

Warren County
SUPPORT SERVICES COMMITTEE
(INSURANCE)

March 8, 2012 10:15 am

Information Submitted By: Amy Clute, Insurance Administrator

Committee Members: Chairman, Supervisor Taylor
Supervisor Strainer
Supervisor Loeb
Supervisor McDevitt
Supervisor Frasier
Supervisor Wescott
Supervisor Vanselow

- I. Committee meeting called to order by Chairman.**
- II. Motion to approve minutes of prior committee meeting.**
- III. Action agenda – matters requesting Resolutions of the Board and / or committee approval.**

1. Workplace Violence Prevention Plan and Program

R108 of 2007 approved and authorized the implementation of a program on workplace violence. The original program has been reviewed by Needham Risk Management, the Insurance Administrator, the County Administrator and the County Attorney. The result of the review is the updated version of the Workplace Violence Prevention Plan and Program that is attached. Resolution requested approving such. (Pages 3-9)

2. Municipal Center Emergency Action Plan

R582 of 2005 approved and authorized the implementation of the Warren County Municipal Center Emergency Action Plan. The original plan has been reviewed and revised by Needham Risk Management, the Insurance Administrator and the County Administrator. The result of the review is the updated version of the Municipal Center Emergency Action and Response Plan. This is similar to the current plan for the Human Services Building. Resolution requested approving the Municipal Center plan noting that section 2.1 will be completed upon the installation of the buildings public address system. (Pages 10-23)

3. NYSASIC Spring Meeting

Insurance Administrator requests authorization to attend the NYS Association of Self-Insured Counties Spring Meeting May 2-4, 2012 at Fairport NY. (Pages 24-28)

IV: Pending Items

1. Cyber Security Insurance

County Administrator, Paul Dusek to report on review of exposure and Committee discussion following review of information provided by Cool Insurance at the February 1st meeting.

RESOLUTION REQUEST FORM NO. 20

MISCELLANEOUS

****Please List All Other Requests Not Covered by Previous Resolution Request Forms Here.
Please attach any backup information available and be as detailed as possible.***

DEPARTMENT NAME: Self-Insurance

DATE: 3-8-12

- (a) Purpose of Request: Approving and Authorizing the Implementation of a program on workplace violence prevention for Warren County.

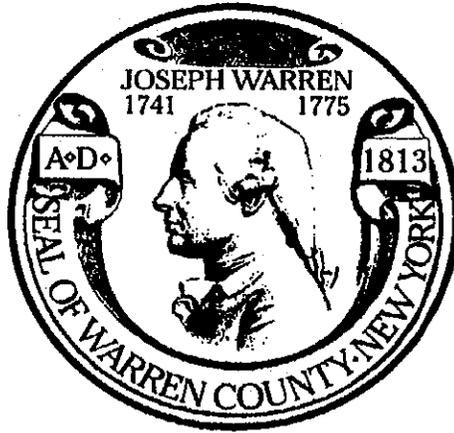
- (b) Details: Approving the attached plan that updates the plan approved by R108-2007.

- (c) Previous Resolution Number: R108-2007

- (d) Where are the Funds (if required)? List Budget Code, Object Code, Full Title* and Amount: not applicable.

Sample: A.8021 470 Planning & Community Development – Contract

* as listed in budget and LOGOS



Warren County

Workplace Violence Prevention Plan and Program

Date Adopted: _____ 2012

Warren County
Workplace Violence Prevention Plan and Program

Section 27-b of the New York State Labor Law requires public employers (other than schools covered under the school safety plan requirements of the education law) to perform a workplace violence evaluation or risk evaluation at each worksite and to develop and implement programs to prevent and minimize workplace violence caused by assaults and homicides. The Law is designed to ensure that the risk of workplace assaults and homicides are regularly evaluated by public employers and that a workplace violence protection program is implemented to prevent and minimize the hazard to public employees.

The workplace evaluations must identify factors which may place the workforce at risk to occupational assaults or homicides. The results of the evaluation and the risk factors found are to be shared with employees initially and annually thereafter.

I. Board of Supervisors Policy Statement:

Warren County is committed to providing a safe workplace for our employees. We recognize that workplace violence presents a serious occupation safety hazard for workers. Therefore, Warren County has developed and shall implement this workplace violence prevention plan and program.

II. Defining Workplace Violence:

A. In accordance with Section 27-b of the New York State Labor Law and for the purpose of this workplace violence prevention plan, **workplace violence is any physical assault, threatening behavior or verbal abuse occurring in the work setting within Warren County.**

The workplace violence prevention plan has been developed to address three distinct types of Workplace Violence threats:

- **Type 1 Threat:** Physical assault, threatening behavior or verbal abuse by an assailant with no known legitimate relationship to the workplace who enters the workplace to commit a robbery or other criminal act.
- **Type 2 Threat:** Physical assault, threatening behavior or verbal abuse by a recipient of a service provided by the County.
- **Type 3 Threat:** Physical assault, threatening behavior or verbal abuse by a current or former worker, supervisor or manager, or another person who has some employment-related involvement with the County, such as a worker's spouse or lover, a worker's relative or friend or another person who has a dispute with one of our employees.

B. Workplace violence may include threats in the following specific situations or when made in person, in writing, by telephone or electronic communication:

- Non-specific threats of violence by employee
- Specific threats of violence by employee
- Threats of violence directed against an employee by a non-employee
- Violent confrontation by a spouse or significant other with an employee over a personal/domestic dispute
- Threats or threatening conduct by disgruntled or ex-employees

- Violent altercations between two employees or employee and supervisor
- Multiple assaults by intruder

C. Typical warning signs of potentially violent individuals may include:

Experts in the mental health profession state that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility, extreme agitation; making ominous threats such as: "bad things will happen" to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance, irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in County policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or supervisor; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; demonstrating a propensity to behave and react irrationally.

III. Workplace Violence Prevention Risk Evaluation:

Warren County has performed "risk evaluations" of certain facilities identified in article V(f) as a means of inspection of workplaces to determine the presence of existing or potential hazards that might place employees at risk from physical assault, threatening behavior or verbal abuse. Warren County will be performing additional "risk evaluations" of the facilities so denoted in V(f). The County employed the following techniques in developing risk evaluations for the facilities where the evaluations have been concluded and will also use the same techniques where the evaluations have not been concluded:

- An examination of the history of past incidents to identify patterns or trends which occurred in each workplace;
- A review of occupational injury and illness logs (SH 900) and incident reports to identify injuries that may have resulted from workplace violence incidents;
- Conducting workplace building security surveys.

IV. Risk Factors Identified In Section III Above:

A review of the activities carried out at Warren County's facilities and by County employees, indicates that threats of violence may be initiated by any of the three types of individuals listed in item II. above. Many of the County's employees work closely with the public in situations at the following locations/worksites:

- Municipal Center which includes the County Clerk, Treasurer, Board of Supervisors, Civil Service, County Court as well as several other County departments.
- Human Services building which contains Social Services, Planning, Building Codes, Self-Insurance, Veterans Affairs as well as other County departments.
- Highway Department
- Buildings and Grounds
- Westmount Nursing Facility
- Countryside Adult Home
- Public Safety building which contains the Sheriff's Department and the correctional facility

Individual departments, within the County, who have constant contact with the public have their own Workplace Violence plans including DPW, Social Services, Health Services and Westmount Nursing Facility.

The County has determined that the following are some of the factors or situations in County workplaces that might place employees at risk of physical assault, threatening behavior or verbal abuse.

- Duties that involve the handling or exchange of monies
- Delivery of passengers, goods or services
- Duties that involve mobile workplace assignments (IE health care, probation, social services, building inspection, criminal justice settings.)
- Working alone or in small numbers (IE working late at night, during early morning hours or anytime the workplace is not fully staffed.)
- Duties that involve guarding valuable property or possessions
- Working in community based settings
- Bomb threats
- Working in rural or sparsely populated areas
- Working in a poorly lit environment

V. Workplace Violence Prevention Responsibility:

A. The County has identified the following responsibilities for implementing and maintaining the provisions of the Workplace Violence Prevention Program:

- The County Administrators Office is responsible for implementation of the Plan and for coordinating the delivery of required annual employee workplace violence prevention training and for ensuring that all new employees receive a copy of the Plan and required training.
- The County Administrators Office is also responsible for annual plan review, ensuring that its provisions are implemented and answering all employee questions relative to Workplace Violence Prevention procedures.
- All County employees will attend Workplace Violence Prevention training and review the contents of the plan. Training will be scheduled and announced as necessary. In addition this plan will be available from Department Heads and/or supervisors and will be posted in employee accessible areas.
- The County Administrators Office will periodically review this Workplace Violence Prevention Plan and annual employee training requirements.
- Department Heads will also conduct a formal review of any workplace violence incidents and within 30 days of the occurrence of an incident may recommend enhancements to the existing Plan and procedures.
- It is the responsibility of the Warren County Sheriff's Department or State Police to respond to and investigate all workplace violence incidents that occur in workplaces. The Investigating Officer will provide a preliminary report to the County Administrator within 15 days of the occurrence of a workplace violence incident.

B. Injury and Illness Recordkeeping and Reporting Requirements for Workplace Violence Incidents:

Currently, Warren County is required to record and report workplace violence incidents in accordance with New York State Labor Law, Section 27-a (Public Employer Safety and Health Act). 12 NYCRR Part 801 Recording and Reporting Public Employees' Occupational Injuries and Illnesses, specifies conditions for employer recordkeeping and reporting requirements. Specifically, an employer is required to record an employee workplace violence injury if it results in death, days away from work, restricted work or transfer to another job, medical treatment beyond first aid and loss of consciousness.

Employers are also required to report employee workplace violence related fatalities and multiple hospitalizations to the Department's Public Employee Safety and Health (PESH) Bureau within 8 hours of the incident.

(Refer to 12 NYCRR Part 801 for complete information pertaining to employee recordkeeping and PESH reporting requirements).

C. Employee Communication:

To properly maintain a safe, healthy and secure workplace the County is committed to having an open, two-way communication policy between all employees on all workplace safety, health and security issues. This communication is designed to encourage a continuous flow of safety and health information between management and employees without fear of reprisal and is readily understandable. This communication system will provide and accomplish the following:

- Employee orientation and training on workplace violence prevention and worksite security policies, procedures and work practices.
- Periodic review of the Workplace Violence Prevention Plan and Program with all personnel.
- Training programs designed to address specific aspects of workplace violence prevention and security that are unique to the County.
- Discussion of Workplace Violence Prevention at regularly scheduled safety and health meetings.
- Posted or distributed workplace security information.
- A system for employees to readily inform management about workplace security hazards or threats of violence.
- Procedures for protecting any employee who reports a threat from retaliation by the person making the threat.

D. Preventing Workplace Violence at worksites:

There is no single ingredient that will prevent or reduce violence in the workplace. Preventative measures must be based on a thorough understanding of risk factors associated with the various types of workplace violence that could occur. While understanding the factors that lead to workplace violence are not always evident, sufficient information is available which can reduce the risk. However, strong management commitment, and the day-to-day involvement of department managers, supervisors, employees and labor unions, is required to reduce the risk of workplace violence. To that end, the County will utilize the following measures in developing and maintaining its Workplace Violence Prevention Program:

- **Foster a supportive harmonious work environment:** Create a culture of mutual respect to help reduce harassment and hostility in the workplace. Management will strive to communicate openly, give employees adequate control in their work and provide them with support and recognition. Conflict and stress are lower when employees feel empowered to work independently and are motivated to work cooperatively.
- **Train employees on how to resolve conflicts:** Conflicts on the job can be reduced by developing employee skills in negotiating, communicating effectively, team building and resolving disputes.
- **Develop effective policies to protect employees from harassment:** Strive to build a culture free of harassment and discrimination and advance this goal by having systems in place to address infractions. Warren County will not tolerate physical assault, threatening behavior or verbal abuse. Further, all complaints will be expeditiously and thoroughly investigated. Appropriate action will be taken to those who violate this policy.
- **Establish procedures for handling grievances:** Employees will follow grievance procedures for reporting complaints of unfair treatment, discrimination or harassment.
- **Provide personal counseling through an employee assistance program:** Employees can use County resources to address personal concerns. If a physical assault, threatening behavior or verbal abuse incident occurs at work, support services can be made available by the County to help employees cope with their fears and concerns.
- **Implement security programs that protect employees:** The County has a variety of methods in-place to ensure worker safety. Such methods include: access control to facilities; employee background screening; and, employee safety awareness and training.
- **Provide employee safety education programs:** In addition to making workers aware of safety policies and employee support services, the County will provide education on ways to maximize safety at work.
- **Train supervisory personnel on how to recognize signs of a troubled employee:** The County will provide periodic information and/or training to managers and supervisors on how to recognize signs and symptoms of a potentially violent employee. Also, supervisory personnel can be instructed on how to be sensitive to signs of possible abuse among employees, such as frequent absences or depression.

E. Reporting Workplace Violence Incidents:

Any employee or representative thereof who believes that a serious violation of the Workplace Violence Prevention Plan and Program has occurred or that an imminent danger exists, should bring such matter to the attention of a Supervisor or Department Head in the form of a written notice. The referral is not required where imminent danger or threat exist to the safety of a specific employee or to the general health of a specific patient and an employee reasonably believes in good faith that reporting to a Supervisor or Department Head would not result in corrective action.

When a workplace violence incident results in a serious injury, emergency responders such as Police, Fire and/or Ambulance personnel will be promptly notified. The Warren County Sheriff's Department, County Administrator, Department Head and employee's supervisor will also be immediately notified. Based on the seriousness of the incident, the County Administrator may

assemble a Workplace Violence Management Response Team which may include the County Attorney, law enforcement, Employee Assistance Program Coordinator, various Department Managers, representatives from the Employee Safety and Health Committee, Employee Union representatives and other others as deemed necessary. This team will evaluate the details of the violent incident, implement required employee safety measures, coordinate with the victim's family, other employees, the media and law enforcement personnel, and refer victims to appropriate assistance and community service programs that may include crisis counseling.

F. County Worksite Security:

The County primarily provides services to County residents and visitors and its worksites must remain accessible to its clients as necessary. Therefore there is no intention to fortify facilities. The County will provide training to all employees as the primary means of reducing workplace violence. The County will utilize barriers, controlled entries, etc. where such are necessary. In addition, the following physical security measures are also employed at the various facilities as appropriate:

- Maintain exterior lighting, especially in areas where employees walk to their cars.
- As needed, prune landscaping to eliminate hiding places near entrances, walkways and parking areas.
- Keep all non-public entrances closed and locked. Post signs (where necessary) indicating public entrances.
- Post emergency numbers for police, fire and medical services.
- Equip vehicles with two way radios as necessary.

The following details the specific risks and control measures for each of the County's facilities:

- **Municipal Center:** *to be completed following risk evaluations*
- **Human Services Building:** *to be completed following risk evaluations*
- **Department of Public Works:** Please see the DPW's site specific plan.
- **Health Services:** Please see the Health Services specific plan.
- **Social Services:** Please see the Social Services specific plan.
- **Westmount Nursing Facility:** Please see the facility specific workplace violence plan.
- **Countryside Adult Facility:** *to be completed following risk evaluations*
- **Public Safety Building:** *to be completed following risk evaluations*

RESOLUTION REQUEST FORM NO. 20

MISCELLANEOUS

****Please List All Other Requests Not Covered by Previous Resolution Request Forms Here.
Please attach any backup information available and be as detailed as possible.***

DEPARTMENT NAME: Self-Insurance

DATE: 3-8-12

- (a) Purpose of Request: Approving and authorizing the implementation of the Warren County Municipal Center Emergency Action and Response Plan.

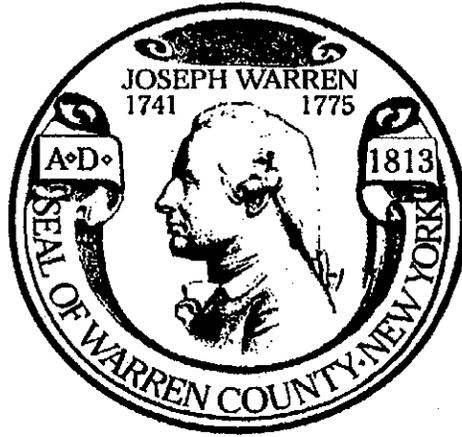
- (b) Details: Approving the attached plan that updates the plan approved by R582-2005.

- (c) Previous Resolution Number: R582-2005

- (d) Where are the Funds (if required)? List Budget Code, Object Code, Full Title* and Amount: not applicable.

Sample: A.8021 470 Planning & Community Development – Contract

* as listed in budget and LOGOS



Warren County Emergency Action and Response Plan

Municipal Center

**1340 State Route 9
Lake George, New York 12845**

2012

Emergency Action and Response Plan

1. ORGANIZATION

1.1. List of Contacts for Further Information

Names or regular job titles of persons or departments at the Warren County Municipal Center facility located on 1340 State Route 9, Lake George, New York who would be contacted for further information or explanation of duties under this plan:

Frank E. Morehouse, Jr. Buildings and Grounds 761-6494

(See also Chain of Command in Section 2.3)

1.2. Training

Training is important for the effectiveness of an emergency plan. Before implementing an emergency action plan a sufficient number of persons must be trained to assist in the safe and orderly evacuation of employees. Training for each type of disaster response is necessary so that employees know what actions are required.

All employees will be trained in the following in accordance with the Employee Quick Response Card found in **Appendix A** of this document:

1. Evacuation
2. Lock Down
3. Shelter-in-Place
4. Duck and Cover

These Training Programs should be provided as follows:

1. Initially when the plan is developed.
2. For all new employees
3. When new equipment, materials, or processes are introduced.
4. When procedures have been updated or revised.
5. When exercises show that employee performance must be improved.
6. At least annually.

The Municipal Center will hold a minimum of two fire drills per year in the spring and fall, and at least one emergency drill from the Employee Quick Response Card e.g. Duck and Cover. There will be an evaluation of the performance made immediately by management and employees. Records of drills will be maintained. The emergency plan will be reviewed periodically and updated to maintain adequate response and program efficiency.

2. COMMUNICATION

2.1. Methods of Communication

During an emergency involving a fire or explosion, it may be necessary to evacuate all work areas. A method of communication is needed to alert employees to the evacuation or to take other action as

required in the plan.

The communication procedure for notifying employees of the need to evacuate is through the use of the fire alarm. The fire alarm signal is an audible signal and a strobe light signal. The telephone would be used for contacting local authorities (i.e. Security, law enforcement officials, the Red Cross, Fire Department).

The Municipal Center has an "All Call" paging function through the phone system. This "All Call" notification will be used to advise employees of other response actions necessary in the event of an incident which does not require evacuation from the facility and notification via the fire alarm.

The process and zones for paging are as follows:

Dial 2222

00 = All Zones

01 =

02 =

03 =

04 =

05 =

06 =

The Highest Ranking Person in the Chain of Command has the primary responsibility for setting up, directing, maintaining, and operating all communications in an emergency action situation.

During Non-Working Hours

The **Primary Method** of notification of key people while off duty is by cell phone or home phone using a department phone tree.

During Working Hours

The **Primary Method** of communicating during an all building emergency will be via 911.

2.2. Indirect Communications or Alarm Signals During Work Hours

The building is equipped with fire, heat and smoke detection systems that are monitored by Mahoney. The fire alarm signal will be used as a warning for conditions that warrant facility wide emergency action and evacuation. Once the alarm is raised, employees shall evacuate the facility and report to the emergency evacuation areas, see **Appendix B**

2.3. Chain of Command

A chain of command is established to minimize confusion so that employees will have no doubt about who has authority for making decisions.

The chain of command for the Municipal Center is:

<u>Name</u>	<u>Position</u>	
Paul B. Dusek	County Administrator	761-6539
JoAnn McKinstry	Assistant to the County Administrator	761-7655
Joan Sady	Clerk of the Board	761-6563
Martin Auffredou	County Attorney	761-8708

In the event that no member of the Chain of Command for the Municipal Center is available at the time of an emergency, the Incident Command will be drawn from Warren County's HSB Chain of Command, or a member of the County Chain of Command may choose to become Incident Commander at a facility incident based on the scale or scope of the emergency.

If there is an emergency with affects both buildings, the Incident Command will be drawn from Warren County Municipal Center's administration.

2.4. The Preferred Means of Reporting Fires and Other Emergencies

1. Fire Alarm, Pull Down System
2. Verbal through the "All Call" feature on the telephone system
3. Notify the Security Desk via telephone at **6231**
4. Call **911**

(Also see **Communication Plan, Section 2.1 and 2.3**)

A list of Important Contacts and phone trees are documented in **Appendix C**.

3. ACTION AND RESPONSE

3.1. Procedures During Evacuation

Employees shall not be expected to remain in operating areas during an emergency that requires facility wide evacuation, during normal operating conditions. During an emergency, employees should not turn off computers and printers but should shut off any heat producing equipment such as toasters and portable heating equipment. All employees and visitors will evacuate the building upon being notified to do so. Employees should bring their coats and car keys with the idea they may not be allowed to return only if they can be easily reached without delaying evacuation, and should proceed to the evacuation areas (see **Appendix B**). A member of the County's Chain of Command will form a temporary command center near the flag pole at the front of the Municipal Center until such time that fire department responders arrive and then the fire departments officer in charge will assume the position of incident commander and determine where the incident command site will be located.

3.2. Emergency Escape Procedures

A map of the facility can be found in **Appendix B** of this document. Evacuation routes are posted by each exit door, and in the event of an evacuation, employees and visitors should evacuate the facility

by use of the nearest available marked exit. If the closest stairway or exit is unusable, another exit should be located and used.

Employees and visitors should not use elevators to evacuate the building.

3.3. Procedures to Account for Personnel

After emergency evacuation has been initiated, all employees and visitors will gather at the designated emergency evacuation area. The area fire marshal (see list in **Appendix B**) will verify the adequacy of the evacuation on their area and then report to the assigned outside areas. Members of the chain of command have been issued with Kenwood TK-290 portable radios as follows:

- Paul Dusek Unit 14
- Joann McKinstry Unit 15
- Joan Sady Unit 16

Members of the chain of command will report to each of the evacuation sites with their radios and will communicate evacuation status to the Incident Commander at the command post. The Incident Commander will be responsible for reporting the evacuation status to incoming police and other emergency services personnel including the status of non-ambulatory or disabled persons.

- Non-Ambulatory personnel, and any other persons not physically able to use the stairs should report to one of the two designated areas of refuge located in the north and south stairwells on the 2nd floor.
- All personnel who have evacuated to the evacuation areas will remain there until told that they may return to the building by the Incident Commander or Emergency Services.
- If the building cannot be re-entered or Emergency Services indicates that employees must be relocated, the fire marshals will lead persons from their evacuations areas to the main lobby at the Human Services Building and organize by department.

3.4. Medical Assistance

Warren County does not expect or require any employee to provide medical assistance or CPR to injured colleagues or visitors. If any employees have received training and choose to provide medical assistance or perform CPR on an injured colleague or visitor, they do so on a voluntary "good Samaritan" basis and are encouraged to follow universal precautions as taught to them in their certification classes.

The following is information should someone choose to assist an injured worker while awaiting the arrival of emergency medical services.

Rendering First AID/ CPR:

1. Perform a primary victim assessment:
 - Does the victim have an open airway?
 - Is the victim breathing?
 - Is the unconscious victim's heart beating?
 - Is the victim bleeding heavily?
2. Check for medical alert tag
3. Administer basic first aid as standard procedure
4. Render CPR as appropriate and in accordance with training.

Additional Medical Assistance

5. If person requires additional medical attention from a physician but the condition is not an emergency, transport victim to:

**Glens Falls Hospital
(518) 926-1000**

Emergency Conditions

6. If the condition of the victim is considered an emergency, call the emergency medical services by dialing **911**.

Be prepared to give:

The victim's location

Your phone number

The nature of the emergency

Number of persons needing help and any special conditions

Condition of victim(s)

Always be the last person to hang-up the phone

4. TYPES OF EVACUATIONS TO BE USED IN EMERGENCY CIRCUMSTANCES

The following list has been compiled and thought to be the most likely emergencies at the facility:

1. Fire and/or associated explosions (Evacuation)
2. Escalation by clients and Workplace violence incidents (Lockdown)
3. Commercial traffic related incidents including chemical spills and bomb threat (Shelter in Place)
4. Natural disaster and weather events (Duck and Cover)

Procedures to be followed in the event of an emergency are located in **Appendix A**.

4.1. Fire and/or Associated Explosions (Evacuation)

The fire protection system consists of heat, smoke and fire detectors within the facility that are monitored by Mahoney. The means of egress from the building are indicated on the diagrams located in Appendix B, and exit routes are posted in corridors and office areas.

Portable fire extinguishers are located in common areas in the facility.

In the event of a fire (other than incipient), pull a fire alarm pull station and notify 911 of the nature of the emergency, location, severity, and number of injuries. Request the presence of the fire department, even if building employees can control the fire.

Building employees may operate fire extinguishers when attempting to control fires to aid in maintaining evacuation routes; however, employees are encouraged to evacuate the building and allow the fire department to control fires. The fire department has prime authority to direct fire fighting activities.

Note: An incipient fire is a small and contained fire producing small amounts of smoke.

4.2. Escalation by clients and workplace violence incidents (Lockdown)

In the event of an intruder or a client who poses a threat, employees should telephone 911 or use an accessible distress button. If an intruder enters the building, and is armed or indicates a threat to personnel, the following steps should be taken:

- Call 911 and do not confront the intruder.
- Follow instructions given by the intruder, particularly if they are armed.
- Do not violate the intruder's space, use loud tones or issue false promises or threats.
- Speak calmly and attempt to buy time until law enforcement can respond.
- Personnel who are not immediately in the location of the intruder, and who become aware of the intruder's presence should lock themselves in a separate room if possible after dialing 911. See **Appendix B** for list of lockdown areas located in the Municipal Center.

The exteriors of the building, including the parking areas, are provided with lighting. If an employee has any concern with regard to entering or leaving the parking lot, they should request assistance from the Sheriff's Department.

See **Appendix A** for Lockdown instructions.

4.3. Commercial traffic related incidents including chemical spills and bomb threat (Shelter in Place)

In the event of commercial traffic related incidents the Incident Commander will call for a "Shelter in Place". See **Appendix A** for Shelter in Place instructions.

Should an employee receive a bomb threat, he or she should complete the New York State Police Bomb Threat Card which is kept near each telephone (**Appendix D**) and immediately notify 911. See **Appendix A** for additional Shelter in Place instructions.

- Bomb Threat (Generic, Non-specific Bomb Threat, i.e. no specific date, time, location or method):
 - Instruct everyone to remain where they are, and scan their respective area for anything out of the ordinary.
 - Call 911.
 - Scan common areas for anything unusual. Do not touch anything.
 - If no device is found, decide whether to continue normal operations or evacuate. The Incident Commander may consult with police to make their decision.
 - If a device is found, follow steps for a "Specific" bomb threat.
- Bomb Threat (Specific):
 - Call 911
 - Announce "Shelter-in-Place".
 - Move people out of the immediate area where the device is found, or specific threat has been issued to, to another area of the building.
 - Assist first responders as necessary.

4.4. Natural disasters and weather events (Duck and Cover)

In the event of severe weather that can cause flying glass or loss of structural integrity, the Incident Commander will call for a "Duck and Cover", and have employees move into corridors and assume

the duck and cover position. See **Appendix A** for Duck and Cover instructions.

SNOW AND ICE - General Considerations

1. Maintenance of exits
2. Maintenance of walkways
3. Watch for snow and ice loading on roof – post warning signs or barricades for clients and employees if ice and snow might fall from the roof
4. Prepare areas for plowing snow
5. The Incident Command will notify personnel of hazards when coming to work and determine who is able to get to work.

SEVERE THUNDERSTORMS/HURRICANES - General Considerations

1. Stay away from telephone lines and metal pipes, which can conduct electricity
2. Secure loose objects that may blow around the facility
3. Stay away from windows and doors
4. The Incident Commander will notify personnel of hazards when coming to work and determine who is able to get to work.

5. CRISIS RESPONSE PROCEDURES

5.1. Media Relations

In the interest of consistent community and media relations, employees shall not make statements on behalf of the County to representatives of the press, television, or radio, nor may they photograph, videotape, or record at the facility. Inquiries from the media must be referred to the County Administrator or emergency service administration. (Appendix E)

Warren County
Emergency Quick Response Card

CONFIDENTIAL - DO NOT DISTRIBUTE

LOCKDOWN

(REMAIN IN PLACE/CLEAR HALLWAYS)

- Lockdown will be announced through "All Call" function on telephones.
- Immediately gather employees from hallways and open spaces into offices. This includes common areas and restrooms immediately adjacent to offices.
- Lock office door(s) and have employees/visitors take a seated position on the floor next to the wall out of view from the door window. Stay out of sight.
- Do NOT cover windows. Leave the window blinds and lights as they are.
- Document and attend to any injuries as well as possible.
- No one should be allowed to enter or leave a room or office under any circumstances.
- Do not answer or communicate through your locked door.
- Do not allow anyone into your secured area.
- Do not answer a telephone.
- Do not respond to a fire alarm unless you can see imminent signs of fire.
- Do not talk within the secured area, except only as absolutely necessary.
- Do not respond to the intercom or other announcement.
- Lockdown will end ONLY when you are physically released from your room by emergency responders/law enforcement.

Activation Examples:

Hostage, Kidnapping, Violent Incident

FIRE

- If you detect a fire or smoke condition, pull the fire alarm to evacuate the building.
- Notify the Security Supervisor/Security Desk of the location of the fire as well as any injuries.
- Close windows. Turn off all lights.
- When moving to exits, close all doors behind you, DO NOT LOCK.
- Touch doors before opening. If a door is hot or you encounter smoke, try another exit.
- Stay close to the floor to avoid smoke inhalation.
- Never go back into the fire to get something or rescue someone.
- If somebody is on fire, use the Stop, Drop and Roll technique.
- If you must use a fire extinguisher use the Pull, Aim, Squeeze, Sweep technique.
- Report to designated evacuation site.
- Take attendance of employee and guests and report discrepancies to floor fire marshal.

Activation Examples:
Fire/Smoke Condition

SHELTER-IN-PLACE

(SHELTER IN DESIGNATED SHELTER SITE OR ROOM)

- An announcement will be made: "All employees should shelter-in-place" through the "All Call" function on telephones.
- Return to offices and close windows and doors, and await further instructions.
- Conduct a visual search of your area and report any suspicious items to the Security Desk. DO NOT TOUCH ANYTHING.
- Await instructions from the Security Desk or Incident Commander as to whether you must relocate to another area. If you must relocate, employees are to leave their bags and belongings in the office.
- Upon arrival to alternate site, take attendance and report any missing employees or visitors. Remain in place until notified to resume normal operations.

Activation Examples:
Bomb Threat, Environmental Incidents, etc.

DUCK and COVER

(RELOCATE TO THE HALLWAYS)

- Staff involved in outside activities must move inside the main building. All staff are to move to interior hallways on the lowest level away from glass and doors.
- Drop to knees with back to center of hallway. Make body as small as possible. Bury face in arms. Keep eyes and ears covered.
- If time does NOT allow you to get to hallways, use room desk or furniture as a shield.
- Drop to knees with back to any glass. Make body as small as possible. Bury face in arms. Keep eyes and ears covered.
- If outside and there is no time to come back in, then lie face down with face away from the source of the event. Cover head, face and as much skin as possible. Keep eyes closed and ears covered.

Activation Examples:
Tornadoes, etc.

Human Services Building All Call Procedures:

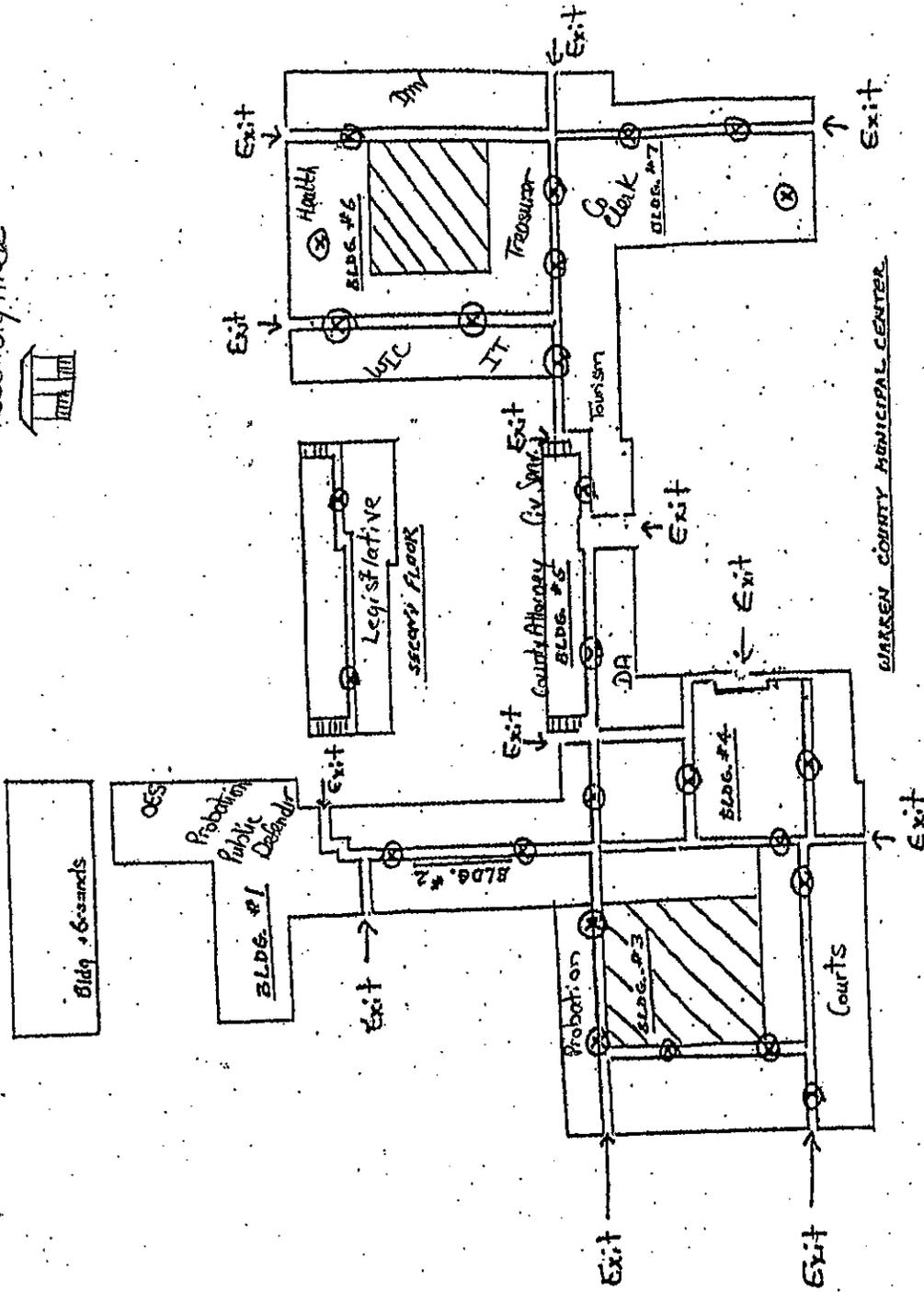
Dial 

00 = All zones

Building Security 6231

Appendix B

Gazebo Assembly Area



Fire Alarm Pull Station

Flag Pole Assembly Area

Appendix B

Annex here:

Municipal Center fire marshal list and lockdown locations list

APPENDIX C

Annex here:

County list of important names and phone numbers - CONFIDENTIAL

New York State Police Bomb Threat Instruction Card

Place This Card Under Your Telephone

QUESTIONS TO ASK:

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

EXACT WORDING OF THE THREAT:

Sex of caller: _____ Race: _____

Age: _____ Length of call: _____

BOMB THREAT INSTRUCTIONS

Number at which the call was received:

Time: _____ Date: _____

CALLERS VOICE:

- | | |
|--|------------------------------------|
| <input type="checkbox"/> Loud | <input type="checkbox"/> Soft |
| <input type="checkbox"/> High | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Intoxicated | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Calm | <input type="checkbox"/> Angry |
| <input type="checkbox"/> Fast | <input type="checkbox"/> Slow |
| <input type="checkbox"/> Stutter | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Accent (type) _____ | |
| <input type="checkbox"/> Other Characteristics _____ | |

If voice is familiar, who did it sound like:

BACKGROUND SOUNDS:

- | | |
|---|------------------------------------|
| <input type="checkbox"/> Voices | <input type="checkbox"/> Airplanes |
| <input type="checkbox"/> Quiet | <input type="checkbox"/> Trains |
| <input type="checkbox"/> Animals | <input type="checkbox"/> Music |
| <input type="checkbox"/> Street Traffic | <input type="checkbox"/> Machinery |
| <input type="checkbox"/> Office Machinery | |
| <input type="checkbox"/> Other _____ | |

THREAT LANGUAGE:

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Well spoken (educated) | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Irrational | |
| <input type="checkbox"/> Message read by threat maker | |

Remarks:

Date: _____

Name: _____

Position: _____

Appendix E

PUBLIC INFORMATION REPORT

Date:

Time:

Location:

Address:

Your Name and Title:

Nature of Incident:

Time Detected:

Brief Description of the Facts of the Incident:

Who Responded:

Number of Injuries/Deaths (Hold the names pending notification of family)

Incident Commander's Name:

Emergency Service Public Information Officer Name:

Name of Warren County's Public Information Officer:

Time and Location that County's Public Information Officer will be available:

INSTRUCTIONS:

COMPLETE THIS FORM AND PROVIDE IT TO THE COUNTY ADMINISTRATOR AS QUICKLY AS POSSIBLE.

Tentative Conference Agenda

Wednesday May 2, 2012:

- 1:30pm - 2:15pm **Registration**
- 2:30pm - 3:30pm **Round Table Discussion**
Municipal Plans Only
- 3:30pm - 4:30pm **Round Table Discussion**
Vendors and Municipal Plans
- 4:30pm - 5:30pm **Registration**
- 6:00pm - 8:30pm **Networking Reception & Dinner**

Thursday May 3, 2012:

- 7:30am - 9:00am **Breakfast Buffet**
- 8:00am - 8:45 am **Registration**
- 8:50am **Conference Begins**
- 9:00am - 9:45am **Topic: Review of 2011 Workers' Compensation Decisions**
Edward Nicosia, Esq.
Buckner & Kourofsky
- 9:45 am - 10:15am **Networking Break, visit vendor area**
- 10:15am - 11:00am **TOPIC: Workers' Compensation Reserves, IBNR, and Ultimate Liability**
Joseph Peckham
EBS-RMSCO
- 11:00 am - Noon **TOPIC: PPD Classification**
Speaker: Jason Carlton, Esq, Robert Manning, Esq., and Kenneth Goldman, Esq.
Gitto & Niefer, Stewart, Greenblatt, Manning & Baez, and Wolff, Goodrich & Goldman
- Noon - 1:30pm **Lunch & visit vendors**
- 1:30pm - 2:30 pm **TOPIC: WCB Impairment Guidelines**
Speaker: Linda Clark, MD
Occupational Medicine Services
- 2:30pm - 3:00pm **Networking Break, visit vendor area**
- 3:00pm - 4:00pm **TOPIC: Workers' Compensation Budgeting & Funding in a Difficult Economy/Value of Self Insurance**
Speaker: David Parker
Midwest Employers' Casualty Company
- 4:00pm **Vendors Close**
- 6:00pm - 8:30pm **Networking Reception & Dinner**

Friday May 4, 2012:

- 7:30am - 9:00am **Breakfast Buffet**
- 8:15am - 9:00am **Board of Directors Meeting**
- 9:00am - 9:45am **TOPIC: GML 207**

Speaker: Victoria Manes
Triad Group LLC

9:45am-10:30am

TOPIC: GML 207
Mary Lou Conrow, Esq.
Coughlin & Gerhart

10:30am - 11:00am

NYSASIC Business meeting

11:00am

Conference Adjourns

SCHEDULE "A"
AUTHORIZATION TO ATTEND MEETING OR CONVENTION

Check one:

- In-State (needs Supervisory Committee authorization)
- Out-Of State (needs Board resolution)

The Support Services Committee hereby authorizes Amy Clute
(Supervisory Committee) (Employee Name)

to attend NYSASIC Spring Conference
(Name of meeting or organization)

at Woodcliff Hotel, 199 Woodcliff Dr, Fairport NY 14450
(Address)

on 5/2-5/4/12 Mode of transportation to be used personal vehicle, no
reimbursement
(Dates) (County Vehicle or Mass Transportation)

If the mode of transportation is **not** a county vehicle or mass transportation, please explain:

Proper documentation must be attached when submitting for approval.
(Please check documents attached)

- Notice of meeting or convention including cost.

For Overnight Travel

- Room rate \$ 380 GSA* Rate \$ 345
 - Meal costs - GSA*per diem rate \$ _____
- *www.gsa.gov

Date: 3/8/12


Department Head Signature

Date: 3/8/12


Committee Chairman Signature

Please refer to the Warren County Travel Policy and County Vehicle Use Regulations for general policy guidelines.

Please check to request a fleet vehicle.

REQUEST FOR USE OF FLEET VEHICLE

Filing Instructions:

1. Original with voucher to Auditor.
2. Copy to Frank Morehouse if fleet vehicle is needed.



MUNICIPAL

CONFERENCE REGISTRATION FORM

NYSASIC Spring 2012 CONFERENCE
May 2 – May 4, 2012
Woodcliff Hotel, Fairport, NY

Anyone who has **not** paid their membership fees prior to registration will be charged the non-member rates for the conference. If you are interested in becoming a member of NYSASIC, please go to www.nysasic.org for a membership application.

Current County/Municipal Members	\$50.00 per person
Non-Member County/Municipal	\$75.00 per person

Registration forms received after **April 11, 2012** will be assessed a **\$20 per person late fee**.

PLEASE PRINT THE INFORMATION FOR EACH ATTENDEE (AS YOU WOULD LIKE IT ON YOUR NAME TAG):

NAME Amy Clute
 MUNICIPALITY Warren County

NAME _____
 MUNICIPALITY _____

NAME _____
 MUNICIPALITY _____

NAME _____
 MUNICIPALITY _____

Conference registration fee covers all meetings, activities, seminars, and lunch on Thursday.
For overnight accommodations and other meals see the Hotel Reservation form.
Commuters not staying at the hotel should also see the Commuter Meal form.

Please return the **completed form** with your **check** by **April 11, 2012** to:

NYSASIC
 c/o **Dixie Perkins, Treasurer**
 WYOMING COUNTY INSURANCE OFFICE
 338 NORTH MAIN STREET
 WARSAW, NY 14569
 PHONE: 585-786-8855
 FAX: 585-786-3985

All checks returned for non-sufficient funds will be assessed a \$25 bank fee and payment must then be made with certified funds. Refunds will be issued only upon request and approval by the NYSASIC Treasurer



WOODCLIFF

HOTEL & SPA

199 Woodcliff Drive, Fairport NY 14450. PHONE: 585-381-4000

www.woodcliffhotelspa.com

RESERVATION FORM

NYS Association of Self Insured Counties May 2nd – May 4th, 2012

Guest Name: Amy Clute

Share With: _____

Mailing Address: 1340 state Rt 9
Lake George NY 12845

Phone Number: 518 761 - 6529

Email: clutea@warrencounty.ny.gov

Available Rates: (please signify by circling one of the following)

If you pick Double Rate – please list the roommate desired on the "Share With" line above

Total Package: \$426.00/Single \$280.00/Double

These packages include:

Overnight Accommodations for two nights (Wednesday & Thursday)

Dinner for Wednesday and Thursday

Breakfast for Thursday and Friday

Service Charges and Taxes

Tax Exemption requires an Exempt form and Payment which must MATCH the exempt form

Tax Exempt Price for the same two night package is: ~~\$380.00/Single~~ \$252.00/Double

One Night Rate \$132.00 – Please complete commuter meal form.

Arrival Date: 5/2/12 Departure Date: 5/4/12

Credit Card: American Express/MasterCard/Visa/Discover

Number: _____ Expiration: _____

Name on Card (please print clearly): _____

Signature: _____

(As shown on the credit card)

Return form no later than April 11, 2012 to:

plane@woodcliffhotelspa.com or fax to 585-381-2673

NO REFUNDS ON PARTIAL PACKAGES/UNUSED MEALS / EARLY CHECK OUT

You will be responsible for all original room nights booked from your intended stay.
Cancellation within seven (7) days of arrival will be charged for the full package price

Cancel by 3:00pm on Monday, April 30, 2012 without penalty

Any forms not filled out accurately will not be guaranteed a room.

Room confirmations will be sent via email for your record

Phone: 585-381-4000 Fax: 585-381-2673

Check-in Time: 3 pm; Check-out Time: 12 pm