



# Minneapolis City Hall/ Hennepin County Courthouse Security Emergency Procedures Plan

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## ***TABLE OF CONTENTS***

<b>INTRODUCTION.....</b>	<b>PAGE 4</b>
<b>PURPOSE.....</b>	<b>PAGE 5</b>
<b>EMERGENCY NOTIFICATIONS.....</b>	<b>PAGE 6</b>
<b>EMERGENCY PROCEDURES .....</b>	<b>PAGE 9</b>
<b>A. Facility Lockdown.....</b>	<b>Page 9</b>
<b>B. Facility Lockout.....</b>	<b>Page 10</b>
<b>C. Violent Intruder/ Active Shooter.....</b>	<b>Page 11</b>
<b>D. Building Evacuations.....</b>	<b>Page 12</b>
<b>E. Shelter-In-Place.....</b>	<b>Page 13</b>
<b>EMERGENCY PROCEDURES QUICK REFERENCE GUIDE.....</b>	<b>PAGE 15</b>

## **INTRODUCTION**

During an emergency event occurring at Minneapolis City Hall/Hennepin County Courthouse, it is the intent of the Municipal Building Commission to foster a safe and healthy environment for all employees, tenants and guests. This is done through careful emergency planning using a best practices approach. In addition, it requires open and transparent communication with building employees and guests when emergencies do occur and what employees should do to ensure their own safety.

The key principles of this document work within the National Response Framework. The [National Response Framework \(NRF\)](#) is a guide to how communities and the nation respond to all types of disasters and emergencies. It is built on scalable, flexible, and adaptable concepts identified in the [National Incident Management System \(NIMS\)](#) to align key roles and responsibilities across the nation. This framework describes specific authorities and best practices for managing incidents that range from the serious but purely local to large-scale terrorist attacks or catastrophic natural disasters.

The basics of this plan, within that framework, include the following:

- Engaged partnership
- Tiered response
- Scalable, flexible, and adaptable operational capabilities
- Unity of effort through unified command

## **PURPOSE**

The purpose of this plan is to create clear guidelines detailing the appropriate response to disaster and crisis situations. As such, basic concepts used to keep people safe are the key in any emergency. Simple and decisive actions taken in response to an evolving situation can change the outcome.

The proper use of available resources and personnel is critical to the successful management of emergency operations, in order to:

- ▶ Provide a coordinated, interdisciplinary, and comprehensive response
- ▶ Provide coordinated internal and external communications.
- ▶ Facilitate coordination with external agencies.

The intent of this plan is to provide a guide for when emergency events unfold in or near the Minneapolis City Hall/Hennepin County Courthouse and to help prepare tenants and staff to respond safely and appropriately to a variety of emergency situations. As a jointly owned City/County facility, the Municipal Building Commission (MBC) will coordinate and manage the emergency response, in collaboration with any public safety agencies that may respond.

The procedures contained in this document are guides and should be used as a flexible tool to respond to a variety of incidents.

## **EMERGENCY NOTIFICATIONS**

The Purpose of this section is to establish the protocol for making mass notifications to staff during an emergency. The focus is to provide brief audio/visual messages to occupants that can be understood and acted upon. The instructions are to be simple, pre-planned, and offer broad guidance for a category of emergencies. Mass communication occurs after, and shall not delay, implementation of emergency procedures such as dispatching personnel to respond, or locking affected areas.

### **SCOPE**

The mass notification means in this protocol are to be used for emergencies which pose an imminent hazard to the safety of building occupants. The intended audience of the messages is all occupants within the affected area. The systems to deliver these messages include 1) SwiftReach city emergency notification system 2) Sheriff's HipLink Notification System 3) building public address system , and 4) subscriber based smartphone or other messaging options as available. The intent of these notifications is to alert, inform, and update building occupants. These notifications do not replace communications from incident command staff or organizational leadership during or following the crisis.

### **MESSENGER AND AUDIENCE**

**PRINCIPLES OF MESSAGING.** The designated messenger and audience will vary with technology and the nature of incident, but will follow elementary principles. The primary designated messenger for Minneapolis City Hall/Hennepin County Courthouse staff is the SwiftReach Notification System. The Minneapolis Emergency Communications Center (MECC) within the Minneapolis City Hall/Hennepin County Courthouse will issue mass notifications to city, county and MBC employees of Minneapolis City Hall/Hennepin County Courthouse. Upon receipt of an emergency 911 call, the Minneapolis Emergency Communications Center (MECC) will dispatch public safety teams to the area of the emergency to verify an emergency is taking place. Upon verification of an emergency event at the Minneapolis City Hall/Hennepin County Courthouse, public safety officials and/or MBC and MECC officials will activate the SwiftReach Notification System and one of five pre-recorded messages will begin to go out to both First Responders and building staff. If you are a City, County non-sworn, City Hall District Court or MBC employee, you will then begin receiving SwiftReach messages via your work email, work cell phone and/or your payroll contact information. The emergency messaging notification system utilized by Hennepin County sworn law enforcement is the Sheriff's HipLink system and those staff will receive their SwiftReach notification messages in that manner.

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## **MEANS OF MASS NOTIFICATION**

Information provided by your department heads and various city/county payroll systems are used to provide updated employee information that is then used to send SwiftReach Emergency Notification messages to employees that work inside Minneapolis City Hall/Hennepin County Courthouse. Therefore, it is important that each building employee have their most updated work email, work cell phone and optional personal cell phone information stored within their personnel profile, as it is this information that SwiftReach uses to notify you of a building emergency.

## **TIMING OF MASS NOTIFICATION MESSAGES**

In an emergency situation where notifications are activated, the initial notifications will go out to First Responders. It is their job to respond to the location and verify the authenticity of the emergency or threat. After an emergency has been confirmed, subsequent notifications will go out to building employees and tenants. ***While the intent of the notification systems is to provide initial, ongoing and final All CLEAR notifications, that is not always possible. However, every attempt is made to provide updated notifications to building employees and tenants during the course of an emergency incident.***

**Mass communication occurs after, and shall not delay, implementation of emergency procedures such as dispatching personnel to respond, or locking affected areas.**

## **AUTHORITY TO ISSUE MASS NOTIFICATION**

The city's Minneapolis Emergency Communication Center (MECC), upon receipt of an actual emergency event, will initiate the notification process. The city's MECC will initiate this protocol upon receiving an order to make a mass notification. It uses only pre-formatted messages with no customization. The following personnel may issue such order:

- MECC Supervisor
- City or County Law Enforcement designee with rank of Sergeant or higher.
- MBC Board/Director or designee

## **RESTRICTED ACCESS TO THE FACILITY**

When public safety needs dictate, it may be necessary to restrict access to the facility and/or restrict access to public space within the facility.

**TEST**

To serve the need to train staff, evaluate systems, and keep employees aware of how this system operates, routine test usage is required. Full system test messages will require advance approval at least five days prior to scheduled date. If possible, full system tests should occur concurrent with outdoor sirens on the first Wednesday of the month at 1pm unless an actual event is occurring or appears imminent.

**ALL CLEAR**

Emergency Messages requiring recipients to take immediate action must be followed with an ALL CLEAR message when the incident is sufficiently stable and the incident commander has released the area. ALL CLEAR may also follow messages where a particular threat or crisis has suddenly ended.

## EMERGENCY PROCEDURES

### FACILITY LOCKDOWN

#### DEFINITION

A Lockdown is a procedure used when there is an immediate threat to the building occupants. **The threat may be physical, chemical or a general threat to occupant safety.** In the event of a Lockdown, employees and clients will normally be instructed to secure themselves in the room or area they are in and not leave until the situation is taken care of or they are evacuated by emergency personnel. During a Facility Lockdown, all exterior doors to the building may be locked and card readers disabled to prevent anyone from entering.

#### HOW WILL TENANTS BE NOTIFIED?

SwiftReach will be activated for building tenants and will be coordinated by the building's MECC/911 Center. Initial SwiftReach notifications will go out immediately to local First Responders via SwiftReach and Sheriff HipLink programs for verification. Notifications will be activated for Minneapolis City Hall/Hennepin County tenants a short time later after confirmation of an emergency. Updates and an All Clear message to tenants will be performed as necessary and needed.

#### RESPONSE

- Secure yourself in the nearest lockable space and barricade the door (if applicable). – Remain Quiet
- Do not attempt to leave the building or room if not safe to do so
- Wait until emergency personnel give the "all clear"
- Assist customers, clients, and others who may need help to a safe area of refuge

#### When law enforcement arrives

- Remain calm and follow instructions
- Drop all items in your hands
- Raise empty hands and spread fingers
- Keep hands empty and visible at all times
- Avoid quick movements towards officer, such as holding on to them for safety
- Avoid pointing, screaming, or yelling
- Do not ask questions when evacuating

## FACILITY LOCKOUT

### DEFINITION

A Lockout prohibits unauthorized personnel or a threat from entering the building. All exterior doors are locked and the entrances are monitored by security, building management, or police. This allows the occupants of a building to continue normal business functions while preventing unauthorized personnel from entering.

### HOW WILL TENANTS BE NOTIFIED?

SwiftReach will be activated for Minneapolis City Hall/Hennepin County Courthouse staff and will be coordinated by the building's MECC/911 Center. SwiftReach notifications will go out immediately to local law enforcement and SwiftReach notifications will be activated for City Hall tenants a short time later. Updates and an All Clear message to tenants will be performed as necessary and needed.

### RESPONSE

- All exterior doors or interior doors in certain areas of the building may be locked, depending upon the situation
- Security or law enforcement personnel may be standing at the door to prevent entry into building
- Card Readers **may continue to work** as normal and employees in non-affected areas of the building **may continue to come and go**, depending upon the situation. A Facility Lockout may only lock a certain set of doors closest to the emergency event, while leaving other facility doors unlocked and available for employees and guests to use. It is dependant upon the situation.
- Employees should be vigilant and immediately report any suspicious activity to the Hennepin County Security Operations Center (SOC) at (612) 348-5111. If it is an immediate emergency, staff should call 911 first and call SOC afterwards.
- Do not, under any circumstances, enter the building until authorized to do so by emergency personnel. Do not allow anyone to enter the building behind you if it is under a Lockdown or Lockout.

## VIOLENT INTRUDER/ACTIVE SHOOTER

### DEFINITION

A "Violent Intruder/Active Shooter" is an individual or group who possesses the means, proximity and intent to inflict great bodily harm against others. The intruder may have specific intentional target/s or the violence inflicted against others may be random.

### Authority

Law Enforcement will have primary authority and Incident Command in most of these events and an Active Shooter/Violent Intruder situation usually results in a Facility Lockdown. Security and Law Enforcement operate under a pre-planned Unified Response Plan, under which they test and train on a routine basis.

### HOW WILL TENANTS BE NOTIFIED?

SwiftReach will be activated for Minneapolis City Hall/Hennepin County Courthouse staff and will be coordinated by the building's MECC/911 Center. SwiftReach notifications will go out immediately to local law enforcement and SwiftReach notifications will be activated for Minneapolis City Hall/Hennepin County tenants a short time later. Updates and an All Clear message to tenants will be performed as necessary and needed.

Affected employees should always remember the **Run, Hide, Fight** response standard for Active Shooter or Violent Intruder events. This can be seen at:

<https://www.youtube.com/watch?v=5VcSwejU2D0>

### RESPONSE

If faced with a violent intruder incident, employees should follow the nationally recognized principles of:

**RUN/HIDE/FIGHT** that are recommended by Minneapolis Police and Hennepin County Sheriff.

Run – when the intruder is in the vicinity:

- Have an escape route and plan in mind
- Leave your belongings behind
- Help others escape, if possible
- Prevent others from entering an area where the intruder may be
- Keep your hands visible
- Call 911 and then Security at (612) 348-5111 when you are safe

Hide- If evacuation is not possible, find a place to hide

- Lock and barricade the door
- Silence your phone, including the vibrate feature
- Hide behind larger objects if possible
- Remain very quiet and do not leave until directed by law enforcement
- Your hiding place should:
  - Be out of the intruder's view
  - Provide protection if shots are fired your direction
  - Do Not trap or restrict your options for movement

Fight – AS A LAST RESORT, and only if your life is in danger

- Attempt to incapacitate the intruder
- Act with as much physical aggression as possible –
- Improvise weapons or throw items at the intruder –
- Commit to your actions...your life depends on it

## **FIRE AND GENERAL BUILDING EVACUATIONS**

### **FIRE**

#### **DEFINITION**

Any event resulting in the activation of the fire alarm.

#### **HOW WILL TENANTS BE NOTIFIED?**

The fire alarm is the sole means of notification during a fire alarm. All Fire Alarms and Fire Events are mandatory building evacuations when the strobes and alarms are activated and audible. Evacuation exercises are performed at least once per year. During a Fire Event or Fire Alarm requiring evacuation, building public address systems will notify tenants and guests to evacuate and will give an ALL CLEAR message following a fire alarm.

#### **RESPONSE**

Follow the established evacuation plan. Please see your Floor Monitor or the building's Emergency Procedures Manual online for more information.

### **GENERAL BUILDING EVACUATIONS**

#### **DEFINITION**

An evacuation is implemented under conditions when it is no longer safe for employees or customers to remain in a building or a specific area of the building. This requires occupants to move out and away from a building to a designated building area of refuge or out and away from a specific area within a building.

#### **HOW WILL TENANTS BE NOTIFIED?**

SwiftReach may be activated if there is a significant emergency event that would require immediate evacuation of the building, such as a major HAZMAT incident. For Fire alarms and Fire events, the fire strobes, alarms and building public address system will sound, but SwiftReach would not be activated.

#### **RESPONSE**

Follow direction of officials on-scene or signage placed throughout the building. Employees should follow their building evacuation protocols.

## SHELTER-IN-PLACE

### DEFINITION

Shelter-in-Place is a procedure where the entire building population is moved to a single or multiple location(s) in a building. This procedure is most commonly used during weather emergencies or when an extremely hazardous substance is released into the outside atmosphere. During a typical Shelter-In-Place event due to severe weather or hazardous materials, you may be instructed to move to a safe area of refuge away from inner office windows and await further instructions.

In the event of an Active Shooter a different Shelter-In-Place message is used. You may receive instructions to Lockdown Shelter-In-Place, which requires all building occupants to lockdown in the nearest lockable space, barricade doors and windows and wait to receive further instructions. Building staff should be sure to understand the difference between the two Shelter-In-Place commands.

### HOW WILL TENANTS BE NOTIFIED?

#### Severe Weather and other hazardous conditions

The National Weather Service issues alerts regarding hazardous weather such as tornado, storm or other weather warnings, travel restrictions, or other dangerous weather that may be occurring within Hennepin County.

SwiftReach may be activated and building staff may be notified of imminent severe weather approaching. Staff would be instructed to be prepared to seek shelter if weather conditions continue to further deteriorate. Building occupants should pay attention to the warnings and follow recommendations to take shelter or alter planned movements. Where a hazardous incident is occurring inside/outside the facility requiring occupants to shelter in place, such as a hazardous materials incident, suspicious package or bomb threat, SwiftReach will be activated and building staff will be notified to either Shelter-In-Place until the hazardous incident can be controlled or they may be notified to evacuate the building or portions thereof.

#### Lockdown Shelter-In-Place for Active Shooter and other violent events

The other type of Shelter-In-Place instructions you may hear relate to a Lockdown Shelter-In-Place. In cases of Active Shooter or other violent incidents, you may be requested to lock yourselves in your office area or the closest lockable space from where you are located, and stay there and await further instructions. Unlike a Severe Weather Shelter-In-Place where you are instructed to go to inner hallways or stairwells away from windows, a Lockdown Shelter-In-Place requires you to go to lockable office space away from public hallways and stairwells and into lockable space.

## RESPONSE

If faced with a notification message to Shelter-In-Place, please perform the following:

### RESPONSE TO SHELTER-IN-PLACE FOR SEVERE WEATHER OR OTHER HAZARDS

- Stay inside your building, or immediately go into the nearest building –Close all windows
- Immediately go to designated shelter area
- Await further instructions from emergency personnel or Floor Monitor – DO NOT exit the building until you receive an “all clear” from emergency personnel.
- Severe Weather Shelter-In-Place Drills are done at least once per year.

### RESPONSE TO SHELTER-IN-PLACE FOR ACTIVE SHOOTER OR OTHER VIOLENT EVENT

The SwiftReach Notification System will be activated in the event of an Active Shooter or other violent event affecting the facility. The notification message will simply notify tenants to Shelter-In-Place due to a security event affecting the building. This should be the time to immediately perform a Lockdown Shelter-In- Place and then perform your own personal assessment on how to further respond using the Run, Hide, Fight model-if not instructed by law enforcement differently

# MINNEAPOLIS CITY HALL/HENNEPIN COUNTY COURTHOUSE EMERGENCY PROCEDURES



## Quick Reference Guide

**Call Building Security: 612-348-5111**

### IF YOU EXPERIENCE:

- Fire
- Medical emergency
- Bomb threat
- Suspicious package or person
- Disturbance
- Any other emergency

Staff will quickly respond to the incident and notify appropriate emergency personnel.  
The Security Operations Center is available 24/7 for all emergencies and security services.

### Phone/Email Notifications

You will receive all emergency information via written or voice messages via *phone* or email. The messages you will see will differ but may include:

### FACILITY LOCKDOWN:

If you witness a violent incident: **CALL 911** and then call Security at (612) 348-5111

A Lockdown is meant to restrict access when a dangerous or violent event is occurring inside the building and we do not wish for innocent victims to be exposed to it by leaving their office space or entering the building.

Building occupants should Shelter-In-Place by moving to a safe area of their workspace or the building where they can lock the door and await further instructions. Staff should assist guests in seeking shelter.

### FACILITY LOCKOUT:

*Example: A hazardous material, dangerous person or protest event is taking place outside the building.*

*Stay inside the building and do not let others inside the building.*

### VIOLENT INTRUDER: ACTIVE SHOOTER:

*Example: A violent intruder is in the building*

Begin by performing a Shelter-In-Place. Stay in your office area/floor. Lock exterior doors. Remain quiet. Afterwards, please follow the concepts of **Run, Hide, Fight**.

#### **RUN**

Have an escape route and plan. Leave your belongings.

#### **HIDE**

If evacuation is not possible, lock and/or barricade the door. Silence your cell phone. Hide behind large objects. Remain quiet. Do not leave until directed by law enforcement.

#### **FIGHT — last resort**

Attempt to incapacitate the intruder. Be physically aggressive. Improvise weapons. Commit to your actions.

When police respond, keep your hands raised and visible. Remain calm and follow instructions. Wait until emergency personnel give all clear.

**If you wish to view the Run, Hide, Fight video, you may view it at:**

<https://youtu.be/5VcSwejU2D0>

### BUILDING EVACUATION:

#### **FIRE**

#### **Overhead alarm/ strobe light notifications**

Leave your work area immediately. Follow your office's evacuation plan. Help others who need assistance. Report to a designated area of refuge and await further instructions and the ALL CLEAR.

### GENERAL BUILDING EVACUATION

Leave your work area immediately. Follow your office's evacuation plan. Help others who need assistance. Follow all building evacuation procedures.

### SHELTER -IN- PLACE PROCEDURES:

#### **SEVERE WEATHER**

If severe weather is imminent, staff and guests should perform a Severe Weather Lockdown Shelter-In-Place by seeking shelter away from windows near an interior hallway.

Check national Weather Service alerts. Stay away from windows. Adjust travel plans, as needed. Seek shelter in area of refuge, if necessary.

**During a Security Event where a Building Evacuation is ordered, mobility impaired persons should respond to a listed Area of Refuge and wait for emergency personnel to respond.**

#### **LOCKDOWN SHELTER-IN-PLACE**

Go to a lockable office area and barricade door. Do not attempt to leave the room or building if not safe to do so. Follow the concepts of RUN, HIDE, FIGHT on how to proceed.

**Further information regarding building emergency procedures, training, evacuation maps and other information can be found at:**

<http://municipalbuildingcommission.org/tenant-services/security-services-and-emergency-planning>