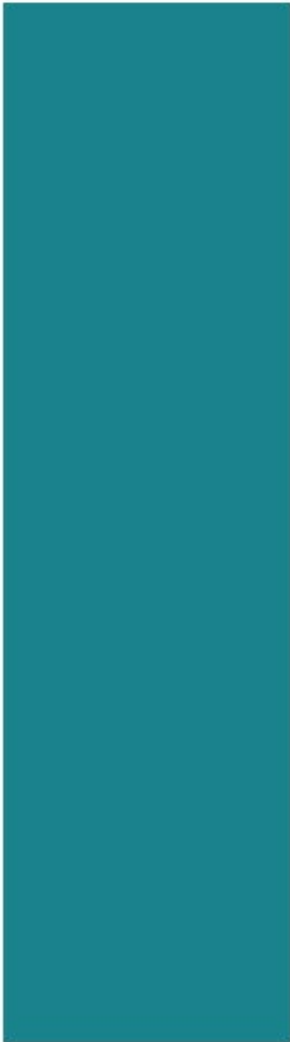


CASS COUNTY

EMERGENCY PROCEDURES



EMPLOYEE EMERGENCY PROCEDURES HANDBOOK

Cass County Government
211 9th Street South, Fargo, ND 58103 | 701.297.6000
www.casscountynd.gov

Contents

General Information.....	3
County Administrator Responsibilities.....	4
How to Report an Emergency.....	5
Other Emergency Information	6
My Building or Area’s Emergency Information.....	7
Emergency Contacts	8
Emergency Alert Systems.....	9
Dealing with News Media and Public Inquiries	10
During an Emergency	10
Evacuation of People with Disabilities.....	11
Specific Threat Response.....	13
Bomb Threat	14
Contamination: Chemical, Biological, or Radiological.....	16
Evacuation and Assembly.....	17
Fire	18
Lockdown	19
Medical Emergency	20
Natural/Weather-related Events.....	21
Suspicious Package or Mail.....	22
Workplace Violence/Active Threat	23

General Information

Purpose

The purpose of this Handbook is for the protection and safety of every employee in case of an emergency. This booklet is an effort to protect you as a valued employee, our visitors, and County property. The intent of these procedures is to ensure that emergency, security- or medical-related events within the County are dealt with in a safe and effective manner and that they are reported to the appropriate personnel within the County and to the proper authorities.

In all cases, human safety is more important than that of objects or property. Note that each situation is different, so always use common sense when following these procedures.

Scope

These procedures apply to all employees of Cass County. All personnel are expected to carry out these procedures as instructed.

Terminology

Throughout this policy, the word “County Administrator” refers to the County Administrator of Cass County or his/her designee.

Revision History

Date	Revision Information
June 2021	Initial template provided by Cass County Emergency Management

Approval

I approve this version of the Cass County Employee Emergency Procedures.

Robert Wilson, Cass County Administrator

Date

County Administrator Responsibilities

Conduct the document review

These procedures are to be reviewed on an as-needed basis and at a minimum annually.

Provide employee training

All employees are to be trained on this Handbook at least once per year. New employees are to be trained on this Handbook within one week of commencing employment.

Designate a chain of command

The person in charge at the time an emergency occurs will remain in charge until someone higher up in the chain of command arrives and relieves him/her or until local authorities arrive and take command of the situation.

The Cass County personnel chain of command: County Administrator, County Administrator's designate, senior staff on duty.

Verify that all employees:

- Understand that employees are not expected to place themselves in imminent danger or risk their lives to carry out these procedures
- Know where the fire alarm boxes, and fire extinguishers are located and how to use them
- Know what to do when a fire alarm is heard
- Know the layout of their floor and the building itself in order to be able to evacuate to safety
- Know where to assemble in case of building evacuation or if the building is rendered unavailable
- Be familiar with all the employees in their area. An updated list should be kept and accessible at the Supervisor's desk.
- Let their supervisor know of any needs or assistance that they may require during an emergency
- Understand any access or functional needs of those in their area. Is there someone who has a disability such as deafness, blindness, someone who uses a wheelchair or has other mobility needs? If so, an employee should be assigned to assist them in case evacuation is necessary.

How to Report an Emergency

All staff members of Cass County are empowered to call 911 without a supervisor's permission.

An employee witnessing a safety-, security- or medical-related incident on or near a Cass County Government building should:

1. Secure your immediate safety
2. If possible, ensure the safety of those around you
3. If necessary and possible, leave the area
4. Call 911
 - a) Provide as much information and detail as possible about:
 - i. Incident description
 - ii. Location
 - iii. Injuries
 - iv. Current situation
 - v. Address and telephone of Cass County Building
 - b) Follow the Dispatcher's instructions. **DO NOT HANG UP UNTIL DIRECTED TO DO SO** by emergency personnel.
5. Report the incident via the Alertus Mobile App which activates the Sheriff's Office.
6. Notify the County Administrator and your department head of the incident.
 - a) Provide information and detail per the above
 - b) Follow the instructions of the County Administrator

Other Emergency Information

- All card accessed exterior doors are locked by use of electromagnetic devices. In the event of a power failure, doors can be secured using the keyed lock.
- All buildings have fire alarms.
- Elevators have an “emergency only” phone in the event the elevator malfunctions. The phone will automatically call the jail master control desk, which is monitored twenty-four hours a day, seven days a week.
- Every employee should be aware of all building exits and vacate the building if the fire alarm goes off.
- Do not use elevators in an emergency!
- Emergency Bucket located in each office area includes:
 - Small first aid kit
 - Tourniquet
 - Window hammer breaker
 - Pocket trauma kit
 - Flashlight
 - Small Fire Extinguisher
 - Crowbar
 - Leather gloves
 - Nylon strap
 - Latex gloves
 - Safety glasses
 - Duct tape
 - Disposable dust mask
 - Hand sanitizer
 - Wet wipes
 - Trash bags
 - Office supplies: clipboard, notebook, pens, sharpie, current dept. roster

My Building or Area's Emergency Information

Information below should be completed by the employee who possesses this Handbook

My building is:	
My area/floor is:	
Nearest First Aid Kit/Emergency Bucket is located:	
Nearest Defibrillator (AED) is located:	
Nearest Fire Alarm pull station is located:	
Nearest emergency exits are located:	
Weather Shelter-in-Place assembly location is:	
Evacuation assembly location is:	
Person(s) in my area trained in CPR are:	
People in my area needing help during evacuations are:	
Notes and other information	

Write in the date the above information was last reviewed/revised/confirmed:

Date:	By:

Emergency Contacts

Cass County Courthouse	
Contact:	Telephone number:
Police / Fire / Ambulance - Emergency	911
Security Desk	701-241-5778
Dispatch – non-emergency	701-451-7660
County Administrator	Office: 701-241-5770 Cell: 701-850-7372

Cass County Annex	
Contact:	Telephone number:
Police / Fire / Ambulance - Emergency	911
Security Desk	701-241-5779
Dispatch – non-emergency	701-451-7660
County Administrator	Office: 701-241-5770 Cell: 701-850-7372

Cass County Highway Department	
Contact:	Telephone number:
Police / Fire / Ambulance - Emergency	911
Dispatch – non-emergency	701-451-7660
County Administrator	Office: 701-241-5770 Cell: 701-850-7372

Cass County Law Enforcement Center	
Contact:	Telephone number:
Police / Fire / Ambulance - Emergency	911
Dispatch – non-emergency	701-451-7660
County Administrator	Office: 701-241-5770 Cell: 701-850-7372

Emergency Alert Systems

County Internal Alerts

Cass County uses a system called Alertus to send emergency alerts to employees via a desktop alert to your county computer/device. You can sign up to receive the alerts on your work and/or personal cell phone.



The cell phone app also provides a way for you to report an incident.



Please visit the Cass County Intranet for instructions on how to install and setup the Alertus app and how to utilize the app to report emergency situations. The Alertus app should never be used in replace of calling 911.

Community Alerts

We recommend all employees sign up for Cass Clay Alerts, the local emergency notification system used by Cass County, ND and Clay County, MN. This service allows you to opt-in to receive emergency alert and warning notifications via email, text message and/or voice communication methods based on the alert type and/or geographic locations you identify.

You can sign-up for these alerts online at CassClayAlerts.Gov.



Dealing with News Media and Public Inquiries During an Emergency

The County Administrator, County Administrator's designate, or person in charge at the time an emergency occurs is the only person authorized to release information on behalf of the County. This spokesperson will coordinate information and information release with the Cass County Public Information Officer, law enforcement personnel, emergency medical personnel, health department staff, and Cass County officials as required.

During and after an emergency; County employees:

- Will NOT respond to media or public information requests
- Will refer all public and media inquiries and information requests to the County Administrator or County Administrator's designate
- If no County personnel are available, will refer all public and media inquiries and information requests to
 - The responding Police Department or Fire Department as appropriate
 - Another on-scene agency spokesperson
- Will NOT discuss or speculate on the cause, consequences, events, impact, or personnel involved with the situation. This includes communicating via social media.

Evacuation of People with Disabilities

Prior to an emergency:

This topic should be discussed in the planning stage. Agreement should be reached regarding how long the person giving assistance is expected to wait for the first responders to arrive. Such discussion is important because waiting too long can endanger more lives. If someone is willing to delay his or her own evacuation to assist a person in an emergency, planning how long that wait might be is wise and reasonable.

People with mobility needs should know if there is a usable circulation path (a continuous and unobstructed way of travel from any point in a building or structure to a public way) from the building they are in. If there is not a usable circulation path, then their plans will require alternative routes and methods of evacuation to be put in place.

It is suggested that employees with disabilities develop a "buddy system." The "buddy system" designates a specific volunteer or two that take responsibility to assist a person during an emergency evacuation or shelter-in-place event.

While first responders do their best to get to a site and the location of those needing their assistance, there is no way to predict how long any given area will remain a safe haven under emergency conditions.

Assisting persons who are disabled in an emergency:

People with disabilities may require assistance from others.

- However, always ask someone with a disability how you can help before attempting any rescue technique or giving assistance.
- Ask how they can best be assisted or moved, and whether they have any special considerations

The following procedures are suggested for individuals who can safely assist a person with a disability:

Assisting a Person who is Deaf or Hard of Hearing

- Alert the deaf/hard of hearing to an emergency and assist with their evacuation
- A person who is deaf/hard of hearing will not need to wait for first responders. Doing so would likely be a last choice when there is an imminent threat to people in the building.

Assisting Persons with Blindness or Low Vision

- Alert those who are blind/low vision to an emergency and assist with their evacuation
- A person who is blind/low vision will not need to wait for first responders. Doing so would likely be a last choice when there is an imminent threat to people in the building.
- Do not grasp a blind/low vision person's arm; ask if he or she would like to hold onto your arm as you exit.

- Give verbal instructions about the evacuation route using estimated distances and directional terms (Ex: twenty feet forward, turn right)

Evacuating a person who is disabled or injured yourself is a last resort. Consider your options and risks of injuring yourself and others in an evacuation attempt.

Do not make an emergency worse. Evacuation may be difficult and uncomfortable for both the person giving assistance and the person being assisted. Some people have conditions that can be aggravated or triggered if they are moved incorrectly.

Waiting with the person with the disability/injury for first responders would likely be a last choice when there is an imminent threat to people in the building. While first responders do their best to get to a site and the location of those needing their assistance, there is no way to predict how long any given area will remain a safe haven under emergency conditions.

Specific Threat Response

Bomb Threat	14
Contamination: Chemical, Biological, or Radiological	16
Evacuation and Assembly.....	17
Fire	18
Lockdown	19
Medical Emergency	20
Natural/Weather-related Events.....	21
Suspicious Package or Mail.....	22
Workplace Violence/Active Threat	23

Bomb Threat

If you receive a bomb threat by telephone:

- Keep the caller on the line as long as possible so that the call may be traced.
- DO NOT transfer the call or interrupt the caller
- Notify the County Administrator or designee
- Call or have someone nearby call 911. Do not hang up until directed to do so by emergency personnel.
- Follow the instructions on the Bomb Threat Call Procedures on the next page

Bomb Threat Response

1. **If there is an explosion ...**
 - a. Duck and cover until the explosions cease.
 - b. Evacuate ASAP. See the Evacuation tab.
2. **If a threat is leveled and there is time to investigate its credibility...**
 - a. Visually scan your area for any suspicious objects, and report anything suspicious to your department head.
 - b. Grab your department emergency bucket.
 - c. Wait for further instructions via Alertus messaging system.

Other Considerations

1. The main objective is to protect staff and visitors from a possible explosion, and to aid in searching for suspicious objects.
2. All cell phones and radios should be turned off as soon as you are notified of a bomb threat.
3. Landline telephones and key fobs are OK to use.

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, **DO NOT HANG UP**, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

** Refer to your local bomb threat emergency response plan for evacuation criteria*

DO NOT:

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

WHO TO CONTACT (Select One)

- 911
- Follow your local guidelines

For more information about this form contact the Office for Bombing Prevention at: OBP@cisa.dhs.gov



V2

BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE CALL RECEIVED:

Ask Caller:

- Where is the bomb located? (building, floor, room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No _____
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (background/level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Male	<input type="checkbox"/> House noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen noises	<input type="checkbox"/> Taped message
<input type="checkbox"/> Angry	<input type="checkbox"/> Street noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Coughing	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Cracking Voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	
<input type="checkbox"/> Deep	<input type="checkbox"/> Clear	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Static	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Excited	<input type="checkbox"/> Local	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Long distance	
<input type="checkbox"/> Lisp		
<input type="checkbox"/> Loud		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

Other Information:

Contamination: Chemical, Biological, or Radiological

Biological threats may include the following substances:

- Chemical: Any substance designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals, or their precursors, such as mustard gas, nerve agents, and sarin gas.
- Biological: Any substance involving a disease organism, such as smallpox, botulism toxin, anthrax, and ricin
- Radiological: Any substance designed to release radiation.

For chemical, biological, or radiological contamination:

- Isolate it—don't handle it.
- Evacuate the area or building
- Wash your hands with soap and warm water.
- Call the police or have someone call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
- Activate the Alertus Mobile App to notify the Sheriff's Office.
- Otherwise call or have someone call the fire department and hazmat unit.

Evacuation and Assembly

Evacuation Procedures

IMPORTANT: Any time you hear the fire alarm or are notified by the Alertus system, assume it is NOT a test.

1. ONLY IF TIME AND SAFETY PERMIT: Quickly gather your personal belongings - especially car keys, pocketbook, prescription medicines, coat
2. Instruct everyone to leave by way of the nearest exit (and if necessary, walk down the stairs) to their predetermined meeting place outside.
3. If there are County visitors in the building, the employee associated with the guest(s) should guide them out.
4. Always check doors for heat before opening.
5. Exit through the nearest doorway. If exit is blocked, use the next closest exit situated away from the emergency
6. **DO NOT USE THE ELEVATORS!**
7. **WALK, DO NOT RUN!**
8. Once at the Assembly Area, **Supervisors should take a head count** to make sure everyone is out of the building and accounted for. They will then notify firemen, police officers, etc.
9. **Stay in your Assembly Area** until permission is given to return to your building.

Evacuation Assembly Areas

During an evacuation, please assemble at the following areas:

If you are in/on:	Go to:	In case of bad weather, go to:

Fire

Fire evacuation procedures

IMPORTANT: Any time you hear the fire alarm or are notified by the Alertus system, assume it is NOT a test. Evacuate and meet at your designated assembly area.

1. If you notice or cause a fire, pull the nearest fire alarm. Call 911.
2. If there are visitors in the building, the employee associated with the visitor(s) should guide them out.
3. Evacuate the building through the nearest exit
 - a. If there is smoke: Crawl or stay as low to the floor as possible
 - b. If there is smoke: Use a wet cloth, if possible, to cover your nose and mouth.
 - c. Always check doors for heat before opening. Use the back of your hand to feel the upper, lower, and middle parts of closed doors.
 - d. If the door is not hot, brace yourself against it and open slowly.
 - e. If the door is hot, do not open it. Look for another way out.
 - f. If your clothes catch fire, do not run. **STOP-DROP-AND-ROLL** to put out the fire
4. **DO NOT USE THE ELEVATORS!**
5. **WALK, DO NOT RUN!**
6. Go to your predetermined Assembly Area
7. Never go back into a burning building
8. Once at the Assembly Area, **Supervisors should take a head count** to make sure everyone is out of the building and accounted for. They will then notify firemen, police officers, etc.
9. Know where the closest fire extinguisher(s) is located.
10. **Stay in your Assembly Area** until you receive further instructions.



Fire Extinguisher Use: Remember "PASS"

Pull the pin on the extinguisher handle

Aim low at the base of the fire

Squeeze the handle

Spray from side to side

Lockdown

Lockdown refers to securing the building so that no one may enter. The purpose of a lockdown is to keep staff and visitors safe.

Generally, this means that there is a situation OUTSIDE the County building requiring the County to take extra security measures. Situations such as an explosion outside the building, a hazardous materials leak outside the building, or a violent situation near the County building.

Staff and visitors are secured in designated rooms throughout the building and are NOT allowed to leave until the situation has been resolved.

Depending on the situation, it may be necessary to modify this procedure; common sense should prevail.

Procedure:

County Administrator or designee will:

1. Send an alert to employees via Alertus with instructions.
2. Call 911 and inform them that a lockdown procedure is underway and the reason. Do not hang up until directed to do so by emergency personnel.
3. Move to a safe area.

Staff will:

1. Comply immediately with the request to lockdown the building.
2. Move visitors to a part of the building where their visibility to a threatening person is minimized (away from door and windows) and where doors can be secured behind them.
3. Staff will pull down the window shades.
4. Staff and visitors will remain in safe locations until emergency personnel or the County Administrator tells them the situation has been resolved.
5. Do not resume normal activity until you receive an official all clear message.

Medical Emergency

The County is equipped with a basic first aid kit containing items such as bandages, gauze, cold packs, and antibiotic ointment. The kit is located in the Courthouse and Annex security desks and the Highway Department shop.

The building is equipped with a automated external defibrillator (AED) and related supplies. The AED is located at the Courthouse and Annex security desks and the Highway Department hallway between office and shop.

In the event of a medical emergency:

1. Provide any first aid assistance that you are capable of/qualified to provide.
2. Otherwise, do not attempt to treat the injured. This includes giving aspirin or other medication(s).
3. Exception: CPR-certified staff will perform CPR when indicated and must continue until emergency personnel arrive.
4. Call 911
 - a. Provide the 911 dispatcher with any information that they request.
 - b. Follow the dispatcher's directions.
 - c. Do not hang up until directed to do so by the dispatcher.
5. Utilize the Alertus Mobile App to notify the Sheriff's Office

When in doubt about the nature and/or severity of a medical problem, staff should call 911 immediately.

Staff should clear the area around the injured person(s), keeping onlookers away, and maintaining a clear entrance to the building for emergency personnel.

If needed, or if advised by emergency personnel, staff will evacuate and/or close the County to the public until the medical emergency is resolved.

Natural/Weather-related Events

Tornado

Staff will be notified via the Alertus system when there is a tornado warning.

Shelter-in-Place

1. Grab the office emergency bucket. Have your staff ID on.
2. Do not wait for others to be ready; go when you are ready.
3. Proceed to the assigned Shelter-in-Place location:
 - a. TORNADO: _____;
 - b. BACKUP: _____
4. Secure the location by closing all doors.
5. Take attendance for your office and utilize the room status cards in your emergency kit to indicate the status of your office to security.
6. Wait for further instructions from security.
7. Do NOT leave the shelter area until you are given the all-clear by authorities.

Winter Storm

Staff will be notified via email and county website if County buildings will be closed due to inclement weather.

Suspicious Package or Mail

Signs of a suspicious package:

- No return address
- Misspelled words
- Strange odor
- Restrictive notes
- Poor handwriting
- Stains
- Foreign postage
- Unexpected delivery
- Excessive postage
- Incorrect titles
- Strange sounds

For suspicious packages and letters:

If you are unable to verify mail contents with the addressee or sender:

1. Do not open it.
2. Treat it as suspect.
3. Isolate it—don't handle it.
4. Call the police department by dialing 911.
5. Ensure that all persons who have touched it wash their hands with soap and water
6. Notify your supervisor immediately

Workplace Violence/Active Threat

Workplace Violence

1. Avoid or discretely remove yourself from the area where the confrontation is occurring.
2. Call 911 when it is safe to do so.
3. Report the incident to a Supervisor or the County Administrator.
4. After the threat has passed, let your supervisor know that you are OK.

Active Threat

An active threat is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically using firearms.

In the event of an active threat situation, the following actions are recommended:

1. **EVACUATE** – If you are aware of the location of the threat and you can do so safely, evacuate and distance yourself from the threat.
2. **BARRICADE** – Lock doors and use items from your immediate environment to make doors hard to breach. I.E. Tie off articulating arms, slide chairs, tables, file cabinets in front of doors.
3. **TAKE BACK CONTROL** – As a last resort, come up with a plan to distract or disrupt the aggressor's ability to shoot accurately, and take back control by using items or force to reasonably stop the threat and protect life.

Call 911 when it is safe to do so. After the threat has passed, let your supervisor know that you are OK.

How to respond when law enforcement arrives:

- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating

Information you should provide to law enforcement or the 911 Operator:

- Location of the active threat
- Number of aggressor(s)
- Physical description of aggressor(s)
- Number and type of weapons held by aggressor(s)
- Number of potential victims at the location