

Support Services Committee
Self- Insurance Department

AGENDA

April 24, 2017 10:00am

Committee Members:

Chairman, Supervisor Vanselow
Supervisor Frasier
Supervisor McDevitt
Supervisor Brock
Supervisor Seeber

Supervisor Montesi
Supervisor Leggett
Supervisor MacDonald
Supervisor Hyde

I. Action Agenda/New Business

1. Resolution requested to amend the Actuarial Services Contract with SG Risk LLC.

Rationale: Upon receipt of the actuarial report for the year ending 2016 the Treasurer advised that an annual update would be preferable to bi-annual reports. SG Risk has agreed to do an annual update (not a full review) for a fee not to exceed \$2,000. Contract amendment to begin 1/1/18 and end 12/31/20. At that time the amendment will be included if we exercise our option to extend the contract approved by R427 of 2016.

2. Resolution requested to enter into an agreement with Lemire Johnson and Higgins for legal services related to the Self-Insurance Plan

Rationale: An RFP was issued for Legal Services for the Self-Insurance Plan. Three proposals were received. The incumbent, Lemire Johnson and Higgins was determined to be the lowest price. We have a long standing favorable relationship with the firm. Contract to begin 7/25/17 and terminate on 7/25/19 with options to renew on 7/25/19 and 7/25/21.

3. Resolution requested to approve updates to the Municipal Center and the Human Services Buildings Emergency Action and Response Plans

Rationale: The Emergency Action and Response plans were recently reviewed and updated as needed in areas with highlight. Lockdown will be changed to Run Hide Fight to match current protocol and a suspicious mail policy was added in addition to housekeeping changes.

4. Resolution requested to create a new position of Self-Insurance Specialist

Rationale: Due to the retirement (10/27/17) of a department employee in the position of Account Clerk an opportunity exists to re-organize the Self-Insurance Department. I am requesting the position of Self-Insurance Specialist be created and the Account Clerk position be deleted as of January 1, 2018. This will help to better align the job duties with appropriate titles and enhance the performance and efficiency of the department. This change has been approved by the Civil Service Officer. Approval for this change is being sought early in hopes of scheduling a civil service test this fall and thus a valid list for an early 2018 hire. This position had existed within the Department in the past. The difference in salary for 2018 between entry level grade 12 and the existing grade 4 with 13 years is an increase of approximately \$1,600. However, savings may be achieved with a decrease in health insurance and retirement contributions for a new employee.

Handouts

1. Resolution request form for SG Risk contract amendment, pricing details and prior resolution (Pages 3-6)
2. Resolution request and proposal for contract with Lemire Johnson and Higgins and proposal (Pages 7-16)
3. Resolution request for the Emergency Plan updates and copies of both the Municipal Center and Human Services plans (Pages 17-41)
4. Resolution request to create a new position of Self-Insurance Specialist and job title description (Pages 42-44)

RESOLUTION REQUEST FORM NO. 4

Request for Extending, Rescinding or Amending Existing Contract

DEPARTMENT NAME: Self-Insurance

DATE: 4-24-17

- (a) Purpose of Contract Change:
To amend contract with SG Risk LLC to allow for annual updates. An amount not to exceed \$2,000 each year. The updated actuarial report will review years 2017 and 2019.
- (b) Resolution Number, or Numbers if Amended, which Authorized the Original Contract:
427 of 2016
- (c) Name of Contractor:
SG Risk LLC
- (d) Address of Contractor: **1050 Wall Street West, Lyndhurst NJ07071**
- (e) Contractor's Contact Person and Telephone Number:
Ben Newville 201-935-3434
- (f) Commencement Date of Extension: **1/1/2018**
- (g) Termination Date of Extension: **12/31/2020**
- (h) Payment Provisions: i) lump sum amount
ii) hourly rate amount
iii) total amount not to exceed **\$2000 PER YEAR**
iv) how will payments be made (i.e. monthly, quarterly, upon completion of the project, etc.
upon completion and acceptance of each update report
- (i) Where are the Funds for this Contract? List Budget Code, Object Code, Full Title* and Amount: **OR** Capital Project **OR** Capital Reserve Project Number, and Title, and Amount:
S1710 437 Self-Insurance Contract Fee

Sample: A.1010 470 Legislative Board – Contract \$xx.xx
Capital Project No. H289.9550 480 – Old Jail Renovations \$xx.xx

*as listed in budget and LOGOS

Following is the cost structure by category of work and individual. I expect the hourly rate times hours to equal \$2,000. I will bill the hourly rates below subject to a maximum cost of \$2,000 in each of years 2018 and 2020. These costs include phone conferences but not in person visits to Warren County. Please let me know if you have questions.

Ben

	<u>Peer Reviewer</u>	<u>Actuary</u>	<u>Actuarial Assistant</u>	<u>Total</u>
Hours				
Initialization&Mgt Data			1	1
Acquisition&Organization			1	5
Actuarial Analysis	0.5		5	0
Draft Report Preparation			1	0
Peer Review/Final Report	0.5		1	0
Total	1	9	6	16
Hourly Rate	200	150	75	
Cost *				
Initialization&Mgt	\$ -	\$ 150	\$ 75	225
Data		150	375	525
Acquisition&Organization				
Actuarial Analysis	100	750	-	850
Draft Report Preparation		150	-	150
Peer Review/Final Report	100	150	-	250
Total	\$ 200	\$ 1,350	\$ 450	2,000

* Cost includes administrative support and expense

Benjamin S. Newville
 FCAS, MAAA, CPCU
 SGRisk, LLC
 201 935 - 3434
 516 455 - 2037
newville@sgrisk.com
benjaminnewville@gmail.com

Warren County Board of Supervisors

RESOLUTION NO. 427 OF 2016

Resolution introduced by Supervisors Vanselow, Frasier, McDevitt, Wood, Brock, Seeber, Montesi, Leggett and Vacant

AUTHORIZING AN AGREEMENT WITH SGRISK LLC FOR ACTUARIAL SERVICES FOR THE WORKERS' COMPENSATION PLAN ON BEHALF OF THE SELF-INSURANCE DEPARTMENT

WHEREAS, the Self-Insurance Plan Administrator has requested proposals for actuarial services to perform a bi-annual independent analysis of the loss reserve (incurred but not reported) of the Self-Insured Workers' Compensation Plan, and

WHEREAS, the Self-Insurance Plan Administrator and the Deputy Treasurer reviewed the proposals and recommend that the County accept the lowest proposal, which was submitted by SGRisk LLC, and

WHEREAS, the Self-Insurance Plan Administrator has recommended that the County enter into an agreement with SGRisk LLC, 1050 Wall Street West, Lyndhurst, New Jersey, 07071, for actuarial services related to the Self-Insurance Plan's Workers' Compensation Program, for a term commencing on January 1, 2017 and terminating on December 31, 2020, with a bi-annual actuarial review to be completed as follows:

Year One (2016) Four Thousand One Hundred Fifty Dollars (\$4,150);

Year Three (2018) Four Thousand One Hundred Fifty Dollars (\$4,150);

to be paid upon completion of the bi-annual actuarial report, and

WHEREAS, the agreement may be extended for an additional four year term commencing on January 1, 2021 and terminating on December 31, 2024 with a bi-annual actuarial review to be completed as follows:

Year Five (2020) Four Thousand Five Hundred Dollars (\$4,500);

Year Seven (2022) Four Thousand Seven Hundred Fifty Dollars (\$4,750);

to be paid upon completion of the bi-annual actuarial report, and

WHEREAS, the agreement will include an option for the following additional services, if needed:

Peer Reviewer \$200. hourly;

Actuary \$150. hourly;

Actuarial Assistant \$75.00 hourly

RESOLUTION No. 427 OF 2016

PAGE 2 OF 2

now, therefore, be it

RESOLVED, that the Chairman of the Board of Supervisors be, and hereby is, authorized to execute an agreement with SGRisk LLC for actuarial services related to the Self-Insured Workers' Compensation Plan, as outlined above and in a form approved by the County Attorney, and be it further

RESOLVED, that the funds for this agreement will be expended from Budget Code S.1710 437 Workers' Compensation, Self Insurance Administration, Consulting Fees.

RESOLUTION REQUEST FORM NO. 3

Request for New Contract

DEPARTMENT NAME: Self - Insurance

DATE: 4/24/17

- (a) Is this a Result of a Bid or Request for Proposal? RFP WC 8-17

- (b) Purpose of Contract: Legal Representation of the Warren County Self-Insurance Plan in connection with Workers' Compensation Cases

- (c) Name of Contractor: Lemrie Johnson & Higgins, LLC

- (d) Address of Contractor: 2534 Rt 9, PO Box 2485, Malta NY 12020

- (e) Contractor's Contact Person and Telephone Number: 518-899-5700

- (f) Has or will the Contract be provided, if so, please attach:

- (g) Commencement Date of Contract: July 25, 2017

- (h) Termination Date of Contract: July 25, 2019 (subject to renewal on July 25, 2019 and July 25, 2021)

- (i) Payment Provisions:
 - i) lump sum amount
 - ii) hourly rate amount
(SEE ATTACHED "Schedule A")
 - iii) total amount not to exceed
 - iv) how will payments be made (i.e. monthly, quarterly, upon completion of the project, etc. As billed.

- (j) Where are the Funds for this Contract? List Budget Code, Object Code, Full Title* and Amount: **OR** Capital Project **OR** Capital Reserve Project Number, Title, and Amount: S1710.440 Legal Fees

Sample: A.1010 470 Legislative Board – Contract \$xx.xx

LEMIRE, JOHNSON & HIGGINS, LLC

Attorneys at Law

2534 Route 9, P.O. Box 2485, Malta, NY 12020

518.899.5700 ~ 518.793.9005

Fax 518.899.5487

March 20, 2017

Warren County Human Services Building
Warren County Purchasing Department, 3rd Floor
1340 State Route 9
Lake George, NY 12845

Attn: Julie A. Butler, Purchasing Agent

Re: **RFP – WC 8-17 – Request for Proposals for Legal Representation of
Warren County Self-Insurance Plan in Connection
With Workers' Compensation Cases**

~~ORIGINAL~~
Copy

Dear Ms. Butler:

Please accept the following Proposal for the provision of legal services for the Warren County Self-Insurance Plan in connection with Workers' Compensation claims.

LEMIRE, JOHNSON & HIGGINS, LLC offers a combination of quality legal services often associated with larger practices and personal attention to client matters found in smaller boutique firms. Our litigation practice concentrates on representing employers, municipalities, managers and individuals in Workers' Compensation Claims, Employment Matters, Civil Rights Cases, and Municipal Litigation. For our complete firm resume please visit us at www.lemirejohnsonlaw.com.

Our firm is uniquely qualified to provide superior legal services by having one seasoned attorney responsible for all phases of legal representation required by the Plan. This is achieved through early attorney intervention; assistance with formulation of defense strategy and claim's handling; and familiarity of counsel with the claim as the case progresses through the system. Unlike other firms who assign a different attorney to handle a Worker's Compensation claim at each hearing, we offer continuity of defense counsel on the file throughout the adjudicatory and appeal process.

Principal Attorney

The legal services set forth in Section III of the RFP will be principally provided by Christopher R. Lemire - one of the founding partners at LEMIRE, JOHNSON & HIGGINS, LLC and a former Chairman of the Workers' Compensation Law Division of the New York State Bar Association. Over the last twenty four (24) years, Mr. Lemire's practice has focused on defending Workers' Compensation claims for large insurance companies (C.N.A., Travelers); self-insured employers (ExxonMobil, Hannaford); as well as self-insured municipalities (Warren County, Rensselaer County). Mr. Lemire is experienced in all phases of the Workers' Compensation process - developing and implementing claim defense strategy; handling claims throughout the hearing and trial process; negotiating and drafting

Section 32 Settlements; drafting and arguing administrative appeals and perfecting appeals to the Appellate Division, Third Department and the New York State Court of Appeals.

Mr. Lemire has been the attorney primarily responsible for representing the Plan for the past seventeen (17) years – presently through LEMIRE, JOHNSON & HIGGINS, LLC, and before that as a partner in his prior firms. As such, no conflict of interest exists.

If Mr. Lemire is unavailable to personally represent Warren County on a particular date, services will be provided by LEMIRE, JOHNSON & HIGGINS, LLC Partner, George B. Burke, Esq. Mr. Burke has been associated with the firm handling Workers' Compensation and Employment matters since 2012. Prior to joining LEMIRE, JOHNSON & HIGGINS, LLC Mr. Burke was a partner in a Workers' Compensation defense firm in Albany, NY.

Quality Services

Currently, LEMIRE, JOHNSON & HIGGINS, LLC utilizes the following procedures to guarantee timely, effective and efficient legal representation:

- A. *Email/telephonic communications with Plan Administrator and staff to aid in the development and implementation of claim's handling and the appropriate defense strategy;*
- B. *Open lines of communication with Plan Administrator for assistance, advice and counsel regarding any and all matters;*
- C. *Preparation and return of report with hearing results and defense counsel recommendations to Plan Administrator within three (3) days of hearing;*
- D. *Office/telephone conferences with Plan Administrator to review claims/issues as they arise and develop strategy for resolution.*

Exceptional Value

In recognition of our established relationship with the Plan and its members, LEMIRE, JOHNSON & HIGGINS, LLC is pleased to offer Warren County a Preferred Client Courtesy during the initial two (2) year contract period for hearings in Menands, NY.

Standard per Hearing Fee \$140.00
Preferred Client Courtesy (-) \$ 5.00

Warren County Plan Hearing Rate \$135.00

In year three (3) LEMIRE, JOHNSON & HIGGINS, LLC will offer a Standard per Hearing fee of \$145.00. This rate will remain FIXED through year six (6) – with no

additional per Hearing fee increase to the Plan.¹

Enclosed please find our completed Schedule "A", which encompasses all anticipated fees; our completed Proposal; our duly executed Certification; and the Certification of Compliance with the Iran Divestment Act.

We look forward to continuing to provide the Warren County Self-Insurance Plan and its members with quality legal representation and personal attention in the years to come. If any further information or documentation is necessary please do not hesitate to contact the undersigned.

Thank you for your time and consideration.

Very truly yours,

LEMIRE, JOHNSON & HIGGINS, LLC



Christopher R. Lemire, Esq.
crl@lemirejohnsonlaw.com

CRL: dml
Encl.

¹ The mileage reimbursement may fluctuate depending upon changes in the mileage reimbursement rate. Please note the mileage reimbursement is prorated between all self-insured/carrier's files handled that day.

SCHEDULE "A"

A. The table below must be completed and returned with the proposal. This table shall outline the fees proposed that the attorney or firm agrees to for the period of time from execution to the term of two years.

<u>Hearing Point:</u>	<u>Per Hearing Fee:</u>	<u>Mileage:</u>	<u>Tolls & Parking:</u>	<u>Total:</u>
Menands	\$135	32		\$167
Saranac Lake	\$165	143		\$308
Plattsburgh	\$165	159		\$324
Trial Hearings; Medical Witness, per hearing:		Base hearing plus \$250		
Trial Hearings; Lay Witness, per hearing:		Base hearing plus \$200		
Board Hearings; Sec 32 hearing, per hearing:		\$200		
Board Hearings; Arguments, per hearing:		\$200		
Pre-Hearing Conferences, per pre-hearing:		\$200		
Unusual hearings, appeals, depositions, preparation of Sec 32 paperwork, and work not directly related to hearings, per hour:		\$200		

7/2017 -
7/2019

B. The table below must be completed and returned with the proposal. This table shall outline the fees proposed that the attorney or firm agrees to for the period of the two year renewal, if such is elected by the County and by the attorney.

<u>Hearing Point:</u>	<u>Per Hearing Fee:</u>	<u>Mileage:</u>	<u>Tolls & Parking:</u>	<u>Total:</u>
Menands	\$145	32		\$177
Saranac Lake	\$175	143		\$318
Plattsburgh	\$175	159		\$334
Trial Hearings; Medical Witness, per hearing:		Base hearing plus \$250		
Trial Hearings; Lay Witness, per hearing:		Base hearing plus \$200		
Board Hearings; Sec 32 hearing, per hearing:		\$210		
Board Hearings; Arguments, per hearing:		\$210		
Pre-Hearing Conferences, per pre-hearing:		\$210		
Unusual hearings, appeals, depositions, preparation of Sec 32 paperwork, and work not directly related to hearings, per hour:		\$210		

7/2019 -
7/2021

C. The table below must be completed and returned with the proposal. This table shall outline the fees proposed that the attorney or firm proposes for the period of the second two year renewal, if such is elected by the County and by the attorney.

D.

Hearing Point:	Per Hearing Fee:	Mileage:	Tolls & Parking:	Total:
Menands	\$145	32		\$177
Saranac Lake	\$185	143		\$328
Plattsburgh	\$185	159		\$344
Trial Hearings; Medical Witness, per hearing:		Base hearing plus \$250		
Trial Hearings; Lay Witness, per hearing:		Base hearing plus \$200		
Board Hearings; Sec 32 hearing, per hearing:		\$220		
Board Hearings; Arguments, per hearing:		\$220		
Pre-Hearing Conferences, per pre-hearing:		\$220		
Unusual hearings, appeals, depositions, preparation of Sec 32 paperwork, and work not directly related to hearings, per hour:		\$220		

2/2021
7/2023

D. Clearly specify in your proposal if you anticipate fees in addition to those above.

12

PROPOSAL

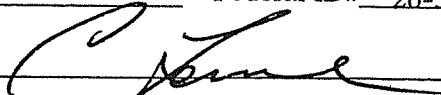
PROPOSAL OF: Lemire, Johnson & Higgins, LLC
COMPANY NAME

TO: Julie A. Butler, Purchasing Agent
Warren County Human Services Building, 3rd Floor
1340 State Route 9
Lake George, NY 12845

The undersigned having carefully examined the specifications and having to their satisfaction ascertained all the facts concerning these specifications, herewith submits the proposal set forth above.

Please attach all other information requested in these specifications.

Date: 3/20/17 Federal ID# 26-385578

Contractor Signature: 

Contractor name (Printed): Christopher R. Lemire, Member

Name of Firm: Lemire, Johnson & Higgins, LLC

Business Address: PO Box 2485 Malta, NY 12020

Phone # (518) 899-5700 Fax # (518) 899-5487

NOTE: The Following Certification, Iran Divestment Act and Corporate Resolution (if applicable), must accompany this proposal. Financial statement, if desired, will be requested at a later date. D.B.A. and/or Certificate of Incorporation will be required from successful bidder.

CERTIFICATION

Non-Collusive Certification required of all bidders under Section 103-d of the General Municipal Law as amended by Chapter 675 of the Laws of 196, and further amended by Chapter 56 of the Laws of 2010, effective June 22, 2010.

- (a) By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid, each party thereto certifies, as to its own organization, under penalty of perjury, that to the best of its knowledge and belief:
 - (1) The prices in this bid have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
 - (2) Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder prior to opening, directly or indirectly, to any other bidder or to any competitor; and
 - (3) No attempt has been made or will be made by the bidder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.
- (a-1) Notwithstanding the foregoing, the statement of non-collusion may be submitted electronically in accordance with the provisions of subdivision one of section one hundred three of the General Municipal Law.
- (b) A bid shall not be considered for award nor shall any award be made where (a) (1) (2) and (3) above have not been complied with; provided however, that if in any case the bidder cannot make the foregoing certification, the bidder shall so state and shall furnish with the bid a signed statement which sets forth, in detail, the reasons therefor. Where (a) (1) (2) and (3) above have not been complied with, the bid shall not be considered for award nor shall any award be made unless the head of the purchasing unit of the political subdivision, public department, agency or official thereof to which the bid is made, or his designee, determines that such disclosure was not made for the purpose of restricting competition.
- (c) The person signing this bid or proposal certifies that he has fully informed himself regarding the accuracy of the statements contained in this certification, and under the penalties of perjury, affirms the truth thereof, such penalties being applicable to the bidder as well as to the person signing on its behalf;
- (d) That attached hereto (if a corporate bidder) is a certified copy of resolution authorizing the execution of this certificate by the signatory of this bid, or proposal, on behalf of the corporate bidder.

Individual Bidder

Co-Partnership

By _____

Partner

Lemire, Johnson & Higgins, LLC
Corporation

By _____

President

CERTIFICATION OF COMPLIANCE WITH THE IRAN DIVESTMENT ACT

As a result of the Iran Divestment Act of 2012 (the "Act"), Chapter 1 of the 2012 Laws of New York, a new provision has been added to State Finance Law (SFL) § 165-a and New York General Municipal Law § 103-g, both effective April 12, 2012. Under the Act, the Commissioner of the Office of General Services (OGS) will be developing a list of "persons" who are engaged in "investment activities in Iran" (both are defined terms in the law) (the "Prohibited Entities List"). Pursuant to SFL § 165-a(3)(b), the initial list is expected to be issued no later than 120 days after the Act's effective date at which time it will be posted on the OGS website.

By submitting a bid in response to this solicitation or by assuming the responsibility of a Contract awarded hereunder, each Bidder/Contractor, any person signing on behalf of any Bidder/Contractor and any assignee or subcontractor and, in the case of a joint bid, each party thereto, certifies, under penalty of perjury, that once the Prohibited Entities List is posted on the OGS website, that to the best of its knowledge and belief, that each Bidder/Contractor and any subcontractor or assignee is not identified on the Prohibited Entities List created pursuant to SFL § 165-a(3)(b).

Additionally, Bidder/Contractor is advised that once the Prohibited Entities List is posted on the OGS Website, any Bidder/Contractor seeking to renew or extend a Contract or assume the responsibility of a Contract awarded in response to this solicitation must certify at the time the Contract is renewed, extended or assigned that it is not included on the Prohibited Entities List.

During the term of the Contract, should the County receive information that a Bidder/Contractor is in violation of the above-referenced certification, the County will offer the person or entity an opportunity to respond. If the person or entity fails to demonstrate that he/she/it has ceased engagement in the investment which is in violation of the Act within 90 days after the determination of such violation, then the County shall take such action as may be appropriate including, but not limited to, imposing sanctions, seeking compliance, recovering damages or declaring the Bidder/Contractor in default.

The County reserves the right to reject any bid or request for assignment for a Bidder/Contractor that appears on the Prohibited Entities List prior to the award of a contract and to pursue a responsibility review with respect to any Bidder/Contractor that is awarded a contract and subsequently appears on the Prohibited Entities List.

I, Christopher Lemire, being duly sworn, deposes and says that he/she is the Member of the Lemin Johansen & Hoggins, LLC Corporation and that neither the Bidder/Contractor nor any proposed subcontractor is identified on the Prohibited Entities List.


SIGNED

SWORN to before me this

20th day of March

2017

Notary Public: Lo M. Krawiec

EWA M. KRAWIEC
Notary Public State of New York
Qualified in Saratoga County
No. 01KR6050386
Commission Expires November 6, 2018

15

CORPORATE RESOLUTION

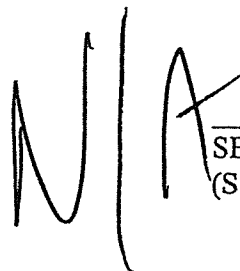
RESOLVED that Lemire, Johnson & Higgins, LLC
(Name of Corporation)

be authorized to sign and submit the Bid, or Proposal, of this Corporation for the following project:
Legal representation of Warren County Self Insurance Plan in connection with workers' compensation cases.
(Title of Project)

and to include in such Bid Proposal the Certificate as to non-collusion required by Section 103-d of the General Municipal Law as the act and deed of such corporation, and for any inaccuracies of misstatements in such certifies this Corporate Bidder shall be liable under the penalties of perjury.

The foregoing is a true and correct copy of the Resolution adopted by _____

Lemire, Johnson & Higgins, LLC Corporation at a meeting of its Board of Directors held on the _____ Day of _____, 20____, and is still in force and effective on this _____ Day of _____, 20_____.



SECRETARY
(Signature)

(SEAL OF CORPORATION)

16

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.*

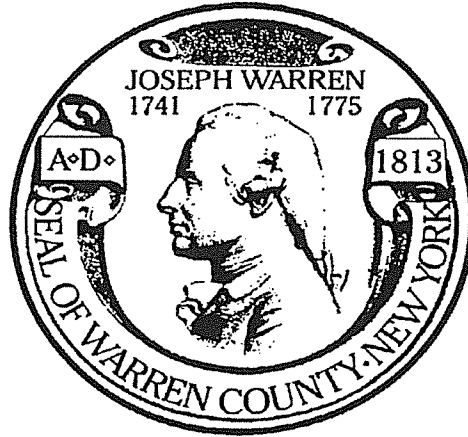
DEPARTMENT NAME: Self-Insurance

DATE: 4/24/17

- (a) Purpose of Request: Approving revisions to the Warren County Human Services Building Emergency Action and Response Plan and the Warren County Municipal Center Emergency Action and Response Plan.
- (b) Details: Approving the attached plan revisions and amendments indicated by highlights.
- (c) Previous Resolution Number: 484 of 2014
- (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

REVISED

DRAFT

2-23-2017

Adopted October 17, 2014
Resolution No. 484 of 2014

Emergency Action and Response Plan

All activities within the framework of this plan will be carried out with the Incident Command System within the National Incident Management System. Warren County formally adopted the National Incident Management System in Resolution 616 of 2006.

Appendix A through Appendix G can be found on file with the Self-Insurance Office.

§ XIII.030 ORGANIZATION

(A) List of Contacts for Further Information

- (1) 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:

Insurance Administrator/Safety Officer 761-6529

(See also Chain of Command in §XIII.031(C)).

(B) New York State Supreme and County Court Procedures. See Appendix F

(C) Training and Exercises

- (1) 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. Training for the County's Continuity of Operations Plan (COOP) is also necessary.

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

- a) Evacuation
- b) Lock Down, Run Hide Fight
- c) Shelter-in-Place
- d) Duck and Cover

- (3) These Training Programs should be provided as follows:

- a) Initially when the plan is developed.
- b) For all new employees, interns, long-term vendors or others that might be alone in the building.
- c) When new equipment, materials, or processes are introduced.
- d) When procedures have been updated or revised.
- e) When exercises show that employee performance must be improved.
- f) At least annually.

- (4) Potential Incident Commanders shall take incident command training. Minimally NIMS 700

and ICS 100.

(5) The Municipal Center will hold a minimum of two fire drills per year, 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. After Action Reports/ Improvement Plans of all exercises will be prepared and maintained. The emergency plan will be reviewed periodically and updated to maintain adequate response and program efficiency.

§XIII.031 COMMUNICATION

(A) *Methods of Communication*

(1) 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.

(2) 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 or 911 Communications Center.)

(3) 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.

(4) The process for the paging system is to dial from any phone in the building, 05#01 the phone receiver will then become a microphone connected to the speaker system throughout the building.

(5) 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. A list of sample messages that can be used during emergency situations can be found in Appendix I.

(6) 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 the Sheriff's Office "HyperReach" system. A secondary means will be using a department phone tree.

(7) During Working Hours: The Primary Method of communicating during an all building emergency will be via County email, public address system, "HyperReach" and phone systems. Communication may also come directly from the employees supervisor.

(B) *Indirect communications or alarm signals during work hours.* The building is equipped with fire, heat and smoke detection systems that are monitored by a contracted vendor. 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

(C) *Chain of Command*

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

(2) The chain of command for the Municipal Center is:

Position

County Administrator	761-6539
Assistant to the County Administrator	761-7655
Clerk of the Board	761-6563
County Attorney	761-8708

(3) 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.

(4) If there is an emergency which affects both buildings, the Incident Command will be drawn from Warren County Municipal Center's chain of command.

(D) *Reporting*

(1) The Preferred Means of Reporting Fires and Other Emergencies

- a) Call 911
- b) Fire Alarm, Pull Down System
- c) Verbal through the "All Call" feature on the telephone system
- d) Notify the Security Desk via telephone at 6231 or 6217

(2) These are not in any specific order, see Communication Plan, divisions (A) and (C) above.)

(3) A list of Important Contacts and phone trees are documented in Appendix C.

§ XIII.032 ACTION AND RESPONSE

(A) *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 radio tower at the rear 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.

(B) *Emergency Escape Procedures*

- (1) 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.
- (2) Employees and visitors should not use elevators to evacuate the building.

(C) *Procedures to Account for Personnel*

- (1) 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 in~~ their area and then report to the assigned outside areas.
- (2) Members of the chain of command and others have been issued portable radios as follows:

- Security Supervisor Unit 5
- HSB Security Units 1 and 2
- MC Probation Security Units 3, 4
- DMV Security Unit 7
- County Administrator Unit 14
- Health Services / Gazebo Unit 15
- Clerk of the Board / Flag Pole Unit 16
- County Clerk / DMV Assembly Unit 12
- Probation / Probation Assembly Unit 19
- Superintendent of Buildings Unit 17
- DSS Accounting/ Bus Stop Unit 11
- DSS CPS / County Cars Unit 10
- Self-Insurance / County Cars Unit 13
- OFA / Bus Stop Unit 18

- (3) Members of the chain of command will report to the Incident Command Post ~~and these employees that have been~~ issued emergency radios 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.

(a) Non-Ambulatory personnel, and any other persons not physically able to use the stairs should report to one of the ~~four five~~ designated areas of refuge located in the north and south stairwells on the 2nd floor and in the basement.

(b) 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.

(c) If the building cannot be re-entered or the first responders indicate that employees must be relocated, the assembly evacuation area radio personnel will lead persons from their assembly/evacuation areas to the main lobby at the Human Services Building and organize by department as assigned in Appendix H. Consideration to weather conditions must be given during evacuation periods (Appendix J).

(D) *Medical Assistance*

(1) 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. Automatic External Defibrillator (AED) machines are located in the DMV Security area and near the Board of Supervisors.

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

(a) Rendering First AID/ CPR:

1. Call 911
2. Perform a primary victim assessment to determine what the next step will be.
 - a. Does the victim have an open airway?
 - b. Is the victim breathing?
 - c. Is the unconscious victim's heart beating?
 - d. Is the victim bleeding heavily?
3. Check for medical alert tag.
4. Render basic first aid as appropriate and in accordance with training.
5. Render CPR as appropriate and in accordance with training.
6. For a person that may be choking:
 - a. If the person is coughing forcefully he/she is able to get oxygen. Encourage the person to keep coughing.
 - b. If the person cannot cough, cry, speak or breathe, get permission to help and have someone call 911. Administer 5 back blows and 5 abdominal thrusts until the object is forced out, the person starts to cough, cry, speak or breathe on his/her own or the person becomes unconscious. If the person becomes unconscious, gently lower him/her to the floor being careful to protect the head on the way down.

(b) Additional Medical Assistance. If a person requires additional medical attention from a physician but the condition is not an emergency, transport victim to:

Glens Falls Hospital
(518) 926-1000

(c) Emergency Conditions:

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

2. Be prepared to give:
 - a. The victim's location
 - b. Your phone number
 - c. The nature of the emergency
 - d. Number of persons needing help and any special conditions
 - e. Condition of victim(s) from the assessment made in #1 above
 - f. Always be the last person to hang-up the phone

§ XIII.033 TYPES OF ~~EVACUATIONS ACTIONS~~ TO BE USED IN EMERGENCY CIRCUMSTANCES.

(A) (1) The following list has been compiled and thought to be the most likely emergencies at the facility, not in specific order:

- (a) Fire and/or associated explosions, ~~internal~~ chemical spills, ~~substantiated bomb threat, structural integrity issues resulting from~~ natural disasters ~~and weather events~~ (Evacuation)
- (b) Escalation by clients and Workplace violence incidents (~~Lockdown Run, Hide Fight~~)
- (c) Commercial traffic related incidents including ~~external~~ chemical spills, natural disasters, ~~weather events~~ and bomb threat (Shelter in Place)
- (d) Natural disaster ~~and weather events~~ (Duck and Cover)

(2) Procedures to be followed in the event of an emergency are located in Appendix A.

(B) Fire and/or Associated Explosions (Evacuation):

(1) The fire protection system consists of heat, smoke and fire detectors within the facility that are monitored by a contracted vendor. 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.

(2) Portable fire extinguishers are located in common areas in the facility.

(3) In the event of a fire (other than incipient ~~(small and contained with small amounts of smoke)~~), 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.

(4) 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.

~~(5) Note: An incipient fire is a small and contained fire producing small amounts of~~

smoke

(5) Chemical spills, bomb threats, natural disasters could also precipitate a situation calling for a building evacuation. In the case of this event the evacuation would be called via the public address system.

(C) Escalation by clients and workplace violence incidents (Lockdown Run Hide Fight)

(1) 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:

- (a) Call 911 if you can do so safely.
- (b) Do not confront the intruder.
- (c) Follow instructions given by the intruder, particularly if they are armed.
- (d) Do not violate the intruder's space, use loud tones or issue false promises or threats.
- (e) Stay calm and do not attempt to negotiate or sympathize with the intruder.
- (f) 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 immediately choose the best way to protect their life by making a determination using the "run, hide, fight" protocol. See Appendix G for list of lockdown hiding areas located in the Municipal Center.

(2) 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 Office.

(3) See Appendix A for Lockdown Run Hide Fight instructions.

(D) Commercial traffic related incidents including chemical spills, natural disasters, weather events and bomb threats (Shelter in Place)

(1) In the event of commercial traffic related incidents or natural disasters and weather events the Incident Commander may call for a "Shelter in Place" may be announced. See Appendix A for Shelter in Place instructions.

(2) 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.

(3) Bomb Threat (Generic, Non-specific Bomb Threat, i.e. no specific date, time, location or method):

- (a) Instruct everyone to remain where they are, and scan their respective area for anything out of the ordinary.
- (b) Call 911.
- (c) Scan common areas for anything unusual. Do not touch anything.
- (d) If no device is found, decide whether to continue normal operations or evacuate. The Incident Commander may consult with police to make their decision.
- (e) If a device is found, follow steps for a "Specific" bomb threat.

(4) Bomb Threat (Specific):

- (a) Call 911 security
- (b) Security will assist and announce "Shelter-in-Place".
- (c) Move people out of the immediate area where the device is found, or area identified in the specific threat, to another area of the building.
- (d) Call 911 and assist first responders as necessary.

(E) Natural disasters and weather events (Duck and Cover)

(1) 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.

(2) SNOW AND ICE - General Considerations

- (a) Maintenance of exits
- (b) Maintenance of walkways
- (c) 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
- (d) Prepare areas for plowing snow
- (e) The Incident Command will notify personnel of hazards when coming to work and determine who is able to get to work.

(3) SEVERE THUNDERSTORMS/HURRICANES - General Considerations

- (a) Stay away from telephone lines and metal pipes, which can conduct electricity
- (b) Secure loose objects that may blow around the facility
- (c) Stay away from windows and doors
- (d) The Incident Commander will notify personnel of hazards when coming to work and determine who is able to get to work.

(4) Building Closing Procedures due to weather conditions, etc.

(a) Procedure for final determination as to whether to close the building:

1. County Administrator shall confer, as necessary, with:
2. Director/Deputy Director of OES
3. Chairman of the Board of Supervisors
4. DPW Superintendent
5. Sheriff

(b) If it is determined to close one or more County Buildings, the following procedures will be followed:

1. The County Board Chairman, County Administrator or designee will notify the press, or if after business hours, notification will be to the Office of Emergency Services who will arrange to send it to the 911 communications center which will in turn notify all press, paper, TV and radio on file. The communications center will also issue a notice to all employees over the departments "HyperReach" system. The Office of Emergency Services will also post the closing notice to its Face Book

- account and, depending on availability lighted variable message signs providing closing notification will be placed, as soon as practical, at the affected building entrance to provide notification to the general public;
2. The Closing will also be posted to the County Web site on the Home page near the top of the page and below the caption "County News and Events";
 3. The closing will be posted to the School Closings network which provides the scrolling information on TV and to the radio stations;
 4. An email will be sent to "Warren County Supervisors", "Department Heads", and "All Employees" – at the on file government email addresses – this will allow those that access their County email to find out information that way as well (including Chief Clerk of the Supreme Court and Chief Clerk of the Family Court);
 5. Depending upon weather conditions, a secondary notice will be sent, at such time as appropriate, to cancel all non-essential meetings, clinics, etc. to Department Heads.
 6. A phone call will be made to each Department Head. For after hour events, Department Heads are encouraged to utilize phone trees. They shall notify their own departments staff so that staff can be notified in that manner as well, and
 7. Closed notices will be posted at or near building entrances as soon as practical.

(c) Depending upon conditions, the County Administrator may determine to implement a liberal leave policy by notifying Department Heads of the same and asking them to extend liberal leave to their employees with the understanding that, most likely, DPW, Sheriff, Nursing Home, Countryside, Airport and Buildings & Grounds will not be extending the liberal leave policy due to the particular tasks or jobs their staff may need to engage in during the storm.

(5) Suspicious Mail

(a) Characteristics of a mail or package bomb:

1. **Feel and Balance.** Letter or packages that have unusual weight, is lopsided, is oddly shaped, or is oddly sealed. Can you hear a sloshing sound? Does it feel unusual (i.e., rigid, springiness, undue pressure, etc.)
2. **Foreign Packages.** If the item is from another country, is it expected?
3. **Place of Origin.** Check the delivery postmark. Is it a familiar one?
4. **Unrequested Deliveries.** Is correspondence from the sender expected? Do the characteristics of the envelope or package resemble the expected contents? The addressee normally doesn't receive personal mail at the office.
5. **Unusual Addressing or Delivery Instructions.** There are unusually restrictive endorsements (i.e., "Personal" or "Private.") Parcel is endorsed "Fragile-Handle with Care" or "Rush-Do not Delay" and not professionally wrapped. The addressee's name and title are not accurate. The sender is unknown. There's no return address.
6. **Smell.** Has a strange odor (i.e., smell of almonds or marzipan or any

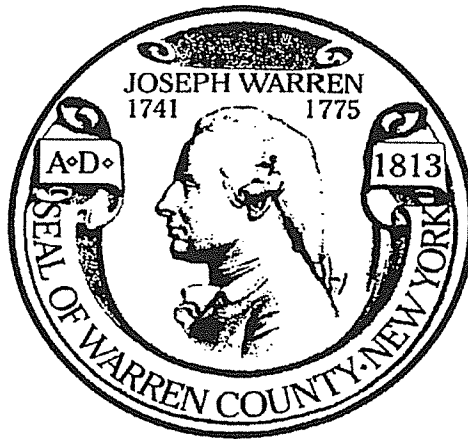
- other strange smell) coming from the package or letter.
7. Sender's Writing. Any mail should be treated with caution if it features a foreign style of writing, not normally received, on the address. This goes along with the Place of Origin.
 8. Protruding Wires. Are there any protruding wires, strings, tape, etc. present?
 9. Suspicious Packaging. Wrapping exhibits previous use, such as traces of glue, mailing labels, return addresses or tape. The parcel is secured with several types of tape. Excess postage on small packages.
 10. Sound. If there's any unusual sound or noise coming from the package (i.e., buzzing, ticking), the package should be treated with caution.
- (b) If the suspicious package has not been touched:
1. If a suspicious delivery is spotted, do not touch it, and don't allow anyone else to touch it.
 2. Evacuate the area.
 3. Close off the room.
 4. Keep people away from the area.
 5. Call Security.
 6. Do not handle the suspicious object, and do not try to carry it outside.
 7. Do not place the item in water.
 8. Do not use a hand held radio nearby.
- (c) If an item is suspected during handling:
1. Handle it very gently and while making sure not to turn it over or unbalance it, place the item in a corner of the room.
 2. Make sure the device is placed away from windows.
 3. Evacuate the room and surrounding rooms.
 4. Keep people away from the area.
 5. Call Security.
 6. Do not try to carry the device outside. Use the above procedures only.

§XIII.034 CRISIS RESPONSE PROCEDURES

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 as the designated Public Information Officer (Appendix E).

Appendixes attached as follows:

- Appendix A: Confidential Emergency Quick Card**
- Appendix B: Building Diagram & Fire Marshal List**
- Appendix C: List of important contact numbers**
- Appendix D: NYS bomb threat instruction card**
- Appendix E: Public Information Report**
- Appendix F: NYS Court procedures**
- Appendix G: Building hiding rooms**
- Appendix H: HSB Department assignments at the Municipal Center**
- Appendix I: Sample public address messages**
- Appendix J: Weather Charts**



**Warren County
Emergency Action and Response Plan**

Human Services Building

19 Glen Lake Road
Queensbury, New York 12804

**REVISED
DRAFT
2-23-2017**

Approved October 17, 2014
Resolution No. 484 of 2014

Emergency Action and Response Plan

All activities within the framework of this plan will be carried out with the Incident Command System within the National Incident Management System. Warren County formally adopted the National Incident Management System in Resolution 616 of 2006.

Appendix A through Appendix ~~G~~ can be found on file with the Self-Insurance Office.

§XIII.045 ORGANIZATION

(A) List of Contacts for Further Information

(1) 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:

Insurance Administrator/Safety Officer 761-6529

(2) See also Chain of Command in §XIII.046(C)

(B) Training and Exercises

(1) 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. ~~Training for the County's Continuity of Operations Plan (COOP) is also necessary.~~

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

- a) Evacuation
- ~~b) Lock-Down-Run-Hide-Fight~~
- c) Shelter-in-Place
- d) Duck and Cover

(3) These Training Programs should be provided as follows:

- a) Initially when the plan is developed.
- b) For all new employees, interns, long-term vendors or others that might be alone in the building.
- c) When new equipment, materials, or processes are introduced.
- d) When procedures have been updated or revised.
- e) When exercises show that employee performance must be improved.
- f) At least annually.

(4) Potential Incident Commanders shall take incident command training. Minimally NIMS 700 and ICS 100.

(5) The Human Services Building will hold a minimum of two fire drills per year, 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. After

Action Reports/ Improvement Plans of all exercises will be prepared and maintained. The emergency plan will be reviewed periodically and updated to maintain adequate response and program efficiency.

§XIII.046 COMMUNICATION

(A) Methods of Communication

(1) During an emergency involving a fire or explosion, it may be necessary to evacuate, alert 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.

(2) 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 or 911 Communications Center.)

(3) 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.

(4) Dial 6640 wait for the "beep beep" and then dial:

- 00 = All Zones
- 01 = 1st Floor Hallways
- 02 = Family/Waiting Room 1st Floor
- 03 = Group Recert Room
- 04 = 2nd Floor Halls
- 05 = 3rd Floor Halls and Break Room
- 06 = Basement and Conference Rooms

(5) 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. A list of sample messages that can be used during emergency situations can be found in Appendix I.

(6) 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 the Sheriff's Office "HyperReach" system. A secondary means will be using a department phone tree.

(7) During Working Hours

The Primary Method of communicating during an all building emergency will be via-County email, public address system, "HyperReach" and phone systems. Communication may also come directly from the employees supervisor.

(B) Indirect Communications or Alarm Signals During Work Hours. The building is equipped with fire, heat and smoke detection systems that are monitored by a contracted vendor. 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

(C) Chain of Command

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

(2) The chain of command for the Human Services Building is:

Position

Commissioner DSS	761-6362
Deputy Commissioner DSS	824-8707
Insurance Administrator	761-6529
Director OFA	761-8820

(3) 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.

(4) If there is an emergency which affects both buildings, the Incident Command will be drawn from Warren County Municipal Center's chain of command.

(D) Reporting.

(1) Means of Reporting Fires and Other Emergencies

- (a) Call 911
- (b) Fire Alarm, Pull Down System
- (c) Verbal through the "All Call" feature on the telephone system
- (d) Notify the Security Desk via telephone at 6248

(2) These are not ~~in~~ any specific order, see Communication Plan, §XIII.046

(3) A list of Important Contacts and phone trees are documented in Appendix C.

§XIII.047 ACTION AND RESPONSE

(A) 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, if time allows. 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.

(B) Emergency Escape Procedures

(1) A map of the facility can be found in Appendix B of this document. Evacuation routes are posted by each exit stairway and elevator 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.

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

(C) Procedures to Account for Personnel

(1) 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 in their area and then report to the assigned outside areas. Members of the chain of command and others have been issued portable radios as follows:

- DSS Accounting/ Bus Stop Unit 11
- DSS CPS / County Cars Unit 10
- Self-Insurance / County Cars Unit 13
- OFA / Bus Stop Unit 18

- Security Supervisor Unit 5
- HSB Security Units 1 and 2
- MC Probation Security Units 3, 4
- MC DMV Security Unit 7
- County Administrator Unit 14
- Health Services / Gazebo Unit 15
- Clerk of the Board / Flag Pole Unit 16
- County Clerk / DMV Assembly Unit 12
- Probation / Probation Assembly Unit 19
- Superintendent of Buildings Unit 17

(2) Members of the chain of command will report to the Incident Command Post and those employees that have been issued emergency radios 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.

(a) 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. An additional area of refuge can be found near the elevator and stairway 3 in the basement.

(b) 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 the first responders.

(c) If the building cannot be re-entered or the first responders indicate that employees must be relocated, the assembly evacuation area radio personnel will lead persons from their assembly/evacuation areas to the main hallway near DMV at the Municipal Center, if available, and organize by department as assigned in Appendix H. Consideration to weather conditions must be given during evacuation period (Appendix F).

(d) Prior to building re-entry, Incident Command should consult with emergency personnel and/or Building Codes to determine status of fire suppression system and if a fire watch needs to be initiated prior to building habitation.

(D) Medical Assistance

(1) 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. An Automatic External Defibrillator (AED) machine is located in the Security area of the building.

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

(a) Rendering First AID/ CPR:

1. Call 911
2. Perform a primary victim assessment to determine what the next step will be.
 - (a) Does the victim have an open airway?
 - (b) Is the victim breathing?
 - (c) Is the unconscious victim's heart beating?
 - (d) Is the victim bleeding heavily?
3. Check for medical alert tag.
4. Render basic first aid as appropriate and in accordance with training.
5. Render CPR as appropriate and in accordance with training.
6. For a person that may be choking:
 - (a) If the person is coughing forcefully he/she is able to get oxygen. Encourage the person to keep coughing.
 - (b) If the person cannot cough, cry, speak or breathe, get permission to help and have someone call 911. Administer 5 back blows and 5 abdominal thrusts until the object is forced out, the person starts to cough, cry, speak or breathe on his/her own or the person becomes unconscious. If the person becomes unconscious, gently lower him/her to the floor being careful to protect the head on the way down.

(b) Additional Medical Assistance: 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

(c) Emergency Conditions

35

(1) If the condition of the victim is considered an emergency, call the emergency medical services by dialing 911. It is important to stay calm and speak clearly and concisely to the 911 operator.

(2) Be prepared to give:

- (a) The victim's location
- (b) A call back number for yourself
- (c) The nature of the emergency
- (d) Number of persons needing help and any special conditions
- (e) Condition of victim(s)
- (f) Always be the last person to hang-up the phone

§XIII.048 TYPES OF EVACUATIONS ACTIONS TO BE USED IN EMERGENCY CIRCUMSTANCES.

(A) (1) The following list has been compiled and thought to be the most likely emergencies at the facility, not in specific order:

(a) Fire and/or associated explosions, internal chemical spills, substantiated bomb threat, structural integrity issues resulting from natural disasters and weather events (Evacuation)

(b) Escalation by clients and Workplace violence incidents (Lockdown Run, Hide, Fight)

(c) Commercial traffic related incidents including external chemical spills, natural disasters, weather events and bomb threat (Shelter in Place)

(d) Natural disaster and weather events (Duck and Cover)

(2) Procedures to be followed in the event of an emergency are located in Appendix A.

(B) Fire and/or Associated Explosions (Evacuation)

(1) The fire protection system consists of heat, smoke and fire detectors within the facility that are monitored by a contracted vendor. The means of egress from the building are indicated on the diagrams located in Appendix B, and exit routes are posted in the building.

(2) Portable fire extinguishers are located in common areas in the facility.

(3) In the event of a fire (other than incipient (small and contained with small amounts of smoke)), 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.

(4) 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.

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

(5) Chemical spills, bomb threats, natural disasters could also precipitate a situation calling for a building evacuation. In the case of this event the evacuation would be called via the public address system.

(C) Escalation by clients and workplace violence incidents (Lockdown Run Hide Fight)

(1) 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:

- (a) Call 911, if you can do so safely.
- (b) Do not confront the intruder.
- (c) Follow instructions given by the intruder, particularly if they are armed.
- (d) Do not violate the intruder's space, use loud tones or issue false promises or threats.
- (e) Stay calm and do not attempt to negotiate or sympathize with the intruder.
- (f) 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 immediately choose the best way to protect their life by making a determination using the "run, hide, fight" protocol. See Appendix G for list of lockdown hiding areas located in the Human Services Building.

(2) 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 Office.

(3) See Appendix A for Lockdown Run Hide Fight instructions.

(D) Commercial traffic related incidents including chemical spills, natural disasters, weather events and bomb threats (Shelter in Place)

(1) In the event of commercial traffic related incidents or natural disasters and weather events the Incident Commander may call for a "Shelter in Place" may be announced. See Appendix A for Shelter in Place instructions.

(2) 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.

(3) Bomb Threat (Generic, Non-specific Bomb Threat, i.e. no specific date, time, location or method):

- (a) Instruct everyone to remain where they are, and scan their respective area for anything out of the ordinary.
- (b) Call 911.
- (c) Scan common areas for anything unusual. Do not touch anything.
- (d) If no device is found, decide whether to continue normal operations or evacuate. The Incident Commander may consult with police to make their decision.
- (f) If a device is found, follow steps for a "Specific" bomb threat.

(4) Bomb Threat (Specific):

- (a) Call 911 security
- (b) Security will assist and announce "Shelter-in-Place".
- (c) 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.
- (d) Call 911 and assist first responders as necessary.

(E) Natural disasters and weather events (Duck and Cover)

(1) 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.

(2) Snow and ice - General Considerations

- (a) Maintenance of exits
- (b) Maintenance of walkways
- (c) 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
- (d) Prepare areas for plowing snow
- (e) The Incident Command will notify personnel of hazards when coming to work and determine who is able to get to work.

(3) Severe Thunderstorms/ Hurricanes - General Considerations

- (a) Stay away from telephone lines and metal pipes, which can conduct electricity
- (b) Secure loose objects that may blow around the facility
- (c) Stay away from windows and doors
- (d) The Incident Commander will notify personnel of hazards when coming to work and determine who is able to get to work.

(4) Building Closing Procedures due to weather conditions, etc.

(a) Procedure for final determination as to whether to close the building:

County Administrator shall confer, as necessary, with:

- 1. Director/Deputy Director of OES
- 2. Chairman of the Board of Supervisors
- 3. DPW Superintendent
- 4. Sheriff

(b) If it is determined to close one or more County Buildings, the following procedures will be followed:

- 1. The County Board Chairman, County Administrator or designee will notify the press, or if after business hours, notification will be to the Office of Emergency Services who will arrange to send it to the 911 communications center which will in turn notify all press, paper, TV and radio on file. The communications center will also issue a notice to all employees over the departments "HyperReach" system. The Office of Emergency Services will also post the closing notice to its Face Book account and, depending on availability lighted variable message signs providing closing notification will be placed, as soon as practical, at the affected building entrance to provide

- notification to the general public;
2. The Closing will also be posted to the County Web site on the Home page near the top of the page and below the caption "County News and Events";
 3. The closing will be posted to the School Closings network which provides the scrolling information on TV and to the radio stations;
 4. An email will be sent to "Warren County Supervisors", "Department Heads", and "All Employees" - at the on file government email addresses - this will allow those that access their County email to find out information that way as well (including Chief Clerk of the Supreme Court and Chief Clerk of the Family Court);
 5. Depending upon weather conditions, a secondary notice will be sent, at such time as appropriate, to cancel all non-essential meetings, clinics, etc. to Department Heads.
 6. A phone call will be made to each Department Head. For after hour events, Department Heads are encouraged to utilize phone trees in shall notify their own departments staff so that staff can be notified in that manner as well, and
 7. Closed notices will be posted at or near building entrances as soon as practical.

(c) Depending upon conditions, the County Administrator may determine to implement a liberal leave policy by notifying Department Heads of the same and asking them to extend liberal leave to their employees with the understanding that, most likely, DPW, Sheriff, Nursing Home, Countryside, Airport and Buildings & Grounds will not be extending the liberal leave policy due to the particular tasks or jobs their staff may need to engage in during the storm.

(5) Suspicious Mail

(a) Characteristics of a mail or package bomb:

1. Feel and Balance. Letter or packages that have unusual weight, is lopsided, is oddly shaped, or is oddly sealed. Can you hear a sloshing sound? Does it feel unusual (i.e., rigid, springiness, undue pressure, etc.)
2. Foreign Packages. If the item is from another country, is it expected?
3. Place of Origin. Check the delivery postmark. Is it a familiar one?
4. Unrequested Deliveries. Is correspondence from the sender expected? Do the characteristics of the envelope or package resemble the expected contents? The addressee normally doesn't receive personal mail at the office.
5. Unusual Addressing or Delivery Instructions. There are unusually restrictive endorsements (i.e., "Personal" or "Private.") Parcel is endorsed "Fragile-Handle with Care" or "Rush-Do not Delay" and not professionally wrapped. The addressee's name and title are not accurate. The sender is unknown. There's no return address.
6. Smell. Has a strange odor (i.e., smell of almonds or marzipan or any other strange smell) coming from the package or letter.
7. Sender's Writing. Any mail should be treated with caution if it features a foreign style of writing, not normally received, on the address. This goes along with the Place of Origin.
8. Protruding Wires. Are there any protruding wires, strings, tape, etc. present?
9. Suspicious Packaging. Wrapping exhibits previous use, such as traces of glue, mailing labels, return addresses or tape. The parcel is secured with several

types of tape. Excess postage on small packages!

10. Sound. If there's any unusual sound or noise coming from the package (i.e., buzzing, ticking), the package should be treated with caution.

(b) If the suspicious package has not been touched:

1. If a suspicious delivery is spotted, do not touch it, and don't allow anyone else to touch it.

2. Evacuate the area.

3. Close off the room.

4. Keep people away from the area.

5. Call Security.

6. Do not handle the suspicious object, and do not try to carry it outside.

7. Do not place the item in water.

8. Do not use a hand held radio nearby.

(c) If an item is suspected during handling:

1. Handle it very gently and while making sure not to turn it over or unbalance it, place the item in a corner of the room.

2. Make sure the device is placed away from windows.

3. Evacuate the room and surrounding rooms.

4. Keep people away from the area.

5. Call Security.

6. Do not try to carry the device outside. Use the above procedures only.

§XIII.049 CRISIS RESPONSE PROCEDURES

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 as the designated Public Information Officer (Appendix E).

Appendixes attached as follows:

- Appendix A: Confidential Emergency Quick Card**
- Appendix B: Building Diagram & Fire Marshal List**
- Appendix C: List of important contact numbers**
- Appendix D: NYS bomb threat instruction card**
- Appendix E: Public Information Report**
- Appendix F: Weather Charts**
- Appendix G: Building hiding rooms**
- Appendix H: HSB Department assignments at the Municipal Center**
- Appendix I: Sample public address messages**

41

RESOLUTION REQUEST FORM NO. 11

Request to Create New Position

DEPARTMENT NAME: Self-Insurance

DATE: 4-24-17

- (a) Title of Requested Position: **Self-Insurance Specialist**
- (b) Annual Base Salary (and Grade if Applicable): **37,835 (2018) Grade 12**
- (c) Effective Date for New Position: * **1/1/2018**
*Please do not backdate unless the purpose is to correct an error.
- (d) List Any Position in the Department's Table of Organization Being Deleted as a Result of this Request: (Include annual salary and grade if applicable):
Account Clerk (current 2017 salary is 35,281, 2018 salary 36,251) Grade 4
- (e) Where are Funds in the Budget for this Position? List Budget Code, Object Code, Full Title and Amount:
S1710 110
- (f) Has Personnel Officer Reviewed and Approved of the New Position Title? (This is necessary **BEFORE** bringing the request to committees.)
Yes
- (g) Is this a mandated position? If so, please explain:
No
- (h) Is there expected revenue from this position? If so, please explain:
No

SELF INSURANCE SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for independently performing and overseeing various highly technical and complex clerical aspects of the administration of the various functions of the Self Insurance Department, including the worker's compensation, disability benefits, property and casualty insurance, and safety programs. Duties include daily coordination of the County's property and casualty program and other assigned tasks assisting the Administrator and Deputy Administrator in managing and coordinating various department functions. Work is performed under general supervision with leeway allowed for independent judgment in matters for which office procedure and policy have been established. Supervision is not a requirement of this position. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Coordinates computer- based information systems in support of the County's property and casualty program;
Monitors tracking systems related to County property and casualty program;
Prepares property and casualty insurance program insurance applications;
Maintains property and casualty insurance schedules, departmental premium allocation and responds to coverage questions;
Inputs data into computer system for new workers' compensation claims and prepares new file documents;
Audits medical bills;
Verifies claim information with claimants, attorneys, employers, and medical providers;
Prepares records for independent medical exams;
Prepares certificates of insurance;
Prepares assessment invoices and deposits;
Distributes loss information;
Receives and processes claims for NYS Disability benefits;
Maintains department physical inventory;
Maintains safety course registrations, class records and certificates;
Maintains License Event Notification System database;
Maintains Safety Data Sheet database;
Maintains departmental accounting programs;
Opens mail and scans to electronic file;
Assists in preparation and administration of safety program exercises;
Uses computer applications such as spreadsheets, word processing, calendar, email and database software in performing work assignments;
Keeps various records, rosters, and other materials;
Performs related duties as requested by Insurance Administrator or Deputy Insurance Administrator.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of insurance industry terminology; good knowledge of procedures used in the processing and payment of claims; good knowledge of computer software applications used in maintaining insurance records; knowledge of financial record keeping practices; knowledge of office procedures, equipment and business English; ability to read and interpret insurance policies; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to be attentive to considerable detail; ability to carry out complex written and oral instructions; ability to deal effectively with people; good analytical skills; tact; resourcefulness.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- A) Graduation from a regionally accredited or New York State college or university with an Associate Degree or higher in Business Administration, Insurance, Accounting or other related field AND 1) two years of experience in a position where the primary function of the job included auditing and processing of matters in an insurance setting, or 2) two years of experience in a position where the primary function of the job included performing accounting or record keeping functions in an insurance setting, OR
- B) Four years of experience in a position 1) where the primary function of the job included auditing and processing of matters in an insurance setting, or 2) where the primary function of the job included performing accounting or record keeping functions in an insurance setting.

DRAFT