

SAIL AND BEHAVIORAL HEALTH SERVICES
Emergency Response Plan



September 2024

**SAIL and Behavioral Health Services
2000 Domanik Drive, Racine, WI 53404**

Emergency Response Plan

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INTRODUCTION

2000 Domanik Drive is the home for the Stabilization, Assessment, Information and Linkage (SAIL) program, the Community Support Program (CSP), Adult Protective Services (APS) Case Management, Crisis and Mobile Response. SAIL is housed on the second floor and is a 24hrs/day, seven days/week program. Mobile Response is also staffed 24hrs/day, seven days/week on the second floor of Domanik Drive. Crisis, APS and CSP are located on the fourth floor and are generally staffed Monday – Friday, 8am – 5pm.

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. 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 Division Manager immediately or one of the people listed below.

EMERGENCY RESPONSE TEAM ALERTING LIST

	<u>Office</u>
AGING & DISABILITY SERVICES OPERATIONS MANAGER (ERO):	638-6516
HSD DIRECTOR:	638-6646
AGING & DISABILITY SERVICES ADMINISTRATOR:	638-6633
CHILDREN & FAMILY DIVISION MANAGER:	638-6511
JUVENILE DETENTION CENTER SUPERINTENDENT:	638-6722
PUBLIC WORKS DIRECTOR:	886-8471
SHERIFF DEPUTIES:	638-7722 or x5420

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

The nature of the situation will dictate whether the Division Manager will call all Emergency Response Team (ERT) or just the Director and those impacted. The Director or designee will call the Director of Buildings & Facilities (B&F) at time 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. At Domanik, the ***Aging & Disability Services Operations Manager*** or their designee will serve as the Emergency Response Officer and will direct all emergency operations for Domanik 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.

Operations Manager/Supervisors

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 when 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 BHS employees 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 Domanik, the Emergency Response Team will establish operations at the East employee parking lot. The ERT shall contact police and fire and one member of the ERT will be assigned to serve as a liaison between the ERT and emergency responders.

Operations Manager/Supervisors

- Supervisors shall assist employees and visitors with functional needs into the stairwells.
- Supervisors are responsible for making sure that BHS employees at Domanik 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 all areas of the 2nd floor, BHS portion of the 4th floor including conference room, break room and bathrooms before leaving.
- Emergency Floor Marshals shall use the appropriate stairwell and report to the Command Post (East employee parking lot). 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 Domanik:

- Use common sense and try not to panic.
- 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. Stairwell codes are not needed to exit to the 1st floor via the stairwell.
- If you are a person with functional needs and cannot take the stairs, wait in the stairwell until rescue workers arrive.
- 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 East employee parking lot.

NOTE: DO NOT WAIT IN FRONT OF DOMANIK; 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 landline 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 East employee parking lot.
- 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 Domanik.
- The ERT will not give specific verbal instructions to return to Domanik until an all clear has been given by the Racine Fire Department.

Operations Manager/Supervisors

- Supervisors shall assist employees and visitors with functional needs into the main stairwells.
- Supervisors are responsible for making sure that Domanik employees and the public move to the assembly area. They are to account for members of their staff and alert the Emergency Floor Marshal to any people 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 the Command Post (East employee parking lot). 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.

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.

SAIL

- SAIL will be notified of all Severe Weather Watches and Warnings by Dispatch.
- SAIL is to notify the Emergency Response Officer at Domanik of any Severe Weather Watches or Warnings. In addition, SAIL staff will utilize a severe weather radio.
- SAIL residents will be moved to the DKSC if Domanik is evacuated.

Emergency Response Officer

- Will ensure that all Severe Weather Watches and Warnings are disseminated to Domanik staff via e-mail.
- 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 at the DKSC if Domanik 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 Communications Center at **886-2300**

- 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 Domanik 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.
- 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.

Aging & Disability Services Operations Manager

- When informed by an employee of a bomb threat, the Aging & Disability Services Operations Manager (ERO) or designee shall notify the following:

Sheriff's Office	<u>886-2300</u>
HSD Director	<u>638-6646</u>
Aging & Disability Services Administrator	<u>638-6633</u>

- If the bomb threat is for a specific floor, the Aging & Disability Services Operations Manager (ERO) 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. *Stairwell codes are not needed to exit to the 1st floor. To exit to 2nd floor, use code 4152. To exit to 4th floor, use code 5431. To enter 1st floor, use 4152.*
 - 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 left behind 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 **East Employee Parking Lot** and notify the ERT/Fire Department of any people left behind 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 Operations 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, use a cell phone or other electronic devices. Clear the building immediately.
- **In the event an evacuation is ordered**,
 - Employees shall obey all instructions given.
 - 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. *Stairwell codes are not needed to exit to the 1st floor. To exit to 2nd floor, use code 4152. To exit to 4th floor, use code 5431. To enter 1st floor, use 4152.*
 - 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										
NAME:				DATE:			TIME:			
DEPARTMENT:					PHONE #:					
QUESTIONS TO ASK?					<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?										
Did the caller appear familiar with the office or building by his description of the bomb location?								Y	N	
Sex of caller:	M	F	Age:			Race:			Length of Call:	
Caller's voice										
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								
Background Noises										
Street Noises		House Noises		PA System		Animals				
Airport Noises		Motor		Long Distance		Music				
Voices		Office Machinery		Clear		Other (specify)				
Static		Factory Machinery		Local						
REMARKS										

WORKPLACE THREATS (Civil Disturbances)

All Employees

Pre-Incident

- Be aware of your environment and any possible danger
- 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 flat-out 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.
- Maintain 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, attempt to locate a supervisor to assist.

SECURITY MESSAGE

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

IF AN EMERGENCY ARISES:

- 1) Use a voice activated alarm to State: “Would the Emergency Response Team report to ____ (Location, room, or general area)”

People designated as response personnel include:

	<u>Office</u>
Office Aging and Disability Services Administrator:	638-6633
Deputy Administrator:	638-6456
Operations Manager (ERO):	638-6516
Crisis Ongoing Supervisor:	638-6456
Mobile Response Supervisor:	638-6748
SAIL Supervisor:	638-6417
Deputy Administrator:	638-6456
CSP Supervisor	638-6450
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 from county phone)
- 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 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:

Local Law Enforcement	<u>9-911</u>
Aging and Disability Services Operations Manager (ERO)	<u>638-6516</u>
HSD Director	<u>638-6646</u>
Aging and Disability Services Administrator	<u>638-6633</u>

- 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 their 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 him 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

Body Type		Color
Sedan	Truck	Make
Van	SUV	Model
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
- *Stairwell codes are not needed to exit to the 1st floor. To exit to 2nd floor, use code 4152. To exit to 4th floor, use code 5431. To enter 1st floor, use 4152.*
- 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 (i.e., 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 direction 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: Domanik, 2000 Domanik Drive, Racine, WI 53404**
 - **How to enter the East 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)
- 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 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** complete Non-Employee Injury Report form and submit it to the **Corporation Counsel's Office**.

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

Operations Manager/Supervisors

- In the event an employee cannot fill out the Employee Injury Report, the 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 and forward both employee and supervisor forms to Human Resources Employee Benefits Coordinator within 24 hours of the incident.

SUSPICIOUS PACKAGE OR MAIL

Identifying Suspicious Packages and Envelopes

- **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	<u>886-2300</u>
Aging and Disability Services Operations Manager (ERO)	<u>638-6516</u>
HSD Director	<u>638-6646</u>
Aging and Disability Services Division Manager	<u>638-6633</u>

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 people 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 OR PACKAGES

Protect yourself, your business, and your mailroom.

If you receive a suspicious letter or package:

- Stop. Don't handle.

- Isolate it immediately.

- Don't open, smell, or taste.

- Activate your emergency plan. Notify a supervisor.



If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:

- Isolate area immediately
- **Call 911**
- Wash your hands with soap and water



UNITED STATES POSTAL SERVICE



EMERGENCY FLOOR MARSHALS

Floor	Name	Extension
2nd Floor	Tamam Sarsour Cassandra Dawson	x6417 x6748
3rd Floor	Boyd Schwartz Natalie Meinert	x6494 x6456
4th Floor	Judy Tippel Kaylee Vandeberg Courtney Conner	x6507 x6516 x6656

Revisions:

09/07/18
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03/20/24
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