CITY OF ANDOVER
BUILDING SAFETY
AND
SECURITY PLAN

Revised January 2018

PURPOSE

This document is to provide basic emergency procedures for city employees to enhance the protection of lives and the security of city buildings and property. This plan is designed to inform city employees about what to do in the event of a reasonably foreseeable emergency.

SCOPE

These procedures apply to all city personnel as well as the buildings and grounds owned and operated by the City of Andover.

Community wide emergencies are beyond the scope of this document. In the event of a larger emergency, the City's Emergency Operation Plan will be utilized in conjunction with county, state and federal officials in their delivery of emergency services and disaster relief.

TYPES OF EMERGENCIES

Types of emergencies covered by this manual are:

- Fire
- Tornado
- Explosion
- Hostage Situation
- Bomb or Bomb Threat
- Unstable Person
- Chemical Spill or Contamination
- Anthrax Threat
- Group Protest
- Earthquake

BUILDING FIRE DETECTION AND SUPPRESSION SYSTEMS

The fire alarms vary throughout city buildings. Each employee should know the location of alarm systems in their area and how to use them. Employees should also know the location of fire extinguishers and all fire exits in their building.

GENERAL EMERGENCY EVACUATION PROCEDURES & GUIDELINES

I. Before an Evacuation

A. Know at least two exits other than the elevators.
B. Know the location and operation of the fire alarm system.
C. Know how to use fire extinguishers. Become familiar with the locations and types of fire extinguishers in your work area.
D. Know the location of the area of the optimal protection (shelter area) for severe weather.

II. Emergency Evacuation Procedures

A. Activate the fire alarms in the event of a fire or explosion.
B. Dial 911 from a safe location and report the emergency.
C. Stay calm, do not rush, and do not panic.
D. If safe, close your office door and window, but do not lock them.
E. Alert people on the floor so they can begin evacuation.
F. Gather your personal belongings if it is safe to do so. (Reminder: take prescription medications out with you if at all possible; it may be hours before you are allowed back in the building.)
G. When safe, Supervisors should account for all personnel to ensure that everyone has evacuated the building.
H. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel.
I. Immediately notify emergency personnel of any injured persons and individuals remaining in the affected building.
J. Do not return to an evacuated building unless told to do so by emergency personnel, or city officials.

III. Emergency Evacuation Procedures for Personnel with Disabilities

A. After an Evacuation has Been Ordered:

1. Assist people with disabilities if possible.
2. Do not use elevators, unless authorized to do so by police or fire personnel. Elevators could fail during a fire.
3. Check on people with disabilities during an evacuation. A “buddy system,” where people with disabilities arrange for co-workers to alert them and assist them in an emergency, is a good method.

4. Attempt a rescue evacuation only if you have had rescue training or the person is in immediate danger and cannot wait for professional assistance.
5. Always ask someone with a disability how you can help before attempting any rescue technique or giving assistance. Ask how he or she can best be assisted or moved, and whether there are any special considerations or items that need to come with the person.

IV. Take Shelter Procedures (Severe Weather Warnings)

A. Take shelter when a Severe Thunderstorm WARNING or Tornado WARNING has been issued for the City of Andover. Remember, a “Warning” indicates that a severe weather situation is happening. A “Watch” means that conditions are favorable for an event.
B. Whoever first becomes aware of a Tornado Warning should alert all City staff in your facility/building.
C. Move to the Shelter Area for your building or location.
D. Stay calm, do not rush, and do not panic.
E. Assist persons with disabilities to the Shelter Area, if needed.
F. Supervisors should account for all personnel to ensure that everyone has taken shelter.
G. Remain in the shelter area until the WARNING has expired, the WARNING is cancelled, or an ALL CLEAR is issued.

INDIVIDUAL BUILDING CONTACTS

Each city building (or some groups of buildings) will have a Primary and Secondary Emergency contact designated. These contacts are to be notified of any emergency or security problem. The list of contacts may be found in Appendix-1.

SPECIFIC EMERGENCY PROCEDURES

FIRE

Before the Emergency

Know the location of fire extinguishers, fire exits, and alarm systems and how to use them. Training is available from the Fire Department.

Identify the Emergency

An emergency exists when the building fire alarms or sprinkler systems are activated, or when someone actually sees smoke or fire and sounds an alarm. The Fire Department should be notified immediately.

Take Appropriate Action

When an alarm sounds, the building(s) affected must be evacuated immediately. Follow the building evacuation procedures and walk quickly to the nearest marked exit and alert others to do the same. Assist persons with disabilities in exiting the building. Close all doors to help confine the fire and reduce oxygen.

Should you decide to fight a small fire yourself (using a fire extinguisher), be sure to aim the discharge of the extinguisher at the base of the fire and sweep back and forth.

If you have time, close the doors but do not lock them. Do not use elevators during a fire! Do not return to an evacuated building unless directed to do so by a city official. If you become trapped in a building and a window is available, place an article of clothing outside the window as a marker to rescue crews. If no window is available, stay near the floor where the air will be less toxic. Shout periodically to alert emergency crews to your location. Above all, do not panic!

Once outside, move to your building's gathering point in case of a fire (see Appendix 2). Supervisors should account for all personnel to ensure that everyone is out of the building. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews. If requested, assist emergency crews as necessary.

End Crisis Mode

A Public Information Officer will be designated and will be responsible for all media releases. All requests for information should be directed to the Public Information Officer. If injuries are incurred, City Administration will maintain records and reports of injuries and coordinate notification of family. The Fire Department will review the fire with the City Administrator. If corrections are required, the Fire Department will prepare a written plan of correction for the City Administrator and any department heads who work out of the effected building.

TORNADO

A Tornado Watch means that conditions are favorable for the development of a tornado. Personnel should monitor the weather and be prepared to take shelter in the event a tornado forms.

A Tornado WARNING means a tornado has been spotted or that radar has indicated a tornado in the area. Personnel should take shelter immediately when a TORNADO WARNING has been issued for Andover.

Before the Emergency

Know the Shelter Area and contact persons for each of the buildings you use for work. The Shelter Area is the designated area inside a building where all personnel go in the event of severe weather WARNINGS. This area should be selected to provide the optimal protection from severe weather and should be stocked with flashlight (s), a radio and a basic first aid kit. Shelter Areas are listed for each work area in the city in Appendix 2.

Identify the Emergency

The department Supervisors should monitor the National Weather Service and local television and radio stations in order to be aware of any inclement or severe weather approaching. Emergency Communications (Andover 911) will monitor all weather conditions via radar and other means for the community. In the event that a "Tornado Warning" is issued for our immediate area, the Severe Weather Notification Procedures will be followed.

Take Appropriate Action

If a "Tornado Warning" is issued, take shelter immediately. Supervisors should begin to facilitate moving everyone to the Shelter Area within their respective buildings. If indoors and you do not have time to reach the Shelter Area, seek refuge in a doorway, interior hallway, or under a desk or table on the lowest floor of the building. Stay away from windows and exterior doors. All cash drawers and un-deposited funds should be secured as you leave your area. Supervisors should account for all personnel to ensure that everyone has taken shelter.

If outside and unable to get to shelter, seek a ditch or depression in the ground and lie flat on the ground. Cover your head with your arms.

CAUTION: Avoid power or utility poles as they may be energized.

If in an automobile, stop as quickly as safety permits. Exit the vehicle and seek shelter in a ditch or depression in the ground, and lie flat on the ground. Cover your head with your arms.

In the event a tornado does strike the City of Andover, the Fire Chief and/or Police Chief will coordinate efforts with the appropriate authorities. An Emergency Operations Center may be established and the Emergency Response Plan activated. City emergency response will be coordinated through the Emergency Operations Center, if activated.

End Crisis Mode

A Public Information Officer will be designated and will be responsible for all media releases. All requests for information should be directed to the Public Information

Officer. If injuries are incurred, Administration will maintain records and reports of injuries and coordinate notification of family. The Fire Department will review the emergency with the City management team. If corrections are required, department(s) will prepare a written plan of correction for the City Administrator.

EXPLOSION

Before the Emergency

Know the gathering point and contact persons for each of the buildings you use for work.

Identify the Emergency

In the event of an explosion in any city building, 911 should be notified immediately. Contact the City Administrator's office immediately following calling 9-1-1.

Take Appropriate Action

Any buildings in the immediate area should be evacuated. To evacuate the building, use the building's notification system and follow the general evacuation procedures.

Only stairs should be used. Do not use elevators. Assist persons with disabilities during the evacuation. If unable to leave a building for some reason, take cover under a desk or table. Be aware of the potential for falling glass or debris.

A command post may be established near the scene of the disaster site. Keep clear of the command post unless you have official business. Do not leave the scene or return to an evacuated building unless told to do so by a city official.

End Crisis Mode

The emergency will be considered over when determined by the Fire Chief and/or Police Chief. A Public Information Officer will be designated and will be responsible for all media releases. All requests for information should be directed to the Public Information Officer. If injuries are incurred, Administration will maintain records and reports of injuries and coordinate notification of family.

ACTIVE THREAT

Identify the Emergency

An Active Threat is an individual actively engaged in killing or attempting to kill people in a confined or populated area. An unstable person may exhibit various indicators of potentially violent behavior, which may include:

* Disciplinary actions or declined promotion
* Unexplained increase in absenteeism, and/or vague physical complaints
* Increased severe mood swings, and noticeably unstable or emotional responses. Sudden anger tendency issues.
* Increase in unsolicited comments about violence, firearms, and other dangerous weapons and violent crimes
* Depression/Withdrawal, Reserved or not social
* Increased use of alcohol and/or illegal drugs
* Increasingly talks of problems at home, relationship/marital problems

Take Appropriate Action

Do not attempt to handle a situation you feel could be dangerous on your own. You should utilize the training philosophy of "Run, Hide, Fight." Unlike some other threats covered in this manual, if you find yourself in an Active Threat situation, you should not take the time to collect personal items; if Run is the best option in the scenario, just do it. The person dealing with the unstable person should first call 9-1-1 or have someone in the same area call. When calling 9-1-1 be sure to give the following information:

- Name and telephone extension of person calling
- Location of suspect
- Number of suspects, if more than one
- Physical description of suspect(s)
- Do not hang up until told to do so by the 9-1-1 Dispatcher

If possible, alert other employees of the scenario through the all-call/speaker function of the telephone system. In City Hall, simply pick up a phone and dial 620. Say clearly what is going on so everyone responds appropriately. For example if a man is standing in the lobby wielding a knife, say, "Lockdown!!" When staff members hear this all-call, they should decide between "Run, Hide, or Fight." Employees should also contact 9-1-1 to make sure they are aware of the situation. Once outside, Employees should go wherever it seems most safe at the time. For example if the threat is a person with a gun, try to remain as hidden as possible in case there are more gunmen outside. Also, run in a zigzag manner to make it more difficult for the shooter(s) to target you. Once safe, employees should call or text their supervisor to let them know they have made it out of the building and where they are. Stay there.

End Crisis Mode

The crisis will be determined over when the individual has been turned over to the proper authorities for assistance.

HOSTAGE SITUATION

Identify the Emergency

Should a hostage situation occur on city property, the Andover Police Department should be notified immediately. Activity from that point forward will need to be directed by Police Officers.

Take Appropriate Action

If you have a hostage situation then you should be in the “Run, Hide or Fight” mode. See previous section. Each person will need to decide how best to respond. It is possible that buildings will need to be evacuated in this case, but that should not take place unless directed by a member of the Andover Police Department. If this needs to be done, it should be accomplished as quickly and quietly as possible. Hostage situations are different from most crises in that the danger is ongoing until the problem is completely resolved. In most cases, the less movement the better.

Assessment will need to be made as to: What areas may be threatened? Are hostages actually involved? Can the area be evacuated without passing through a hazardous area? Are all personnel accounted for and removed from the threat? If not, should personnel take cover in their present location?

End Crisis Mode

The emergency will be considered over when the situation has been entirely resolved by the Andover Police Department. No one should re-enter the building until the Police Department has authorized re-entry.

BOMB OR BOMB THREAT

Before the Emergency

Know the gathering points and contact persons for each of the buildings you use for work. These are listed in Appendix 1 and 2 of this manual. All persons evacuating the building should report to the gathering point.

Remember that each situation is unique and should be looked at ***differently.*** There are cases in the past where buildings have been evacuated in response to a bomb threat only to have a bomb actually go off in the parking area outside the building. Use your best instincts to determine if it feels safest to go to the gathering point. If you choose to run/hide elsewhere, contact your supervisor as soon as you can so he/she knows you are accounted for.

Identify the Emergency

If someone receives a bomb threat or observes a suspicious object or package on city property, the Andover Police Department should be notified immediately. The City Administrator's office will also be notified.

If you receive a bomb threat, immediately fill out the bomb threat form, which is found on page 10 of this manual. This will provide information to the investigators regarding the call. This form should be kept in an easy to locate place, near your phone, so you can access it quickly if needed.

- If you are in a building where a bomb is suspected, do not open drawers or cabinets!
- Do not turn lights or other switches on or off!
- Do not touch any suspicious packages
- Do not use two-way radios within 500 feet of the building
- Do not use the fire alarm system to evacuate the building

Clear the area immediately.

Take Appropriate Action

Typically, the Officer in charge from the Police Department will determine the plan of action. A decision on evacuation will be based on all available information. If the decision is to evacuate a building or buildings, City Hall will be notified. However, if any city personnel knows there is a bomb, he/she should alert all others to evacuate the building.

Occupants should take personal packages, lunches, briefcases, etc. so they will not be mistaken for explosives. Because a bomb may be sound sensitive, building fire alarms should NOT be activated in order to prompt evacuation.

Secure your area to prevent others using a bomb scare evacuation from entering to steal things. Above all else, remain calm. All cash drawers and un-deposited funds should be secured as you leave your area. When exiting the structure make a mental note of any unusual packages or items that are not normally in the area. Provide this information to the authorities. Supervisors should account for all personnel to ensure that everyone has taken shelter.

Prior to anyone being allowed back into the building, there will likely be a search for suspicious packages. The search will be conducted by the employees of the department for the building that received the bomb threat along with an Andover Police officer, assuming one is available. The employees are intimately familiar with the building and contents and will recognize what packages, etc. belong in the workspace.

Should a bomb actually explode, the plan listed under "Explosion" will be utilized.

BOMB THREAT PHONE CALL FORM - DO NOT HANG UP!

Date and time call received _____ Do not hang up!

How did call come across on Caller ID? Name:_____
Number: _____

Exact words of person placing call:

_____
_____
_____
_____

Questions to Ask:

When is the bomb going to explode?

_____

Where is the bomb right now?

_____

What kind of bomb is it?

_____

What does it look like?

_____

Why did you place the bomb?

_____

Description of Caller's Voice:

Check correct one (s) ☐Male ☐Female ☐Young ☐ Middle Age ☐ Old

Tone of Voice

_____

Accent _____ Background noise _____

Remarks

_____

Person receiving or monitoring call

_____

Department _____ Phone# _____

CHEMICAL SPILL OR CONTAMINATION

Before the Emergency

Know the gathering points and contact persons for each of the buildings you use for work. These are listed in Appendix 1 & 2. If possible, know beforehand any chemicals or hazardous materials which may be stored in the buildings you use. Your up-to-date MSDS notebook may be useful to Fire Department officials in case of a spill. Periodically review all MSDS to be familiar with the 1st aid for exposure, precautions and actions should exposure or accidental release happen in your work area.

Identify the Emergency

Notify 9-1-1 immediately whenever a chemical spill of contamination has taken place that can possibly affect persons. When calling 9-1-1 be sure to give the following information:

- Name and telephone extension of person calling
- Substance and quantities involved
- Location: Building, floor and room location
- Do not hang up until told to do so by the 9-1-1 Dispatcher

Take Appropriate Action

Take all precautions to confine or contain the spill only if it can be done safely without being exposed to the product. If possible, do not allow any of the spilled material to enter the sewer system, for example, through a floor drain. Personnel on site should be evacuated from the affected area at once. Any sources of ignition should be extinguished and the contaminated area sealed off to prevent further contamination. It should be determined if medical attention is needed.

When the proper authorities have arrived, assessment should be made to determine any further measures including clean up. Further assessment should also be made regarding medical attention.

If buildings need to be evacuated, follow the Emergency Evacuation Procedures.

IN CASE OF FIRE, DO NOT USE ELEVATORS!

A command post may need to be established near the scene of the spill. Keep clear of the command post unless you have official business.

End Crisis Mode

The emergency will be considered over when determined so by the proper authorities.

ANTHRAX THREAT (MAIL)

Before the Emergency

Know the procedures for receiving and distributing mail in your facility. This information may be useful to emergency response personnel in case of an incident. Be aware of the signs of a possible biological agent in a package:

1. Powder visible on the envelope/package or leaking from the seams.
2. Discoloring as if a leak occurred inside the envelope or package.
3. Strange odors or a waxy feel to the exterior of the package.

Identify the Emergency

Notify 9-1-1 immediately whenever a suspected biological package has been received. When calling 9-1-1 be sure to give the following information:

- Name and telephone extension of person calling
- Reason that you believe a package is suspect
- Location: Building, floor and room number
- Do not hang up until told to do so by the 9-1-1 Dispatcher

Take Appropriate Action

Take all precautions to confine or contain the envelope or package. If possible, do not disturb the package once you have discovered that it is suspect. Personnel on site should be evacuated from the affected area at once. Any persons believed to be contaminated will be isolated, and the contaminated area sealed off to prevent further contamination. It should be determined if medical attention is needed.

When the proper authorities have arrived, assessment should be made to determine any further measures including clean up. Further assessment should also be made regarding medical attention.

NOTE: Personnel exposed to a suspected contamination must be decontaminated. This will involve washing the hands thoroughly with soap and water immediately, bagging the clothing, showering, and shampooing.

If buildings need to be evacuated, follow the Emergency Evacuation Procedures.

A command post may need to be established near the scene of the spill. Keep clear of the command post unless you have official business.

End Crisis Mode

The emergency will be considered over when determined so by the proper authorities.

GROUP PROTEST

Identify the Emergency

An emergency exists when there is a gathering anywhere on city property of individuals or other parties in protest fashion. When this is identified as such, the City Administrator's office should be notified. As long as the protest is non-violent, the assigned personnel will monitor the situation to determine if other offices or agencies are needed. If the protest is violent, the Police Department will be notified.

Take Appropriate Action

A non-violent protest will be constantly evaluated. Proper city officials will be involved to offer reasonable solutions to help resolve the situation. A protest that includes violence or the threat of violence will be turned over to the Andover Police Department for resolution.

End Crisis Mode

The emergency will be considered over when the protesters are dispersed and there is no longer a danger presented to the city population.

EARTHQUAKE

Before the Emergency

- Look around places where you spend time. Identify safe places such as under a sturdy piece of furniture or against an interior wall in your office so that when the shaking starts, you Drop to the ground, Cover your head and neck with your arms, and if a safer place is nearby, crawl to it and Hold On.
- Practice how to "Drop, Cover, and Hold On!"
- To react quickly you must practice often. You may only have seconds to protect yourself in an earthquake.
- Before an earthquake occurs, make sure items that could fall and cause injuries (e.g., bookshelves, mirrors, light fixtures) are secured. Ask your supervisor or the Grounds and Building Superintendent for assistance, if needed.
- Know where vital medication is located so you can get it quickly in an emergency.
- Plan how you will communicate with family members, including multiple methods by making a family emergency communication plan.

Identify the Emergency

In the event an earthquake results in personal injury or extensive building damage, 911 should be notified. Contact the City Administrator's office immediately following calling 9-1-1.

Take Appropriate Action

If you are inside a building:

- Stay where you are until the shaking stops. Do not run outside. Do not get in a doorway as this does not provide protection from falling or flying objects, and you may not be able to remain standing.
- Drop down onto your hands and knees so the earthquake doesn't knock you down. Drop to the ground (before the earthquake drops you!)
- Cover your head and neck with your arms to protect yourself from falling debris.
- If you are in danger from falling objects, and you can move safely, crawl for additional cover under a sturdy desk or table.
- If there is low furniture or an interior wall or corner nearby, and the path is clear, these may also provide some additional cover.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as light fixtures or furniture.
- Hold on to any sturdy covering so you can move with it until the shaking stops. Stay where you are until the shaking stops.

If getting safely to the floor to take cover won't be possible:

Identify an inside corner of the room away from windows and objects that could fall on you. Get as low as possible to the floor. People who use wheelchairs or other mobility devices should lock their wheels and remain seated until the shaking stops. Protect your head and neck with your arms, a book, or whatever is available.

If you are outside when you feel the shaking:

If you are outdoors when the shaking starts, move away from buildings, streetlights, and utility wires. Once in the open, "Drop, Cover, and Hold On." Stay

there until the shaking stops. This might not be possible in a city, so you may need to duck inside a building to avoid falling debris.

If you are in a moving vehicle when you feel the shaking:

If you are in a moving vehicle, stop as quickly and safely as possible and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires. Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that the earthquake may have damaged.

End Crisis Mode

The emergency will be considered over when determined by the Fire Chief and/or Police Chief. A Public Information Officer will be designated and will be responsible for all media releases. All requests for information should be directed to the Public Information Officer. If injuries are incurred, Administration will maintain records and reports of injuries and coordinate notification of family.

TRAINING AND MOCK DISASTERS

It is a proven fact that human beings, when faced with adverse situations, tend to react in the way for which they have trained and practiced. Therefore, it is recommended that each area of the city plan training periods in which the previously listed reactions may be practiced. Each department head/supervisor should have regular meetings with people in their building to be sure everyone knows what to do and what to expect, as much as possible.

These meetings should be held often enough to keep everyone properly informed. Requests for related resources should be made to the Assistant City Administrator.

Meetings and training sessions should be documented by the department head/supervisor. This documentation should include the attendee's name, affiliation with the city, date of training, training location, and any other specific information about what was covered in this session. These records should be forwarded to the Assistant City Administrator's Office to be kept on file there.

It is also recommended that the city plan and execute a minimum of one mock disaster each calendar year in order to evaluate the preparedness and effectiveness of this plan.

BUILDING SECURITY

Thefts of personal property and equipment are serious. Each department should define those responsible for locking all doors after business hours. Valuable personal property

(wallets, purses, etc.) that is brought to work should be kept in locked drawers or cabinets. Individuals are responsible for their personal property. The city specifically excludes personal property from its insurance coverage.

Security Levels

The City Administrator may, based on events or information received, declare a heightened security level be put in place for City Hall and other City owned facilities. These levels may be instituted at any time, and will remain in effect until rescinded by the City Administrator or his/her designee.

Normal Security

Normal security measures that are in place for each City owned facility.

Security Level I—Indirect Threat

Security Level I is initiated when the City Administrator learns of any of the following types of incidents: an *indirect* threat to any City owned facility, an event occurring in another municipality or at an organization similar to the City of Andover, or any other situation that calls for an increased awareness of surroundings. Some examples of indirect threats would be a manhunt in the area but one that does not pose a *direct* threat to any City facilities; a civil disturbance in town but not on city property; a serious terrorist event elsewhere, such as a bombing of another city's City Hall.

All employees will check their areas for anything or anyone that does not belong. Park maintenance personnel will check all public areas and look for anything that does not belong. City Hall remains open for business, but all visitors are escorted at all times. Meetings may be postponed to cut down the number of visitors in secure areas.

Security Level II—Lock-Down

Security Level II is typically initiated by the City Administrator or his/her designee whenever it is determined a threat to the employees exists. If however the City Administrator or his/her designee cannot be easily located, any city personnel may initiate Lock-Down, if they deem a threat to employees exists. If someone other than the City Administrator initiates the Lock-Down, the Administrator or designee should be called as soon as safe to do so. Examples would be a bomb threat that has not been deemed credible enough for an evacuation or a terrorist incident near to Andover. Security Level II is basically a lock-down of the facility with employees remaining in the building until and unless ordered to evacuate. No one will be admitted until cleared by a City Hall employee who will also have a sign-in sheet and issue a visitor's pass. Employees will only be admitted by showing a city ID card, or by being escorted into the office area by an employee already on site. Once they enter the doors to the lobby, the other existing security measures will remain in place.

Public Works and Building Maintenance personnel will do a walk around of the exterior of the building to look for anything that does not belong, paying particular attention to egress routes in the event that an evacuation is ordered. If the Police Department deems necessary, they will assign an officer to security detail.

Security Level III—Evacuation

Security Level III is an evacuated building. Personnel are to secure their individual spaces (where possible), remove personal items like purses and briefcases, forward the main department phone lines, and leave the building. Employees should go wherever it seems most safe at the time. For example if the threat is a person with a gun, try to remain as hidden as possible in case there are more gunmen outside. Also, run in a zigzag manner to make it more difficult for the shooter(s). Once safe, employees should call or text their supervisor to let them know they have made it out of the building and where they are. All exterior doors will be secured along with as many interior doors as possible to make it difficult for someone to "roam" the building. Security Level III will be used for credible bomb threats, biological threats, riots, sniper attacks, possible hostage situations or any other direct threat to the employees.

Department heads or their designees will call/text each of his/her employees if they haven't yet heard from them that they are safe. This will aid public safety professionals in knowing if there are more potential victims inside. The city Police Chief (or designee) will determine when it is safe to reenter the building.

A Security Level III evacuation is not the same as a fire alarm evacuation. Do not secure the building in the event of a fire alarm, simply close doors and leave. City Hall Staff will secure the cash drawers and any undeposited funds when evacuating for any purpose.

UNAUTHORIZED PERSONS IN THE BUILDING

During regular work hours

If you observe anyone whose actions appear suspicious, simply ask the question, "May I help you?" Depending on the level of your comfort, and upon receiving an answer, continue the questioning or stop. Any time that you conclude that the person might be unauthorized, call 911 first and then the building contact person to report the incident. Make sure you can describe the person and the direction that he/she is going.

During off-work hours

If you observe any unauthorized person (anyone whose actions appear suspicious) in or around the building, do NOT challenge his/her presence. Go to the nearest telephone and report the incident to the police by calling 911. Make sure you can describe the person and the direction that he/she is going.

When approaching a building entrance, observe if anyone is loitering around the area where he/she might attempt to enter behind you. If anyone is loitering, use another entrance if possible. If anyone attempts to enter behind you, and only if you feel comfortable, advise that he/she is not allowed to enter the building. If a person enters behind you and you do not feel comfortable talking, ignore his/her presence, go to a telephone as soon as possible and report the incident to the police by calling 911.

BUILDING KEY CONTROL

Careful control of keys is essential to protect the safety and security of our city staff and property. The risk of theft, vandalism, assault and other serious crimes is greatly increased due to the lack of proper key control procedures. The IT Director is responsible for maintaining a list of all City Hall keys and electronic access issued to personnel. This inventory includes keys issued for City Hall usage only. Departments/Divisions outside City Hall are required to maintain a list of their area keys and the personnel to which they are issued. This inventory should include all keys issued such as for padlocks, file cabinets, vehicles, etc.
The following are security issues and are prohibited:

- Loaning keys without authorization
- Duplication of keys
- Altering of keys, locks, or mechanisms
- Propping of doors
- Admitting unauthorized persons into building
- Failure to return a key when requested by the department

If keys are lost, an employee must notify their supervisor as soon as possible. It will be each department's responsibility to determine if re-keying is necessary because of the lost keys.

SUMMARY

In this manual, we have tried to identify steps to take in case of an emergency. We have listed some types of crises and what constitutes a crisis beginning and ending. We have tried to develop, as well as we can, a step-by-step process of reaction, which will protect each individual to the greatest extent possible, considering the variables and unknowns inherently involved.

Keep in mind that these are suggested general guidelines that should be taken into consideration when deciding what action to take. Each situation must be evaluated individually and decisions made based on the factors present at that time. There are no ideal reactions, only suggestions based upon previous experiences. We can only hope those reactions will be sufficient when they count the most.

APPENDIX-1 BUILDING CONTACTS

Location

City Hall	1st Contact: Mark Detter	Phone: 641-6035
	2nd Contact: Jennifer McCausland	Phone: 737-2569
Fire Dept	1st Contact: Chief Chad Russell	Phone: 620-331-9197
	2nd Contact: Deputy Chief Roosevelt	Phone: 215-1426
Police Dept	1st Contact: Chief Mike Keller	Phone: 308-6963
	2nd Contact: Capt. Joe Schroeder	Phone: 706-4824
Parks/Recreation	1st Contact: Daniel Schapaugh	Phone: 295-0412
	2nd Contact: Seth Carey	Phone: 213-0722
Wastewater	1st Contact: Brian Walls	Phone: 619-0151
	2nd Contact: Shawn Speere	Phone: 644-7927
Street Shop	1st Contact: Bill Braitsch	Phone: 239-8041
	2nd Contact: Vern Tripp	Phone: 226-3233
Library	1st Contact: Tom Taylor	Phone: 250-2482
	2nd Contact: Karyn Schemm	Phone: 249-8808

APPENDIX – 2 GATHERING PLACES INSIDE & OUTSIDE BUILDINGS

Location	**Evacuation Area (Fire)**	**Shelter Area**
City Hall & Parks Shop	Lodge	City Hall FEMA Shelter
Fire and Police Depts	Bus Barn (Business Park)	PD FEMA Shelter
Street Shop	Street Shop Entry Gate	PD FEMA Shelter
Wastewater Utility	Wastewater Entry Gate	Dry well
Library	Lodge	Library FEMA Shelter
13th Street Sports Park	13th Street Park entrance	restrooms of Concession building
Lodge	City Hall	City Hall FEMA Shelter

Employees, especially those who work in the field, should be familiar with all locations since they may or may not be working out of their designated building when an emergency arises.