.
15. **Sleet:** Raindrops that freeze into ice pellets before reaching the ground. Sleet usually bounces when hitting a surface and does not stick to objects. However, it can accumulate like snow and cause hazardous conditions for motorists.
16. **Freezing Rain:** Rain that falls onto a surface with a temperature below freezing. This causes it to freeze to surfaces, such as trees, cars, and roads, forming a coating or glaze of ice. Even small accumulations of ice can cause significant hazardous conditions.

### **Preparation**

1. Ensure that employees are aware of cold weather safety rules and understand company policy for closing in adverse weather conditions.
2. Check all doors, windows and skylights to ensure that they are weatherproof.
3. Plan to remove snow accumulations from any roof that might collapse.
4. Check and test the heating system.
5. Check piping insulation and other structures to ensure they are protected against extreme cold.
6. Ensure that an adequate supply of fuel is on hand.
7. Plan for snow removal on the grounds.

### **During The Storm**

1. Close early and delay opening (as per county policy).
2. Maintain communications with employees who are on premises, with snowplow operators and with emergency crews.
3. Check all areas of the facility to ensure that sufficient heat is maintained to prevent the freezing of equipment or protective systems.

### **After The Storm**

1. Assess damage.
2. Clear snow from exterior valves, fire hydrants, and fire access routes.
3. Inspect interior sprinkler systems for cracks or leaks in piping.
4. Photograph the damage.

## **Closing Because of Weather Conditions Policy**

The decision to close because of weather rests with the County Executive or his / her designee.

### **Statement of General Principles**

Official closing during periods of severe weather will be announced over local radio stations and, when necessary, by division supervisors. The general, unwritten policy is to not close the county offices due to inclement weather. The county employees will exercise their own judgment on whether or not it is safe to attempt to make it in to the office. The employees who deem it is not safe will be required to use accrued time off.

### **Summer Storms**

When notification of severe summer weather conditions are received, local warning sirens will be sounded for a period 30 seconds to 2 minutes. The sirens are for outdoor warning only and may not penetrate buildings and homes.

Sirens are located throughout the county and are tested every Wednesday at noon.

A tornado is a wind spout spawned by a severe thunderstorm or a hurricane. It is a brief but violent storm with winds that may exceed 200 miles an hour. A tornado appears as a rotating funnel that extends toward the ground from a thundercloud. Its color ranges from gray to black. As it approaches, it may sound like an airplane or a locomotive.

**The National Weather Service issues severe weather warnings.** These warnings often provide enough time to seek shelter but not always sufficient time to prepare a facility against damage. The Weather Service uses the following terminology.

### **Severe Thunderstorm Watch**

Conditions are favorable for thunderstorms, frequent lightning, hail, and winds in excess of 58 miles per hour.

### **Severe Thunderstorm Warning**

This announces the existence of frequent lightning and/or damaging winds in excess of 58 miles per hour, ¾ inch hail and heavy rain.

## TORNADO

### **Weather definitions to know:**

#### **Tornado Watch**

A tornado WATCH means that the weather conditions are right for the development of tornadoes in designated area. If a tornado WATCH is broadcast by your local radio or television station, stay tuned for further advisories and be prepared to take cover.

If a **Tornado watch** is announced, you should listen to the radio or television for weather advisory information. (WNFL 1440 AM, WDUZ 1400 AM or 107.5 FM)

#### **Tornado Warning**

If a tornado WARNING is issued, it means that a tornado has actually been sighted in an area or is indicated by radar. WARNINGS are issued for individual counties and include the tornado's location, direction, and speed. A tornado usually develops from a severe thunderstorm. During such weather, be alert for violent winds, hail, heavy rain, frequent lightning, funnel-shaped clouds and roaring noise. Tornadoes are often hidden by rain or dust and can occur at night. Both tornado WATCHES and WARNINGS are issued by the National Weather Service through local radio and television stations. **When a tornado warning is issued for Green Bay and/or Brown County area, Brown County will activate the Countywide Outdoor Warning System.**

#### **What to Do Before and During Tornado**

If a tornado is sighted or if the National Weather Service issues a tornado warning, all employees should immediately move to shelter. When in doubt, take cover.

**The best protection is an underground area.** When this is unavailable, use interior hallways or interior rooms. In the shelter areas, employees should crouch down and cover their heads.

1. In the event personnel in offices with weather radios become aware of a tornado warning before the sirens sound those personnel should warn others and proceed to designated shelter area.
  - Do not use elevators.
  - Do not leave the building.
  - Escort the public to shelter areas. Assume the crouch and tuck position and stay away from windows and interior doors containing glass.
  - If available utilize the “Weather Emergency” box where radios and flashlights are located. A key is needed to access the box in some shelter areas.
2. In the event that you CANNOT make it to the shelter area, move to an interior hallway or room, staying away from all windows.
3. Employees and visitors who are in wheelchairs or handicapped and cannot use the stairways should be brought to an interior room/hallway without windows if possible.
4. Listen to the radio for an all-clear announcement before leaving the shelter area.

**If employees who work outdoors cannot reach an interior shelter, they should lie flat in the nearest ditch, ravine or culvert, with their hands covering their heads.**



## **After Tornado**

1. Conduct a roll call and check all damaged facilities for survivors.
2. Notify (8) 9-1-1 of injured or missing persons.
3. Look for safety hazards (gas leaks, downed power lines, electrical wire, etc.)
4. Assess the damage. Make temporary repairs and /or cover equipment with tarpaulins to prevent further damage. Begin salvage operations.

## **Shelter Areas**

**All employees should be familiar with storm shelter areas for their building.**

- During a tornado warning, all occupants should proceed to designated shelters.
- Do not take time closing windows or turning off lights.
- The last person leaving should close the door.
- Provisions, as needed, should be made for assistance to handicapped employees at the time of evacuation.
- Request the help of others if necessary to get the individual to a safe area.
- If time does not permit transit to prearranged or "safe" areas, steps must be taken to ensure the greatest degree of safety for the office or room.
- In most cases, the best protection would be offered by an inside wall as far away as possible from any doors, or windows.
- In the shelter area, employees may crawl under large pieces of furniture for protection against flying glass and falling objects.
- Everyone in the shelter area should "crouch and tuck" using arms to protect their heads.

## **FLOODING**

Most flooding is usually a gradual process and adequate warning can be provided. However, where thunderstorms, hurricanes, or dam failures cause flash flooding, little warning time is available. When possible the National Weather Service issues Flash Flood Warning to warn of an imminent deluge and to advise that precautions be taken immediately. Flash flood warnings are announced on radio and television or telephone alerts.

### **Preparing for Flood**

1. Remain calm.
2. If there are electrical cords, appliances or outlets near the leak or water, use extreme caution.
3. Secure the facility.
4. Notify Facility Management immediately.
5. Move office equipment, valuable instruments, and supplies to higher ground.
6. Move records to safety.
7. Assemble supplies for emergency crews.
8. Prepare sandbags, etc.
9. Locate all fire equipment.
10. Mark control valves so that their locations are visible above the floodwaters. If possible, carefully move small or light objects out of the emergency area.
11. Anchor storage tanks and extend vents above the anticipated high-water mark to prevent them from filling with water.
12. Protect gears and other sensitive areas of machinery with grease.
13. Shutdown operations and turn off utilities.
14. Evacuate employees except for an emergency crew.
15. Take only those steps needed to avoid or reduce immediate water damage.

### **During Flood**

1. Patrol the facility continually, watching for rising water inside the grounds and buildings.
2. Deploy sandbags as necessary.
3. Watch for structural damage.
4. Watch for causes of fire (electrical short circuits, flammable materials, flammable gas, etc).
5. Check sprinkler water pressures frequently and watch for loss of pressure.
6. Monitor temperatures inside building.

### **After Flood**

1. Assess damage: structural, mechanical and electrical.
2. Look for safety hazards such as downed power lines, exposed electrical wires, leaking gas, etc.
3. Look for impairments to fire-protection equipment.
4. Make temporary repairs to structures.
5. Photograph the damage.
6. Begin salvage operations (dry building and equipment, wash flood residues from walls and equipment with hoses and soapy water and disinfect floors).

7. Overhaul water-soaked equipment (clean, dry, oil bearings, blow out oil-lines and lubricating systems; and clean and dry electrical equipment). \

## **EARTHQUAKE**

In the event of an earthquake, building evacuation should not be immediate. Keep calm. Employees should move under a desk or table for cover and hold on to it until the shaking ends. Employees should keep away from windows, filing cabinets, bookcases, and other objects capable of tipping or falling over.

After the shaking stops, evacuation procedures should be followed to exit the building.

Caution: There is a possibility that the fire alarm system could be activated by an earthquake. If the alarm sounds during or immediately after an earthquake, **DO NOT EVACUATE** until directed to do so.

## WORKPLACE VIOLENCE

It is the policy of Brown County to promote a safe environment for its employees. The county is committed to working with its employees to maintain a work environment free from violence, threats of violence, harassment, intimidation and other disruptive behavior. While this kind of conduct is not pervasive at Brown County, no one is immune. Disruptive behavior at one time or another will affect everyone.

Violence, threats, harassment, intimidation and other disruptive behavior in our workplace will not be tolerated; that is; all reports of incidents will be taken seriously and will be dealt with appropriately. Such behavior can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm. Individuals who commit such acts may be removed from the premises and may be subject to disciplinary action, criminal penalties or both. Your cooperation is needed to implement this policy effectively and maintain a safe working environment. Do not ignore violent, threatening, harassing, intimidating or other disruptive behavior. If you observe or experience such behavior by anyone on county premises, whether he or she is an employee or not, report it immediately to a supervisor or manager.

**Threats or assaults that require immediate attention by law enforcement should be reported first to police at (8) 9-1-1.**

Brown County will support all efforts made by employees in dealing with violent, threatening, harassing, intimidating or other disruptive behavior in our workplace and will monitor whether this policy is being implemented effectively.

### **Preventing Workplace Violence**

- Pre-Employment Screening is the most effective in preventing potential problems. It is important for any prospective employee to complete an employment history and background form. It is also important to train all interviewers of prospective employees to be skilled and thorough in their questioning and observation techniques.
- Check all prior work references as completely as possible. Check all educational and personal references. Conduct a criminal history and driving records check. Conduct a financial and credit history check if applicable.

### **Possible risks in the workplace that must be addressed**

1. Anyone can become violent – don't be complacent – be watchful.
2. Someone having a sense of being treated unfairly, whether real or imagined.
3. Someone who has a history of violent behavior or behavior disorders.
4. Working alone in the office not during regular working hours.
5. Outside agencies/clients who have a history of violent behavior or behavior disorders.
6. Someone suspicious gets on an elevator.
7. Parking space security or lack thereof.
8. No restrictions for persons without a legitimate reason for being there.

9. Travel away from the office both in town and out of town.

## **ORIENTATION AND TRAINING PROGRAMS**

### **New Hires**

- The new employee must be made aware of all rules, regulations, and restrictions that apply to employment.
- The new employee should be advised of an initial employment period during which his or her job performance and suitability to the organization can be determined.

### **Initial Employment Period**

- Make all employees aware of the causes and effects of stress, how to identify stress factors and the methods for handling stress.
- Provide training and promote awareness in identifying workplace violence, dangerous trends, and significant threat potential.
- Provide training in effective communication.
- Provide training in effective conflict resolution.
- Promote awareness of employee assistance programs (EAP) or other counseling programs.

### **All employees:** Regardless of level of risk, all employees should be routinely trained:

- To recognize the potential for violence.
- To recognize that constant quarrels and aggressive and threatening behavior are forms of harassment that affect morale, productivity and the well-being of the employee.
- The policies and procedures set up by management to control violence or risk to employees. Specify the company's enforcement of a zero-tolerance policy.
- Train employees on awareness, avoidance, and response in robbery, rape, and assault.
- How and when to report threats and violent incidents; what responses will be made.
- The availability and proper use of security equipment and systems.
- The proper response by management and loss prevention to any emergency, violent act or hostage situation.
- Travel safety, parking lot safety, and money transport safety.
- Train employees to report anything they feel needs reporting, even if an actual threat has not taken place.

## DEALING WITH A DISRUPTIVE BEHAVIOR

At any given time or place any individual (known or unknown to you) can become disruptive, threatening, combative or violent without reason or warning. Factors like stress, hate, emotional imbalance, anger, conflicts or the influence of drugs or alcohol, can cause people to lose control. Persons in a position of authority or in a supervisory role can easily become the focus or target of an individual's aggression. Suggested responses as well as a general overview of personal safety responses are provided as guidelines for all employees.

### **Personal Safety Responses**

Threatening behavior is defined as making intimidating comments (oral and/or written) or disruptive behavior that is dangerous but does not involve physical contact. This includes making threats of a physical assault.

You must be prepared to react to any potential danger that may arise. Staff must be responsible for the knowledge and implementation of these "best practices".

1. Be aware of your surroundings. Recognize potential problems before they happen.
2. There is safety in numbers. Several people in an area may help deter or stop a potential problem before it occurs.
3. If a threat exists (real or perceived) take action in no particular order;
  - A. Watch for individual's body language (are the eyes fixated, staring, are the hands open, clenched...).
  - B. Place distance and objects between you and the individual.
  - C. Talk with the person (not at or above them) in a calm and controlling voice.
  - D. Move into a position to exit or escape. Be familiar with all existing emergency procedures.
  - E. Be prepared to yell, scream or protect yourself.
  - F. Call for help verbally or if phone is accessible, call police.
  - G. Remain calm and do not personally intervene.
  - H. Telephone (8) 9-1-1.
  - I. Be a good witness; gather offender's physical description, what occurred, etc. Don't be hesitant about reporting anything you feel needs reporting, even if an actual crime hasn't taken place.

### **Disruptive Behavior**

Disruptive behavior is defined as any action that causes discomfort or intimidates an employee and interrupts the work environment. Discomfort or intimidation would be defined as perceived by the recipient. It includes but is not limited to yelling, profanity, and verbal abuse. If you experience disruptive behavior in the work environment, follow these action steps:

1. Talk in a calm, controlling voice while creating distance between you and them.
2. Listen to what they are saying attentively. Confront appropriately and immediately.
3. Set boundaries and make your expectations clear, reasonable and enforceable.
4. Evaluate the situation and call for assistance if needed.
5. Ask the individual(s) to stop the disruptive behavior and respond accordingly.
6. If they do not stop, leave the area and assist anyone else in vacating the area.
7. If police need to be called, identify self, exact location and details of individual and incident.

**All verbal threats will be treated the same way as physical threats.**

**VIOLENT BEHAVIOR**

**Recognize a potentially violent incident when dealing with others**

Violent behavior is defined as a physical assault, throwing items, or the threat of a weapon. If a person becomes angry, irritable, irrational, verbally assaultive, or physically aggressive, follow the steps below:

**Intervention strategies should be monitored and adjusted when:**

1. New and unique strategies may be needed. Share information gathered through travel, contacts, courses/classes, etc. with coworkers.
2. A little common sense will go a long way in protecting. Trust your instinct. If you feel uncomfortable in a place or situation, leave. Remember that it is your safety that is at stake. Don't think it can't happen to you. Act before, not after, the incident.

**Things to do when dealing with a potentially violent person:**

1. Remain calm and assess the situation. Maintain attentive posture.
2. Be prepared to direct others while assessing the situation.
3. Be patient, empathetic and encourage the person to talk.
4. Ask questions. Find out specifics of problem. Acknowledge their feelings.
5. Focus your attention on the other person. Show you are interested in what they say.
6. Position yourself at a right angle rather than directly in front of the other person.
7. Don't pose in challenging stances or invade their space. Body language can escalate or de-escalate a situation.
8. Arrange yourself so that your exit is not blocked.
9. Ask for small, specific favors such as asking them to move to a quieter area.
10. Establish ground rules if unreasonable behavior persists.
11. Use delay tactics that will give the person time to calm down.
12. Be reassuring and point out choices. Accept criticism positively.
13. Ask for recommendations and repeat what you feel is being requested.
14. Have a neutral manager or third party in the room with you.
15. Never belittle or make the person feel foolish.
16. Don't reject all of their demands from the start.
17. Avoid any physical contact, finger pointing, or long periods of eye contact.
18. Don't make sudden moves that may seem threatening.
19. Don't challenge, threaten or dare the individual. Don't criticize or act impatient.
20. Don't attempt to bargain with a threatening individual.
21. Clearly communicate your intentions to all involved.
22. Don't try to make the situation seem less serious than it is.
23. Don't make false statements or promises you cannot keep.
24. Don't explain technical/complicated information when emotions are high.
25. Be aware of your own vulnerability at all times. Assess surroundings for an exit.
26. Escape when it is safe to do so.

27. Isolate the situation if necessary.
28. Call (8)9-1-1 if necessary.
29. Be prepared to protect yourself.
30. Be a good witness (observe physical description, statement made, etc).

### **Process after a violent incident:**

#### **After**

- Give yourself a break.
- Document the entire event thoroughly and in its entirety and with details.
- If it is not written down, it did not happen.

#### **Debrief**

- Include all involved.
- Mental and stress relief.
- Assess event and correct concerns.
- Contact police if needed.

### **If Shots Are Fired (action listed in order of priority)**

1. **Evacuate:** If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
  - Have an escape route and plan in mind.
  - Evacuate regardless of whether others agree to follow.
  - Leave your belongings behind.
  - Assist with evacuating clients, consumers, visitors, and volunteers only if shooter is not in the area.
  - Prevent individuals from entering an area where the active shooter may be.
  - Keep your hands visible.
  - Follow the instructions of any police officers.
  - Do not attempt to move wounded people.
  - Call (8) 9-1-1 when you are safe.
2. **Hide Out:** If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
  - Be out of the active shooters' view.
  - Lock door/doors to your room.
  - Blockade the door with heavy furniture.
  - Silence your cell phone and or pager.
  - Turn off any source of notice. (i.e., radios, televisions)
  - Hide behind large items.(i.e. Cabinets, desks)
  - Remain calm and quiet.
  - Dial (8) 9-1-1, if possible, to alert police to the active shooter's location.
  - If you cannot speak, leave the line open and allow the dispatcher to listen.



3. **Take Action Against the Active Shooter:** As a last resort, and only when your life is in imminent danger, attempt to disrupt and /or incapacitate the active shooter by:
  - Acting as aggressively as possible against him/her.
  - Improvise weapons and throw items.
  - Yelling and Screaming.
  - Committing to Your Actions.

### **LOCKDOWN**

1. Staff will lock exterior doors to lockdown the building.
2. Building supervisors will keep people from leaving a safe building in lockdown building.
3. All staff and employees in lockdown building are to
  - A. Lock all interior doors in their immediate area.
  - B. Turn off lights.
  - C. Hide behind or under desks.
  - D. Move to the farthest place in the room on the same side as the door.
  - E. Once door is locked, do not open the door for anyone.
  - F. Remain in the state of lockdown until police escort you out of the area.

### **Response to Physical and Verbal Threats**

The following is a general response to physical threats in the facility. This includes threats that come from outside as well as inside the facility. In every situation, the security manager and security staff members should evaluate the situation, and only address the situation when their safety is not compromised. If any person in the facility does not feel safe in the situation (8) 9-1-1 should be contacted.

- All physical threat should be taken as seriously as any other threat.
- Any physical threats directed toward staff and / or visitors should be documented.
- Staff members involved in the altercation should be separated. The incident should be investigated by appropriate staff personnel.
- If citizens or guests of the facility are involved in a physical disturbance or if threats have been made call (8) 9-1-1.

## **TERRORISM**

Terrorism, that is, the issuing of threats, the taking of hostages, or the detonation of a bomb, belongs in the realm of criminal activity. Unless physical damage has already occurred, dealing with a terrorism incident is outside the normal duties of emergency response teams.

**At first indication of a threat, contact local law enforcement officials at (8) 9-1-1.**

- Usually there is no warning before a threat is received.
- Although many threats turn out to be hoaxes, all threats must be treated seriously.

### **Preparation**

1. Prepare a telephone script and checklist for use when a threat is received. The aim is to keep the conversation going in order to gain information about the caller's gender, voice characteristics, speech mannerisms, vocabulary, accent, and personal manner, as well as any background noise.
2. Identify places where a bomb or an incendiary device could be hidden.
3. Train employees to report, but not touch or move, any suspicious package.
4. Develop an emergency evacuation plan and procedures for a roll call at the assembly point.
5. Develop a policy for dealing with the media.

### **During a Terrorist Incident**

1. Call (8) 9-1-1
2. Evacuate non-essential personnel from the area affected; evacuate route may need to be changed depending on the location of the threat.
3. Call the roll of employees and visitors; report missing persons to police and fire departments.
4. Place emergency response teams on stand-by.
5. Do not make any unnecessary comments to the media.
6. Send a representative to be a resource for the Incident Commander.

### **If Hostages Are Taken**

1. Allow local law enforcement officials to direct the response.
2. Establish communications with employees to control rumors.

### **After A Terrorist Incident**

1. Check the facility for safety before resuming operations.
2. Maintain employee communications.
3. Conduct media communications according to your policy.

## **CHEMICAL AND BIOLOGICAL THREATS**

### **Identifying Suspicious Parcels or Packages**

#### **Identifying Suspicious Packages and Envelopes**

**Some characteristics of suspicious packages and envelopes include the following:**

#### **Inappropriate or Unusual Labeling**

1. Excessive packaging
2. Handwritten or poorly typed addresses
3. Misspellings of common words
4. Strange return address or no return address
5. Incorrect titles or title without a name
6. Not addressed to a specific person
7. Marked with restrictions, such as “Personal”, “Confidential”, or “Do not x-ray”
8. Marked with any threatening language
9. Postmarked from a city or state that does not match return address

#### **Appearance**

1. Powdery substance felt through or appearing on the package or envelope
2. Oily stains, discolorations, or odor
3. Lopsided or uneven envelope
4. Excessive packaging material such as masking tape, string, etc.

#### **Other Suspicious signs**

1. Excessive weight
2. Ticking sound
3. Protruding wires or aluminum foil

**If package or envelope appears suspicious, DO NOT OPEN IT.**

#### **Handling Suspicious Letter or Package**

1. Remain calm.
2. Do not shake or empty the contents of any suspicious envelope or package. Do not try to clean up powders or fluids. Cover the spilled contents with anything available.
3. Do not carry the package or envelope, show it to others or allow others to examine it.
4. Put the package or envelope down on a stable surface; do not sniff, touch, taste or look closely at it or any contents that may have spilled.

5. LEAVE the room and close the door. Take actions to prevent others from entering the area. If possible, shut off the ventilation system.
6. WASH YOUR HANDS WITH SOAP AND WATER TO PREVENT SPREADING OF POWDER TO YOUR FACE OR SKIN. Continue to refrain from touching your hands, face, mouth, or eating and drinking until you are cleared by emergency response crews.
7. Shield Yourself From Object
8. Notify your supervisor. Do not discuss the threat with other staff members.
9. Call (8)9-1-1

**In addition, its preservation is important as evidence for law enforcement. Write down everything you can remember about receiving the letter or parcel, or finding the object. Police interviewers will need this information.**

**When calling the police department, let them know what building you are in, including the floor and office area location.**

If possible, create a list of persons who were in the room or area when this suspicious letter or package was recognized and a list of persons who also may have handled the package or letter. Give this list to both the local public health authorities and law enforcement officials.

**Do not try to contact the Haz-Mat team as the Police Department will do this.**

### **Room Contamination from Ventilation System**

1. Turn off local exhaust fans or ventilation units in the area.
2. LEAVE the area immediately.
3. CLOSE the door, or section off the area to prevent others from entering.
4. Call Facilities @ 448-4057 after Hours @ 556-1162.

**If you have concerns about a letter or package, call (8) 9-1-1 and then follow these instructions.**

## **BOMB THREAT**

### **Instructions to Employees**

It is possible that any staff member might someday receive a threatening phone call, letter or suspicious parcel in the mail, or discover a suspicious object on the premises.

### **If a telephone call is received concerning a bomb threat**

1. Remain calm.
2. While still on the telephone with the caller, alert someone else to notify a supervisor.
3. If possible, silently have another person call (8) 9-1-1 while still on the line.
4. Record the call if possible by following these instructions:
  - Press the “**more**” softkey on your Cisco IP Phone
  - Press the “**Confrn**” softkey
  - Dial **2550** on the keypad
  - Press the “**Confrn**” softkey again
5. **DO NOT USE CELL PHONES.**
6. Keep the caller on the line as long as possible. Listen carefully.
7. Ask the caller to repeat the message. Record every word spoken by the person.
8. Write down the caller ID number if possible.
9. If the caller does not indicate the location of the bomb or the time of possible detonation, ask the caller for this information.
10. Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.
11. Pay particular attention to peculiar background noises such as motors running, background music, and any other noise which may give a clue as to where the call is being made from.
12. Listen closely to the voice (male/female), voice quality (calm/excited), accents, and speech impediments.
13. Immediately dial (8) 9-1-1. Local law enforcement will then be able to track and identify where the call originated.
14. Report this information immediately to your supervisor. The police will want to talk first-hand with the person who received the call. Make yourself available when police arrive.
15. Fill out the Bomb Threat Call Checklist and give complete form to law enforcement investigating the incident.
16. Do not discuss the threat with other staff.

If evacuation is ordered, follow the employee evacuation procedure in this booklet.

**DO NOT DISCUSS THIS WITH ANYONE ELSE!**

**BOMB THREAT CALL CHECKLIST**

**Date:** \_\_\_\_\_ **Exact Time of Call:** \_\_\_\_\_ **Exact Time Hung Up**\_\_\_\_\_ **Line#**\_\_\_\_\_

**Length of Call:** \_\_\_\_\_ **Your Name:** \_\_\_\_\_ **Your Position:** \_\_\_\_\_

**How reported** \_\_\_\_\_ **Remarks:** \_\_\_\_\_

**Questions to ask:**

1. When is it going to explode?

\_\_\_\_\_

2. Where is the bomb right now?

\_\_\_\_\_

3. What kind of bomb is it?

\_\_\_\_\_

4. What does it look like?

\_\_\_\_\_

5. What will cause the bomb to explode?

\_\_\_\_\_

6. Why are you doing this?

\_\_\_\_\_

7. Where are you calling from?

\_\_\_\_\_

8. Your name please:

\_\_\_\_\_

9. What is your address?

\_\_\_\_\_

**Voice on phone:**

Male \_\_\_ Female\_\_\_ Adult\_\_\_ Child\_\_\_ Approx. age\_\_\_ Tone of voice\_\_\_ Calm\_\_\_ Soft\_\_\_

Whispered\_\_\_ Excited\_\_\_ Rapid\_\_\_ Normal\_\_\_ Clearing throat\_\_\_ Stutter\_\_\_ Rasp\_\_\_

Cracking Voice\_\_\_ Slurred\_\_\_ Ragged\_\_\_ Intoxicated\_\_\_ Accent\_\_\_ Disguised\_\_\_

Speech Impediment\_\_\_ Deep Breathing\_\_\_ Laughter\_\_\_ Nasal\_\_\_ Loud\_\_\_ Lipid\_\_\_

Slow\_\_\_ Crying\_\_\_ Deep\_\_\_ Foul\_\_\_ Well Spoken\_\_\_ Taped\_\_\_ Incoherent\_\_\_

Irrational\_\_\_ Message Read\_\_\_ Prepared\_\_\_ Other \_\_\_\_\_

Is voice familiar? \_\_\_\_\_ If so, who: \_\_\_\_\_

**Background Sounds:**

Music\_\_\_ Typing\_\_\_ Airplanes\_\_\_ Silence\_\_\_ Street Noises\_\_\_ Voices\_\_\_

Animal Noises\_\_\_ Children\_\_\_ Machine Noise\_\_\_ Long Distance\_\_\_ PA System\_\_\_

Music\_\_\_ Motor\_\_\_ Local\_\_\_ Factory\_\_\_ Static\_\_\_ House Noises\_\_\_ Office

Noises\_\_\_ Cellular\_\_\_ Familiar Noises\_\_\_ **Date this form was Completed:** \_\_\_\_\_

**By Whom:** \_\_\_\_\_ **Position:** \_\_\_\_\_ **Contact:#** \_\_\_\_\_

**Available:** \_\_\_\_\_

## **SABOTAGE**

Acts of sabotage can cause significant damage ranging from minor interruptions in business operations to complete destruction of facilities. Preventing sabotage, acts of terrorism, and civil disturbances is primarily the responsibility of security personnel. However once an act of sabotage has occurred, emergency operations and disaster recovery staff may be required to evacuate employees, cope with the damage and restore operations.

**Usually there is no warning.**

### **Take Measures to Secure Against**

1. Be aware of strange persons or situations and report if necessary.
2. Firewalls installed in computer systems to protect vital information are critical.

### **After Sabotage Has Occurred**

1. Call police and/ or fire department.
2. Take roll call of employees and visitors. Report anything out of sorts to responsible personnel.
3. Do not disturb site of sabotage.
4. Check facility for safety before resuming operations.
5. Maintain employee communications.
6. Conduct media communications according to policy.

## **OTHER CATASTROPHIES**

### **Transportation Emergency**

Businesses located near transportation arteries such as highways, railways, pipelines, navigable waters, or busy roadways are exposed to transportation accidents. Accidents may also happen along air flight paths.

Transportation accidents usually represent an external threat to a business. An accident may cause fires, explosion, or release of hazardous materials near the business. A transportation emergency can last for days.

Usually there is no warning. Weather conditions can make some accidents more likely.

### **Preparation**

Develop an emergency evacuation plan and procedures for a roll call at an assembly point.

Develop emergency shutdown procedures.

Establish contacts with officials of nearby transportation facilities (airport, railway, pipeline).

### **During a Transportation Emergency**

1. Notify(8) 9-1-1
2. If your facility is threatened, shut down operations and evacuate personnel.

### **After a Transportation Emergency**

1. Conduct a roll call of employees and visitors; report any missing persons to the fire department.
2. Inspect your facility for damage.
3. Secure the site.
4. Photograph any damage.
5. Begin salvage operations.

### **Hazardous Material Spills**

Chemical accidents of disaster magnitude could include such things as tank truck or railway accidents involving large quantities of toxic fumes and gases.

1. Call (8)9-1-1. Notify emergency personnel of situation.
2. Determine the need to evacuate the building using fire drill procedures. In some cases, staying in the building (shelter in place) may be more appropriate. Shut down ventilation systems.
3. If leaving building, stay up wind of fumes.
4. If someone comes in contact with a chemical, remove the contaminated clothing and flush the area with cold water for 20 minutes.
5. Employees, visitors and guests should not return to buildings until officials deem the area safe.

### **Explosions**

**In the event of an explosion in a building, follow the following procedure:**

1. Call (8)9-1-1. Notify emergency personnel of situation.
2. Sound fire alarm to evacuate buildings.
3. Provide medical assistance to anyone that may be injured, to the best of your abilities. Do not stay in building or re-enter if it is unsafe to help. Let emergency personnel do the first aid, if conditions are not safe.



4. Do not re-enter buildings until final clearance has been given.

### **Plane Crash**

**If an aircraft falls near the buildings, follow these procedures:**

1. Call (8)9-1-1. Notify emergency personnel of situation.
2. Evacuate buildings, if necessary, by using fire drill procedure.
3. Stay a safe distance and stay upwind in case of an explosion.

### **Elevator Emergency**

1. Remain calm.
2. Do not force the elevator door open.
3. Open telephone panel located on the wall in the elevator. Some elevators have a push button to call for emergencies.
4. Utilize the phone to reach (8) 9-1-1. Indicate the building and elevator in which you are located. The push button equipped elevators will automatically dial (8) 9-1-1.
5. (8) 9-1-1 will obtain assistance.
6. If a telephone is not available, push the emergency alarm button. A staff member will call 911 upon hearing the alarm.

### **Power Outage**

1. Remain calm.
2. Provide assistance to visitors and staff in your immediate area.
3. If you are in an unlighted area, proceed cautiously to an area that has emergency lights.
4. Follow the instructions of your supervisor.

**If you are in an elevator**, stay calm. Do not force the doors to open. Utilize the phone or the emergency call device to reach 9-1-1. Indicate the building and elevator in which you are located. If a telephone is not available, push the emergency alarm button. A staff member will call (8) 9-1-1 upon hearing the alarm.

### **Technological Emergencies**

#### **Planning considerations**

- Identify all critical operations including:
- Utilities including electrical power, gas, water, hydraulics, compressed air, municipal and internal sewer systems, wastewater treatment services, etc.
- Security and alarm systems, elevators, lighting, life support systems, heating, ventilation and air conditioning systems, electrical distribution systems, etc.
- Manufacturing equipment and pollution control equipment.
- Communication systems, both data and voice computer networks.
- Transportation systems including air, highway, railroad and waterway.
- Determine the impact of service interruption.
- Ensure that key safety and maintenance personnel are thoroughly familiar with all building systems.
- Establish procedures for restoring systems. Determine need for backup systems.
- Establish preventive maintenance schedules for all systems and equipment.

## SAFETY TIPS WHEN TRAVELING FOR YOUR WORKPLACE

### Street Safety

It is easy to forget certain basic safety measures with the excitement of traveling. It is important to remember those basic rules you were always taught, like "be careful talking to strangers" or "don't get into cars with people you don't know". Here are a few general tips to keep in mind while traveling.

1. **Avoid all civil disturbances.** If you are in your hotel, stay there!
2. **Use a dummy wallet.** Carry an old wallet with \$20 or less in small denominations. If you are robbed, turn over your dummy wallet immediately. Keep the rest of your money stashed in a money belt, sock wallet, or in other pockets. Remember that your life is more important than a watch or \$100. Never flash money or other tempting targets like expensive jewelry in an area where someone can see it.
3. **Walking:** Look around, stay aware and take notice if someone seems too interested in you. Stay alert while in public -- always be aware and conscious of what or who is around. Walk with confidence and don't send out unconscious signals of vulnerability.
4. **Don't walk alone.** If possible, walk with someone -- a spouse, friend, group, etc.
5. **Always walk as if you know what you are doing and have a purpose.**  
Even if you are lost, look like you know what you are doing. Do not walk aimlessly, pointing and talking loudly. Blend in with your surroundings as much as possible. Your body language says a lot about you. If you are unaware of what's going on around you or look confused, you are a soft target and become easy prey.
6. **Walk facing traffic** to make it harder for kidnappers to grab you. It is easier for kidnappers to snatch you from a car coming from behind. If you are overwhelmed and cannot run or resist; simply lie down on the ground. Make them carry you!
7. **Follow your instincts.** Intuition may be the best guide in many situations.
8. **Beware of scam artists** posing as undercover policemen who ask to see your money to determine if it is counterfeit.
9. **Do not discuss travel plans with strangers but only on a need-to-know basis.**
10. If you order a canned or bottled liquid, **make sure it is unopened. Refuse it if it is open.**
11. When you are in a restaurant, **sit away from windows facing the street.** Try to sit where you are facing a door to **observe who enters. Plan an escape route** in an emergency.
12. **Carry a business card from your hotel.**
13. If a **local (especially a taxi driver)** gives you a warning, **heed that warning.**
14. **Evaluate information.** For example, a local resident may say that a certain place is safe and it might be perfectly safe for locals. Is it safe for you though? It is wise to crosscheck information with other people and sources.
15. **Be suspicious of an unexpected event** that happens in your vicinity. View it as potentially dangerous, until you prove it otherwise.
16. **Be discreet with your maps.** It advertises that you are a tourist.
17. ATM's are becoming more available worldwide. It is best to **use them during daylight** hours with many people around.

## **Elevator Safety**

1. Before entering an elevator, look at the persons inside the elevator. Respond to instinct, intuition or gut reactions. Don't get on an elevator with someone who makes you feel uneasy.
2. Stand near the controls. If threatened, sound the alarm and hit as many floor buttons as possible. Get off on the next floor if floor is occupied.
3. If you suspect trouble or are attacked, push the alarm button and as many floor buttons as possible so that the elevator will halt quickly, probably at the next floor.
4. If other passengers get off, leaving you with a person(s) who make you feel uneasy, get off with other passengers and wait for the next elevator.
5. Allow other passengers to push the buttons for their floors first.

### **What to do in an emergency:**

1. Remain calm.
2. Do not force the elevator open.
3. Open telephone panel door located on the wall in the elevator. Some elevators have a push button to call for emergencies.
4. Utilize the phone to reach (8) 9-1-1. Indicate the building and elevator in which you are located. The push button equipped elevators will automatically dial 9-1-1.
5. 9-1-1 will obtain assistance.
6. If a telephone is not available, push the emergency alarm button. A staff member will call 9-1-1 upon hearing the alarm.

## **Car Safety**

To avoid finding yourself in the vulnerable position of being stranded, make sure your car is in tip-top shape before you set out. Once your journey begins, keep this advice in mind:

1. Plan your route of travel in advance, particularly when traveling to unfamiliar areas.
2. Never leave luggage, video cameras, cameras, phones or computer equipment visible in your car. Lock them in the trunk or preferably, keep them with you.
3. Carry an emergency roadside kit containing flares, flashlight, first aid kit, blanket, etc. Cellular phones offer great safety advantages too.
4. Don't drive in deserted areas at night and avoid poorly lit areas.
5. Keep your car windows closed and doors locked whenever possible. Leave ample room between your car and the car in front of you.
6. Don't stop and offer assistance at accidents or assist disabled motorists. Criminals may stage them. Instead, drive to the nearest phone. Call the police and give the location of the accident.
7. Always look in the back seat before you enter the car.
8. Fill the tank. Make sure there's enough gas to get you where you're going and back.
9. Keep your car in good running condition.
10. Police use flashing red and blue lights. Do not pull over and stop for any vehicles using another color flashing light; instead, proceed to a public location or the nearest police station.
11. If another vehicle bumps your car from behind do not stop. Go to a well-lit service station or the nearest police station.
12. If someone attempts to take your car by force, let him or her. Possessions can be replaced, you can't. Report the incident to the police immediately.
13. Be suspicious of anyone approaching your vehicle. Be ready to drive away.

14. If struck from behind or a suspicious way, stay in your vehicle until law enforcement arrives.
15. If you think you are being followed, drive to a location with lots of lights and people around; if possible, the nearest police station. Do not drive straight home.
16. If your car breaks down, activate the emergency flashers. If anyone stops, ask to phone help.
17. Park in well lit areas. Lock your doors, roll up windows. A well-lighted parking lot with a good line of sight from the building is a deterrent.
18. Approach your car with keys in hand. Before entering the car, look inside.
19. Don't mark your key chain with your name, address or license number.
20. If possible, carry a cellular phone.

### **Rest Area Safety**

1. Motorist should be observant when they enter a rest area. If they feel uncomfortable with the situation, they should not stop but proceed to the next rest area or city.
2. If possible, pick a busy rest area occupied with several vehicles and people. Avoid exiting your vehicle if only one vehicle is present or if something or someone looks suspicious.
3. Don't park next to a van's sliding door.
4. Make sure the rest area is well lit before exiting your vehicle at night.
5. Keep your purse and other valuables out of sight, preferably in the trunk.
6. Return to the vehicle with keys in hand. Do a quick scan of your vehicle's interior before unlocking your door.

### **Motel Safety**

#### **Guidebooks offer advice on cleanliness / reliability of hotels and what areas of a city to avoid.**

1. **Checking In.** When checking in, you should use only provide your first initial and last name. Make sure the hotel clerk does not announce your room number; if this happens, quietly request a new room.
2. **Fire Safety.** Be sure to acquaint yourself with the fire escape routes posted on the back of the entry door. Look for the location of the closest exit and a secondary one should the primary exit be blocked.
3. **Inside Your Guest Room.** Use all locks and chains on doors and windows while in the room. Never open the door to a stranger — always look out the peephole before opening the door. If you do not recognize the person or if there is no peephole, call the front desk and ask one of the clerks to come to your room and identify the person.
4. **Safeguarding Your Key.** Know where your room key is at all times. If you leave during an emergency take the key with you; if the exits are impassable, or if it's a false alarm, you will need it to get back into your room. Never leave your room key or card unattended; if you visit the pool or fitness center, leave your key with a clerk at the front desk.
5. **Away From Your Guest Room.** Lock all luggage that you leave unattended in the room, and put anything of value in the hotel's safe — be sure to ask for a receipt for goods turned over. While you're out, leave on some lights, the television, and/or the radio. Leave your car in the parking lot as close to the hotel as possible, particularly if the parking lot is not well lit.

## **MEDIA PROCEDURES**

### **Media Inquiries**

**Please direct all requests for information from the news media to Current Director of Media Procedures—Brian Lueth 920-448-4008.**

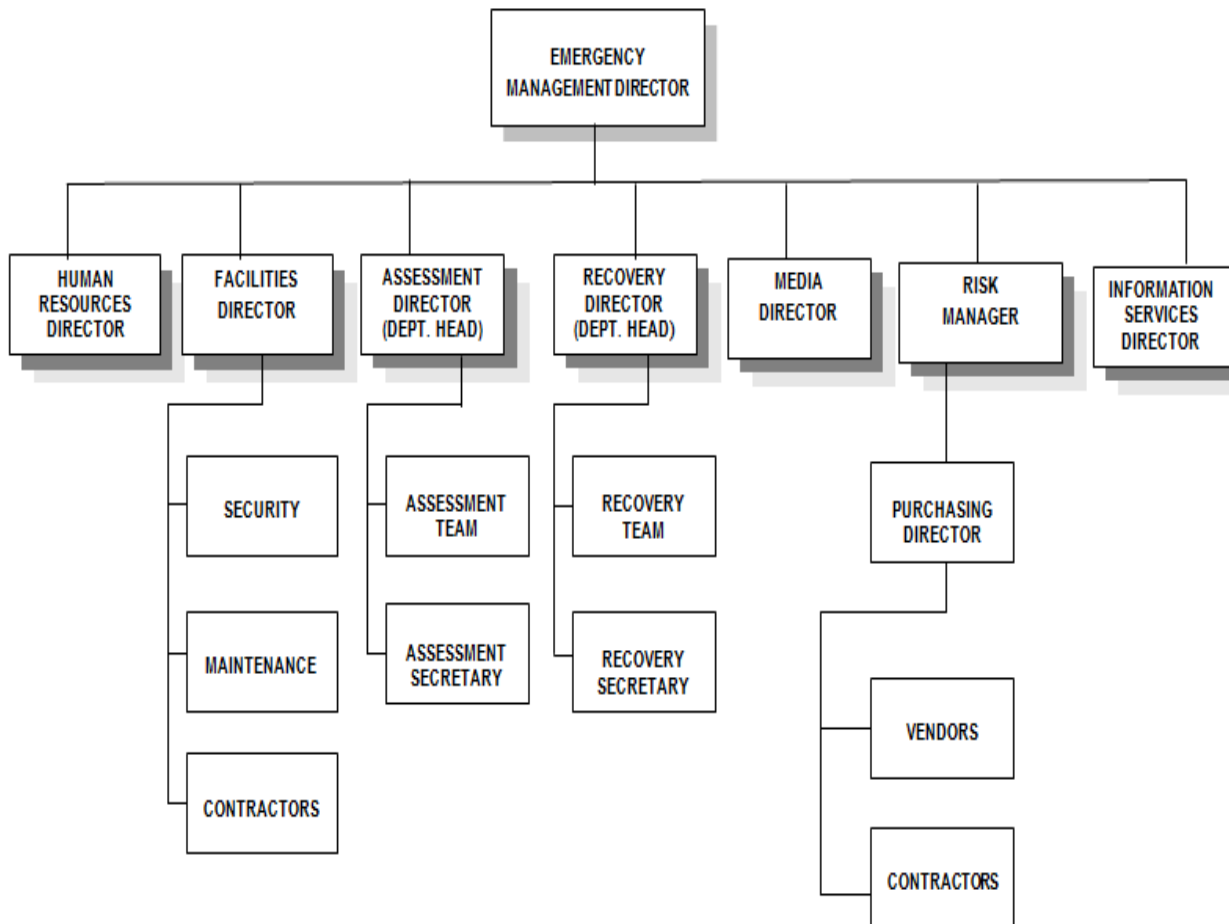
### **Media Relations**

In an emergency, the media are the most important link to the public. Try to develop and maintain positive relations with media outlets in your area. Determine their particular needs and interests.

1. Explain your plan for protecting personnel and preventing emergencies.
2. Determine how you would communicate important public information through the media in an emergency.
  - Designate a trained spokesperson and an alternate spokesperson.
  - Set up a media briefing area.
  - Establish security procedures.
  - Establish procedures for ensuring that information is complete, accurate and approved for public release.
  - Determine an appropriate and useful way of communicating technical information.
  - Prepare background information about the facility.

**APPENDIX A: CRISIS MANAGEMENT TEAM STRUCTURE AND RESPONSIBILITIES**

**TABLE OF ORGANIZATION**  
**EMERGENCY MANAGEMENT TEAM**  
**ORGANIZATION CHART**



NOTE: THE ASSESSMENT DIRECTOR & THE RECOVERY DIRECTOR ARE THE DEPARTMENT HEAD OR HIS/HER DESIGNEE

## **BUILDING/ FACILITIES MANAGER RESPONSIBILITIES**

The Building Manager is responsible to see that the building is safe, damage to the building evaluated, and measures formulated and implemented to remedy or correct problems. The Building Manager works closely with the Assessment Director and Assessment Team Leader(s).

### **Upon Notification of a Problem**

1. Establish that no threat exists to personnel safety.
2. Secure the affected area and/or building.
3. Alert Assessment Director.

Once it is safe to do so, the Building Manager will notify the appropriate Assessment Director and accompany in an initial inspection of the facility. They will establish what parts of the building are affected and who needs to be notified for corrective measures.

The Building Manager is responsible for seeing that priorities are established for facility repairs. Assessing the physical condition of the building and establishing priorities for repairs may be simple or may be involved and require the assistance of outside experts or resources. The Building Manger will ensure that any outside expertise required is brought in or made available for facility inspection and repair prioritization.

Once priorities for repairs are established, the Building Manager will work with Purchasing and contact vendors to see that the necessary repairs are begun as soon as practical. The progress of repairs will be monitored to ensure personnel safety and to prevent further damage.

In cases of minor damage due to fire, water, mold or mildew the Building Manager may be the first person contacted by an individual discovering a problem. The Building Manager will conduct an initial inspection of the facility and appropriate staff will be notified. In the event that personnel need to be relocated to another facility to resume operations, the Building Manager will work with Facilities Management to determine alternate work locations. It is important to identify in advance a specific building or buildings that can be utilized.

### **Things to Consider Include**

- Sufficient square footage
- Voice/data communications
- Security
- Fire protection
- Environmental controls
- Storage space
- Chemical storage area
- Receiving capability
- Parking
- ADA compliance
- Needs of the employees

## **EMERGENCY MANAGEMENT PLAN COORDINATOR RESPONSIBILITIES**

It is the responsibility of the Emergency Management Plan Coordinator for the command and control of all aspects of the emergency. Emergency Management Plan Coordinator will be responsible for the management of the Emergency Management Team including tactical planning and execution of the Emergency Management Plan.

### **Before**

- Review and approve emergency management plans.
- Assign responsibility for plan maintenance.
- Identify and notify key players of Emergency Management Team for the emergency and recovery.

### **During**

- Determine where Emergency Operations Center is best located during the emergency.
- Direct and ensure the Emergency Management Team has taken charge of the situation.
- Evaluate hazards to personnel on-site and to persons in the immediate vicinity.
- Declare a state of emergency on the advice of the Emergency Management Team.
- Authorize the evacuation of the facilities as necessary.
- Advise the County Executive about Emergency Declaration, evacuation, resources, etc.
- Identify critical priorities.
- Direct the shutdown of operations.
- Request outside assistance when needed (fire department, medical services, etc).
- Report on the status of the emergency to the County Executive.
- Maintain contact with civil authorities about the status of the emergency.

### **After**

- Oversee the Emergency Management Team's business recovery operations.
- Direct the allocation of recovery sites(s) and workspace.
- Review the progress of the recovery and future priorities with the County Executive.
- Request the County Executive's assistance when needed.

**Each department will have available a set of blueprints in defined area for first responders or any other emergency personnel.**



## **Warning**

- Establish a system for warning personnel of an emergency. The system should be:
  - Audible or within view by all people in the facility.
  - Have an auxiliary power supply.
  - Have a distinct and recognizable sound.
  - Include appropriate warning methods for persons with disabilities. For instance, a flashing strobe light can be used to warn hearing-impaired people.
  - Familiarize personnel with procedures for responding when the warning system is activated.
  - Establish procedures for warning visitors who may not be familiar with the facility's warning system.

## **Test Alert System at Least Yearly and as Needed Basis**

- Evacuation Routes and Exits:
  - Designate primary and secondary evacuation routes and exits.
  - Have exits clearly marked and well-lit. Post signs.
  - Install emergency lighting in case a power outage occurs during an evacuation.
  - Ensure that evacuation routes and emergency exits are:
    - Wide enough to accommodate the number of evacuating personnel.
    - Clear and unobstructed at all times.
    - Don't present additional hazards to evacuating personnel.
    - Evaluated by someone not in your organization.

## **HUMAN RESOURCES DIRECTOR RESPONSIBILITIES**

It is the Human Resources Director's responsibility to communicate with employees and their families to keep them informed and to minimize psychological after-effects of the disaster. The Human Resources Director should be prepared to keep staff informed of the status of the emergency and effects to their job. Persons may need to be relocated or work other hours as a result.

### **Before**

- Assemble information about work sites number of employees, including names, titles.
- Assemble information about the employees, including home and emergency contact number.
- Develop methods of communication.
- Investigate loud or inappropriate language between staff, visitors.
- Be proactive in prevention by including references to personal safety and other safety-related issues in informational documents such as employee handbooks.
- Follow procedures for alerting/alarming authorities.
- If a crime occurs, any type of weapon presented, or situation escalates, phone the police immediately. The quicker an investigation is initiated the better the chances of arrest.
- Provide intensive loss-prevention specific training for security officers and members of the threat assessment team in identifying, responding to and investigating violent incidents.

### **During**

- Warn personnel of the emergency and announce the decision to shut down operations.
- Notify rescue personnel of injured or missing persons.
- Register all persons entering or leaving the site.
- Give employees daily information of disaster and progress of recovery efforts.
- If relocation is necessary, notify affected personnel and maintain records of where the staff has been relocated.

### **After**

- Notify families if employees are unable to return home when expected or are injured.
- Communicate to employees any changes in services hours, locations and procedures.
- Communicate to employees the progress of the recovery operations.
- Provide employee-support services to alleviate the psychological after-effects of the disaster.

## Guidelines

Consider the following when making staffing decisions:

What happens to staff when their place of employment is destroyed?

- Lay-off
- Relocation

“Can personnel work out of their job description during an emergency?”

All of the county job descriptions have the phrase “**other duties as assigned**”. This would apply as long as the duties the individual is required to perform meet the physical demands of the employee’s position (i.e. if a position requires lifting 20 lbs. and the duties which need to be performed require heavy lifting, the employee would have the right to say no). **Each job description must be assessed individually by administration to determine whether an individual is able to work outside of their job description.**

If employees are asked to help in the clean-up process, will they be reimbursed their normal wage?

**Yes**, employees would be reimbursed at their normal wage rate.

Can employees work overtime?

**Yes.** Fair Labor Standards Act requires individual to be paid overtime after 40 hours per week. In a crisis situation, Brown County must comply with their relevant contract language as budget allows. However, **Administration will assess at the time and dependant on the budget and situation if employees are able to work overtime and in what role.**

Are there state laws permitting length of time worked?

State Statutes requires use of methods and processes reasonably adequate to render employment and places of employment safe.

## Continuity of Management

You can assume that not every key person will be readily available or physically at the facility after an emergency. Ensure that recovery decisions can be made without undue delay. Consult your legal department regarding laws and corporate by-laws governing continuity of management.

## Establish Procedures For

- Assuring the chain of command.
- Maintaining lines of succession for key personnel.
- Moving to alternate headquarters.

**Include these considerations in all exercise scenarios.**

## Employee Support

Consider the range of services that you could provide or arrange for employees who rely on you for support after an emergency including:

- Cash advances
- Salary continuation
- Flexible work hours
- Reduced work hours
- Crisis counseling
- Care packages
- Day care

### **Resuming Operations**

#### **Immediately after an emergency, take steps to resume operations:**

- Continue to ensure the safety of personnel on the property.
- Assess remaining hazards. Maintain security at the incident scene.
- Conduct employee briefing.
- Keep detailed records.
  - Consider audio recording of all decisions.
  - Take photographs or videotape of all damage.
  - Account for all damage-related costs. Establish special job order numbers and charge codes for purchases and repair work.
- Follow notification procedures.
  - Notify employees' families about the status of personnel on the property.
  - Notify off-duty personnel about work status.
  - Notify insurance carriers and appropriate government agencies.
- Protect undamaged property.
  - Close up building openings.
  - Remove smoke, water and debris.
  - Protect equipment against moisture.
  - Restore sprinkler systems.
  - Physically secure property.
  - Restore power.
- Conduct an investigation. Coordinate actions with appropriate government agencies.
- Conduct salvage operations.
- Segregate damaged from undamaged property. Keep damaged goods on hand until an insurance adjuster has visited the premises. You can move material outside if in the way and exposure to elements won't make matters worse.
- Take an inventory of damaged goods. This is usually done with an adjuster or salvage specialist if there is any appreciable amount of goods or value. If you release goods to the salvage specialist, obtain a signed inventory stating the quantity and type of goods being removed.
- Restore equipment and property. For major repair work, review restoration plans with the insurance adjuster and appropriate government agencies.
- Assess the value of damaged property.
- Assess the impact of business interruption.

- Maintain contact with suppliers, customers and others.

## **INFORMATION SERVICES DIRECTOR RESPONSIBILITIES**

IS Director plays one of the most important roles on the Emergency Management Team. Most employees of Brown County utilize and rely on the usage of computers and telephones to perform their everyday jobs, therefore preparation cannot be stressed enough. If a disaster occurs large amount of information could be lost and data equipment damaged.

### **Before**

- Define and protect vital information at an off-site location.
- Determine critical computer equipment absolutely necessary to resume operations.
- Work with the Purchasing Manager to arrange for delivery of supplies that have been specifically selected in advance as replacements for computer equipment that is critical to resume operations. Contract to have these supplies delivered within 24 hours of notification.

### **During**

- Take action to secure vital records and information, only if it is safe to do so.
- Assess the damage to computer operations and decide whether to move processing operations or to resume operations at the primary facility.

### **After**

- Retrieve vital information and deliver to users.
- Advise users to protect vital information against secondary disaster.
- Advise users about any information that has been damaged or lost.
- Work with recovery teams to save equipment and information.
- Restart data processing operations.
- Plan for all possible contingencies from a temporary or short-term disruption to a total communications failure.
- Consider the everyday functions performed by your facility and the communications, both voice and data, used to support them.
- Consider the business impact if your communications were inoperable. How would this impact your emergency operations?
- Prioritize all facility communications. Determine what should be restored first.
- Talk to your communications vendors about their emergency response capabilities. Establish procedures for restoring services.
- Determine needs for backup communications for each business function. Options include messengers, telephones, portable microwaves, amateur radios, point-to-point private lines, satellite, and high-frequency radio.

All inquiries by the news media relating to emergencies should be directed to the appropriate personnel or if appropriate personnel is unavailable, to the **Media Director**. The appropriate personnel or their designated representative should provide all information about emergencies to the news media. It is imperative that employees immediately relate factual information concerning emergencies to their designated representative. Employees are asked not to make statements to the media, unless requested by the appropriate personnel or their representative.

**If you are contacted by telephone by a media representative regarding an emergency:**

- Tell the reporter you will get the answers to questions as quickly as possible and call back or have someone else call back. Get the reporter's name, phone number, questions to be answered and deadline time.
- Contact the appropriate personnel or their representative and let them handle release of information. If unavailable, contact the next person in authority and explain the need to return the call.

If any emergency situation arises, Wisconsin E-Sponder will be utilized to alert appropriate personnel.

**Family Communications**

- In an emergency, personnel will need to know whether their families are okay.
- Taking care of one's loved ones is always a first priority.
- Make plans for communicating with employee's families in an emergency.
- Also encourage employees to:
  - Consider how they would communicate with their families in case they were separated from one another or injured in an emergency.
  - Arrange for an out-of-town contact for all family members to call in an emergency.
  - Designate a place to meet family members in case they cannot get home in an emergency.

**Notification**

- Establish procedures for employees to report an emergency. Inform employees of procedures. Train personnel assigned specific notification tasks.
- Post emergency telephone numbers near each telephone, on employee bulletin boards and in other prominent locations.
- Maintain an updated list of addresses and telephone numbers of key emergency response personnel (from within or outside the facility).
- List for tornado or severe weather warnings issued by the National Weather Service.
- Determine government agencies' notification requirements in advance. Notification must be made immediately to local government agencies when an emergency has the potential to affect public health and safety.
- Prepare announcements that could be made over public address systems.

## **MEDIA DIRECTOR RESPONSIBILITIES**

It is the responsibility of the Media Director to act as or to designate a trained spokesperson, set up a media briefing area, establish procedures for ensuring that information is complete, accurate and approved for public release, determine an appropriate and useful way to communicate technical information, and to prepare background information about the facility.

The Media Director will hold regularly scheduled formal press conferences, in a comfortable environment for the press, and provide them with informational updates on the recovery process. The Media Director may consider working with the Information Services Director to set up a call-in number with informational updates on the recovery process. The number could then be announced on a local radio station or printed in the local newspapers to make people aware of the number and availability of information.

### **Guidelines**

All requests for information shall be coordinated through the Media Director.

### **When providing information during an emergency:**

#### **Requested by Authorized Personnel**

Information about the emergency, personnel, or other related information are to use the information for OFFICIAL purposes ONLY and should not be authorized to release such information to any UNAUTHORIZED person or agency.

#### **Authorized Personnel may Include**

- Sheriff's Department
- Fire Department
- Police Department
- Emergency Management
- Support Agencies
- Emergency Medical Personnel
- Hospitals

#### **Requested by Media Personnel**

Only the Media Director is AUTHORIZED to release information to the NEWS MEDIA. Information released to the news media should not contain any information concerning SECURITY, DAMAGE TO THE FACILITY, NAMES OR NUMBERS OF ANY INJURED PERSONS, or any other information that could have an adverse effect on the emergency or persons involved.

#### **Requested by Family Members**

Information will be released to family as directed by Human Resources Director.

**Information concerning injuries WILL NOT be released over the telephone UNLESS authorized by the Media Director.**

#### **Admission to the Disaster Area**

Only authorized personnel and support agencies are permitted access to the disaster area during emergency situations. The general public should not be allowed in the area at any time, and should be kept clear of the premises through the entire emergency situation.

## **When providing information to the media during an emergency**

### **Do's**

- Give all media equal access to information.
- When appropriate, conduct press briefings and interviews.
- Give local and national media equal time.
- Try to observe media deadlines.
- Escort media representatives to ensure safety.
- Keep records of information released.
- Provide press releases when possible.
- Monitor the media's coverage, making corrections where and when appropriate.

### **Don'ts**

- Do not speculate about the incident.
- Do not permit unauthorized personnel to release information.
- Do not cover up facts or mislead media.
- Do not place blame for the incident.

**Press releases about facility generated emergencies should describe who is involved in the incident and what happened; including when, where, why and how.**

## **Public Information**

When site emergencies expand beyond the facility, the community will want to know the nature of the incident, whether the public's safety or health is in danger, what is being done to resolve the problem and what was done to prevent the situation from happening.

Determine the audiences that may be affected by an emergency and identify their information needs. Include:

- |                             |                                    |
|-----------------------------|------------------------------------|
| • The public                | • Emergency response organizations |
| • The media                 | • Regulatory agencies              |
| • Employees and retirees    | • Appointed and elected officials  |
| • Unions                    | • Special Interest groups          |
| • Contractors and suppliers | • Neighbors                        |
| • Customers                 |                                    |

## **Community Wants To Know**

- What are the hazards?
- What programs are in place to respond to emergencies?
- How could a site emergency affect the community?
- What assistance will be required from the community?



## **PURCHASING MANAGER RESPONSIBILITIES**

It is the responsibility of the Purchasing Manager to obtain the necessary resources needed during an emergency and to direct communication with vendors.

The Purchasing Manager will work with vendors to obtain needed supplies and services as quickly as possible as requested by the Emergency Management Team. It is important that information is easily accessible and kept updated. Time will be of the essence. If necessary mutual aid agreements that indicate companies willing to assist during emergencies and/or vendors willing to deliver services/products quickly should be made.

The Purchasing Manager should also determine in advance with Finance all special accounting procedures for emergency purchases. It is important that all emergency purchases be well documented as a result of the damage that occurred. For example, there may be higher utility and labor costs due to 24 hr. operations during the recovery phase.

### **Guidelines**

Expenditures for emergency repairs, supplies, equipment rentals, or other purchases should be made with approval by the Finance Department.

Though it is best to follow established contracting and purchasing procedures, this may not always be feasible in an emergency. Regular procedures will be followed using departmental accounts per normal procedures. Verbal quotes for supplies in excess of \$500.00 should be obtained when the time required to get those quotes does not endanger life or property.

## **RISK MANAGER RESPONSIBILITIES**

It is the responsibility of Risk Management to appropriate financial resources to ensure that a recovery from the effects of fortuitous loss have minimal financial impact.

Risk Management also will provide technical assistance throughout to mitigate and assess the losses which do occur.

### **Guidelines**

Please consider the following when making decisions:

### **Coverage**

- The property is valued at replacement value.
- Policy does not cover the cost of required upgrades to code.
- Deductibles are \$5,000 per occurrence/ \$15,000 aggregate.
- Will cover lost data including the reconstruction of records.
- Will be reimbursed for supplies used, rented etc. during an emergency.
- Will cover all risk for perils or causes of loss.

### **Record Keeping**

- Must supply an inventory of all destroyed property.
- Must supply all invoices for repairs.

## **INSURANCE**

### **Insured's Responsibility**

The insured's responsibility is to preserve and protect property and inventory, and make necessary repairs.

Risk Management will consult with you on specific guidelines.

**The following topics regarding your insurance need to be determined:**

- What documentation does the policy require in the event of a loss?
- What types of records and documentation will insurance company want to see?
- Are records in a safe place where they can be obtained after an emergency?
- To what extent is coverage for loss due to interruption of power?
- Is coverage provided for both on and off premises power interruption?
- Is there coverage for lost income in the event of business interruption because of a loss?
- Is the coverage adequate?
- How long is coverage for lost income of business if doors are closed by civil authority?
- To what extent is coverage for reduced income due to customers' not all immediately coming back once the business reopens?
- How will emergency management program affect rates?

## **Training and Information**

Train employees in evacuation, shelter and other safety procedures. Conduct sessions at least annually or when:

- Employees are hired.
- New processes, equipment or supplies are introduced.
- Procedures are updated or revised.
- Exercises show that employee performance must be improved.
- Provide emergency information such as checklists and evacuation maps.
- Post evacuation maps in strategic locations.
- Consider the information needs of visitors

**In emergency, personnel should know: 1. What is my role? 2. Where should I go?**

## **RECOVERY DIRECTOR RESPONSIBILITIES**

It is the responsibility of the Recovery Director to organize and manage the recovery process. The Recovery Director will be the department head or designee. The Recovery Director will set priorities for recovery. The Recovery Director will assign duties to Recovery Teams based on information received from the Assessment Director and Assessment Team Leaders.

The Recovery Director will decide how many teams are necessary and will assign and contact the leaders of these teams. Daily meetings will be held with the Recovery Team Leaders. Reports will be given on progress, actions taken, problems encountered and future tasks. Priorities will be discussed and plans adjusted as required.

The Recovery Director is to follow both the purchasing and insurance guidelines and exercise his/her judgment in the expenditure of funds, keeping in mind the primary objective is to minimize destruction and damage.

The Recovery Director will coordinate with Administration and advise on institutional issues such as: whether or not the institution will remain open to the public, reassignment of staff to other than normal tasks and coordination of space requirements for the recovery effort. The Recovery Director will coordinate with Finance and Risk Management regarding emergency expenditures and contracts to ensure the correct records are kept for insurance claims.

The Recovery Director will keep Administration informed on the progress of the recovery. The Human Resources Director and Media Director will keep staff and the public informed about the disaster and recovery. Staff members in particular will be concerned and effort should be made to keep them informed.

### **The Recovery Director Should Consider the Following When Setting Priorities**

- Which business units, operations and processes are absolutely essential to the survival of the organization?
- How quickly essential business units or processes have to be back in operation before the impacts are catastrophic?
- What are the most plausible recovery alternatives to meet the recovery windows?
- What resources are needed to resume operations at a survival level for the essential parts of the business?
- What elements must be pre-positioned in order to meet the recovery windows?

## RECOVERY TEAM RESPONSIBILITIES

The Recovery Director based on the information and recommendations from the Assessment Director will form Recovery Team(s). Recovery Team Leaders will be chosen by the Recovery Director and whenever possible will be staff members familiar with the affected areas. All Brown County Staff members may be called upon to be members of a recovery team. Depending on the extent and nature of the damage, recovery teams will consist of 3-8 people. Recovery teams will be responsible for separating salvageable materials, moving material to be recovered from affected area to work or other storage spaces when necessary, beginning to dry wet materials, and packing material that will require shipment to another facility.

After being briefed and evaluating the situation, the Recovery Team Leader will appoint team members. In the event that the team is assembled during non-work hours, lists containing home phone numbers will be provided by the Human Resources Director. When contacting people, the Team Leader will briefly explain the situation, give guidance about how to dress, and instruct when and where to assemble. At this time, team members would be given whatever an estimated time, if possible, for how long they might be engaged in the recovery.

Once the team is assembled, the Team Leader will instruct the team on what they will be doing and how to do it. Once the actual work begins, the Team Leader will circulate to see that instructions are being followed, answer questions, monitor progress, and make corrections or adjustments. The Team Leader should also monitor the condition of team members, call for periodic breaks, and provide frequent encouragement. If the recovery is a lengthy process, the team leader will have daily briefings with their team members to keep them informed, discuss problems, etc. The Team Leader will periodically update the Recovery Director on progress. Depending on the size of the problem and the team, these tasks may be in addition to “hands on” work with damaged material.

### **Guidelines**

Breaks for rest and refreshment should be frequent.

Team members who show signs of shock, who are mishandling items or are unable to follow instructions must be relieved of their duties.

- Periodically remind team members:
  - Personal safety is the top priority.
  - Use care before speed. (Repeat this at each briefing).
  - Use both hands and lift one item at a time.
  - Watch for signs of mold.
  - Be patient and tactful with each other.

### **Records Preservation**

Vital records may include:

- Financial and insurance information
- Engineering plans and drawings
- Employee and supplier databases
- Formulas and trade secrets
- Personnel files

**Preserving vital records is essential to the quick restoration of operations.**

Analyzing vital records involves:

- Classifying operations into functional categories; finance, production, sales, administration, etc.
- Determining essential functions for keeping the business up and running, such as finance, production, sales. etc.
- Identifying the minimum information that must be readily accessible to perform essential functions; maintaining customer collections may require access to account statements.
- Identifying the records that contain the essential information and where they are located.
- Identifying the equipment and materials needed to access and use the information.

Next, establish procedures for protecting and accessing vital records.

Among the many approaches to consider are:

- Labeling vital records
- Backing up computer systems
- Making copies of records
- Storing disks in insulated containers
- Storing data off-site where they would not likely be damaged by an event affecting your facility
- Increasing security of computer facilities
- Arranging for evacuation of records to backup facility
- Backing up systems handled by service bureaus
- Arranging for backup power

**RECOVERY ADMINISTRATIVE ASSISTANT RESPONSIBILITIES**

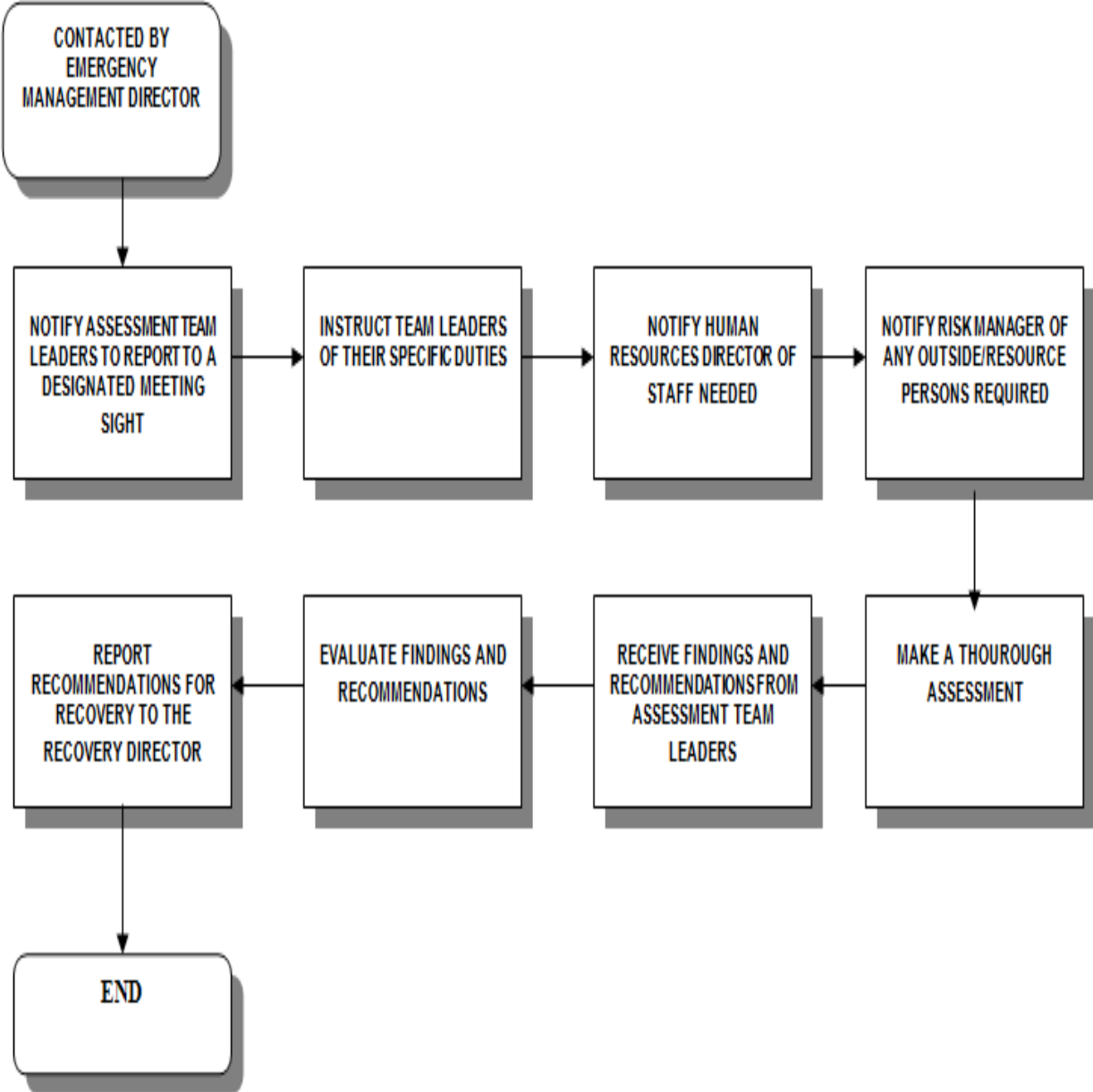
The Recovery Director will require clerical assistance. The Recovery Director as deemed appropriate for the situation will appoint a Recovery Administrative Assistant.

The Recovery Administrative Assistant will keep a record of all purchases and orders placed. He / She will assist in coordinating requests for materials, information and other assistance that the recovery teams may require. The administrative assistant should have immediate access to a telephone in order to communicate easily with the team leaders, the Recovery Director and vendors.

The Recovery Administrative Assistant will keep records of the daily meeting and decisions made by the Recovery Director and will be provided with a computer and printer.

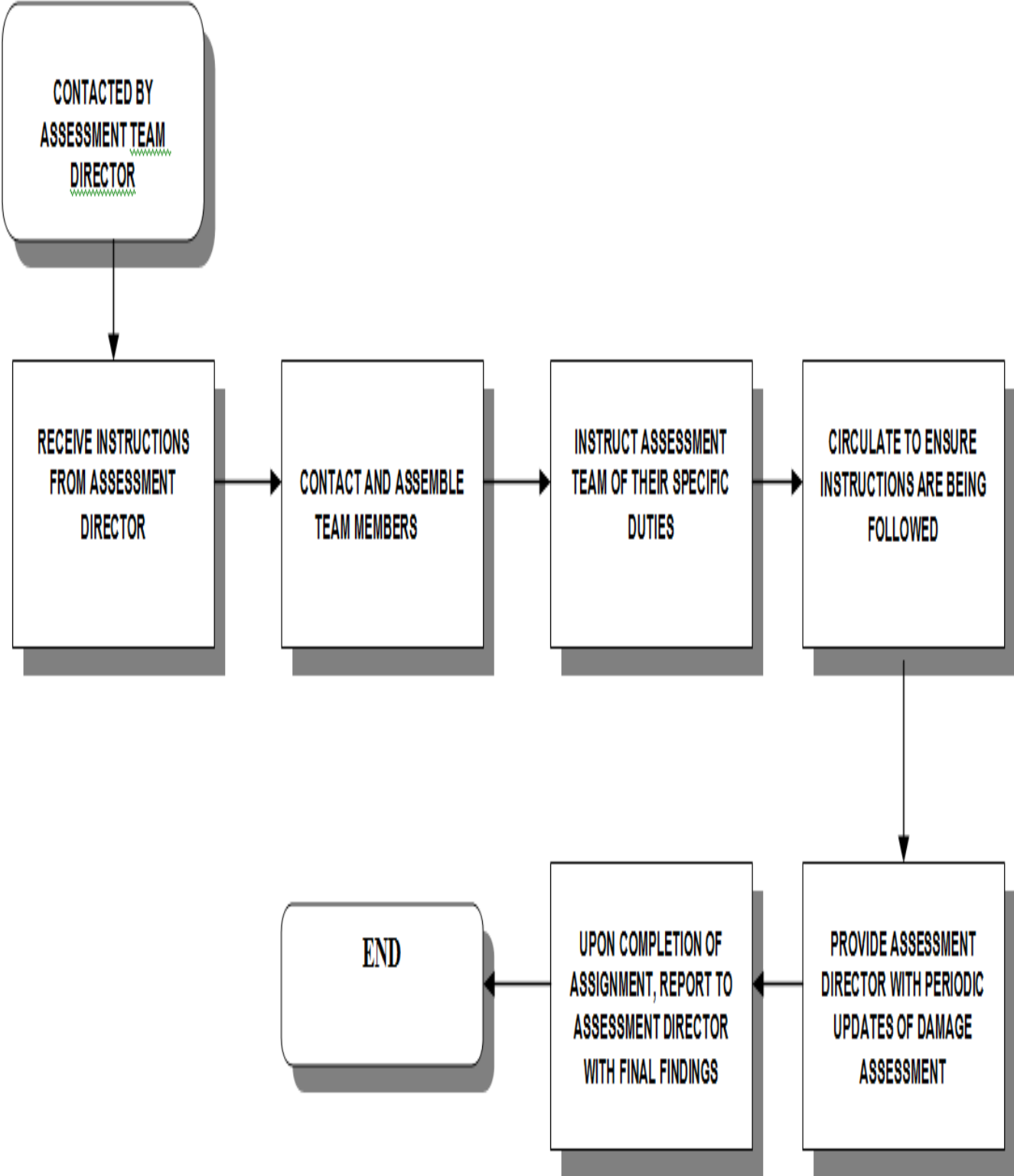
**Appendix B: Crisis Management Team Responsibility Flow Charts**

**ASSESSMENT DIRECTOR**

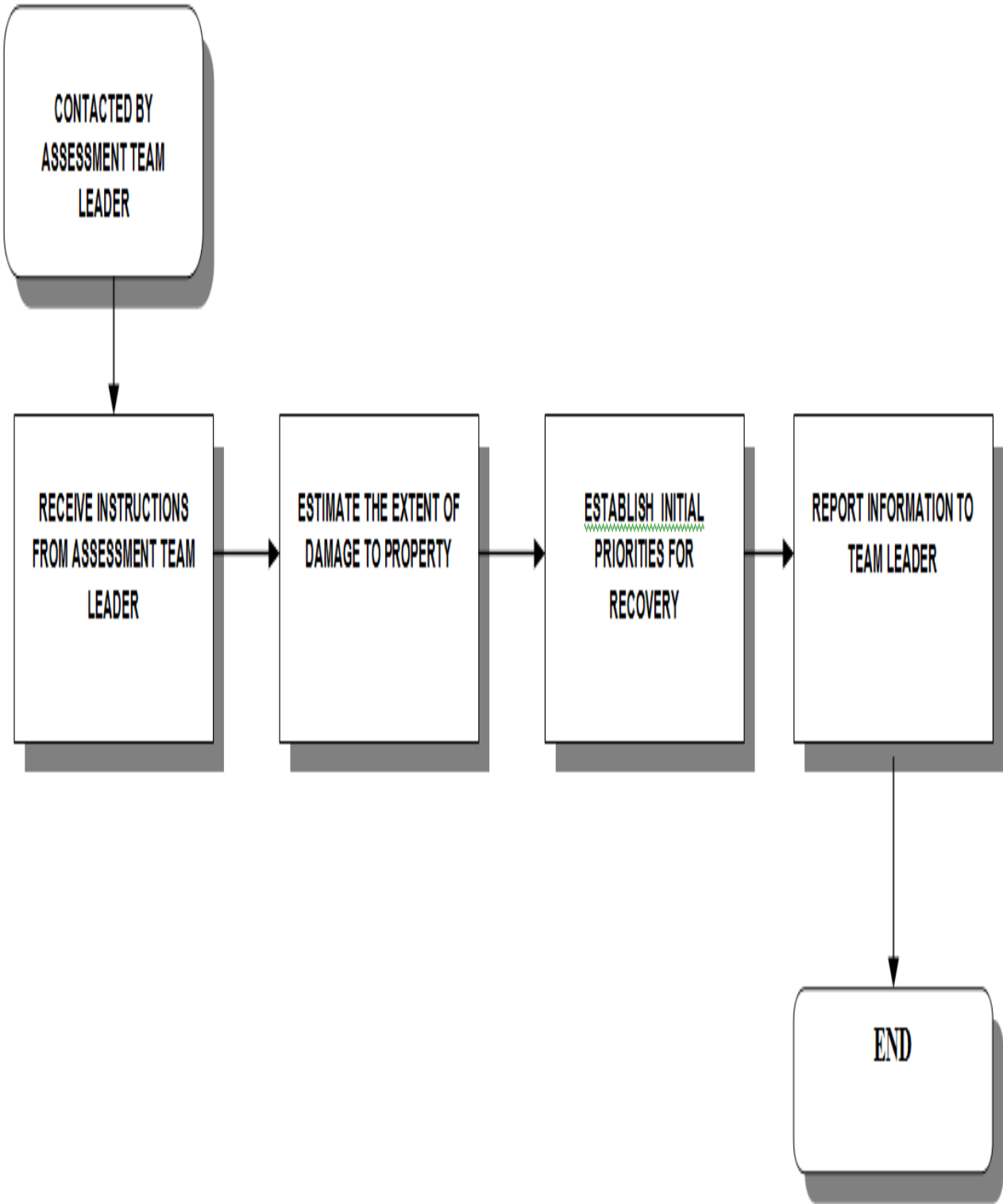




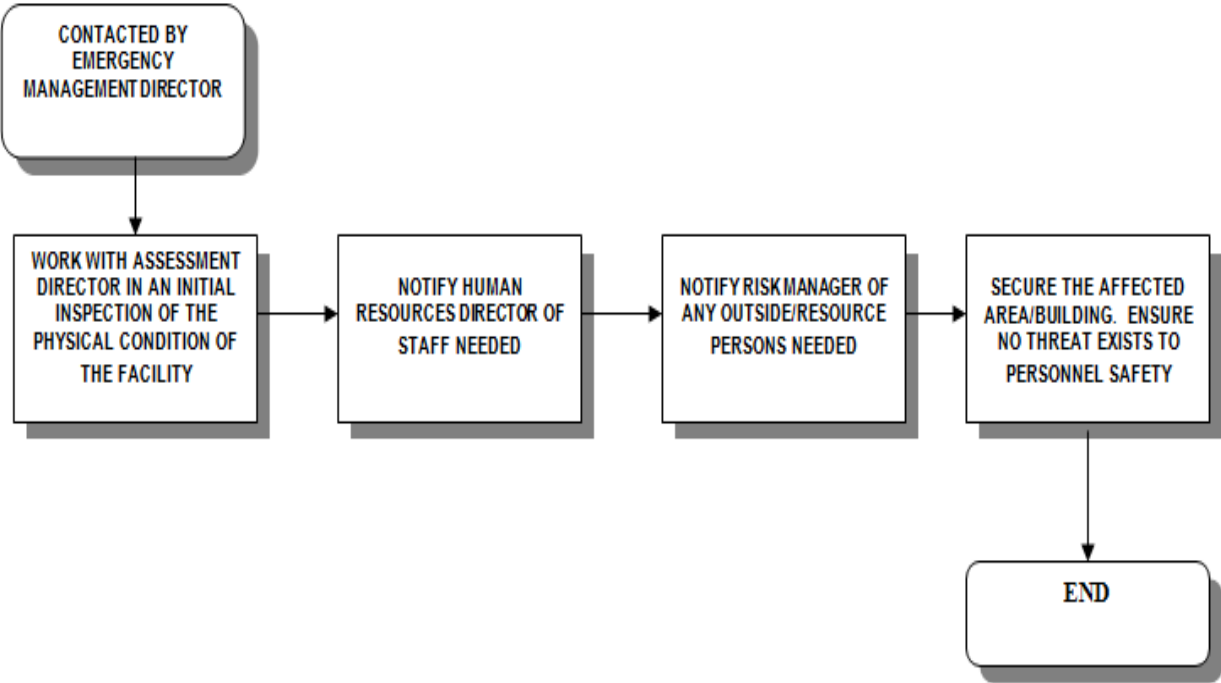
**ASSESSMENT TEAM LEADER**



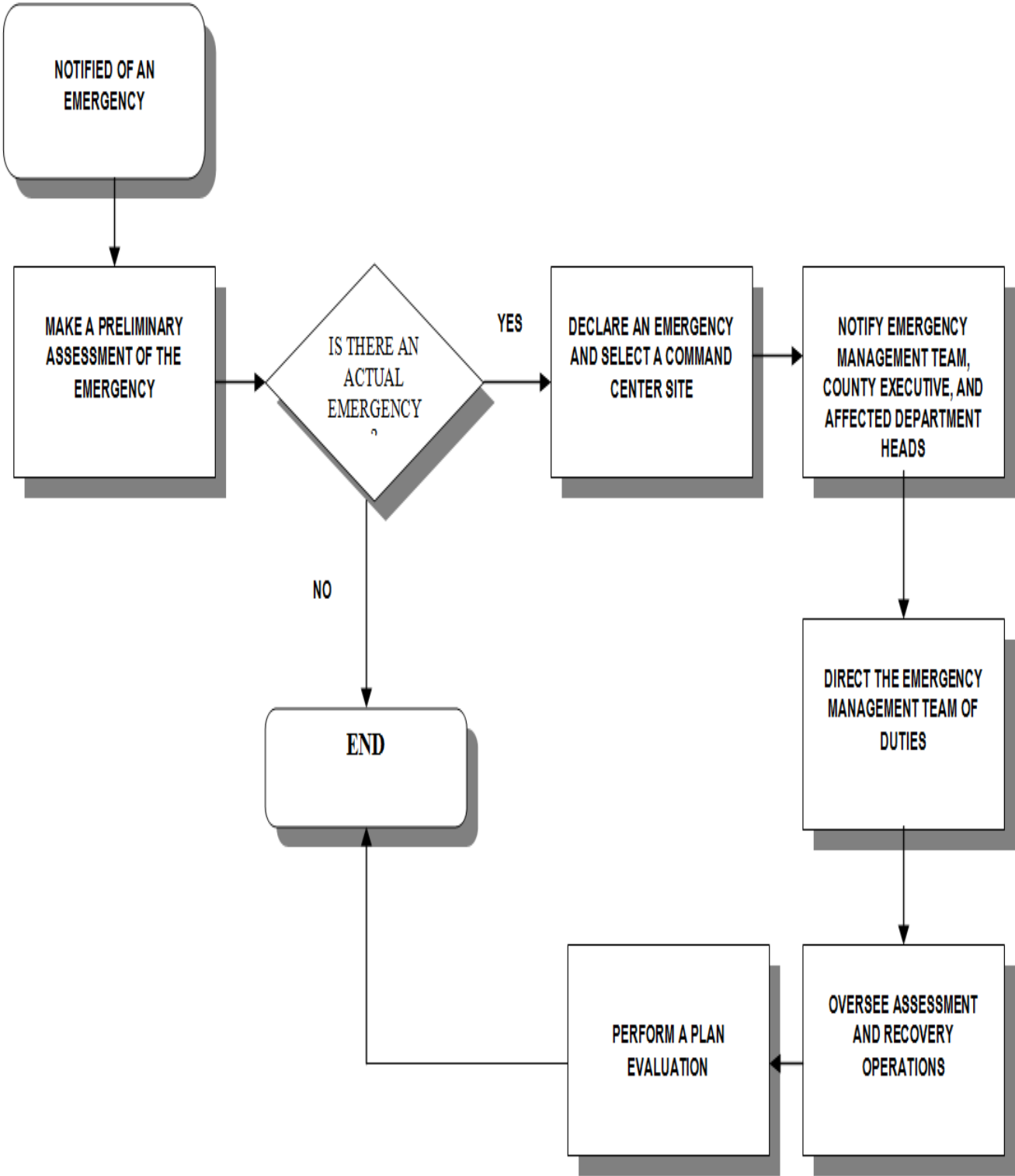
**ASSESSMENT TEAM**



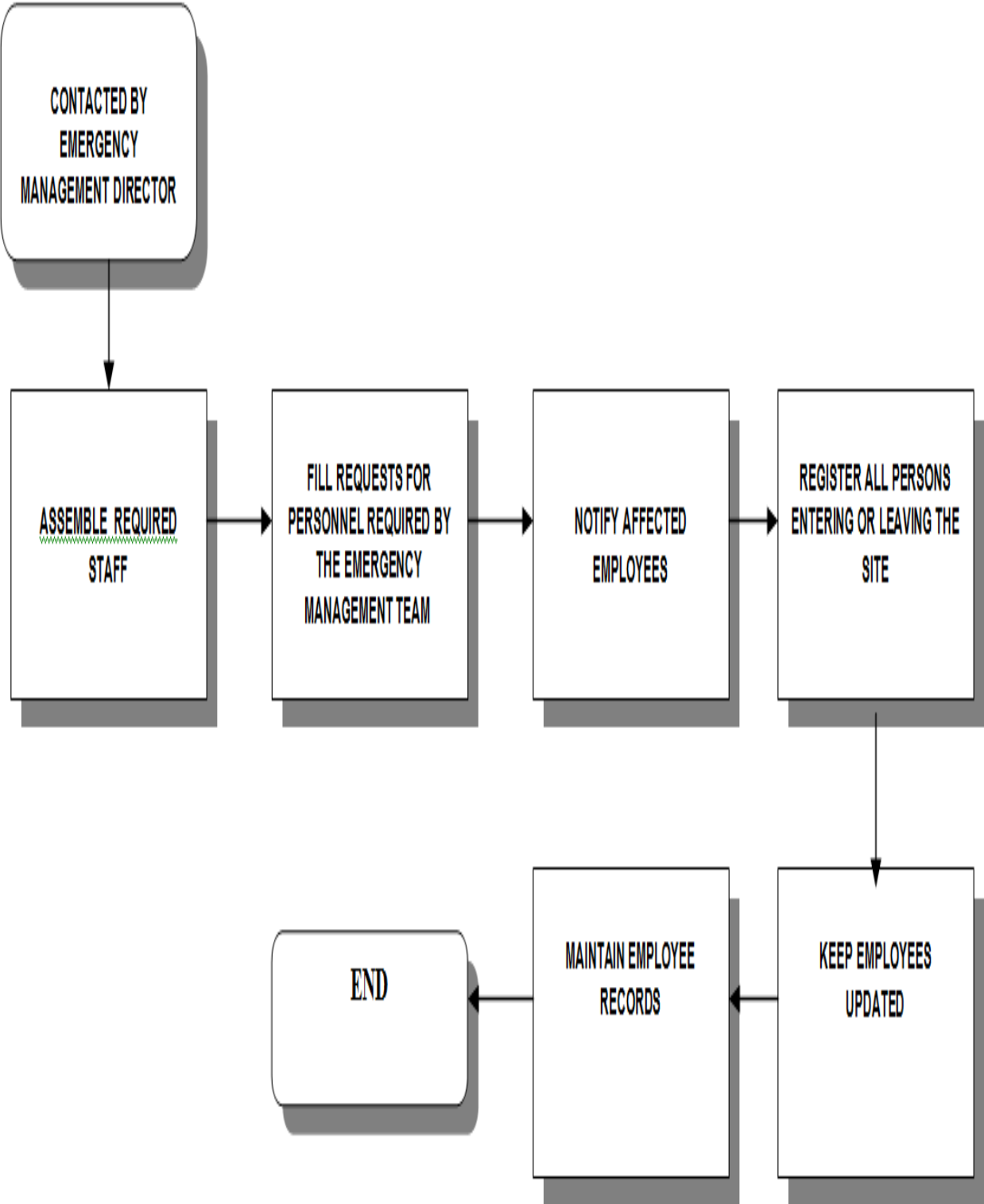
**BUILDING MANAGER**



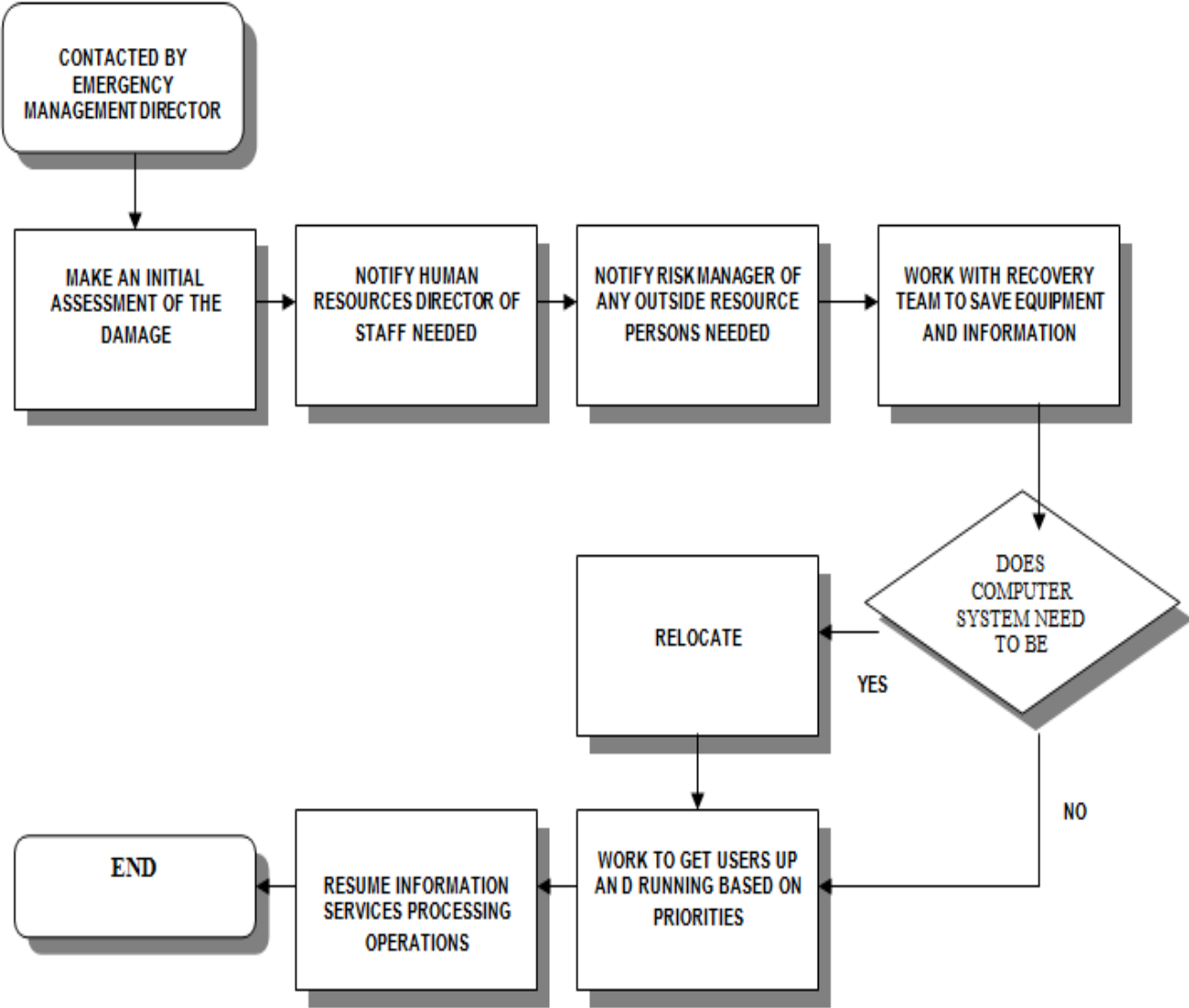
**EMERGENCY MANAGEMENT DIRECTOR**



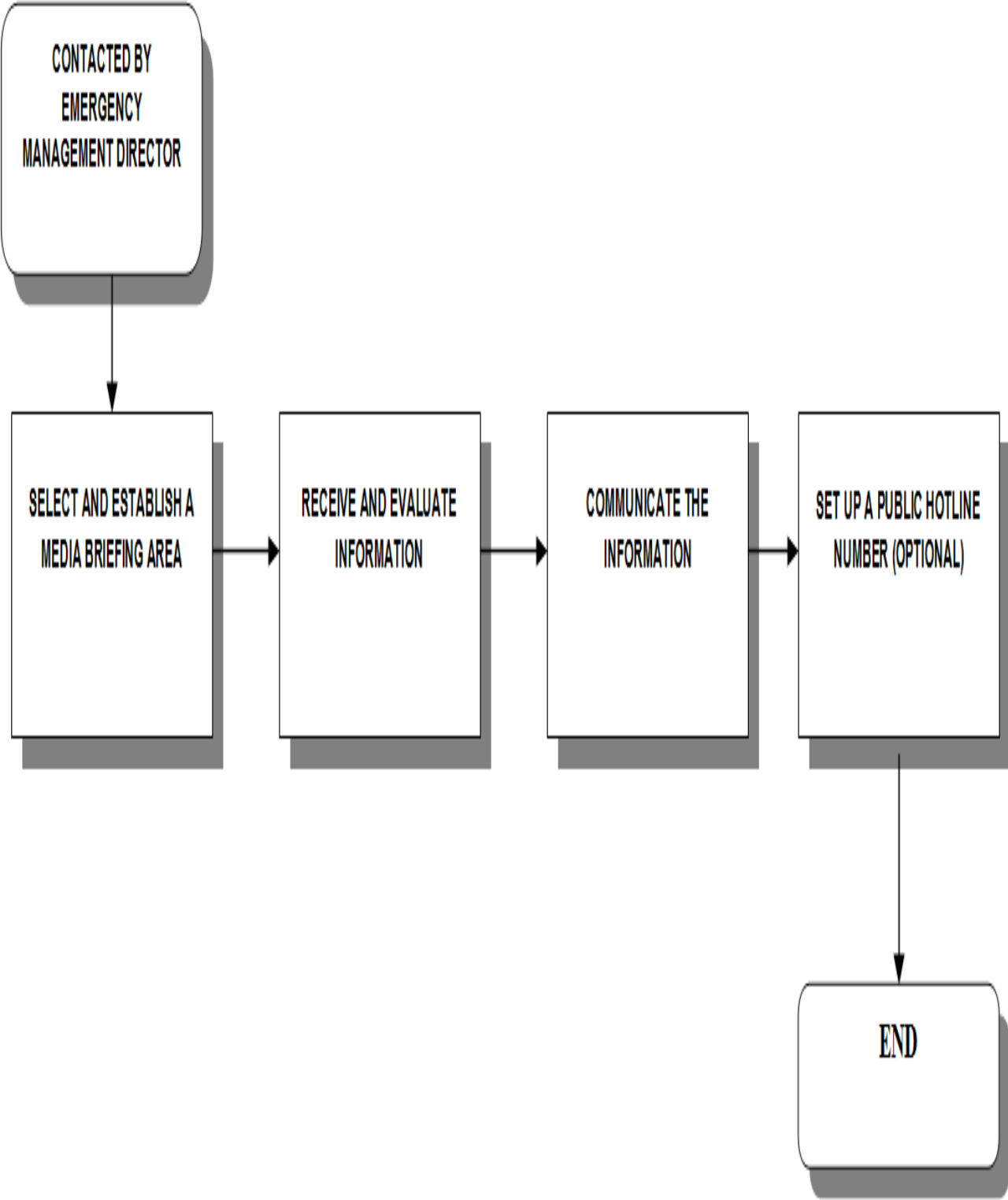
**HUMAN RESOURCES**



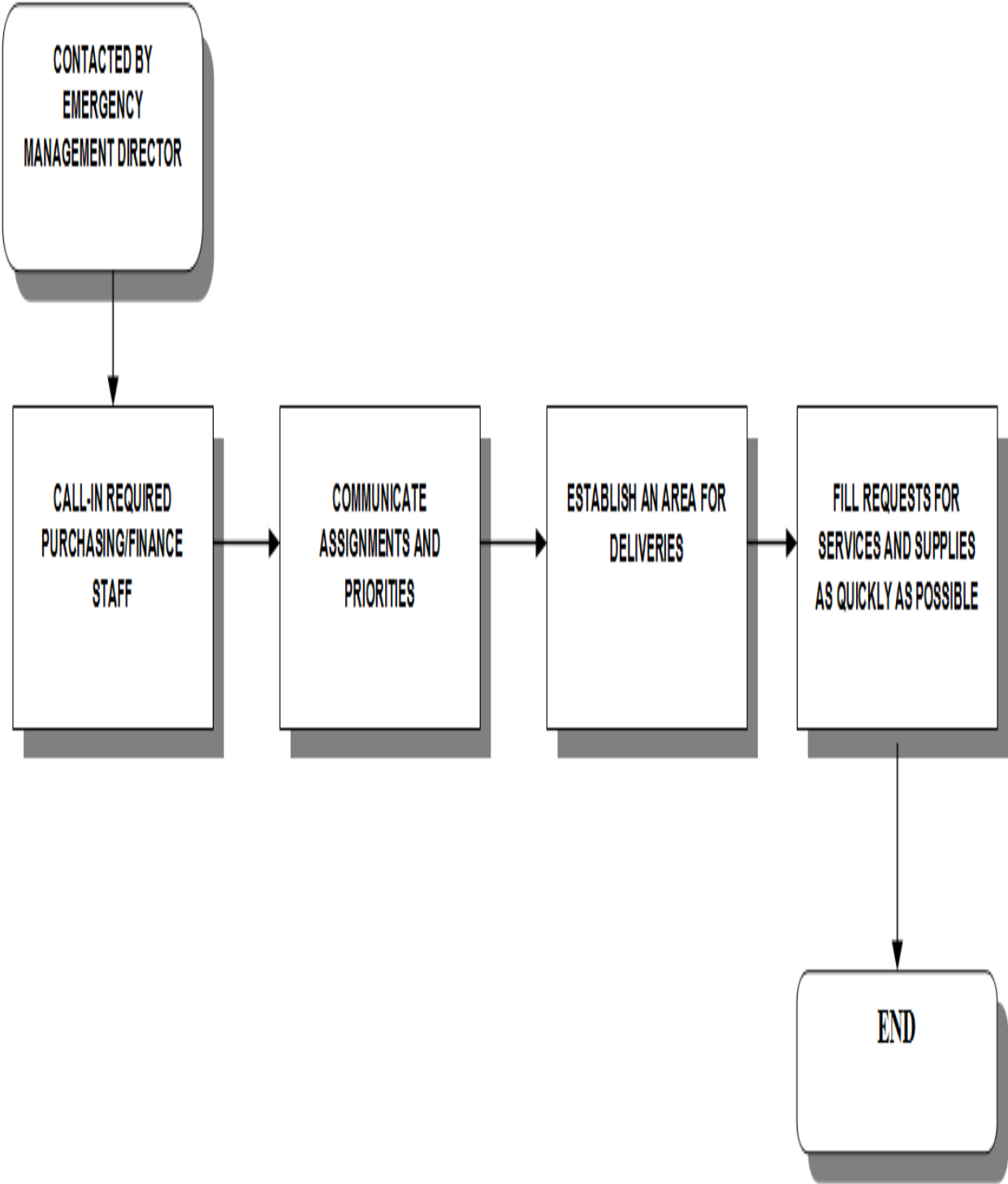
**INFORMATION SERVICES DIRECTOR**



**PUBLIC INFORMATION OFFICER**

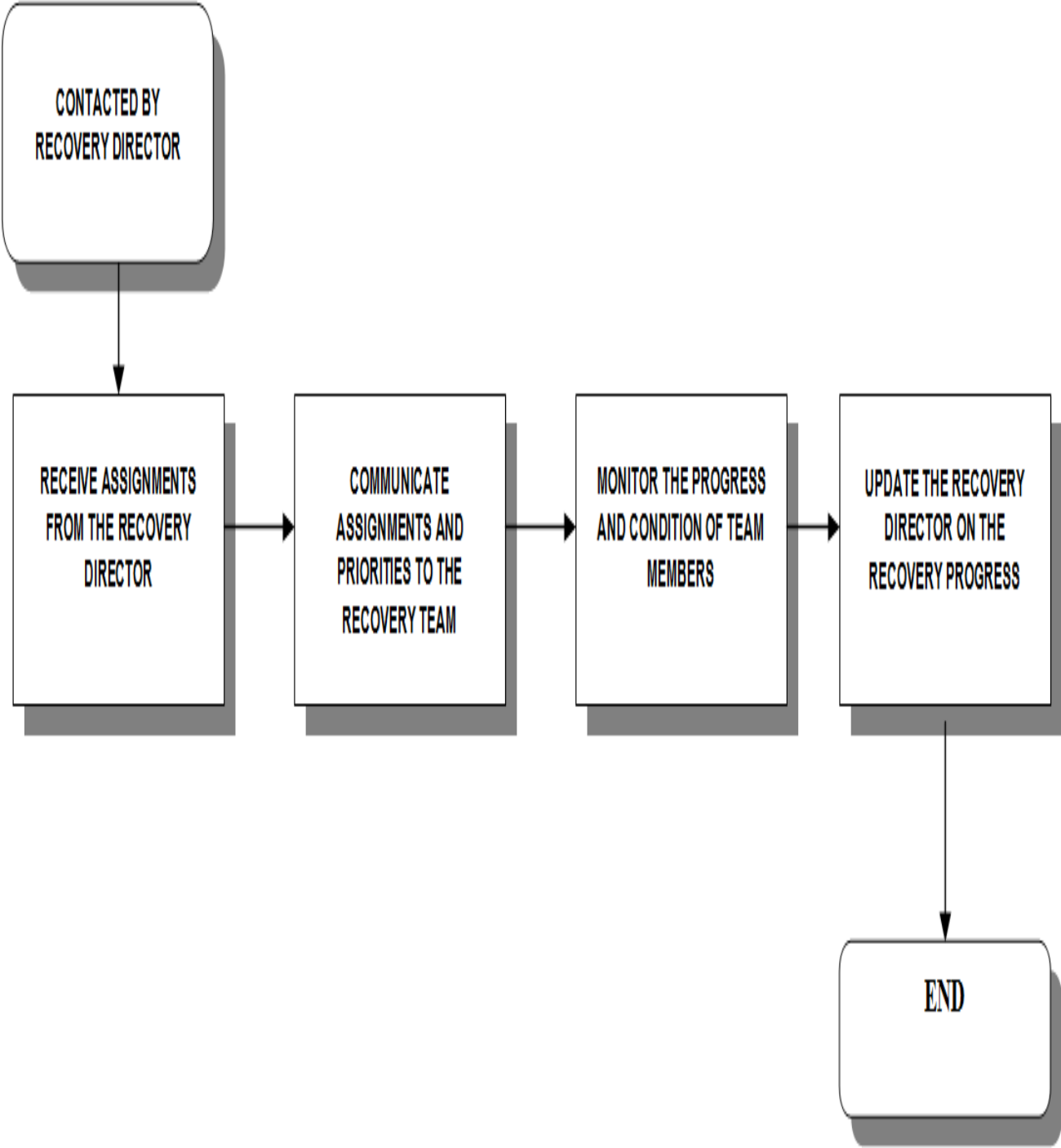


**PURCHASING MANAGER**

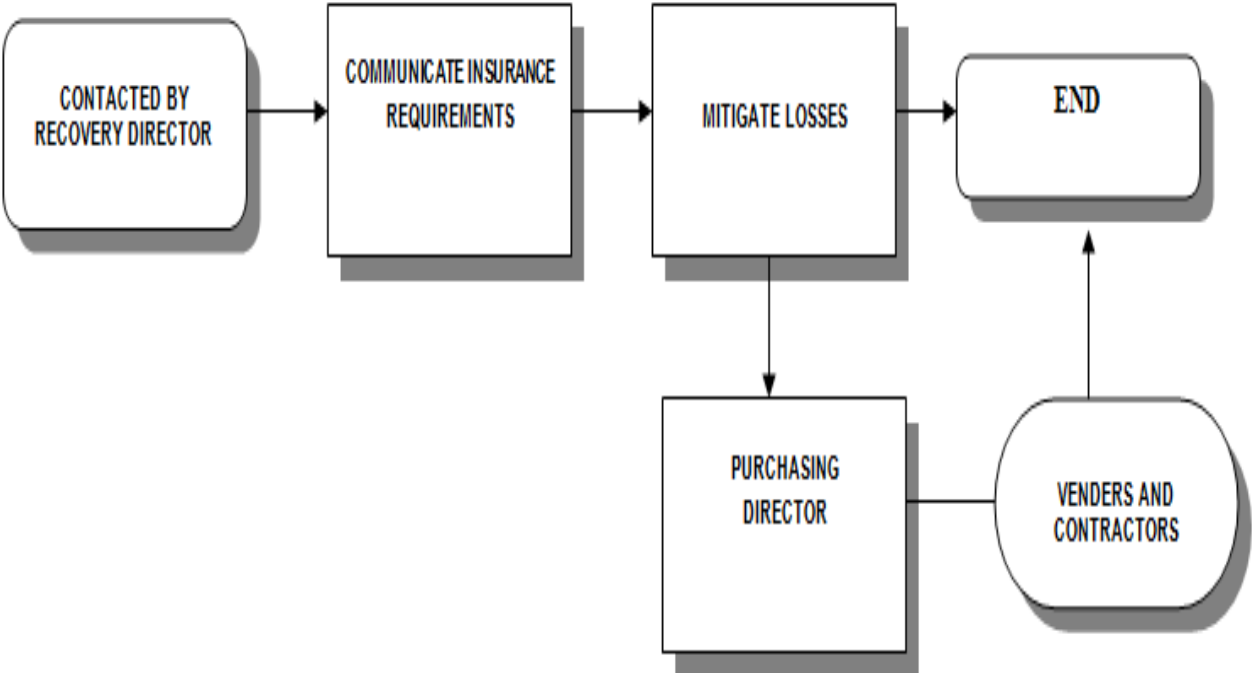




**RECOVERY DIRECTOR**  
**AND RECOVERY TEAM LEADER**



**RISK MANAGER**





APPENDIX D

**VULNERABILITY ANALYSIS CHART**

<b>TYPE OF EMERGENCY</b>	<b>Probability</b>	<b>Human Impact</b>	<b>Property Impact</b>	<b>Business Impact</b>	<b>Internal Resources</b>	<b>External Resources</b>	<b>Total</b>
	High Low  5 ←-----→ 1	High Impact Impact  5←----->1		Low   5←----->1	Weak Resources  5←----->1	Strong Resources  5←----->1	

APPENDIX E

**CONFIDENTIAL**  
Investigation Report Form

To: Investigation File  
From: \_\_\_\_\_  
Date: \_\_\_\_\_  
Re: \_\_\_\_\_

The (Complaint or Allegations)  
(List date of complaint or other information that led to investigation and the incidents that were investigated. If there are multiple incidents, number each consecutively, starting with oldest incident and moving toward the present.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Pre-Investigation Actions  
(List anything you did before the investigation, such as placing an employee on leave, notifying management of the investigation, changing reporting relationships or work locations, etc.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The investigation  
I began the investigation \_\_\_\_\_. I interviewed the following witnesses: (List each witness, along with date and time of interview).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I also had (number) follow-up interviews with: (List each witness, along with date and time of interviews).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

My notes from these interviews are in the investigation file.

Investigation Report Form

I reviewed the following items:

(List each document or other piece of evidence, including where and when you got it).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Copies of these items are in the investigation file.

\_\_\_\_\_  
\_\_\_\_\_

I also: (List any other actions you took, such as visiting the incident scene, taking photographs, etc.) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

I completed the investigation on (date).

Conclusions:

After reviewing the evidence, I have concluded (Describe conclusions and the evidence you considered in reaching them: if you investigated multiple incidents, state your conclusion for each incident). \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Recommendations: Based on the conclusions listed above, I find that (List your recommendations as to each person accused of wrongdoing. If you are responsible for taking action, describe what you intend to do or have done-for example, issued a written warning or set up a safety committee). \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## APPENDIX F

<b>HAZARDOUS MATERIAL LOCATIONS</b>		
<b>THE CHEMICALS LISTED MAY REPRESENT A SIGNIFICANT HAZARD TO FIRST RESPONDERS.</b>		
<b><u>Building</u></b>	<b><u>Location</u></b>	<b><u>Type of Hazardous Material</u></b>
<b>Jail</b>	<b>(Now Work Release Center)</b>	
		No chemicals stored in this area
<b>L01</b>	<b>Shop South Side of Boiler room</b>	Boiler chemicals (sodium hydroxide and de-scaler) Torch Kit (Oxygen, acetylene, map gas). Lubricants such as WD40, tri-flow, 3 in1 oil
<b>L40</b>	<b>Underground Garage South Side</b>	Gas and oil (in yellow cabinet) Small engine equipment gas and diesel (snow blowers, pressure washer, lawn tractor, etc.)
<b>Courthouse</b>		
<b>L53</b>	<b>Loading Dock on South Side</b>	3 floor cleaning machines that use LP tanks as fuel source
<b>Sophie Beaumont</b>		
<b>L40</b>	<b>Supply Room</b>	Paint, Lubricants, Oil, Light Bulbs, Cleaning Supplies, Refrigerant, Oxygen, Acetylene
<b>G10</b>	<b>Garage North-End</b>	Automobile Fluids, Oxygen, Acetylene, Lubricants, Solvents, Autos and Small Engine Equipment, Gasoline
<b>G04</b>	<b>Loading Dock North-End</b>	Deliveries, Fertilizers, Insect Sprays
<b>U.W. Extension</b>		
107		insect sprays
139		Round-Up
Two metal sheds on the west side of the property		fertilizer, insecticide, gas, lawnmower and miscellaneous horticulture supplies

**NOTE:** Though an effort was made to locate and identify hazardous chemicals throughout the facilities, others may be present. There are various paints, toners, and cleaning supplies located throughout county facilities.