

**DENNIS KORNWOLF RACINE COUNTY SERVICE CENTER**  
**Emergency Response Plan**



**UPDATED September 2023**

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# INTRODUCTION

The Dennis Kornwolf Racine County Service Center (DKRCSC) is a one-stop center for Human Service and Workforce Development needs. In addition, the top floor is a Juvenile Detention Center. The Service Center is staffed Monday through Friday and general working hours are 7:30 AM to 8:00 PM. However, the Detention Center is staffed 24 hrs./day, seven days/week and other parts of the building may be used after normal working hours for various training programs. At any one time during normal business hours, there could be over 400 employees and visitors in the building. This includes Juvenile Detention residents.

This manual has been designed to guide and assist those responsible for the safety of people and the building and to minimize the danger to life and property. This plan has been developed by the Racine County Office of Emergency Management, in conjunction with a planning team made up of HSD and Detention employees. It is intended to give a general overview of emergency response procedures. All situations cannot be neatly categorized, and hard and fast guidelines cannot be drawn. Individual judgment must be exercised.

***The person who identifies the emergency should contact the Division Manager immediately or one of the people listed below.***

## EMERGENCY RESPONSE TEAM ALERTING LIST

	<u>Office</u>
HSD-DIRECTOR:	638-6646
DEPUTY DIRECTOR:	638-6657
CHILDREN & FAMILY DIVISION MANAGER:	638-6511
JUVENILE DETENTION CENTER SUPERINTENDENT:	638-6722
AGING & DISABILITY SERVICES DIVISION MANAGER:	638-6633
PUBLIC WORKS DIRECTOR:	886-8471
SHERIFF DEPUTIES:	638-7722 or x5420

**If a situation occurs after hours, the ERT will be notified by Detention.**

The nature of the situation will dictate whether the Division Manager will call all Emergency Response Team (ERT) members or just the Director and those impacted. The Director or designee will call the Facilities Management Superintendent at time of or next day.

## ASSIGNMENT OF PERSONNEL

### County Executive

The County Executive is responsible for all county buildings and facilities, except that the Sheriff has statutory responsibility for the jail. In the interests of safety and sound emergency response procedures, however, immediate emergency response authority in each county building or facility is delegated to a senior staff member regularly present at that site. That person will be designated as the Emergency Response Officer.

### Emergency Response Officer (ERO)

The Emergency Response Officer shall maintain contact with the Office of the County Executive as feasible and appropriate, but shall nevertheless have emergency response authority, including authority to direct evacuation, over the building or facility to which he/she is assigned. In the DKRCSC, the HSD Director or his/her designee will serve as the Emergency Response Officer and will direct all emergency operations for the DKRCSC until relieved by the County Executive or his/her designee.

### **Emergency Response Team (ERT)**

The Emergency Response Team shall help the ERO implement the plan. One member of the Team will be designated to act as a liaison between the ERT and emergency responders.

### **Division Managers/Supervisors**

Division Managers/Supervisors will remain in control and responsible for their employees and visitors within their individual divisions.

### **Employees**

County employees have an obligation to assist the public in the event that this plan is implemented.

### **Emergency Floor Marshals**

Emergency Floor Marshals have been assigned to each floor. They will be responsible for implementing this plan on their respective floors, including assisting employees and the public and conducting a search of the floor, including bathrooms. Their responsibilities in specific types of incidents are set forth more fully hereafter.

## **GENERAL EVACUATION PROCEDURES**

General Evacuation Procedures apply to building evacuations for any emergency, including, but not limited to, fire alarms. They have been developed to conform to ADA requirements. **All employees (with the exception of Detention) and visitors are expected to evacuate the building during fire alarms.** Even if the audible alarm stops sounding, employees shall continue to evacuate and wait outside until verbal instructions are given. Reentry **will not** occur until specific verbal instructions have been given by the Emergency Response Team. The Emergency Response Team will not give specific verbal instructions until an all clear has been given by the Racine Fire Department.

### **Emergency Response Team**

- For any evacuation of the DKRCSC, the Emergency Response Team will establish operations at the flagpole. The ERT shall make contact with police and fire and one member of the ERT will be assigned to serve as a liaison between the ERT and emergency responders.

### **Division Managers/Supervisors**

- Division Managers/Supervisors shall assist employees and visitors with disabilities into the stairwells.
- Division Managers/Supervisors are responsible for making sure that DKRCSC employees and the public move to the assembly areas.
- They are to account for members of their staff and to alert the Emergency Floor Marshal of any persons left behind in the stairwells or anyone that may be missing.

### **Emergency Floor Marshals**

- Emergency Floor Marshals shall assist other employees and members of the public in effecting an orderly evacuation of the building.
- Emergency Floor Marshals shall conduct a search of the floor, including bathrooms, before leaving.

- Emergency Floor Marshals shall use the appropriate stairwell and report to the Command Post (Flagpole). They shall notify the fire department of any person left in the building.

## **All Employees**

### **If you hear the fire alarm or are instructed to evacuate the DKRCSC:**

- Remain calm.
- End all phone calls and take your coat, keys, valuables, and a flashlight with you, if they are readily available. Do **not** return to your office for them.
- Shut and lock all office doors, shut all open windows, and turn off office lights.
- Do not open a door if the knob is hot, or if you feel heat on the other side.
- Do not use elevators, unless told to do so by emergency officials.
- Assist the public and fellow employees.
- Use the nearest, safe emergency exit or stairwell. Merge alternately with employees evacuating lower floors to keep all lines moving.
- If you are a person with a disability and cannot take the stairs, wait in the stairwell until rescue workers arrive. In addition, press the call button in the stairwell.
- Keep conversation to a minimum. Do not linger or carry beverages into stairwells.
- **DO NOT** reenter the building until given an all clear.
- All Employees and visitors shall report to the assembly areas.
  - Those exiting on the **north side** shall assemble at the **northwest corner of the parking lot**.
  - Those exiting on the **south side** shall assemble at the southwest corner of the **upper parking lot**.
  - Visitors to the **Detention Center** shall be directed to **exit the south stairwell**.
  - If the Detention Center must be evacuated, residents and staff will be directed to use the air tower on the northeast side of the building and the south stairwell, **only** after the building has been evacuated and the stairwells secured. Only in **extreme circumstances** will the south stairwell be used for the evacuation of Detention Center residents.

**NOTE: DO NOT WAIT IN FRONT OF, OR THE SIDES OF THE DKRCSC; THIS AREA MAY NEED TO BE ACCESSED BY EMERGENCY PERSONNEL.**

# FIRE

## UPON DISCOVERY OF A FIRE:

- **PULL THE FIRE ALARM** closest to the scene.
- Dial 911 from a safe area. **(If using a county phone, dial 9-911.)** Provide the following information: Your name, building where the fire is located, floor and room where the fire is located and details of fire emergency.

## Emergency Response Team

- The Emergency Response Team will establish operations at the Flagpole.
- One member of the ERT will be assigned to serve as a liaison between the ERT and emergency responders.
- The ERT will determine whether/when to give verbal instructions to return to the DKRCSC.
- The ERT will not give specific verbal instructions to return to the DKRCSC until an all clear has been given by the Racine Fire Department **(or it has been determined by the Detention Center and/or Building & Facilities that it was a false alarm).**

## Division Managers/Supervisors

- Division Managers/Supervisors shall assist employees and visitors with disabilities into the main stairwells.
- Division Managers/Supervisors are responsible for making sure that DKRCSC employees and the public move to the assembly area(s). They are to account for members of their staff and alert the Emergency Floor Marshal to any persons left behind in the stairwell or anyone that may be missing.

## Emergency Floor Marshals

- Emergency Floor Marshals shall assist other employees and members of the public in effecting an orderly evacuation of the building.
- Emergency Floor Marshals shall use the appropriate stairwell and report to Command Post (Flagpole). They shall notify the ERT and fire department of any person left in the building.

## All Employees

- Proceed to the nearest stairwell (DO NOT USE THE ELEVATOR) and follow the General Evacuation Procedures.
- If caught in heavy smoke, take short breaths: breathe through your nose. Stay low, crawl if necessary. (There will be less smoke near the floor).
- All employees are expected to evacuate the building during fire alarms.
- If the Detention Center must be evacuated, residents and staff will be directed to use the air tower on the northeast side of the building and the south stairwell, **only** after the building has been evacuated and the stairwells secured. Only in **extreme circumstances** will the south stairwell be used for the evacuation of Detention Center residents.

## SEVERE WEATHER

### **SEVERE THUNDERSTORM WATCH:**

A Severe Thunderstorm **WATCH** is issued by the National Weather Service when the weather conditions are such that a severe thunderstorm (damaging winds 58 miles per hour or more, or hail three-fourths of an inch in diameter or greater) is likely to develop.

### **SEVERE THUNDERSTORM WARNING:**

A Thunderstorm **WARNING** is issued when thunderstorms produce torrential downpours, high winds, and hail. Tornadoes can follow severe thunderstorms.

### **TORNADO WATCH:**

A Tornado **WATCH** is issued when conditions become favorable for the development of severe weather.

### **TORNADO WARNING:**

A Tornado **WARNING** is issued when a tornado or funnel cloud is actually sighted or detected on radar.

### **Detention Center**

- The Detention Center is notified of all Severe Weather Watches and Warnings.
- The Detention Center is to notify the HSD Director's Office.

**Note: Detention maintains a list of on-call staff with after-hours contacts.**

### **Emergency Response Officer**

- Will ensure that all Severe Weather Watches and Warnings are disseminated over the public address system.
- Will give an ALL CLEAR if the need for sheltering has been cancelled.

### **Emergency Response Team**

- Will monitor the situation and be prepared to respond in the event of injury or damage caused by severe weather.
- Will direct building evacuation if necessary.
- Will establish an off-site Command Center if the DKRCSC is evacuated.

### **Emergency Floor Marshals**

- Will assist with responses to damage and/or injury occurring on their floor.
- In the event of an evacuation, will perform normal evacuation assistance and monitoring as spelled out under General Evacuation Procedures.

### **All Employees**

- During a declared **Severe Thunderstorm Watch/Warning or a TORNADO WATCH**, employees on the side of the building from which the storm is coming should watch out for funnel clouds or other severe weather. Reports of funnel clouds should be made to the Racine County Communication's Center at **886-2300** and to the HSD Director at **638-6646**.
- During a **TORNADO WATCH**, employees will maintain normal work patterns, but be alert to the possibility of changing weather conditions. Employees shall be prepared to move to shelter.

## TORNADO WARNING

- When a **TORNADO WARNING** is issued for Racine County:
  - a. Files and important documents not in use should be returned to their proper storage location for safekeeping.
  - b. All employees and visitors will report to a **Windowless Interior Room, Hallway or Stairwell**. **All doors should be closed to prevent flying debris from injuring or killing employees and visitors.**
  - c. Employees will remain in the shelter area until directed to return to work by the Emergency Response Officer.





# BOMB THREAT

## Sheriff's Office

- Will coordinate all searches.
- Will advise the ERT whether an evacuation of the DKRCSC is necessary.
- Will notify Racine Fire Department in the event an actual bomb is discovered.

## Emergency Response Officer/Team

- If a bomb threat is reported, but no specific location is given, an Emergency Floor Marshal on each floor will be notified by the ERO.
- The ERO, in conjunction with the Sheriff's Office, will decide whether to evacuate the DKRCSC or initiate a Lockdown.
- Notification of the direction to evacuate will be made by the most appropriate method.
- After the incident, the ERT will work through the Floor Marshals to provide an update to employees.
- The ERO will notify the County Executive and keep him apprised of the situation.

## Division Managers/Supervisors

- When informed by an employee of a bomb threat, the Division Manager/Supervisor shall notify all of the following:

<b>Sheriff's Office</b>	<b><u>886-2300</u></b>
<b>HSD Director (Emergency Response Officer)</b>	<b><u>638-6646</u></b>

- If the bomb threat is for that floor, the Division Manager/Supervisor will also notify the Emergency Floor Marshal for that floor.
- The Emergency Floor Marshal, Supervisors and employees should make a visual check of their area for anything unusual or suspicious.
- **In the event that evacuation is ordered,**
  - If the stairwells are safe to use, assist people who cannot make it down the stairs into the stairwell until rescue workers arrive. If the stairwells are not safe to use, listen for alternative instructions.
  - Supervisors and employees shall report to the assembly area and await further instructions.
  - Supervisors will take roll of their personnel upon arrival at the assembly area and will notify the Emergency Floor Marshal of any people remaining in the stairwell or anyone missing.

## Emergency Floor Marshals

- The Emergency Floor Marshal will notify, as they deem necessary, the people on their floor to conduct a search of the area.
- The Emergency Floor Marshal, Supervisors and employees should make a visual check of their area for anything unusual or suspicious.
- The Emergency Floor Marshal shall notify law enforcement officials on the scene and the ERT, if anything unusual or suspicious is found.

- **In the event that evacuation is ordered**, Emergency Floor Marshals will report to the **Fire Department Command Post** (Note: *Flagpole May Be Too Close*) and notify the ERT/Fire Department of any people with disabilities who remain inside or anyone reported missing.

## **All Employees**

- Any person receiving a bomb threat should remain calm and obtain as much information as possible, including:
  - a) Where is the bomb?
  - b) When will it go off?
  - c) What does the bomb look like?
  - d) Why was the bomb put there?
  - e) How did the bomb get there?
- Listen for any possible background noises over the phone, e.g., music, train, machinery, or other identifiable sounds.
- Write down the exact words of the caller and characteristics of the caller's voice and speech. Note the time.
- The employee will notify his or her Division Manager/Supervisor.
- If a local area search is directed, employees should make a visual check of their area for anything unusual or suspicious. **DO NOT TOUCH** or move anything unusual or suspicious.
- If a suspicious package is discovered, do not turn on/off lights, or use a cell phone or other electronic devices. Clear the building immediately.
- **In the event that evacuation is ordered**,
  - Employees shall obey all instructions given over the public address system.
  - If the stairwells are safe to use, assist people who cannot make it down the stairs into the stairwell until rescue workers arrive. If the stairwells are not safe to use, listen for alternative instructions.
  - Employees shall report to the **assembly area** and await further instructions.

**Note:** Local Law Enforcement works with vapor wake canines capable of searching for and detecting explosive material. Regional Explosive Ordinance Disposal (EOD) teams are highly trained and capable in the disposal of explosive material but take time to deploy. Without the assistance of employees familiar with the area, first-responders have no way of knowing what is or is not suspicious in individuals' work areas. Therefore, it is essential that employees report to responders, either directly or through their floor marshals, anything unusual or suspicious in their work areas.

**Procedure Form  
Recording Bomb Threats or Other Anonymous Phone Calls**

<b>NAME:</b>		<b>DATE:</b>		<b>TIME:</b>	
<b>DEPARTMENT:</b>				<b>PHONE #:</b>	

<b>QUESTIONS TO ASK?</b>	<i>Write Down Exact Words</i>
1. When is the bomb going to explode?	
2. Where is it 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 did you place the bomb?	
8. What is your address? Where are you?	
9. What is your name?	

<b>Did the caller appear familiar with the office or building by his description of the bomb location?</b>	<b>Y</b>	<b>N</b>
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<b>Sex of caller:</b>	<b>M</b>	<b>F</b>	<b>Age:</b>		<b>Race:</b>		<b>Length of Call:</b>	
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<b>Caller's voice</b>							
Calm		Laughing		Lisp		Disguised	
Angry		Crying		Raspy		Accent	
Excited		Normal		Deep		Stutter	
Slow		Distinct		Ragged		Rapid	
Slurred		Nasal		Loud		Soft	
Clearing Throat		Cracking Voice		Deep Breathing		Incoherent	
Well Spoken		Foul		Familiar* (Specify)			
Message Taped		Message Read					

<b>Background Noises</b>							
Street Noises		House Noises		PA System		Animals	
Airport Noises		Motor		Long Distance		Music	
Voices		Office Machinery		Clear		Other (specify)	
Static		Factory Machinery		Local			

**REMARKS**

# EVACUATION/BOMB SEARCH CHART

Building: \_\_\_\_\_

Date: \_\_\_\_\_

Floor/Area	Time		Remarks
	Evacuated	Searched	

Note: This chart provides a useful tool for reviewing the effectiveness of an evacuation and/or search. Remarks may include those who searched the floor or area where people were relocated, and any unusual circumstances encountered.

## WORKPLACE THREATS (Civil Disturbances)

### All Employees

#### Pre-Incident

- Be aware of your environment and any possible dangers.
- Take note of the two nearest exits in any facility you visit.
- Identify potential hiding places and escape routes.

**De-escalation:** If an individual is acting in a suspicious or hostile aggressive manner (**distraught, harassing, or abusively angry person**), even if that person is not violent and no immediate threat is present, employees should:

- Notify your supervisor.
- Attempt to prevent the situation from escalating:
  - 1) Stay Centered. It's not about you. Take a deep breath and remain calm, collected, and professional.
  - 2) Maintain an open but not vulnerable body language. Show that you are giving them attention but do not allow yourself to be trapped or cornered. Do not engage in a debate or argument with them.
  - 3) Act in a courteous manner and try to calm the person down. There may be situations where you can use your customer service skills, best judgment, and experience to help defuse the situation.
  - 4) To the best of your ability and following procedures, help this person obtain what they seek. A refusal or denial of support or services may invoke greater anger.
  - 5) If you are not able to provide exactly what the individual demands (meeting with a manager now), offer an alternative solution such as speaking to someone else, taking a message or setting an appointment.
  - 6) Establish a collaborative spirit – "How can we solve this problem?" Focus on solving the situation or problem at hand.
  - 7) Listen! Allow them a reasonable amount of time to explain, complain and even vent.
  - 8) Show them that you are listening, stop what you are doing, keep eye contact and pay attention. When you reply, recount what their main issues are and identify their feelings.
- Keep distance between yourself and the individual. Keep at least 6-8 feet from the aggressor. Use barriers to keep individual from coming close to you. Do not allow them to block your exit or escape. Do not turn your back on them.

**Escalation:** If the situation escalates and you believe that an individual is acting in a manner that poses an immediate threat to you or others, use the PA system to notify HSD supervisors to assist.

#### **SECURITY MESSAGE**

*THIS PROCEDURE SHOULD ONLY BE USED IN SITUATIONS THAT APPEAR THREATENING, DISRUPTIVE OF NORMAL OPERATIONS.*

#### **IF AN EMERGENCY ARISES:**

- 1) Pick up the phone and enter **885**.
- 2) Wait for high pitch tone.
- 3) At the tone enter **#11**
- 4) State: "Would the Emergency Response Team report to \_\_\_\_ (Location, room, cubicle or general area)"

People designated as response personnel include:

	<u>Office</u>
HSD-DIRECTOR:	638-6646
CHILDREN & FAMILY DIVISION MANAGER:	638-6511
JUVENILE DETENTION CENTER SUPERINTENDENT:	638-6722
AGING & DISABILITY SERVICES DIVISION MANAGER:	638-6633
PUBLIC WORKS-DIRECTOR:	886-8471
SHERIFF DEPUTIES:	638-7722 or x5420

- Seek safety by leaving the area if possible. Close and lock all doors behind you.
- Summon Law Enforcement by phone (9-911) or by activating emergency alarms when available.
- When reporting an emergency event to Dispatch, employees should tell the dispatcher their name and location, report the specifics of the event in a clear and concise manner and be prepared to stay on the line and answer any questions the dispatcher may have (unless doing so would put you in danger).
- Make no attempt to control a violent individual.

**If you witness an act of workplace violence that does not involve you, use your discretion. In some cases, your involvement may help a co-worker; other times it may be better to just dial 911 from a safe area. (If using a county landline phone, dial 9-911.)**

### Department Head/Supervisor

- If possible, when notified of a situation, attempt to safely defuse the situation.
- If unable to defuse the situation, the Department Head/Supervisor may notify:

<b>Local Law Enforcement</b>	<b><u>9-911</u></b>
<b>HSD Director (Emergency Response Officer)</b>	<b><u>638-6646</u></b>

- Supervisors receiving employee reports of workplace violence, or who have knowledge or information of internal or non-emergency situations which may affect the security of Racine County and its assets, must report such incidents to their department head.
- The department head must complete a confidential memorandum and submit it to the Human Resources Director. The memorandum should include:
  - A detailed description of what happened, where it happened and when it happened;
  - The identity of the person(s) committing the threat or violent behavior;
  - The identity of the person(s) against whom the threat was made or violent behavior directed;
  - The identity of the person(s) reporting or witnessing the threat or violent behavior;
  - Observations that support the contention that the individual intends to follow through on a threat;
  - How the matter was resolved or suggestions for minimizing the risk of a violent act based on the information available.
- Should it appear that the incident requires immediate attention, a verbal report shall be made to the Human Resources Director or his/her designee followed by a confidential written memorandum.

## **Emergency Response Officer/Team**

- In the event that officials know about the situation in advance (Public Demonstration, for example), the Emergency Response Team may assemble in an available conference room and assess the situation to determine its gravity and its effects on the safety of employees and visitors before taking action.
- The team will work closely with the Sheriff's Office to mitigate any threat or danger posed by a civil disturbance.
  - The ERO will notify the County Executive and keep them apprised of the situation.

### **Things to Say for Handling Aggressive Encounters**

#### **Calming the Tension/Noticing their needs:**

- "I see that you are in a hurry, we will get through this process as quickly as possible and get you on your way."
- "Sir, I realize that this is your third time here. I will do what I can to make sure we get this taken care of today."
- "I know it is pretty hectic here today. Thank you for being patient during the wait."

#### **Reflective Listening:**

- "So let me see if I understand you right. You have/tried/feel (repeat back the main points that they have stated)."
- "You must be feeling... (frustrated, treated unfairly, anxious, concerned, etc.)"
- "I would be feeling (appropriate emotion) too."
- "So, your main concern is ....."

#### **Setting Limits:**

- "If we are going to continue to work together, I have to insist that you stop using that language."
- "In order for us to continue, I am going to ask that you show me the respect that I have been showing you."
- "I realize that you are mad but I do not deserve to be spoken to in that manner."
- "If we are going to continue, we have to do so in a respectful and dignified manner."

### Suspicious Person Worksheet

Sex	Est. Age	Est. Height	Est. Weight
Race	Hair Color	Eye Color	Facial Hair?
Scars/Marks	Tattoos	Face/Complexion	Nose
Hat	Eyewear	Piercing	Jewelry
Shirt/Dress	Pants	Bags	Footwear
Other			

### Suspicious Vehicle Worksheet

<b>Body Type</b>		<b>Color</b>
Sedan	Truck	<b>Make</b>
Van	SUV	<b>Model</b>
License Plate – Number and State		Other Information

### Description of Observed Activities

Identify, as thoroughly as possible, what was suspicious about the observed activities.



# ACTIVE SHOOTER

## Evacuate

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands visible.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.
- Call 911 when you are safe.

## Information to Provide to Law Enforcement Or 911 Operator:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter(s)
- Number and type of weapons held by the shooter(s)
- Number of potential victims at the location

## Hide

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction (e.g., an office with a closed and locked door).
- Not trap you or restrict your options for movement.

To prevent an active shooter from entering your hiding place:

- Lock the door.
- Blockade the door with heavy furniture.

If the active shooter is nearby:

- Lock the door.
- Silence your personal electronic devices.
- Turn off any source of noise (i.e., radios, televisions).
- Hide behind large items (i.e., cabinets, desks).
- Remain quiet.

If evacuation and hiding out are not possible:

- Remain calm.
- Dial 911, if possible, to alert police to the active shooter's location.
- If you cannot speak, leave the line open and allow the dispatcher to listen.

## **Take Action Against the Active Shooter**

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her;
- Throwing items and improvising weapons;
- Yelling;
- Committing to your actions.

## **HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES**

**Note:** *Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.*

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment.
- Officers may be armed with rifles, shotguns, handguns.
- Officers may use pepper spray or tear gas to control the situation.
- Officers may shout commands and may push individuals to the ground for their safety.

### **How to react when law enforcement arrives:**

- Remain calm and follow officers' instructions.
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers such as attempting to hold on to them for safety.
- Avoid pointing, screaming and/or yelling.
- Do not stop to ask officers for help or directions when evacuating, just proceed in the direction from which officers are entering the premises.
- Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned.
- Do not leave the safe location or assembly point until law enforcement authorities have instructed you to do so.

# MEDICAL EMERGENCY RESPONSE PLAN

## All Employees

- In a medical emergency, dial 911 (**if using a county phone, dial 9-911**) or instruct a bystander to dial 911.
- Provide the following information:
  - **Your Name**
  - **Building name and address: Dennis Kornwolf Racine County Service Center, 1717 Taylor Avenue.**
  - **Whether to enter on the North or South entrance of the building.**
  - **Floor location of the emergency**
  - **Any available details of accident or illness**
- Do not hang up until told to do so in case additional information is needed. (unless staying on the line would put you in harm's way)
- Direct receptionist to page "**Medical Emergency**" and give location of where the emergency is taking place. Example: "There is a Medical Emergency at 3 North Room 3306. If you are trained in first aid, please report there now". Or you may call the receptionist at extension 5053.
- Do not move injured or ill person unless it is necessary to avoid further injury (such as a fire or tornado).
- Reassure the accident victim or ill person that emergency assistance is on the way.
- If trained and it is necessary, begin CPR.
- Have someone meet the emergency unit outside the building and assist emergency personnel to the location of the victim.
- If a County Employee was injured, that employee must complete (if they are able) the Employee Injury/Illness/Accident Report form and submit it to his/her supervisor or designee:

<https://www.racinecounty.com/home/showpublisheddocument/45048/638264236271630000>

- If a member of the public or non-county employee was injured, **immediately notify a supervisor, contact Corporation Counsel's Office** and work with them to complete the Non-Employee Injury Report form.

<https://www.racinecounty.com/home/showpublisheddocument/46294/638344273766996674>

## Medical Emergency Response Team

- Start CPR on the victim, if necessary.
- Employees that are trained in CPR/AED (Medical Emergency Response Team) must bring the Automated External Defibrillator (AED) and report to the emergency location to assist.

### **The AEDs are located at the 1 South Reception area, 3 North Reception area, and Detention.**

- The Emergency Response Team is to assist with CPR and/or AED until an ambulance arrives.
- Emergency personnel will take the AED to St. Mary's to download information into a database and return it once download is completed.
- Notify Human Resources immediately that the AED was used.

## **Division Managers/Supervisors**

- In the event an employee cannot fill out the Employee Injury Report, their supervisor or designee will fill out the Supervisor Illness/Accident Report form.

<https://www.racinecounty.com/home/showpublisheddocument/45050/638264235979030000>

- The supervisor or designee will investigate the incident to determine if the facts included in the Employee Injury Report are complete and correct. The supervisor will complete the Supervisor's Report form and forward both employee and supervisor forms to Human Resources Employee Benefits Manager within 24 hours of the incident.



## SHELTER-IN-PLACE

In the event of a hazardous chemical release occurring outside of the building, the Fire Department may recommend that you “Shelter-In-Place.” Shelter-In-Place is a precaution intended to keep you safe while remaining inside the building. In some situations, it is safer to remain in the building than risk exposure by attempting to evacuate. With air-handling and ventilation systems shut down, the building should provide a good barrier against air-borne chemical contaminants. Shelter-In-Place is a short-term precaution and should only last several hours or less.

### Emergency Response Officer/Team

- Upon notification by the Fire Department that employees and visitors should Shelter-In-Place, the Emergency Response Officer/Team shall:
  - **Close** the building and bring **everyone inside**.
  - **Lock** outside doors, **close** windows, and air vents.
  - **Turn off** fans, air conditioning, elevators and forced air heating systems.
  - Make an announcement over the PA that employees/visitors on the First Floor take the stairs to a higher floor and that all employees should report to an interior windowless room.
- The ERO will notify the County Executive and keep him apprised of the situation.

### All Employees

- Remain calm.
- If you are on the First Floor, go to an upper floor. If you are on the second Floor or above, you can remain where you are. Most chemicals are heavier than air and will seek out low lying areas.
- Do not use the elevators.
- **Go into an interior room**, such as a break room or conference room, with few windows, if possible.
- When inside, close the door. If possible, **seal** all windows, doors, and air vents.
- Be prepared to **improvise** and use what you have on hand to **seal gaps** so that you create a barrier between yourself and any contamination.
- Await further instructions from the ERT or other emergency authorities.



# OFFICIAL RACINE COUNTY MAIL PROCEDURE ADVISORY

## Identifying Suspicious Packages and Envelopes

*Some characteristics of suspicious packages and envelopes include the following:*

- **Inappropriate or unusual labeling**
  - Excessive postage
  - Handwritten or poorly typed addresses
  - Misspellings of common words
  - Strange return address or no return address
  - Incorrect titles or title without a name
  - Not addressed to a specific person
  - Marked with restrictions, such as “Personal,” “Confidential,” or “Do not x-ray”
  - Marked with any threatening language
  - Postmarked from a city or state that does not match the return address
- **Appearance**
  - Powdery substance felt through or appearing on the package or envelope
  - Oily stains, discolorations, or odor
  - Lopsided or uneven envelope
  - Excessive packaging material such as masking tape, string, etc.
- **Other suspicious signs**
  - Excessive weight
  - Ticking sound
  - Protruding wires or aluminum foil

**IF A PACKAGE OR ENVELOPE APPEARS SUSPICIOUS, DO NOT OPEN IT.**

## Handling of Suspicious Packages or Envelopes

- Do not shake or empty the contents of any suspicious package or envelope.
- Do not carry the package or envelope, show it to others or allow others to examine it.
- Put the package or envelope down on a stable surface; do not sniff, touch, taste, or look closely at it or at any contents which may have spilled.
- Alert others in the area about the suspicious package or envelope. Leave the area, close any doors, and take actions to prevent others from entering the area. If possible, shut off the ventilation system.
- WASH hands with soap and water to prevent spreading potentially infectious material to face or skin. Seek additional instructions for exposed or potentially exposed persons.
- Notify your Division Manager/Supervisor. The Division Manager/Supervisor shall notify all of the following:

**Sheriff's Office**

**HSD Director (Emergency Response Officer)**

**886-2300**

**638-6646**

**Note:** When calling the Sheriff's Office, let them know what building you are in, including the floor and office area location.

- If possible, create a list of persons who were in the room or area when this suspicious letter or package was recognized and a list of persons who also may have handled this package or letter. Give this list to both the local public health authorities and law enforcement officials.

This procedure was modified by Racine County from information submitted by the Centers for Disease Control & Prevention (CDC).



# SUSPICIOUS MAIL ALERT

If you receive a suspicious letter or package:



- 1** Handle with care. Don't shake or bump.
- 2** Isolate it immediately
- 3** Don't open, smell, touch or taste.
- 4** Treat it as suspect. Call local law enforcement authorities

## If a parcel is open and/or a threat is identified . . .

**For a Bomb:**

Evacuate Immediately  
Call Police  
Contact Postal Inspectors  
Call Local Fire Department/HAZMAT Unit

**For Radiological:**

Limit Exposure - Don't Handle  
Evacuate Area  
Shield Yourself From Object  
Call Police  
Contact Postal Inspectors  
Call Local Fire Department/HAZMAT Unit

**For Biological or Chemical:**

Isolate - Don't Handle  
Evacuate Immediate Area  
Wash Your Hands With Soap and Warm Water  
Call Police  
Contact Postal Inspectors  
Call Local Fire Department/HAZMAT Unit

## EMERGENCY FLOOR MARSHALS

<b>Floor</b>	<b>Name</b>	<b>Extension</b>
<b>1st Floor South</b>	<b>Pauline Ortloff</b>	<b>x6711</b>
<b>1st Floor North</b>	<b>Shaun Lukas</b>	<b>x6619</b> <b>x6424</b>
<b>2nd Floor South</b>	<b>Dan Chiappetta</b> <b>Marie Froh</b>	<b>x6509</b> <b>x6534</b>
<b>2nd Floor North</b>	<b>Olivia Garcia</b> <b>Dana Dobrowolski</b>	<b>x7727</b> <b>x7728</b>
<b>3rd Floor South</b>	<b>Katie Kasprzak</b> <b>Tasha King</b>	<b>x6486</b> <b>x6625</b>
<b>3rd Floor North</b>	<b>Ed Kamin</b> <b>Obed Medina</b>	<b>x6582</b> <b>x6692</b>
<b>4th Floor</b>	<b>Darius Williams</b>	<b>x6323</b>

### Revisions:

01/24/2019  
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09/10/2019  
06/30/2020

03/29/2021  
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01/13/2022  
07/11/2022

09/12/2023