

**RACINE COUNTY SERVICE CENTER  
Emergency Response Plan**



**UPDATED November 2023**

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## INTRODUCTION

The Racine County Service Center (RCSC) serves residents in western Racine County. It is a 4700 sq. ft. office located in the Fox River Plaza at 1072 Milwaukee Ave. A variety of services and agencies are provided including Extension Racine County (formerly UW-Extension Racine County), Human Services, Workforce, Youth and Family Division – Juvenile Justice Case Manager, Youth and Family Division – CPS Case Managers, Rescare, Energy Services and Veterans Services. The Service Center is staffed Monday through Friday and general working hours are 8:00 AM to Noon and 12:30 PM to 4:30 PM. In addition, staff utilizes the meeting rooms in the Center during evening hours and on weekends. There could be up to 25 people in the building at any one time.

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 staff from the RCSC. 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.

### EMERGENCY RESPONSE TEAM

<b>RACINE COUNTY RESOURCE SPECIALIST</b>	<b>262-767-2922</b>
<b>EXTENSION SUPPORT STAFF</b>	<b>262-767-2929</b>
<b>FLOOR MARSHALS</b>	

### ASSIGNMENT OF PERSONNEL

#### **County Executive**

The County Executive is responsible for all county buildings and facilities. 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 (ERO) 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 RCSC, the Racine County Resource Specialist or his/her designee will serve as the Emergency Response Officer and will direct all emergency operations for the RCSC until relieved by the County Executive or his/her designee.

#### **Emergency Response Team (ERT)/Floor Marshals**

The Emergency Response Team/Floor Marshals shall implement the plan. One member of the Team will be designated to act as a liaison with emergency responders. The team will be responsible for conducting a search of the floor. Team members will meet at the Front Desk to divide areas of the building based on who is present. The building has been divided into three areas:

1. Reception/Lobby area,
2. Main Work Area
3. Kitchen and Storerooms

#### **Staff**

Staff have an obligation to assist the public if this plan is implemented.

## 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 staff and visitors are expected to evacuate the building during fire alarms** 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 Burlington Fire Department.

### **Emergency Response Team/Floor Marshals**

- For any evacuation of the RCSC, the Emergency Response Team will establish by the mailbox. One member of the ERT will be assigned to serve as a liaison between the ERT and emergency responders.
- Emergency Response Team/Floor Marshals shall assist other staff and members of the public in effecting an orderly evacuation of the building. They shall also assist staff and visitors with disabilities.
- They are responsible for making sure that RCSC staff and the public move to the assembly areas.
- Emergency Response Team/Floor Marshals shall conduct a search of the floor, including bathrooms, before leaving. They will shut all office doors upon inspection.
- They are to account for members of their staff and to alert the Fire Department of any people left behind or anyone that may be missing.

### **All Staff**

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

- Use common sense and try not to panic.
- End all phone calls.
- Take your coat, keys, valuables, and a flashlight with you, if they are readily available. Do not return to your office for them.
- Keep office doors open but 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.
- Assist the public and fellow staff.
- Use the nearest, safe emergency exit. Merge alternately with staff to keep all lines moving.
- Keep conversation to a minimum. Do not linger or carry beverages.
- All Staff and visitors shall report outside by the mailbox. Staff/Visitors exiting the rear will meet at \_\_\_\_\_. They must check in with the ERT via \_\_\_\_\_.
- **DO NOT** reenter the building.

**NOTE:                    REPORT TO THE ASSEMBLY AREA BY THE MAILBOX. DO NOT WAIT IN FRONT OF THE SERVICE CENTER. THIS AREA MAY NEED TO BE ACCESSED BY RESCUE PERSONNEL.**

# FIRE

## UPON DISCOVERY OF A FIRE:

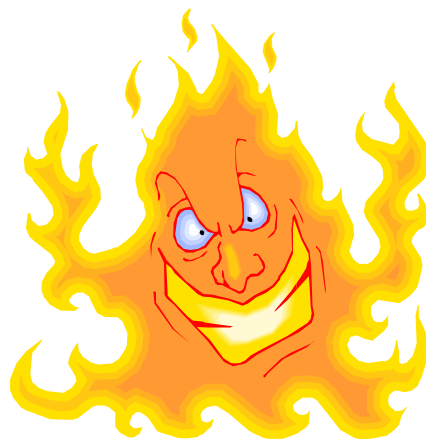
- Notify the Resource Specialist: **262.767.2922**
- Sound Voice Alarm - "**FIRE**" and pull the nearest fire alarm
- Dial 911 from a safe area. (**If using a county landline phone, dial 9-911.**) Provide the following information: Your name, building and room where the fire is located and details of fire emergency.

## Emergency Response Team/Floor Marshals

- Emergency Response Team/Floor Marshals shall assist other staff and members of the public in effecting an orderly evacuation of the building. They shall also assist staff and visitors with disabilities.
- They are responsible for making sure that RCSC staff and the public move to the assembly areas.
- Emergency Response Team/Floor Marshals shall conduct a search of the floor, including bathrooms, before leaving. They will shut all office doors upon inspection.
- They are to account for members of their staff and to alert the Fire Department of any people left behind or anyone that may be missing.
- The Emergency Response Team will establish operations at the mailbox.
- 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 RCSC after an all clear has been given by the Burlington Fire Department.

## All Staff

- Proceed to the nearest exit and follow the General Evacuation Procedures.
- Keep office doors open but shut all open windows and turn off office lights.
- 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 staff are expected to evacuate the building during fire alarms.
- **DO NOT** reenter the building.



## 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 sighted or detected on radar.

### **Emergency Response Officer**

- The RCSC has a NOAA Weather Radio.
- When weather watches and warnings are issued, a member of the ERT will:
  - email weather watches to all staff,
  - give a verbal warning for all weather warnings issued for Racine County,
  - and give an ALL CLEAR if the need for sheltering has been cancelled.

### **Emergency Response Team/Floor Marshals**

- Will monitor the situation and be prepared to respond in the event of injury or damage caused by severe weather.
- Will establish an off-site Command Center if the RCSC is evacuated.
- Will assist with responses to damage and/or injury occurring in their area.
- In the event of an evacuation, will perform normal evacuation assistance and monitoring as spelled out under General Evacuation Procedures.

### **All Staff**

- During a declared **Severe Thunderstorm Watch/Warning or a TORNADO WATCH**, staff on the side of the building from which the storm is coming should watch out for funnel clouds or other severe weather if possible. Reports of funnel clouds should be made to the Racine County Communications Center at **262-886-2300** and to the Racine County Resource Specialist at **262-767-2922** or **262-767-2929**.
- During a **TORNADO WATCH**, staff will maintain normal work patterns, but be alert to the possibility of changing weather conditions. Staff shall be prepared to move to shelter.
- 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 staff and visitors will report to the **shelter areas**. **All doors should be closed to prevent flying debris from injuring or killing staff and visitors.**
  - c. Staff will remain in the shelter area until directed to return to work by the Emergency Response Team.

# BOMB THREAT

## Sheriff's Office

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

## Emergency Response Officer/Team

- If a bomb threat is reported the ERO will convene the Emergency Response Team/Floor Marshals.
- The ERO will notify all of the following:

<b>Sheriff's Office and Local Law Enforcement</b>	<b><u>9-911</u></b>
<b>Racine County Resource Specialist</b>	<b><u>262-767-2922</u></b>
<b>County Executive's Office</b>	<b><u>262-636-3273</u></b>
<b>Human Services Department (HSD) Director</b>	<b><u>262-638-6319</u></b>

- The Emergency Response Team/Floor Marshals and staff should make a visual check of their area for anything unusual or suspicious.
- The Emergency Response Team shall notify law enforcement officials on the scene and the ERO, if anything unusual or suspicious is found.
- The ERO, in conjunction with the Sheriff's Office, will decide whether to evacuate the RCSC.
- Notification of the direction to evacuate will be made by the most appropriate method.
- **If evacuation is ordered,**
  - Assist people with disabilities.
  - Emergency Response Team/Floor Marshals and staff shall report to the assembly area and await further instructions.
  - Emergency Response Team/Floor Marshals will take roll of their personnel upon arrival at the assembly area and will notify the Fire Department of any people left behind or anyone missing.
- After the incident, the ERT will provide an update to staff.

## All Staff

- 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 supervisor.
- If a local area search is directed, staff 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 use a cell phone. Clear the building immediately and notify all of the following:

<b>Sheriff's Office and Local Law Enforcement</b>	<b><u>9-911</u></b>
<b>Racine County Resource Specialist</b>	<b><u>262-767-2922</u></b>
<b>County Executive's Office</b>	<b><u>262-636-3273</u></b>
<b>HSD Director</b>	<b><u>262-638-6319</u></b>

- **If evacuation is ordered,**
  - Staff shall obey all instructions given.
  - Staff shall report to the **assembly area (by the mailbox)** 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 the 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>		

QUESTIONS TO ASK?	Write Down Exact Words
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
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<b>Sex of caller:</b>	M	F	<b>Age:</b>		<b>Race:</b>		<b>Length of Call:</b>	
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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 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 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.
- 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:

- 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 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 shall notify:  
**Sheriff's Office and Local Law Enforcement**                    **9-911**  
**Racine County Resource Specialist**                                **262-767-2922**
- 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 with a confidential written memorandum.

### **Emergency Response Officer/Team**

- If 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 acting.
- The team will work closely with Law Enforcement to mitigate any threat or danger posed by a civil disturbance.
- The ERO will notify the County Executive and the HSD Director.

## 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/trying/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 law enforcement 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 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.



## EMPLOYEE OR PUBLIC INJURY OR ILLNESS

### All Staff

- If deemed necessary during a medical emergency, dial 911 (**if using a county phone, dial 9-911**) or instruct a by-stander to dial 911.
- Provide the following information:
  - **Your Name**
  - **Building name and address: Racine County Service Center, 1072 Milwaukee Ave, Burlington**
  - **Where to enter the building and specific location of the emergency**
  - **Any available details of accident or illness**
- Do not hang up until told to do so, unless staying on the line would put you in harm's way. Additional information may be needed.
- Do not move the injured or ill person unless it is necessary to avoid further injury, i.e., they are in an unsafe area due the hazard, such as a fire or workplace violence event.
- Reassure the accident victim or ill person that emergency assistance is on the way.
- If trained, begin CPR if necessary.
- 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.
- Staff 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 AED is in the reception area.**

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

### Emergency Response Officer

- 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 staff 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 and forced air heating systems.
  - Make an announcement that staff/visitors should report to an interior windowless room.

### All Staff

- Remain calm.
- **Go into an interior room**, such as a break room or conference room, with few windows, if possible. Most chemicals are heavier than air and will seek out low lying areas.
- 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 titles 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 the ERO (**Racine County Resource Specialist**) at **262-767-2922**
- The ERO shall notify all of the following:

<b>Sheriff’s Office and Local Law Enforcement</b>	<b><u>9-911</u></b>
<b>Resource Specialist</b>	<b><u>262-767-2922</u></b>
<b>County Executive’s Office</b>	<b><u>262-636-3273</u></b>
<b>HSD Director</b>	<b><u>262-638-6319</u></b>

**Note:** When calling the Law Enforcement, let them know what building /office area you are in.

- 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>Name</b>	<b>Extension</b>
Keith Weidner .....	x6331
Candy Bowman .....	x2911
Rhonda Israel (Multhauf) .....	x2904 (front desk) x2977 (back office)
Chris Adams .....	x2922

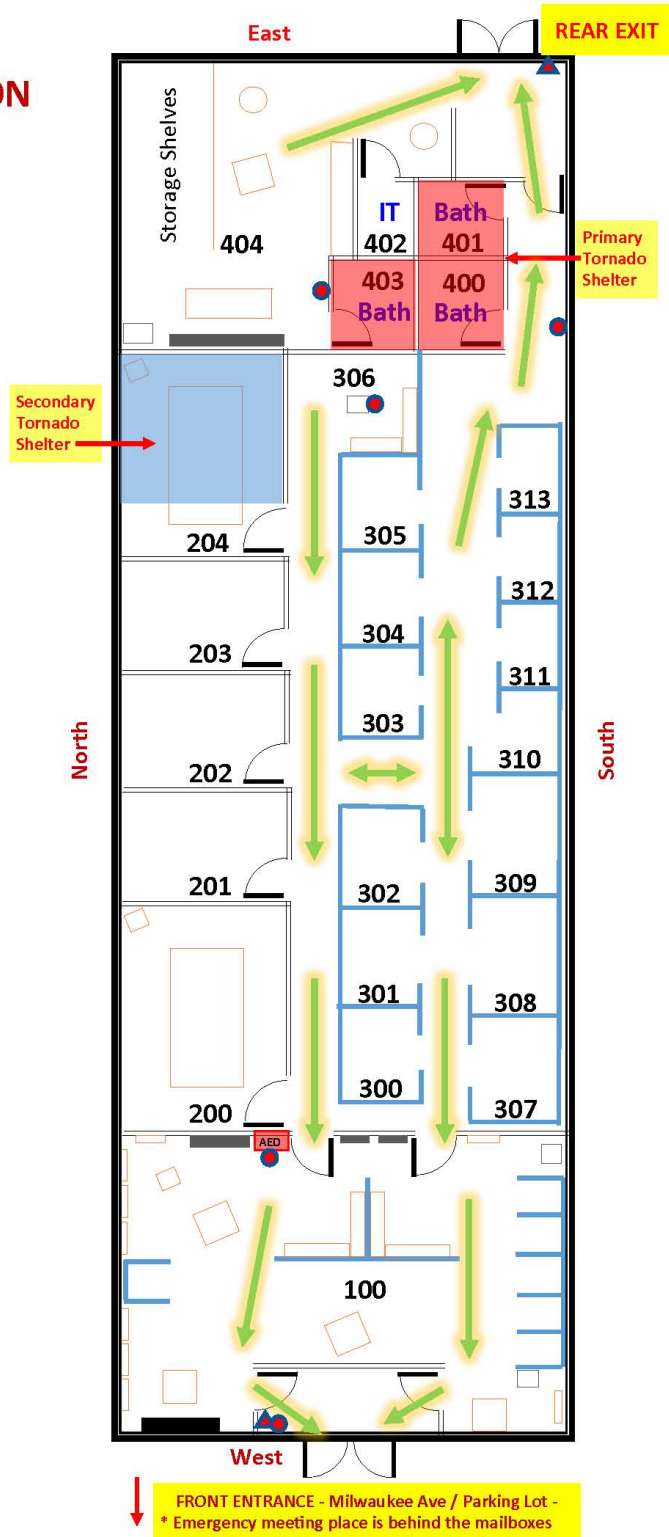
### Revisions

03/07/19	02/22/21	9/14/2023
04/30/19	07/28/21	11/1/2023
09/16/19	01/18/22	
07/30/20	07/19/22	

# FIRE / EVACUATION PLAN 12/2020

**KEY:**

- Fire Pull Station 
- Fire Extinguisher 
- AED Defibrillator 
- Exit Routes 



Revised 12/3/2020

FRONT ENTRANCE - Milwaukee Ave / Parking Lot -  
\* Emergency meeting place is behind the mailboxes

**Burlington Service Center**  
1072 Milwaukee Ave., Burlington, WI

**Cubicle Assignments**

Phone Ext.	Cube #	Assignment
	100	<b>Shared Public Area -</b>
2904		Economic Support (Rhonda Israel (Multhauf)/Adela Knueppel),
2922		Workforce Solutions (Chris Henning)
		<b>Back Offices -</b>
2908	200	Conference Room - <b>Burlington Room</b>
2928	201	Energy Assistance (Eric Hillery)
2914	202	Equus (Nicole, Sonya and Sybrina)
2911	203	Youth and Family (Candy Bowman)
2939	204	Conference Room - <b>Racine Room</b>
2977	300	Economic Support (Rhonda)
2978	301	UW Extension (Bev Baker/Shared)
2906	302	UW Extension (Intern)
2912	303	UW Extension (Intern)
2910	304	Youth & Family (vacant)
2909	305	Youth & Family (Dutch Leydell)
	306	Open Cubicle for printing, etc.
2929	307	Extension-Racine (Theresa Odell)
2915	308	Extension-Racine (Beth Mattson - 4H)
2916	309	Extension-Racine (Sarah Hawks)
2918	310	Extension-Racine (Pam Wedig-Kirsch)
2960	311	Extension-Racine (Pam Larson)
2904	312	Extension-Racine (Open)
2907	313	Economic Support (Adela Knueppel)
	400	Men's Restroom
	401	Women's Restroom
	402	IT Computer Room
	403	Employee Restroom
	404	Break Room / UW Extension Storage

KEY:  
 Fire Pull Station  
 Fire Extinguisher  
 AED

Revised 12/02/2020

