

**Warren County**  
**SUPPORT SERVICES COMMITTEE**  
**(INSURANCE)**

March 22, 2012 10:00 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. Human Services Building Emergency Action Plan  

The attached plan was recently updated to mirror the plan that was recently approved for the Municipal Center. Resolution requested approving the Human Services Building plan.
- 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 1<sup>st</sup> 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.***

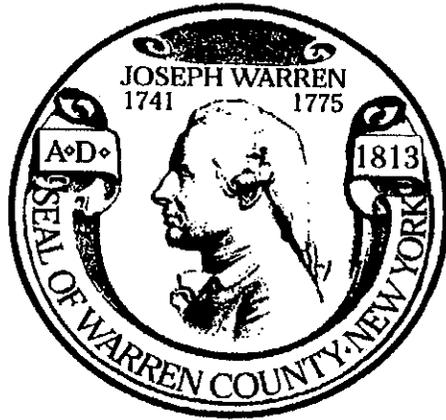
**DEPARTMENT NAME: Self-Insurance**

**DATE: 3-22-12**

- (a) Purpose of Request: Approving and authorizing the implementation of the Warren County Human Services Building Emergency Action and Response Plan.
  
- (b) Details: Approving the attached plan.
  
- (c) Previous Resolution Number: none
  
- (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**

**Human Services Building**

19 Glen Lake Road  
Queensbury, New York 12804

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 Human Services Building facility located at 19 Glen Lake Road, Queensbury, 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 Human Services Building 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 Human Services Building 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.

#### **Dial 6640**

00 = All Zones

01 = 1<sup>st</sup> Floor Hallways

02 = Family/Waiting Room 1<sup>st</sup> Floor

03 = Group Recert Room

04 = 2<sup>nd</sup> Floor Halls

05 = 3<sup>rd</sup> Floor Halls and Break Room

06 = Basement and Conference Rooms

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 US Monitors. 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 Human Services Building is:

<u>Name</u>	<u>Position</u>	
Suzanne Wheeler	Acting Commissioner DSS	761-7647
Maureen Schmidt	Acting Deputy Commissioner DSS	761-6362
Amy Clute	Self Insurance Administrator	761-6529
Christie Sabo	Director OFA	761-8820

In the event that no member of the Chain of Command for the Human Services Building is available at the time of an emergency, the Incident Command will be drawn from the Warren County Municipal Center's 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 **6248**
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**). When the emergency allows, the Incident Commander will establish a Command Post in front of the main entrance where the Security Supervisor and Incident Commander will greet incoming emergency vehicles. If the nature of the emergency does not allow the command post to be in front of the main entrance, the Incident Commander will designate another command post.

#### **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 and others have been issued with Kenwood TK-290 portable radios as follows:

- Julie Montero for Suzanne Wheeler Unit 11
- Maureen Schmidt Unit 10
- Amy Clute Unit 13
  
- Security Supervisor Unit 5
- HSB Security Units 1 and 2
- MC Security Units 3 and 4
- Paul Dusek Unit 14
- Joann McKinstry Unit 15
- Joan Sady Unit 16
- Pam Vogel Unit 12

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 rear stairwells at the east and west ends of the building on each floor and press the button to speak with Emergency Services.
- 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 Municipal Center 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 US Monitor. The means of egress from the building are indicated on the diagrams located in Appendix B, and exit routes are posted in the building.

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 Human Services Building.

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)

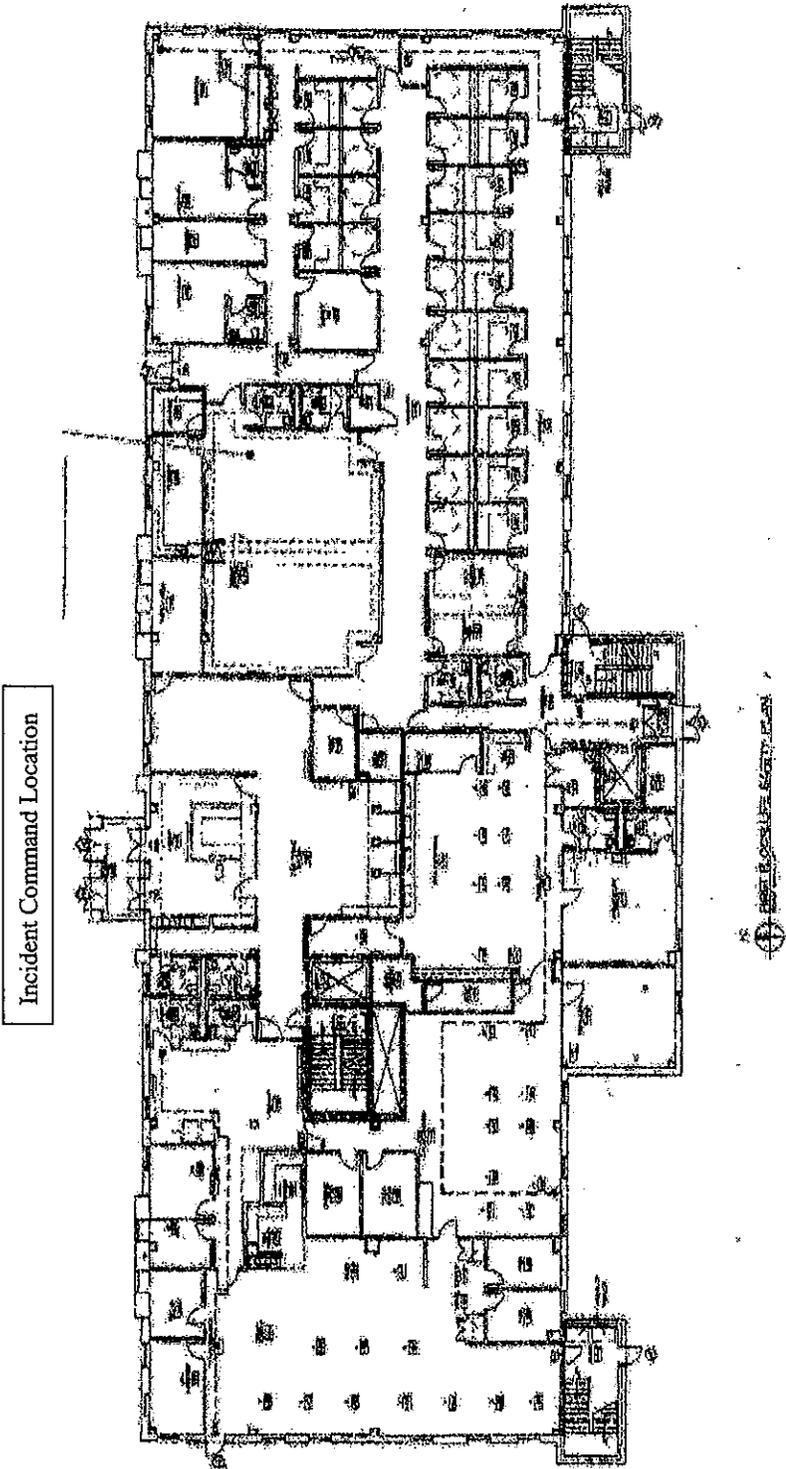
# Warren County Emergency Quick Response Card

**CONFIDENTIAL – DO  
NOT DISTRIBUTE**

**Appendix A**

<p><b>LOCKDOWN</b> (REMAIN IN PLACE/CLEAR HALLWAYS)</p> <ul style="list-style-type: none"> <li>• Lockdown will be announced through "All Call" function on telephones.</li> <li>• Immediately gather employees from hallways and open spaces into offices. This includes common areas and restrooms immediately adjacent to offices.</li> <li>• 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.</li> <li>• Do NOT cover windows. Leave the window blinds and lights as they are.</li> <li>• Document and attend to any injuries as well as possible.</li> <li>• No one should be allowed to enter or leave a room or office under any circumstances.</li> <li>• Do not answer or communicate through your locked door.</li> <li>• Do not allow anyone into your secured area.</li> <li>• Do not answer a telephone.</li> <li>• Do not respond to a fire alarm unless you can see imminent signs of fire.</li> <li>• Do not talk within the secured area, except only as absolutely necessary.</li> <li>• Do not respond to the intercom or other announcement.</li> <li>• Lockdown will end ONLY when you are physically released from your room by emergency responders/law enforcement.</li> </ul> <p><b>Activation Examples:</b> Hostage, Kidnapping, Violent Incident</p>	<p style="text-align: center;"><b>FIRE</b></p> <ul style="list-style-type: none"> <li>• If you detect a fire or smoke condition, pull the fire alarm to evacuate the building.</li> <li>• Notify the Security Supervisor/Security Desk of the location of the fire as well as any injuries.</li> <li>• Close windows. Turn off all lights.</li> <li>• When moving to exits, close all doors behind you, DO NOT LOCK.</li> <li>• Touch doors before opening. If a door is hot or you encounter smoke, try another exit.</li> <li>• Stay close to the floor to avoid smoke inhalation.</li> <li>• Never go back into the fire to get something or rescue someone.</li> <li>• If somebody is on fire, use the Stop, Drop and Roll technique.</li> <li>• If you must use a fire extinguisher use the Pull, Aim, Squeeze, Sweep technique.</li> <li>• Report to designated evacuation site.</li> <li>• Take attendance of employee and guests and report discrepancies to floor fire marshal.</li> </ul> <p style="text-align: center;"><b>Activation Examples:</b> Fire/Smoke Condition</p>	<p><b>SHELTER-IN-PLACE</b> (SHELTER IN DESIGNATED SHELTER SITE OR ROOM)</p> <ul style="list-style-type: none"> <li>• An announcement will be made: "All employees should shelter-in-place" through the "All Call" function on telephones.</li> <li>• Return to offices and close windows and doors, and await further instructions.</li> <li>• Conduct a visual search of your area and report any suspicious items to the Security Desk. DO NOT TOUCH ANYTHING.</li> <li>• 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.</li> <li>• Upon arrival to alternate site, take attendance and report any missing employees or visitors. Remain in place until notified to resume normal operations.</li> </ul> <p style="text-align: center;"><b>Activation Examples:</b> Bomb Threat, Environmental Incidents, etc.</p>	<p><b>DUCK and COVER</b> (RELOCATE TO THE HALLWAYS)</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Drop to knees with back to center of hallway. Make body as small as possible. Bury face in arms. Keep eyes and ears covered.</li> <li>• If time does NOT allow you to get to hallways, use room desk or furniture as a shield.</li> <li>• Drop to knees with back to any glass. Make body as small as possible. Bury face in arms. Keep eyes and ears covered.</li> <li>• 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.</li> </ul> <p style="text-align: center;"><b>Activation Examples:</b> Tornadoes, etc.</p>
<p><b>Human Services Building All Call Procedures:</b></p> <p><b>Dial 6640</b></p> <p><b>00 = All zones</b></p> <p><b>Building Security 6248</b></p>			

Evacuation Site -  
County Cars



Evacuation Site -  
Bus Stop

Appendix B

**Appendix B**

Annex here:  
Human Services Fire Marshal list AND Lockdown locations.

**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.