

# City of Appleton City Hall

# **Emergency Procedures**

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# For more information, contact:

City of Appleton Human Resources Department 100 N. Appleton Street Appleton, WI 54911-4799

PH: (920) 832-6458 FAX: (920) 832-5845 www.appleton.org



# **INTRODUCTION**

Establishing a safe and healthy working environment requires every employee, supervisor, and department head to make safety and health a top priority. The City recognizes this and strives through a number of ongoing programs to keep employees safe and healthy.

This brochure was developed to guide City employees in handling a number of situations that may arise during the course of their workday.

To learn more about the various City programs such as the safety committees, safety issues and work-related claims, contact the Human Resource Department at (920) 832-6458.

# **EMERGENCY PHONE NUMBERS**



Fire/Police: Emergency	9-911
NOTE: Do not hang up unti	I released by the 911 operator occident.
Non-Emergency	920-832-5500
Crisis Intervention Center	920-832-4646
Poison Control Center	1-800-222-1222

# INTERNAL PAGING THROUGH PHONES

(Must page both groups to reach all lines in City Hall.)

#1	<ul> <li>Lift the handset and dial *37</li> <li>Dial 3 for the primary City Hall group</li> <li>The phones in the primary group will make an audible tone.</li> <li>Make the necessary announcement.</li> <li>Return the handset to the phone cradle.</li> </ul>	#2	•	Lift the handset and dial *37  Dial 4 for the secondary City Hall group  The phones in the secondary group will make an audible tone.  Make the necessary announcement.  Return the handset to the phone cradle.
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# **MEDICAL EMERGENCIES:**

If you observe anyone who appears to be seriously ill or injured:

- Call 9-911. Give the dispatcher your name, describe the nature and severity of the medical problem and the location of the victim. Do not hang up until released by the operator.
- Obtain from the injured person (if possible), their name, phone number, address, and brief description of what happened.
- If conscious and oriented, the victim has the right and responsibility to determine their own health care needs, and the response to those needs. This might include requesting or not requesting first aid or emergency medical care (i.e., calling 9-911).
- In circumstances involving a victim who is unconscious or is disoriented, calling the 9-911 is the appropriate response. Do not try to move the victim unless another emergency necessitates movement (i.e., fire in the building, etc.).
- Trained personnel may provide basic first aid / CPR including the use of an automated external defibrillator or an AED.
- Complete the appropriate City incident/accident report forms (as seen below).
   These forms can be found <u>here</u>: Send completed forms to the City Risk Manager.

Employee Name	(Print):			
Employee ID:		Em	ployee's Shift Start	
. ,		Tim	ne (e.g., 08:00 AM):	
Employee's Depa	rtment:			
Type of Incident			Employee Injury	
(check all that apply)			City Vehicle / Equipme	ent / Property Damage
			Injury to Public	
			Public Vehicle / Equipr	ment / Property Damage
Date and Time of	Incident / Accide	ent:		
Location of Incide	ent / Accident:			
Witness Name(s),	if applicable:			
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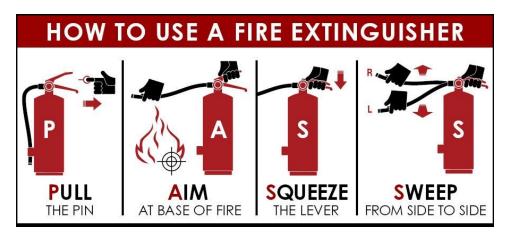
## FIRE EMERGENCIES

If you discover a fire or if there is a large quantity of smoke in your immediate area: use the acronym RACE as a guide for your actions.

- Rescue anyone in immediate danger.
- Alarm. Pull the nearest fire alarm box, if applicable. Grab the handle and pull it down until it stops, then release the handle. If you cannot immediately access a fire alarm box, call 9-911.
- Close office doors, but do not lock them, confining the smoke and fire to the affected area. Close and lock any main doors leading into your specific department though.
- Extinguish: If the fire is small and you have received the appropriate training, use a fire extinguisher to put it out using the PASS method (Pull, Aim, Squeeze and Sweep).

Evacuate: If you feel a fire extinguisher would not be effective or do not know how to properly operate one, evacuate the building immediately (using the north and south stairwells if on the 5th or 6th floor) ensuring doors are closed upon evacuation. When evacuating (see <u>page 10</u> for more information), do not use the elevators and report to the appropriate designated assembly point (see <u>page 13</u> for more information). Report to your supervisor so it can be determined that all personnel have safely evacuated the building. Remain outside until competent authority (i.e, Fire Department) states that it is safe to re-enter.

If a fire alarm sounds, a complete evacuation is required. Leave the building by the nearest available exit. If possible, close office doors, but do not lock them. Close and lock any main doors leading into your specific department. See page 10 for more information on evacuation. Do not use the elevators to evacuate. If the stairway contains smoke, try to use an alternate stairway exit. The fire alarm may not sound continuously. If the alarm stops, continue the evacuation and warn others why may attempt to enter the building. Report to the designated assembly point (see page 13 for more information). Remain outside until competent authority states it is safe to re-enter.



## **TELEPHONE THREAT**

#### If you receive a telephone threat:

- 1. Remain calm.
- 2. Listen carefully. Be polite and show interest in what the caller has to say. Try to keep the caller talking so that you can gather more information.
- 3. Write down as many details as you can remember. If available, use **the Bomb Threat Checklist**; found <a href="https://example.com/here">here</a>. Police interviewers will need this information. Check and write down the caller ID number that appears in your telephone display window.
- 4. The applicable Department Director (or designee) will notify the Director or Deputy Director of Human Resources.
- 5. Once the HR Director or HR Deputy Director have assessed the situation, they will decide what steps to take.
- 6. If evacuation is ordered, follow the **Employee Evacuation Procedure** in this booklet.
- 7. Complete the bomb threat checklist and give the completed form to law enforcement personnel investigating the incident.



#### Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly but remain calm and obtain information using the bomb threat checklist (on the right side of this document). If a bomb threat is received by phone: Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller etc.)? When will it go off? What does it look like? What kind of bomb is it noes. Listen carefully. Be politeand show interest Try to keep the caller talking to learn more information. information. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, authorness or, as soon as the caller hangs up, immediately notify the myourself. If your phone has a display, copy the number and/or letters on the window display. Complete the Bomb Threat Checklist immediately Try to get exact words. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact es immediately with information and await Where is the caller located (background / level of noise) instructions If a bomb threat is received by handwritten note: b voice familiar? If so, who does it sound like? Call9 −911. 2. Handle the note as minimally as possible If a bomb threat is received by e-mail: Call 9 - 911. Do not delete the message Signs of esuspicious peckege: No return address Excessive postage Stains Strange odor Strange sounds Unexpected delivery □ i ang@brant.e Orber intanyarian Refer to bomb threat emergency response procedure for evacuation criteria.

Use two-way radios or cellular phone. Radio signals have the potential to detonate a tomb.
Touch our move a suspicious package.

# **BOMB THREAT**

If you receive a written threat or suspicious parcel, or if you find a suspicious object on the premises:

- 1 Keep others from handling it or going near it. The object may be potentially dangerous. In addition, preservation of evidence is important for law enforcement.
- 2. Call 9-911.
- 3. Promptly write down everything you can remember about receiving the written threat or parcel, or if you find a suspicious object. Police interviewers will need this information. Use the Bomb Threat Checklist as needed (found <a href="here">here</a>).



# HAZARDOUS SUBSTANCE LEAK

Many City facilities are located near railroad crossings and/or major highways. Hazardous substances are transported via both. A leak or spill is a possibility and concern.

- 1. If a leak or spill occurs, the Appleton Fire Department and Outagamie Emergency Government will assess the situation.
- 2. City personnel should remain inside city hall unless notified by the Appleton Fire Department or Outagamie Emergency Personnel.
- 3. Human Resources will contact Facilities Management. Facilities Management will work with Appleton Fire and Outagamie Emergency Government to secure the facility (e.g., shut down HVAC equipment if necessary, etc.) and communicate with staff.



# **POWER OUTAGE**

#### If a power outage should occur:

- 1. Remain calm.
- 2. Contact the Facilities Management Department.
- 3. Provide assistance to visitors and staff in your immediate area.
- 4. If you are in an office that has no windows and no light, proceed cautiously to an area that has emergency lights. Many City buildings have lights that stay on during a power outage.
- 5. If you are in the elevator, refer to **Elevator Emergency Section** for specific information relating to the elevator.

# **ELEVATOR EMERGENCY**

## In an emergency with the elevator such as a power failure:

- 1. Remain calm. If there is a power failure, there is a light in the elevator powered by the generator.
- 2. Do not try to force the elevator open.
- 3. Open the telephone panel door located on the wall in the elevator.
- 4. Press the button that alerts Otis Emergency Service. It acts as a two-way communication vehicle with their emergency staff. The button also identifies where the elevator is located.
- 5. When Otis Emergency Staff or answering service responds, identify where you are and what is wrong. They have the ability to hand crank the elevator to the next available floor. Equipment is then utilized to evacuate those stranded in the elevator if needed.



# **TORNADO/SEVERE WEATHER**

#### **Definitions to Know:**

**TORNADO WATCH:** Issued to alert you that there is a <u>possibility</u> of a tornado developing in a specific area for a specific period of time.

**TORNADO WARNING:** Issued when a tornado has <u>actually</u> been sighted or indicated by radar.

#### **Procedures:**

Employees are expected to be alert to changing weather situations and be prepared to take action if a tornado watch is upgraded to a tornado warning. If a severe weather siren is sounding, if you receive a tornado warning alert for the immediate area or if Human Resources pages an alert:

- 1. Stay calm.
- 2. Evacuate to the basement of City Hall (using the North stairwell).
- 3. If you are not able to move to the basement in time, seek shelter in the most interior part of the building and on the lowest level possible. Stay away from windows and areas with a large expanse of glass.
- 4. Human Resources will monitor the weather situation and will notify staff when they may safely return to their work areas.

# **BEHAVIORAL HEALTH CRISIS / SUICIDE ATTEMPT**

- Stay calm.
- Notify the police department (call 9-911). Provide the following information: your name, exact location (provide the full address), observed symptoms of behavior and individual's name, if known.
- Until help arrives, be pleasant, considerate and understanding to avoid aggravating the situation.
- Do not argue with the individual.
- Employees are requested to remain in their respective areas and, if possible, control access to these areas.
- If possible, have someone meet police personnel at the entrance to the building and provide them with a status update.
- If the individual is armed or physically violent, leave the building immediately.

#### **BUILDING LOCKOUT AND ACTIVE SHOOTER PROCEDURES**

#### **Lockout:** threat of potential danger

(i.e. danger in nearby area/building)

#### Run / Hide / Fight: danger is imminent

(i.e. active shooter, person with weapon)

Human Resources will use the paging system to announce the necessity for city hall departments to lockout or, when able, of an active shooter / combative individual situation.



#### **Lockout Procedures (danger is possible):**

- Keep offices closed.
- Close security gates (e.g., city clerk area), if equipped.
- Stay away from windows and doors, go to an interior office and stay calm.
- Be prepared to stay in this mode for an extended period of time.
- Do not allow staff to leave.
- Alert staff members that are off-site not to return until given an all-clear.

## Run / Hide / Fight (Danger is Imminent):

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees during an active shooter situation.







<u>Run</u>: If there is an accessible path, attempt to evacuate the premises. Have an escape route or plan in mind. Evacuate regardless of whether others agree to follow. Leave your belongings behind. Help others escape, if possible.

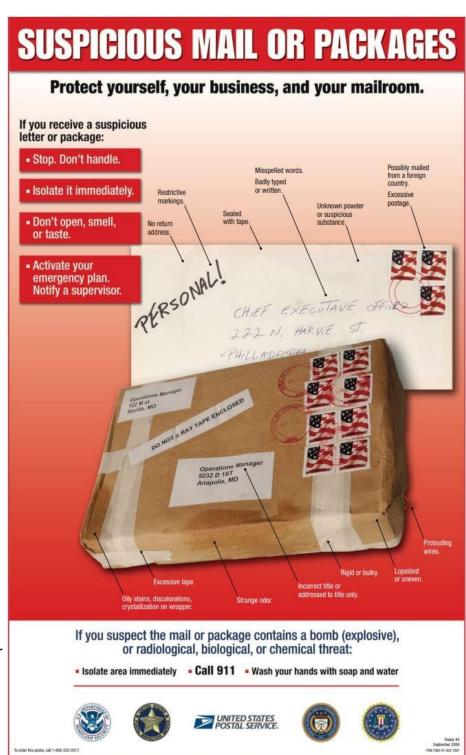
<u>Hide</u>: If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Lock and/or block doors, if able. Silence your phone. Hide behind large items such as desks. Remain quiet.

<u>Fight</u>: 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, throw items and use improvised weapons. Yell at the shooter to try to disorient them. Commit to your actions.

# **Procedures for Suspicious Mail or Packages**

Employees who encounter suspicious mail or packages should follow these guidelines. It is suggested that all applicable employees review these procedures periodically.

- If you encounter a piece of mail or package that appears irregular or suspicious, LEAVE IT WHERE IT IS. Do not disturb. Do no try to clean up the substance.
- NOTIFY a supervisor and CLEAR the immediate area of all persons. Advise anyone who was in contact with the mail/package, or in the immediate vicinity of it, to wash their hands with soap and water. DO NOT allow the individuals who were in the immediate vicinity of the mail/ package to leave the building.
- If a package or piece of mail is determined to be truly suspicious, the supervisor should contact police. The police will contact the supervisor and others to learn more details by phone. If warranted, police will respond to the scene to make a determination for further action.
- Any person who handles mail can wear protective gloves. The employee should let their supervisor know that their wish is to wear gloves and the supervisor will ensure that appropriate gloves are available for the employee.



# **NUCLEAR, BIOLOGICAL, AND CHEMICAL RELEASE PREPAREDNESS**

**NUCLEAR MATERIALS** - Can enter the body by breathing in, eating, drinking or absorption through skin. Extremely high doses over seconds or minutes may result in:

- Burned, reddened skin
- Nausea, vomiting, diarrhea
- Hair loss
- Convulsions
- Unconsciousness

Unless you see a sign saying "radioactive" or witness a nuclear explosion, it is unlikely you will know people have been exposed.

#### BIOLOGICAL MATERIALS - Can enter the body by breathing in, injection, eating, drinking, or breaks in the skin. Exposure may result in:

- Coughing, flu-like symptoms
- Shortness of breath
- Weakness or fatigue
- Vomiting, diarrhea

#### Indicators of an attack include:

- Unusual number of people displaying flu-like symptoms, or several people suffering food poisoning symptoms or unseasonable illness
- Unusual/unscheduled spraying

<u>CHEMICAL MATERIALS</u> - Can enter the body by breathing in, eating, drinking or direct contact with skin and eyes.

#### Exposure may result in:

- Pin-pointed pupils and dimness of vision
- Red or irritated eyes or skin
- Choking, coughing, shortness of breath
- Vomiting and nausea
- Runny nose
- Dizziness or loss of consciousness
- Convulsions or seizures

#### Indicators of an attack include:

- Groups of people displaying unusual behavior and signs and symptoms of exposure
- Abandoned spraying devices
- Unusual fogs, clouds, or mists
- Pools of liquid with unusual, unidentified source
- Complaints of abnormal odors
- An unusual amount of dead animals or insects

#### **HOW TO PROTECT YOURSELF:**

- Cover your nose and mouth with a cloth
- Take frequent, shallow breaths
- Stay calm, do not panic
- Don't Taste, Eat, Smell or Touch (TEST)
- Get away from the scene immediately to safety and wait for the emergency responders to arrive.

# **EMPLOYEE EVACUATION**

# **EXIT**

#### When you hear the evacuation alarm or are told to evacuate:

- 1. Move quickly to the closest building exit or to the closest stairwell exit (keep left, single file in the stairwell). Both fifth and sixth floors of City Hall have stairwells located at each end of the building. **Do not use elevators!**
- 2. Do not push or shove. Use handrails when using stairs.
- 3. Do not attempt to save personal items...leave these items behind.
- 4. Close your office door but <u>do not</u> lock it. **Close and lock any doors leading into your specific department though.**
- 5. Designated evacuation wardens will be responsible for checking offices, meeting rooms, bathrooms, and other spaces before being the last person to exit an area to assure that everyone has safely evacuated the area. Designated evacuation wardens will attempt to make arrangements to assist disabled individuals in the evacuation process. Those individuals that cannot be safely evacuated from the building should be positioned in the closest stairwell. Upon arrival of Fire and EMS personnel, notification will be made to them as to the specific location of the disabled individual(s).
- 6. If smoke becomes heavy, keep low. Touch doors prior to opening them. A hot door indicates fire on the opposite side and the door should not be opened.
- 7. After you exit the building, move immediately to the assembly point designated for your department. See page #13 for more information. Report/check-in with your department contact person (Department Director or Designee).

# **EVACUATION PROCEDURES**



#### **Department Director or Designated Employee Responsibilities:**

- 1. See that your employees evacuate in a timely and orderly manner. Close inter-department doors, but do not lock. Lock the department doors as you evacuate. Employees should go to the assembly point by the library (see the assembly point designations below for each department).
- 2. Once at the assembly point, immediately take roll call.
- 3. Report to the Command Post that all are accounted for or if anyone is missing. In your absence, be sure to appoint another employee to follow through.
- 4. In areas such as Finance or IT, follow all designated procedures before evacuating.

#### **City Hall Command Post Requirements:**

- 1. The Risk Manager (or designee) will be in charge of the Command Post.
- 2. The Command Post will notify the Fire Department if any employees are unaccounted for.
- 3. Once the all clear has been given by the Fire Department, the Command Post or assigned person will inform all employees to return to their work areas.

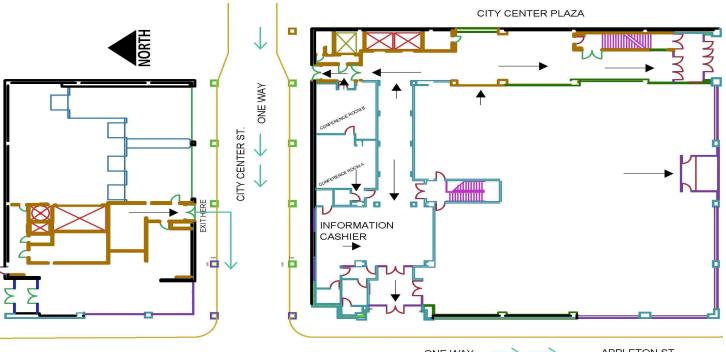
#### **CITY HALL EVACUATION ASSEMBLY DESIGNATION POINTS:**

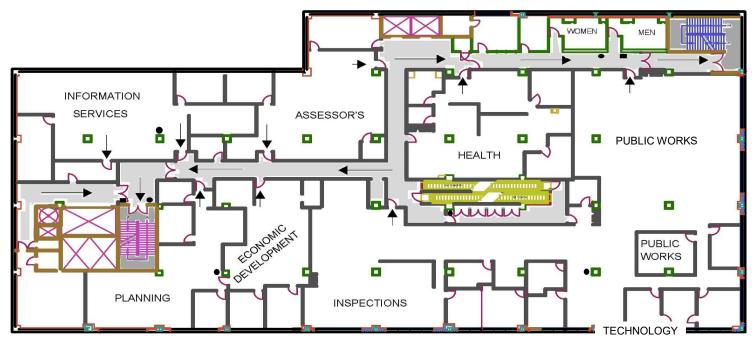
See page 13 of this guide for the location for the evacuation assembly designation points for each city hall department.

#### **CITY HALL EVACUATION REUNIFICATION SITE:**

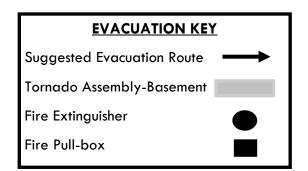
If needed (such as in an active shooter incident), we have established the Hilton Paper Valley Hotel as our reunification site for city hall employees and guests to be re-connected with their family members.

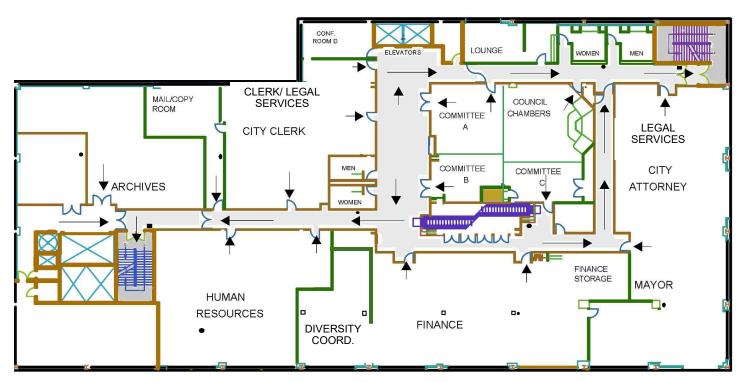
# CITY HALL EVACUATION MAPS (CONTINUED ON NEXT PAGE)





CITY CENTER - 5th FLOOR





CITY CENTER - 6th FLOOR

# City Hall Evacuation Assembly Designation Points (Meet on West Side of Valley Transit Center)

#### **Department Assembly Point Identification:**

- 1 Mayor and Legal Services
- 2 Human Resources
- 3 Finance
- 4 Health
- 5 IT
- 6 Assessor
- 7 Community Development
- 8 Recreation / Dance
- 9 DPW
- 10 Library

