

CITY-COUNTY BUILDING EMERGENCY PROCEDURES 210 MARTIN LUTHER KING, JR. BLVD.



COUNTY OF DANE

ONE PHONE NUMBER FOR ALL EMERGENCIES, DIAL . . . 9-1-1

ISSUED 2010

INTRODUCTION

This procedure pamphlet is distributed to all departments in the City-County Building to be shared with employees. It contains an overview of how employees shall respond to emergency situations.

Facilities Management, the City and County Risk Managers and Safety Coordinators, Madison Police Department, Public Safety Communications (9-1-1) and the Dane County Sheriff's Office serve as coordinators for building emergency response. They also serve as liaisons to the emergency staff and authorities.

Emergencies and disasters are unpredictable and can strike without warning. An effective response requires good planning, training and testing of emergency plans. Failure to prepare for an emergency in advance may result in injury or death to personnel, loss or damage to the facilities, and a reduction in the city and county's ability to serve and protect the public.

This pamphlet contains quick reference information and checklist procedures on how to report an emergency, what to do and who will assist you.

INTRODUCTION

GENERAL RESPONSIBILITIES – ALL EMPLOYEES

It is the responsibility of each employee to read, become familiar with, and follow the Emergency Action Program and Procedures. These are available through each department head. Employees are responsible for taking precautions to ensure their personal safety.

In the event of an emergency, all employees must follow the specific emergency procedures outlined in this pamphlet, unless instructed differently by emergency staff. Telephone usage during an emergency shall be limited to official use only. Your personal safety is of utmost concern.

If individuals from the general public are in need of assistance during an emergency, employees shall provide direction and guidance for evacuation as required.

GENERAL RESPONSIBILITIES – ALL EMPLOYEES

EMPLOYEE OR PUBLIC INJURY OR ILLNESS

IN THE EVENT OF AN INJURY OR ILLNESS IN YOUR AREA:

1. Dial 9-1-1 or instruct a bystander to dial 9-1-1.
2. Be prepared to answer the following questions:
 - 2A. What's the address of the emergency?
 - Building Address: 210 Martin Luther King, Jr. Blvd.
 - Building Name: City-County Building
 - Room Number and Floor: _____
 - Name of the street entrance to the building where someone will meet the emergency unit?
210 Martin Luther King, Jr. Blvd.
 - 2B. What is the phone number you're calling from?*
 - Explain what the dispatcher needs to do to contact you again.
 - 2C. What's the problem?
 - Tell the dispatcher exactly what happened.
3. Do not hang up until told to do so or until the dispatcher hangs up as additional information may be needed.
4. Do not move injured or ill persons unless it is necessary to avoid further injury, e.g., fire or tornado.
5. Reassure the accident victim or ill person that emergency assistance is on the way.
6. Have someone meet the emergency unit at the designated street entrance (2A bullet).
7. An Automatic External Defibrillator (AED) is in the building and will be located on 1st Floor/4th Floor near center of hallway.

*Wireless/cell phones - calls from these phones do not provide your name, location or phone number, so be prepared to provide this information.

EXPECTED RESPONSE YOU WILL RECEIVE WHEN YOU CALL:

9-1-1 will simultaneously dispatch appropriate emergency personnel and equipment.

EMPLOYEE OR PUBLIC INJURY OR ILLNESS

TORNADO/SEVERE WEATHER

A **Tornado Watch/Severe Weather WATCH** means a tornado or severe weather is likely to develop. Be alert to changing weather situations and be prepared to take action.

A **Severe Weather WARNING** means severe weather has been reported in your area. A **Tornado Warning** means a tornado has been spotted in your area. Immediate action may be the difference between life and death. When a tornado warning has been issued, the **9-1-1 Center** will activate the County wide siren system and the building occupants will be notified.

ACTION TO TAKE UPON SEVERE WEATHER NOTIFICATION:

1. Leave your office area – CLOSE DOOR.
2. Go to the nearest interior hallway away from doors and windows with glass.
3. DO NOT USE THE ELEVATORS.
4. Await further instructions from emergency authorities.
5. MAKE EVERY EFFORT TO REMAIN CALM AND ENCOURAGE THOSE AROUND YOU TO DO LIKEWISE. ASSIST OTHERS AS NECESSARY.
6. If persons with disabilities need assistance, help them to an interior hallway away from windows and doors with glass.
7. Protect your head and face.
8. Return to your office only after the All Clear signal is given.

IF YOU ARE CAUGHT IN AN OFFICE WITH EXTERIOR WINDOWS:

Seek protection under a desk as far away from glass as possible.

TORNADO/SEVERE WEATHER

FIRE

UPON DISCOVERY OF A FIRE:

1. Pull nearest alarm pull station (normally near exit).
2. Dial 9-1-1 from a safe area. Be prepared to answer the following questions:
 - 2A. What's the address of the emergency?
 - Building Address: 210 Martin Luther King, Jr. Blvd.
 - Building Name: City-County Building
 - Room Number and Floor: _____
 - 2B. What is the phone number you're calling from?* - Explain what the dispatcher needs to do to contact you again.
 - 2C. What's the problem?
 - Tell the dispatcher exactly what happened.
3. Close the door of the room where fire is located if possible. Do not lock the door.

*Wireless/cell phones - calls from these phones do not provide your name, location or phone number, so be prepared to provide this information.

EXPECTED RESPONSE YOU WILL RECEIVE WHEN YOU CALL 9-1-1:

1. Fire Department is notified by 9-1-1 personnel.
2. Dane County Facilities Management may assist the Fire Department with directions and/or building information.

WHEN YOU HEAR AN ALARM, LOUD REPEATING SOUND, OR SEE FLASHING LIGHTS:

1. Secure any cash registers and evacuate the building immediately via nearest exit.
2. Close the door of your office as you evacuate the building. Do not return for coats, purses, etc.
3. Keep calm. Proceed in single file.
4. Leave building immediately via nearest stairway. Use hand rails. Stay to the right. Direct visitors to do likewise.
5. If caught in heavy smoke, take short breaths: breathe through your nose. Stay low, crawl if necessary. (There will be less smoke near the floor.)
6. **Do NOT use elevators.**
7. Proceed and report to your designated departmental assembly area away from the building for a head count.
8. Return when the all clear signal is given by Facilities Management. (The sounding of intermittent air horn blasts.) Facilities Management will be informed by fire personnel when re-entry is permissible.

PEOPLE WITH DISABILITIES:

Proceed to the nearest stairwell's designated assistance area and wait near the fire exit. If smoke or fire is present, proceed into stairwell landing. Employees should be alert to persons with disabilities and offer assistance.

FIRE

WORKPLACE THREATS

Each incident of workplace violence is different. Take the necessary action listed below depending upon the nature of the threat:

If confronted by a threatening (distraught, harassing, or abusively angry) person:

1. Do not argue with him/her.
2. Act in a courteous manner and try to calm the person down. There may be situations where you can use your customer service skills, best judgment, and experience to help resolve the situation.
3. Contact your supervisor and co-workers for assistance if possible.

If the situation escalates (threatened and in danger of imminent bodily harm or property damage), immediately:

1. **Call 9-1-1** immediately and stay on the line until told to do so or until the dispatcher hangs up.* Do not hang up first. If you can't speak freely, just calling and leaving the receiver off the hook may allow a dispatcher to hear noises that will clarify the nature of the incident.
 - The dispatcher may not be able to identify your location so try to work it into the conversation.*
2. Remember to use your panic button if one is installed. If you don't have access to a panic button, you may be able to use the phone to alert co-workers.
3. Flee if you can. If you can't, try to find a hiding place.
4. Secure your area by locking all doors and accesses.
5. Cooperate fully with law enforcement on the scene. Provide additional information upon request.

If you witness an act of workplace violence that does not directly involve you, your actions will depend on your assessment of the situation and your judgment. In some cases, your involvement may help a co-worker; other times it may be better to simply slip quietly away and call 9-1-1.

As soon as you can do so, write down all the details of the incident, including, who, what, where, when, and how. Give this information to your supervisor.

*Wireless/cell phones - calls from these phones do not provide your name, location or phone number, so be prepared to provide this information.

WORKPLACE THREATS

BOMB THREAT/SUSPICIOUS PACKAGE

IN THE EVENT OF A BOMB THREAT:

If bomb threat is received over the phone or the TTY, write down all information. DO NOT HANG UP THE PHONE. Leave the TTY unit on and dial 9-1-1 from another phone or ask someone else to dial 9-1-1.

If a written threat is received, save all materials. Avoid unnecessary handling. Dial 9-1-1.

IN THE EVENT OF A SUSPICIOUS OBJECT OR POTENTIAL BOMB:

If you observe a suspicious object or potential bomb in the building, DO NOT HANDLE THE OBJECT, do not alter, change, or disturb the environment. If lights are on, leave on, if off, leave off. Do not transmit on radios or cell phones, in the immediate area of the object. If you can see the object, the rule of thumb is you are too close. IMMEDIATELY DIAL 9-1-1 and evacuate the immediate area.

If an order to evacuate the building is given, take the following steps:

1. Secure any cash registers. If you have in your possession, personal belongings such as your purse, briefcase or backpack, take with you to the designated area.
2. Turn off cell phones and pagers. Do not use until the all clear is given.
3. Visually sweep the room for suspicious items. Initiate suspicious package protocol if necessary.
4. Leave the building via the closest available exit.
5. Keep calm. Proceed in single file. Use handrails. Stay to the right.
6. Do not touch the light switches.
7. When you exit the building, please proceed to your departments designated assembly area.
8. Do not return to the building until instructed by Emergency Personnel.

PERSONS WITH DISABILITIES:

Proceed to the nearest stairwell's designated assistance area and wait near the fire exit. If smoke or fire is present, proceed into stairwell landing. Employees should be alert to persons with disabilities and offer assistance.

EXPECTED RESPONSE TO EMERGENCY CALL:

1. Explosive ordnance squad is notified by 9-1-1 **ONLY**.
2. Decision to evacuate the building may be given.
3. Law Enforcement responds to make searches of the area as determined necessary.

BOMB THREAT/SUSPICIOUS PACKAGE

IF YOU RECEIVE A BOMB THREAT OVER THE TELEPHONE

LISTEN: Do not attempt to put caller on hold. Signal co-worker to call 9-1-1. Do not interrupt caller except to ask the following questions. Try to keep the caller on the phone as long as possible.

TIME Bomb Set to Explode: Certain Hour _____ Time Remaining _____

Exact **LOCATION** of Device: Building _____ Floor _____ Area _____

Description of Device: Package _____ Box _____ Briefcase _____

Other _____ Size _____ Shape _____ Color _____

Kind of Bomb _____ Type of Explosive _____ Type Detonator _____

Bomb Planted When: Date _____ Hour _____ a.m./p.m.

Entry Gained How _____ Number of people entered _____

Group Responsible for Incident _____ Organization _____

Caller, Seemingly, Familiar with Building: Yes No

Caller's Sex: Male Female Approximate Age in Years _____

Origin of Call: Local Long Distance Booth Internal (within building) TTY

VOICE CHARACTERISTICS	SPEECH	LANGUAGE
<input type="checkbox"/> Loud	<input type="checkbox"/> Fast	<input type="checkbox"/> Excellent
<input type="checkbox"/> Soft	<input type="checkbox"/> Slow	<input type="checkbox"/> Good
<input type="checkbox"/> High Pitch	<input type="checkbox"/> Distinct	<input type="checkbox"/> Fair
<input type="checkbox"/> Deep	<input type="checkbox"/> Distorted	<input type="checkbox"/> Poor
<input type="checkbox"/> Raspy	<input type="checkbox"/> Stutter	<input type="checkbox"/> Foul
<input type="checkbox"/> Pleasant	<input type="checkbox"/> Nasal	<input type="checkbox"/> Other
<input type="checkbox"/> Intoxicated	<input type="checkbox"/> Slurred	<input type="checkbox"/> Other
<input type="checkbox"/> Other	<input type="checkbox"/> Other	

ACCENT	MANNER	BACKGROUND NOISES
<input type="checkbox"/> Local	<input type="checkbox"/> Calm	<input type="checkbox"/> Office Machines
<input type="checkbox"/> Not Local	<input type="checkbox"/> Righteous	<input type="checkbox"/> Street Traffic
<input type="checkbox"/> Foreign	<input type="checkbox"/> Rational	<input type="checkbox"/> Factory Machines
<input type="checkbox"/> Regional	<input type="checkbox"/> Angry	<input type="checkbox"/> Airplanes
<input type="checkbox"/> Other	<input type="checkbox"/> Coherent	<input type="checkbox"/> Bedlam
Explain:	<input type="checkbox"/> Irrational	<input type="checkbox"/> Trains
	<input type="checkbox"/> Deliberate	<input type="checkbox"/> Voices
	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Music
		<input type="checkbox"/> Quiet
		<input type="checkbox"/> Party Atmosphere
		<input type="checkbox"/> Mixed

Hand print the message in its entirety as received from the informant.

CALL 9-1-1. DO NOT TALK TO ANYONE OTHER THAN INSTRUCTED BY YOUR SUPERVISOR!

BOMB THREAT RECEIVED OVER TELEPHONE

ELEVATOR EMERGENCY

Elevators are one of the safest modes of transportation. However, they do have periodic malfunctions.

WHAT TO DO IN AN EMERGENCY:

1. Remain calm.
2. Do not force the elevator open.
3. Push the elevator's HELP button on the elevator's wall or in phone door. The HELP button, upon pickup, will automatically dial through to 9-1-1. If phone is inoperable, press alarm button.
4. 9-1-1 notifies the appropriate emergency personnel. Be prepared to cooperate with the emergency personnel.
5. If a person is stranded in an elevator, DO NOT ATTEMPT TO OPEN DOORS. BE PATIENT. Reassure the stranded person and keep in contact until help arrives. Contact or have someone call 9-1-1 to notify of situation.

ELEVATOR EMERGENCY

MAIL HANDLING PROCEDURES

IDENTIFYING SUSPICIOUS MAIL OR PACKAGES:

All staff that receives mail should be aware of the possible signs of a suspicious package. The presence of a few or many of these items should activate the suspicious package protocol.

- Is unexpected or from someone unfamiliar to you.
- Is addressed to someone who is no longer with the organization or is otherwise outdated.
- Has no return address, or has one that can't be verified as legitimate.
- Is of unusual weight, given its size, or is lopsided or oddly shaped.
- Is marked with restrictive endorsements such as "Personal" or "Confidential" or "Do Not X-Ray."
- Has protruding wires, strange odors, or stains.
- Shows a city or state in the postmark that does not match the return address.
- Has excessive postage.
- Has misspelled words; badly typed or written.
- Is addressed to title only.
- Shows pressure or resistance when removing contents.
- Has a sloshing sound, buzzing or ticking.
- Includes unknown powdery substance in the opened envelope.
- Marked with any threatening language.
- Excessive packaging material such as masking tape, string, etc.

COMMON SENSE PRECAUTIONS FOR EMPLOYEES WHO HANDLE MAIL:

The risk of personal injury or contracting any disease from an envelope is extremely low. General awareness of one's surroundings and suspicious mail is appropriate.

- Wash your hands with soap and warm water before and after handling mail.
- Do not eat, drink, or smoke around mail.
- Disposable gloves may be appropriate to use, but keep in mind that many gloves have white powder inside of them to ease removal.
- Surgical masks, eye protection or gowns are not necessary or recommended.

IF A PIECE OF SUSPICIOUS MAIL IS RECEIVED BUT NOT OPENED:

- The piece of mail should not be handled any further.
- The employee receiving the mail should immediately report the situation to a supervisor available in the department and 9-1-1 should be called.
- All persons who have handled the piece of mail should wash their hands with soap and water and provide their names to law enforcement officials.
- Law enforcement officials will respond and take care of the situation from there.

IF THERE HAS BEEN A POSSIBLE EXPOSURE TO AN UNKNOWN SUBSTANCE, SUCH AS EXPOSURE TO AN UNKNOWN POWDER UPON OPENING A PIECE OF MAIL:

- The piece of mail should not be handled any further.
- The envelope containing suspicious material should not be shaken or emptied.
- The employee receiving the mail should report the situation to the highest level supervisor available in the department and 9-1-1 should be called.
- Law enforcement will respond to take care of the situation from there.

If it is determined that a package, place, or person has been contaminated, law enforcement will be the first responder. Law enforcement may secure a perimeter, assess situation and determine appropriate action.

MAIL HANDLING PROCEDURES

REMAIN IN PLACE

In the event of a situation occurring outside the building that police or fire personnel deem an emergency, you may be advised to "Remain in Place." Remain in Place is a precaution intended to keep you safe while remaining inside the building. In some situations, it is better to remain indoors than to risk exposure by attempting to evacuate. With all air-handling and ventilation systems properly shut down, the building will provide a good barrier against air-borne chemical contaminants. Remain in Place is a short-term precaution.

- Incident Command or Officer in Charge (OIC) will issue the directive to Remain in Place. In a Remain in Place, you will receive your directives from Incident Command, OIC, or supervisor.

In a Remain in Place emergency, the Dane County Sheriff's Office, Bailiff Unit will issue a voice warning to Remain in Place:

1. Stay calm.
2. Stay in your office or go to an interior room with the fewest windows and doors.
3. When inside, close the door. (If an airborne chemical issue, close windows.)
4. Shut down all fans and other devices that move or blow air. Facilities Management will shut down the building ventilation system once instructed by the Incident Command.
5. Do not use the elevators.
6. Await further instructions from Incident Command.

In the event of an emergency outside the building, instructions will be communicated to facilitate proper safety procedures.

DESIGNATED SHELTER AREAS

The Designated Shelter Areas are the nearest interior hallways away from windows and doors with glass for emergencies requiring indoor building protection.

ASSEMBLY AREAS

DESIGNATED DEPARTMENTAL ASSEMBLY AREAS - SEE MAP ON BACK

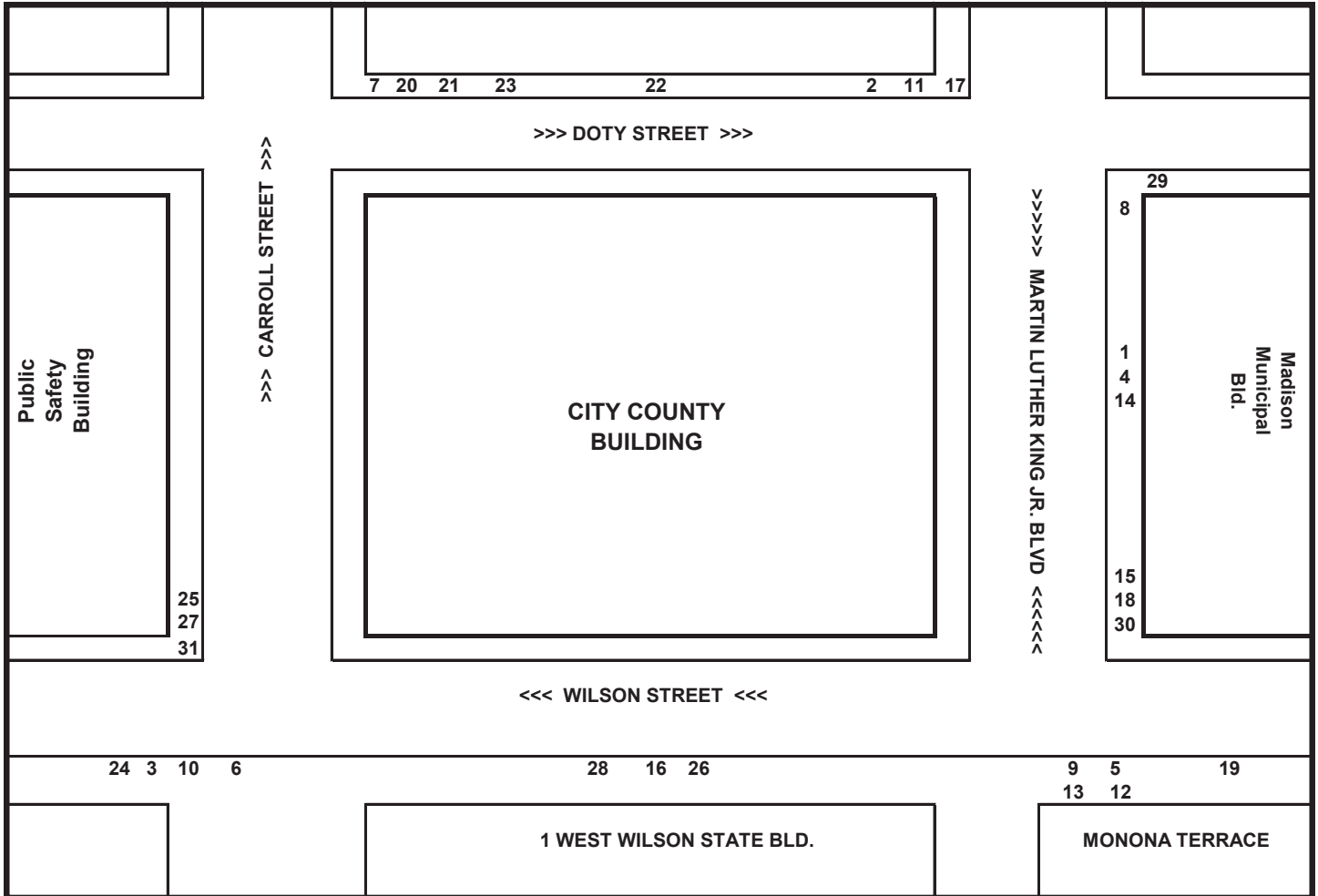
GREEN VEST: Employees are to report to appropriate designated assembly area and report to Department Head/Designee in Green Vest for attendance head count. Employees will follow direction of green vested Department Heads.

ORANGE VEST: (Evacuation Leader): Designated Department Heads/Designee (Green Vest) are to report any missing employees from attendance head count to individual wearing the Orange Vest. Orange vested Evacuation Leader will contact incident commander to report any missing persons.

The all clear to re-enter the City-County Building is intermittent blasts from air horns sounded by Facilities Management. Do not re-enter until you hear air horn blasts.

REMAIN IN PLACE – SHELTER – ASSEMBLY

DESIGNATED DEPARTMENTAL ASSEMBLY AREAS



City of Madison Departments		Designated Gathering Location		Dane County Departments		Designated Gathering Location	
1	Assessor's Office	Front Stairs MMB		15	Board of Supervisors	MMB side, corner of MLK & Wilson	
2	Attorney's Office	Justice Center Sidewalk MLK		16	Cafeteria	Wilson Street Sidewalk	
3	Civil Rights	West entrance Monona Terrace		17	Child Support	Justice Center Sidewalk MLK	
4	Clerk's Office	Front Stairs MMB		18	Clerk's Office	MMB side, corner of MLK & Wilson	
5	Comptroller's Office	Monona Terrace Plaza		19	Corporation Council	Monona Terrace Plaza by Madison Club	
6	Council	West entrance Monona Terrace		20	Courts (ATIP / DA)	Anchor Bank Sidewalk (Carroll & Doty)	
7	Engineering	Anchor Bank Sidewalk (Carroll & Doty)		21	Dept. of Administration (excluding Printing & Info Mgmt.)	Anchor Bank Sidewalk (Carroll & Doty)	
8	Human Resources	MMB side, corner of MLK & Doty		22	Dept. of Corrections (JRC)	Anchor Bank Sidewalk	
9	Information Technology	Monona Terrace Plaza		23	Emergency Mgmt. (911)	Anchor Bank Sidewalk (Carroll & Doty)	
10	Madison Police (including Computer Forensic)	West entrance Monona Terrace		24	Executive's Office	In front of Carpenter Bld. (Wilson)	
11	Mayor	Justice Center Sidewalk MLK		25	Information Mgmt.	In front of Carpenter Bld. (Carroll; PSB)	
12	Municipal Court	Monona Terrace Plaza		26	Facilities Mgmt.	Wilson Street Sidewalk	
13	Parks Division	Monona Terrace Plaza		27	Planning & Development	In front of Carpenter Bld. (Carroll; PSB)	
14	Treasurer's Office	Front Stairs MMB		28	Printing	Wilson Street Sidewalk	
				29	Public Health	MMB side, corner of MLK & Doty	
				30	Register of Deeds	MMB side, corner of MLK & Wilson	
				31	Treasurer's Office	In front of Carpenter Bld. (Carroll; PSB)	