

Warren County Board of Supervisors

RESOLUTION NO. 206 OF 2023

RESOLUTION INTRODUCED BY SUPERVISORS STROUGH, CONOVER, FRASIER, GERACI, THOMAS, DRISCOLL AND WILD

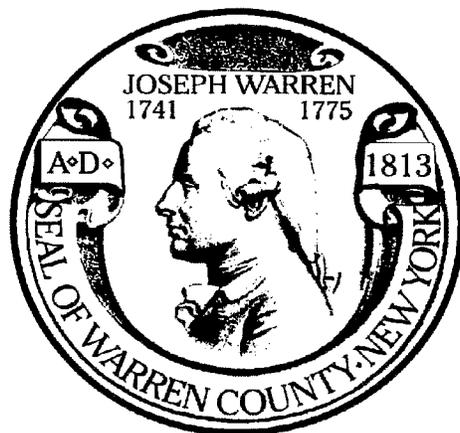
ADOPTING AMENDED WARREN COUNTY HUMAN SERVICES BUILDING EMERGENCY ACTION AND RESPONSE PLAN AND THE WARREN COUNTY MUNICIPAL CENTER EMERGENCY ACTION AND RESPONSE PLAN

WHEREAS, the Warren County Board of Supervisors adopted the Warren County Human Services Building Emergency Action and Response Plan and the Warren County Municipal Center Emergency Action and Response Plan (hereinafter the “Emergency Action and Response Plans”) by Resolution No. 582 of 2005 and 219 of 2012, which have been updated by many subsequent resolutions, most recently by Resolution Nos. 197 of 2013, 484 of 2014 and 200 of 2017, and

WHEREAS, the Legislative, Rules & Governmental Operations Committee has reviewed suggested updates to the Warren County Human Services Building Emergency Action and Response Plan and the Warren County Municipal Center Emergency Action and Response Plan and recommends that the same be advanced to the Board of Supervisors for consideration, now, therefore, be it

RESOLVED, that the Warren County Human Services Building Emergency Action and Response Plan and the Warren County Municipal Center Emergency Action and Response Plan annexed hereto, be and the same hereby is, adopted as the official Plans for Warren County, and be it further

RESOLVED, that any and all prior Emergency Action and Response Plans or Resolutions are hereby repealed, effective April 21, 2023.



Warren County Emergency Action and Response Plan

Human Services Building

19 Glen Lake Road
Queensbury, New York 12804

Approved 4/21/2023
Resolution No. 206 of 2023

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 I 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 518-761-6529

(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) 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, it may be necessary to alert all work areas. A method of communication is needed to alert employees to take 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 the Sheriff’s Office “Dais, Inc. d/b/a Regroup” 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, “Dais, Inc. d/b/a Regroup” 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	518-761-6362
Deputy Commissioner DSS	518-761-6273
Insurance Administrator	518-761-6529
Director OFA	518-761-8820

(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 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 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
- Director of Facilities Unit 17

(2) Members of the chain of command will report to the Incident Command Post. 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 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 evacuation area radio personnel will lead persons from their assembly/evacuation areas to 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

(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 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 (Evacuation)

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

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

(d) Natural disaster (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) 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 (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 (see Appendix J). 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 immediately choose the best way to protect their life by making a determination using the "run, hide, fight" protocol.

(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 Run Hide Fight instructions.

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

(1) In the event of commercial traffic related incidents or natural disasters 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 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 (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 “Dais, Inc. d/b/a Regroup” 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 shall notify their own department staff; 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, 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: blank**
- Appendix H: HSB Department assignments at the Municipal Center**
- Appendix I: Sample public address messages**
- Appendix J: Distress Alarms**

Appendix A

Annex here:

Confidential Emergency Quick Response Card

APPENDIX B

Annex here:

Building diagram with assembly and refuge areas
Fire marshal list

APPENDIX C

Annex here:

County list of important names and Phone numbers – CONFIDENTIAL

Appendix D

Annex here:

NYS Bomb Threat Instruction Card

Appendix D

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

Annex here:

Public Information Report

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.

Appendix F

Annex here:

Weather Charts

Appendix H

Annex here:

Human Services Building Departments rooms assignments for evacuation to the Municipal Center

Appendix I

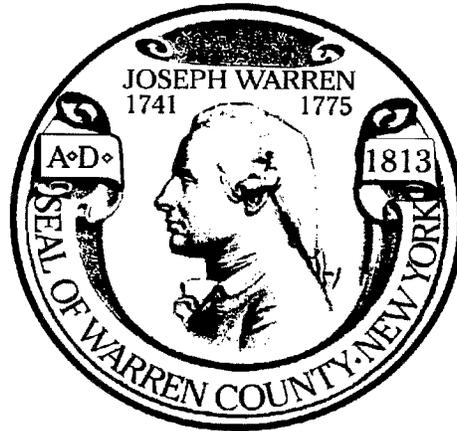
Annex here:

Sample public address messages to use for various types of emergencies

Appendix J

Annex here:

Distress alarm locations and testing protocol.



Warren County Emergency Action and Response Plan

Municipal Center

1340 State Route 9
Lake George, New York 12845

Adopted _____
Resolution No. ____ of ____

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 J 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 518-761-6529

(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) 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.
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- 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, it may be necessary to alert all work areas. A method of communication is needed to alert employees to take 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 the Sheriff's Office "Dais, Inc. d/b/a Regroup" 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, "Dais, Inc. d/b/a Regroup" 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	518-761-6539
Assistant to the County Administrator	518-761-7655
Clerk of the Board	518-761-6563
County Attorney	518-761-8708

(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 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
- Director of Facilities 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. 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 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 evacuation area radio personnel will lead persons from their assembly/evacuation areas to 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 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 (Evacuation)
- (b) Escalation by clients and Workplace violence incidents (Run, Hide, Fight)
- (c) Commercial traffic related incidents including external chemical spills, natural disasters, and bomb threat (Shelter in Place)
- (d) Natural disaster (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) 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 (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 alarm (See Appendix K). 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. Personnel who are not immediately in the location of the intruder, and who become aware of the intruder's presence should immediately choose the best way to protect their life by making a determination using the "run, hide, fight" protocol.

(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 Run Hide Fight instructions.

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

(1) In the event of commercial traffic related incidents or natural disasters 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 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 (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 "Dais, Inc. d/b/a Regroup" 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 shall notify their own departments staff ~~so~~ staff; 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, 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: blank**
- Appendix H: Municipal Center Department assignments at the HSB**
- Appendix I: Sample public address messages**
- Appendix J: Weather Charts**
- Appendix K: Distress Alarms**

Appendix A

Annex here:

Confidential Emergency Quick Response Card

APPENDIX B

Annex here:

Building diagram with assembly and refuge areas

Fire marshal list

APPENDIX C

Annex here:

County list of important names and phone numbers - CONFIDENTIAL

Appendix D

Annex here:

NYS Bomb Threat Instruction Card

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

Annex here:

Public Information Report

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.

Appendix F

Annex here:

NYS Supreme and County Court Procedures

Warren County Court Officers Radio Call #'s

New York State Supreme and County Court Procedures:

- A. All New York State Court personnel will be trained in accordance with Warren County's Emergency Action Plan when occupying county facilities outside of the court wing.
- B. All New York State Court personnel will perform an "All Call" over the PA system in accordance with the Warren County Emergency Action Plan in a emergency situation.
- C. All New York State Court personnel will be trained by a representative of the New York State Court System.
- D. All New York State Court personnel will follow New York State Policy and Procedure as outlined within their own Emergency Action Plan when an alarm is sounded and they're occupying the court facilities.
- E. New York State Court personnel will gather at an area of refuge designated by the New York State courts procedures during an evacuation and maintain radio contact with Warren County personnel designated as floor wardens for proper personnel accountability.

Appendix H

Annex here:

Municipal Center Departments rooms assignments for evacuation to the Human Services Building

Appendix I

Annex here:

Sample public address messages to use for various types of emergencies

Appendix J

Annex here:

Weather Charts

Appendix K

Annex here:

Distress alarm locations and testing protocol.