Municipal Building Commission
Security Division
Minneapolis City Hall/Courthouse
Building Emergency Procedures Manual

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2015
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1.1 Forward

      The Security Division of the Municipal Building Commission (MBC Security) is committed to the safety and security of its staff and the employees and guests of the Minneapolis City Hall/Courthouse property. The primary objective of this manual is the preservation of human life and to protect all persons from harm or injury, especially those that may occur during an emergency event.

      This document provides basic procedures and guidelines for a variety of threats, to include fire, severe weather, building lockdown and other serious safety and security related events. It is in coordination with the Municipal Building Commission Security Division's Emergency Response Plan.

      Minneapolis City Hall/Courthouse facility incorporates both city and county offices. The Security procedures used to develop this manual took into consideration both of these entities. Guidance, assistance and support in the completion of this manual were provided by the City of Minneapolis Security Manager and other city/county departments. This was done to ensure that the standards employed by MBC Security mirror and respect all building tenants. Special considerations were given to each entity's office space and security needs.

      Managers, supervisors, engineers, security and Section/Floor Monitors play a special role in achieving the goals and desired successes of this manual. Their continued support of this plan and the procedures outlined within are critical to the success of the program and the safety of those who work and visit daily. Their cooperation and active participation are crucial to the program's success.

      This manual was written in accordance with the established guidelines and best practices of MBC Security, Hennepin County Security, Minneapolis Fire Department, Hennepin County Sheriff and Minneapolis Police. The goals of this manual will be communicated to all employees through annual safety awareness training, fire/evacuation drills and written memorandums.

1.2 Decision Making Authority

Certain emergencies may require that all or a portion of the Minneapolis City Hall/Courthouse building be evacuated. The departments authorized to call for a full or partial building evacuation include the MBC Security Division, Hennepin County Security Department, Municipal Building Commission, Minneapolis Police, Minneapolis Fire and the Hennepin County Sheriff Department.

In most cases, the Minneapolis Fire Department will make the final decision as to the evacuation of the building. In the case of a bomb threat, Active Shooter or other civil disorder, the Minneapolis Police Chief, Hennepin County Sheriff or their designees will give the order to evacuate the building.

The Hennepin County Adult Detention Center (ADC) Minneapolis Emergency Communications Center (MECC) and Minneapolis Police Property and Evidence have their own Emergency Evacuation Plans and evacuation authority. In certain instances, those personnel may not leave the building during an evacuation until absolutely necessary, due to the logistics of their departments and the security risks involved in leaving their areas unprotected.

The Municipal Building Commission, and its immediate supervisors/designees retain the right to call for an evacuation of the building if they feel that others are in imminent danger. This is to be done on a case-by-case basis and only after alerting the on-duty or on-call security supervisor and/or MBC Director.

The authority to evacuate normally originates from public safety, fire or security command. At certain times, a building engineer should be consulted regarding the need to evacuate. Municipal Building Commission leaders should be consulted and allowed to provide input as to the need for a building evacuation. However, in the absence of the Facility Director, the ultimate decision making authority lies with public safety, fire or MBC Security personnel.

2.0- The **Safety/Emergency Control Team (SECT)** consists of the SECT Team Leader, Safety Engineer, Security Officers, Department Floor Captain/Monitors and their alternates. Each team member has specific roles and responsibilities to carry out during an emergency. At least one alternate must be assigned to each position.

While the most important roles usually go to security and administration personnel, many other team members are usually volunteers who have made the commitment to contribute the time, expertise and effort in maintaining a safe environment for fellow employees and their clients.

Each location must have team representation throughout their particular department or section. Certain facilities not only have multiple floors, but multiple departments and sections as well.

Team rosters are assembled in a flow chart format indicating the team position/title, department or floor, name and number for both the primary and alternate persons. These rosters ideally should be updated on a monthly basis.

2.1- The **Role** of the Security/Emergency Control Team, (SECT) under the direction of the Safety/Emergency Control Team Leader, is to facilitate the safe and orderly evacuation of employees and their clients during emergency situations.

Safety Engineers, Security personnel, Department Floor Captain/Floor Monitors and their alternates each have important individual roles and responsibilities as team members. Their efforts must be coordinated in order to execute the emergency action plan should an emergency occur. For this reason, team members must be actively involved in preparations for emergencies. Each team member must be able to commit time to attend annual training sessions, team meetings and coordinating safety plans with those within each team members' department or section.

Fire, medical emergencies, severe weather, utility failure, HAZMAT release, bomb threats or serious safety/security incidents have occurred or have the possibility of occurring at our facilities. Each scenario is unique and requires specific response actions. It is important that all regular occupants of the building understand the evacuation procedures for their own safety and that of any guests who may be in the building at the time of an emergency.

2.2- A **Chain of Authority** within the team structure is established to ensure miscommunication and redundancies are avoided. This also serves to reduce confusion during an emergency. The

chain of authority for the SECT was described previously under Section 1.2 Decision Making Authority. It is important to understand that all communication during an emergency must funnel in a specified direction. First, the SECT Team Leader or designee serves as the Incident Commander until relieved by a higher authority such as Police or Fire administration. The SECT Team Leader is the primary communicator throughout the incident. This person, usually a security desk officer, supervisor or designee, is the person tasked with communicating with police and fire dispatch, personnel and coordinating the proper deployment of those personnel and resources.
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3.0- The **SECT Team Leader** position is critical to the success or failure of the team's ability to perform during an emergency. A poorly organized or unmotivated team will ultimately put the safety of everyone in the facility at risk. The current SECT Team Leader is the MBC Security Supervisor or his designee.

The Team Leader sets the tone and direction for the team. This position must be assigned to a responsible individual who is willing to dedicate the necessary time and effort required. This person is responsible for disseminating the information regarding the incident to SOC dispatch, fire and police personnel. The Team Leader is also responsible for coordinating the public safety response, gathering the proper resources/personnel to deal with the emergency, and coordinating that all of the tasks needed to complete the event successfully have been completed.

3.1- Multiple **roles** are assigned to the Safety/Emergency Control Team Leader. Of these the most important is facilitating communications (liaison) between team members, management, the employee population and emergency response personnel. During all phases of emergency planning and response; gathering and relaying accurate information is critical.

3.2- Responsibilities as a minimum for the SECT Team Leader include the following;

- Organize the Safety/Emergency Control Team and assign team positions as needed.

- Ensure your alternate and all team members are trained in their assigned duties.

- Maintain an accurate updated Team roster on a regular basis.

- Conduct an annual review of the emergency evacuation plan.

- Coordinate and conduct emergency evacuation drills semi-annually.

- Disseminate emergency planning related information to team members and facility occupants.

- Communicate directly with officials in authority during an emergency; i.e. Fire Marshall, Police, Facility Director.

- Communicate directly with Safety Engineer and Department Floor Captains/Monitors during emergencies for staff accountability.

4.0- The **Safety Engineer** position ideally is assigned to the Facility Engineer and designees. Usually this individual is certified and trained to maintain as well as trouble shoot facility control systems. This includes; HVAC, fire control systems and associated equipment.

4.1- The **role** of the Safety Engineer is to be the main information source concerning all aspects of the facility. He/she is essentially the eyes and ears of the facility and has in-depth knowledge on operational matters. This knowledge is critical to Emergency Response Personnel who may be required to make potential life-saving decisions. In the event of a Fire, Fire Alarm, Severe Weather incident or other emergency, the Municipal Building Commission will deploy as many engineers as needed to successfully bring the event to a safe conclusion.

Duties assigned to the Safety Engineer are numerous and detail oriented. Although associated with emergency planning, the Safety Engineer's responsibilities are usually interwoven with his/her normal job description.

4.2- Responsibilities as a minimum for the Safety Engineer include the following;

- Conduct periodic functional tests of all life safety systems and equipment. Schedule walk-throughs with MFD Inspection Officials.

- Ensure equipment is operational and in good working order. Immediately have any identified deficiencies corrected.

- Ensure your alternate is trained in the assigned duties as Safety Engineer.

- Assist the SECT Leader with Team organization and training efforts.

- Meet and escort Emergency Responders during emergencies.

- Communicate the status of emergency situations to the SECT Team Lead or Facility Director at the "safe area" evacuation points.

5.0- The **Department Floor Captain** position is the most pivotal. In addition to overseeing the more detailed aspects of emergency planning for their respective department or section; Department Floor Captains sometimes face the difficult task of maintaining order amid chaos during emergencies. The Floor Captain is the Floor Monitor Leader of each department.

5.1- The Department Floor Captain's primary **role** is to orchestrate and supervise an expedient and orderly method of safely evacuating people. Furthermore they are the key communication link in establishing accountability during emergency evacuations. The Floor Captains interface directly with the Team Leader as the spokesperson for their floor or area.

This position must be represented on every floor and/or multiple sections of a large office floor space. The City Hall/Courthouse has facilities with unique floor and Department layouts. Facilities with multiple corridors, wall and department separations must be taken into account when determining the appropriate number of Floor Captains/Monitors to assign.

5.2- Responsibilities as a minimum for the Department Floor Captain include the following;

- Determine and assign a sufficient number of Floor Monitors for the floor or section.

- Maintain an updated team roster and relay changes to the SECT Team Leader.

- Assist the SECT Team Leader with Team organization and training efforts.

- Ensure your alternate and all Floor Monitors are trained in their assigned duties.

- Assist the Safety Engineer with inspecting life safety equipment located on his/her floor.

- Report all safety deficiencies to the Safety Engineer and maintain appropriate documentation.

- Ensure neighboring Depts. or floors are notified during emergencies without audible alarms.

- Ensure Floor Monitors report the status of their areas to you at the "safe area" (Primary Evacuation Points)

- Report your floor or area status to the SECT Team Leader or designee at the "safe area".

- Assist the SECT Team Leader as needed during an emergency.

6.0- Floor Monitors are the essential communication link in emergency planning. They are usually in close daily contact with employees and clients within their section of the workplace.

Information regarding emergency planning and procedures is most effectively disseminated by Floor Monitors in small group settings. As with the Department Floor Captain, the number of these positions will be determined by the size and layout of the facility.

6.1- The **role** of the Floor Monitor is to ensure employees within their section are familiar with specific actions to take during an emergency. They point out locations of emergency exit routes; section safe zones, fire extinguishers, evacuation chairs, AEDs, etc.

6.2- Responsibilities as a minimum for the Floor Monitor include the following;

- Ensure your alternate is familiar with all aspects of the position and is prepared to fill in during your absence.

- Assist your Department Floor Captain with team organization, training and life-safety equipment inspection efforts.

- Ensure that your Department Floor Captain is aware of and provides accommodations for employees with disabilities in your section.

- Sound the alarm and provide instruction for all occupants in your section during an emergency.

- Direct and follow all occupants in your section to emergency exits or in-place sheltering areas.

- Report the status of your section/area to the SECT Team Leader or designee at the safe area and provide assistance as needed.

7.0- Alternates provide continuity and depth to the team. For various reasons employees (team members) move on and create a void. As a minimum each position should have one Alternate.

7.1- The Alternate's **role** is to simply duplicate their primary partner's position. They receive the same training and equipment if issued. The Alternate should be prepared to step in during the Primary's absence.

7.2- Responsibilities as a minimum for the Alternates include the following;

- Ensure you receive the same training as your Primary and any issued equipment.

- Notify your primary if you plan to be absent for a period lasting more than a few days.

8.0- The safety of our **employees and clients with disabilities** is the most important consideration in the emergency planning process. Disaster preparedness and emergency response systems are typically designed for people without disabilities. For some, escapes involving walking, running, driving, seeing, hearing, and quickly responding to instructions can be challenging.

8.1- General Accommodations: Disabilities vary in type and severity; in addition not all disabilities are readily apparent. Individual needs must be identified and have the appropriate accommodations applied. In some instances this equates to a personalized evacuation plan. Employees with disabilities who need assistance during an emergency should inform the Department to which they work or visit of their particular needs well in advance of an emergency.

Department Floor Captains and Floor Monitors should consider implementing a "buddy system" for employees with identified needs. The buddy system involves employees working in teams so they can locate and assist employees with disabilities during emergencies. This is why it is crucial that each department have plenty of alternates and volunteers to assist in these matters. Equally important is that every Floor Captain, Floor Monitor and alternate know at least TWO evacuation routes and the locations of all "Safe Zones" on their floor.

In the event of an evacuation, those with disabilities that are unable to evacuate on their own should proceed to the designated "Safe Zones" area closest to them. If available, a Floor Monitor

or alternate should bring the disabled person to this area and wait with them to be rescued by security or fire personnel.

8.2- Americans with Disabilities Act (**ADA**) notes an employer is entitled only to the information necessary to be prepared to provide assistance. This means that, in most instances, it will be unnecessary for an employer to know the details of an individual's medical condition.

The ADA has provisions that require employers to keep medical information about applicants and employees confidential. These provisions, however, include an exception that allows an employer to share medical information with Emergency Response Personnel.

This exception would allow an employer to share information about the type of assistance an individual needs in the event of an evacuation with Medical Professionals, Emergency Coordinators, Dept. Wardens and/or colleagues who have volunteered to act as "buddies".

8.3- General disability categories and considerations to be aware of include;

- **Mobility Impaired (wheelchair**), persons using wheelchairs should move to an area of refuge; elevator lobby or fire rated stairwell with their assistant. Wait for emergency responders to escort out of facility.

- **Mobility Impaired (non-wheelchair**) persons who are able to walk independently may be able to negotiate stairs in an emergency with minor assistance. The individual should wait until the heavy traffic has cleared before attempting the stairs. If imminent danger exists and immediate evacuation is necessary, the assistant(s) will employ the use of evacuation devices.

- **Sensory disabilities** to include vision and hearing impairments require the City to install lighted fire strobes and other visual or vibrating alerting devices to supplement audible alarms. Tactile Braille signage and maps for employees with vision impairments are available in City facilities. The assistant should offer help to the individual with visual impairment and guide him/her through the evacuation route.

- **Cognitive/Psychiatric Impairments** are usually less apparent and vary widely. Comprehension difficulty, anxiety and fear are a few examples. Employers must develop effective methods of communicating with people who have these impairments. Consider one-on-one individualized "table top" practice drills to facilitate understanding and/or ease anxiety.

9.0- Life Safety Equipment refers to fire protection, fire suppression, warning communication systems, emergency power, first aid and decontamination equipment. The Facility Engineer has primary responsibility for ensuring these equipment items are in place, in good working order and inspected according to standard code at regular intervals. Section Captains, Security, Floor Monitors, alternates and assistants should all be familiar with these devices and their proper operation.

9.1- Fire Alarm Systems can be simplistic or fairly complex based primarily on the age and size of a particular facility. They can be designed to control the operation of multiple life safety equipment components to minimize the spread of fire and smoke.

9.1.2- Equipment Components fall into two basic categories;

1) Initiating Points
   - Smoke detectors
   - Heat detectors
   - Alarm pull stations

2) Notification Appliances
   - Horns
   - Strobe lights
   - Audio voice messaging
   - Magnetic release door contacts
   - Elevator recall signal
   - HVAC shutdown signal
   - Sprinkler systems

9.1.3- Basic Alarm System Operation of the fire alarm system essentially involves any one or a combination of the initiating points being activated manually (pull station), by smoke, dust or heat. Signals from these initiating points then automatically engage the notification appliances.

Fire alarm systems are designed to activate fire suppression systems, release hold-open devices on fire doors and indicate the location of the fire within the building. Alarm systems can also be

designed to activate smoke exhaust systems to ventilate a fire and reduce heat build-up. In addition controls connected to the fire alarm system can recall elevators automatically to the ground floor and remove them from public use.

9.1.4- Alarm System Monitoring for the facility is monitored in several locations. Many of the buildings alarms are monitored at either the Security Desk or the Hennepin County Security Operations Center (SOC). After receiving an alarm, the Security Desk officer will determine whether it is a valid alarm. If it is determined to be a valid alarm, the Security Desk officer will notify the appropriate agencies.

9.2- Fire Rated Doors and Stairwells serve to provide in-place protection from fire and/or smoke. Fire doors are normally located in stairwells, corridors, and other areas required by Fire Codes. The door, door frame, locking mechanism, and enclosure are typically rated between 20-minutes and three hours. A fire door rating indicates how long the door assembly can withstand heat and water hose stream.

A fire door serves as a barrier to limit the spread of fire and restrict the movement of smoke. Unless they are held open by the automatic system, fire doors should remain closed at all times. **Do not tamper with the fire doors or block them with equipment, potted plants, furniture, small blocks of wood, etc.**

9.3- Fire Extinguishers are readily in all City facilities. All employees should be aware of the location of fire extinguishers within their work area. Training on the different types and uses of fire extinguishers and fire-fighting techniques is available through the City of Minneapolis Fire Department. Fire extinguishers are categorized into four basic classes based on different types of fires;

- **Class A** extinguishers are for ordinary combustible materials such as paper, wood, cardboard, and most plastics. The numerical rating on these types of extinguishers indicates the amount of water it holds and the amount of fire it can extinguish.

- **Class B** fires involve flammable or combustible liquids such as gasoline, kerosene, grease and oil. The numerical rating for class B extinguishers indicates the approximate number of square feet of fire it can extinguish.

- **Class C** fires involve electrical equipment, such as appliances, wiring, circuit breakers and outlets. Never use water to extinguish class C fires; there is a high risk of electrical shock. Class C extinguishers do not have a numerical rating. The C classification means the extinguishing agent is non-conductive.

- **Class D** fire extinguishers are commonly found in a chemical laboratory. They are for fires that involve combustible metals, such as magnesium, titanium, potassium and sodium. These types of extinguishers also have no numerical rating, nor are they given a multi-purpose rating - they are designed for class D fires only.

- **Class ABC** is the most common fire extinguisher found in City facilities. This is a multipurpose dry chemical extinguisher. The ABC type is filled with monoammonium phosphate, a yellow powder that leaves a sticky residue that may be damaging to electrical appliances such as a computer.

9.3.1- Extinguishing fires should only be attempted under the following conditions;

1. 911 has been notified.

2. Everyone is in the process of leaving the building.

3. The fire is small and confined to the immediate areas where it started.

4. You can fight the fire with your back to a safe escape route.

5. Your extinguisher is rated for the type of fire you are fighting and is in

good working order.

6. You have had training in use of the
   extinguisher and are confident that
   you can operate it effectively.

Do Not fight a fire if you have the slightest doubt about any of the above; evacuate immediately.

Using a Fire Extinguisher is relatively easy once you've received the proper training. A simple acronym to remember to operate most fire extinguishers is **PASS:**
- **P**ull the safety pin at the top of the cylinder.
- **Aim** the nozzle at the base of the fire.
- **Squeeze** or press the handle.
- **Sweep** the contents from side to side at the base of the fire until it goes out.

If the fire cannot be extinguished within one to two minutes immediately stop and evacuate the facility. Never use more than one fire extinguisher to fight a fire.

9.4- Fire Retardant Blankets are primarily used to cover a fire and smother its supply of oxygen or wrap a person whose clothes are on fire. You should only use fire blankets on very small and contained fires. The availability of fire blankets is limited mainly to the City's large office and industrial type facilities.

9.5- Evacuation Chairs, commonly called Stair Chairs, are simple devices which help move people with motor impairments down the stairs or across rough terrain quickly and safely during an emergency. Employees should be trained in the location of them within the building and how to operate them. The evacuation chairs are conveniently stored in steel cabinets near the top of stairwells.

9.6- Automated External Defibrillator or **AEDs** is a device about the size of a laptop computer that analyzes the heart's rhythm for any abnormalities and, if necessary, directs the rescuer to deliver an electrical shock to the victim. This shock, called defibrillation, may help the heart to reestablish an effective rhythm of its own.

Use of an AED does not replace the care provided by emergency medical services (EMS). It is meant to provide a lifesaving bridge during the first few critical minutes after a Sudden Cardiac Arrhythmia (SCA) incident has occurred until EMS Responders arrive.

Although training is required; AEDs are easy to operate. It uses voice prompts to instruct the rescuer. Once the machine is turned on, the rescuer will be prompted to apply two electrodes provided with the AED to the victim's chest. Once applied, the AED will begin to monitor the victim's heart rhythm. If a "shockable" rhythm is detected, the machine will charge itself and instruct the rescuer to stand clear of the victim and to press the shock button. City facilities have personnel on each floor or within particular departments trained in the use of AEDs.

9.7- Life Safety Signage requirements for City owned facilities and property are primarily governed by the Occupational Safety and Health Administration (OSHA) and the American National Standards Institute (ANSI). Where OSHA has specific requirements, they must be followed. In the absence of OSHA requirements, ANSI standards should be followed. Any applicable federal, state or municipal regulations must also be followed.

Because of employee movement between various City facilities, maintaining consistency with all aspects of signage is very important. Safety/Emergency Control Team members should have a basic understanding of signage requirements. This enhances their emergency evacuation training

efforts and enables them to assist with identifying specific signage needs for their particular facilities.

9.7.1- Sign Color Coding is used for signage. It is standardized in the U.S. and communicates basic safety conditions and provides instruction to the viewer.

- **Red** identifies Danger and Stop.

- **Orange** identifies dangerous parts of machines or energized equipment.

- **Yellow** designates caution. Solid yellow, yellow and black stripes, or yellow and black checkers are for maximum contrast with the particular background.

- **Green** designates safety, emergency egress, and the location of first aid and safety equipment.

- **Blue** identifies safety information used on informational signs and bulletin boards.

- **Photo luminescent markings** will be used for anything that is important to locate, especially in complete darkness. For example, firefighting equipment, exit route maps, critical shutdown procedures, valves, switches, and exit routes. Potential hazards and obstructions along the route also should be illuminated to avoid injuries.

9.7.2- Sign Placement in many cases is just as important as the sign itself. Regardless of how bright the color is or clarity of the message a poorly placed sign is useless and potentially dangerous. Signs must be;

- Placed to alert and inform employees of hazards in sufficient time to avoid the hazard and take appropriate action. **Employees should not be in harm's way before seeing the sign.**

- Written so that they are legible, do not create a distraction, and are not on moveable objects that may obscure the sign when moved.

- Illuminated when necessary under emergency conditions; equipped with backup emergency (battery operated) illumination.

10.0- Communication is the most critical component of emergency planning. A reliable communications system, warning those who might be affected by an emergency and alerting Emergency Responders must be in place. Emergencies occurring at large City facilities could result in significant consequences if occupants are not alerted in a timely manner. Notifying thousands of occupants and accounting for hundreds of evacuees can be a daunting task.
It is essential that the Safety/Emergency Control Team (SECT) be well versed in communication techniques and have a specific plan in place for several emergency scenarios.

Communications can be divided into three broad categories; routine, emergency and crisis. Each form of communication has a different set of protocols.

1) **Routine** communications are important to Team cohesiveness and consistency with respect to procedures. This form of communication should occur with some frequency; at least quarterly and include;

- Safety awareness bulletins.
- Safety/Emergency Control Team training.
- General emergency planning correspondence.

2) **Emergency** communications occur during an emergency event and require a specific checklist format. Frequent training and rehearsal must be done in order for communications to be effective. Methods include:

- Notification of 911and emergency response units.
- Alerting building occupants via alarms, PA systems, telephones and e-mail notifications.
- Safety/Emergency Control Team coordination efforts during evacuation.

3) **Crisis** communication involves unusual sets of circumstances we may be presented with when trying to communicate during a catastrophic event. Some of these scenarios include but are not limited to:

- Significant damage to the facility; no telephone or electricity available.
- Personnel trapped and injured within the facility.
- Extended delay in emergency response.

- Hostage situation.

10.1- Reverse 911 systems are designed to rapidly notify employees and key personnel when an emergency occurs. This type of system has the capability to send emergency notification messages to thousands of employees with the click of a mouse. Messages can be pre-loaded"canned" or real-time based on the scenario. There are several modes of communication in which messages can be sent to include: e-mail, office phone, cell phone and text message.

Note: As of this revision this system has not been implemented for facility-wide use.

In the interim, the responsibility for notification during an incident falls to the occupants of the facility. Some VOIP phones inside the building do have the capability of receiving emergency alerts on their phone. However, building employees should be aware that this capability does not reflect every phone in the building. While the county tenants employ the VOIP phones for notifications, city tenants use the Swift Reach notification system to alert tenants of emergency situations.

10.2- Notification procedures that extend beyond notifying 911 may vary between facilities. Please refer to the checklists attached to this document and any specific procedures developed for your site.

11.0- Emergency Scenarios fall under a handful of general categories; Fire, Medical Emergency, Severe Weather, HAZMAT, Utility Failure, Bomb Threat and Violent Incidents. Within these few categories however hundreds of different scenarios are possible. Because it is impractical to plan for every scenario; it is imperative our response actions are practical. The SECT Leader in most cases will respond for the purposes of; Prevention, Sheltering or Evacuation.

It is assumed that the following emergencies may result in one or more of the following situations:

- Major damage to City facilities and property.
- Multiple and severe casualties to employees or clients.
- Complete loss of utilities and communications.
- Long term emergency response, rescue and recovery operations.

The City of Minneapolis' goal is to educate the employee/visitor population on the dangers associated with these emergencies, along with how to prepare and protect themselves and others.

11.1- Fire is generally misunderstood by many people and is tragically taken for granted on occasion. It is important for employees to understand a few simple facts about the characteristics of fire:

- Fire is <u>fast</u>; in less than 30 seconds a small flame can get completely out of control and turn into a major fire.

- Fire is <u>hot</u>; heat is more threatening than flames. A fire's heat alone can kill. Room temperatures in a fire can be 100 degrees at floor level and rise to 600 degrees at eye level. Inhaling this super hot air will scorch your lungs. This heat can melt clothes to your skin. In five minutes a room can get so hot that everything in it ignites at once: this is called flashover.

- Fire is <u>dark</u>; it starts bright, but quickly produces black smoke and complete darkness. Most fires produce an immense amount of smoke that is highly toxic. The result can be disorientation, unconsciousness and death depending on the amount of ingestion. In fact, smoke is responsible for more fire fatalities than flames.

- One of the most common injuries associated with a fire is being struck by falling debris. Employees who are told to evacuate the building should evacuate to across the street from the City Hall/Courthouse facility. Just evacuating to immediately outside the front entry doors puts all employees/visitors at risk of being struck by falling debris.

If you are in close proximity and are able to extinguish (see 9.3.1) the fire, make the attempt to fight the fire. Otherwise anytime you hear the fire alarm evacuate immediately to the designated safe area.

Note! **Intentional disregard to evacuate City facilities during a fire alarm can potentially put Fire Responders at risk. This act may result in disciplinary or legal action against City employees.**

11.2- Medical Emergency situations will vary and can potentially occur at any time. As City employees we have certain responsibilities should a medical emergency arise involving a fellow worker or client.

In most cases employees may be called upon to provide basic first aid and comfort until emergency responders arrive. Most important is the immediate notification (911) to emergency responders who are trained to handle emergencies.

As a best practice Managers should encourage and provide the necessary resources to have a sufficient number of employees trained and certified in First Aid/CPR and the use of AED equipment.

All Hennepin County Security staff and contract security staff are training annually in Emergency First Aid. Each security officer must maintain a First Responder certification at a minimum. Many security personnel are trained and certified at the level of EMT.

11.3- HAZMAT Incidents can range from a minor gasoline spill to a major release of toxic chemical or biological hazardous material. City facilities store various types of hazardous materials depending on the operation or function of a particular Department.

In addition large quantities of hazardous materials are transported daily in and around the City of Minneapolis. These materials may come in the form of corrosives, explosives, flammable, combustible and radioactive substances.

HAZMAT incidents or releases are most often caused as a result of transportation accidents or because of mishandling or improper storage methods in the work environment. Safety/Emergency Control Team Members are not HAZMAT Responders. Their purpose is to provide immediate guidance and direction to protect facility occupants during a HAZMAT emergency.

The City of Minneapolis Fire Department has the primary responsibility for responding to hazardous materials incidents. They are trained and equipped to handle all aspects of HAZMAT response and recovery operations.

11.3.1- HAZMAT Response Levels are identified using the following criteria;

- **Response Level I**: An incident or threat of a release which can be
controlled by the first response agencies and only requires evacuation of the involved structure or the immediate outdoor area. The incident is confined to a small area and does not pose an immediate threat to life or property.

- **Response Level II**: An incident involving a greater hazard or larger area which poses a potential threat to life or property and which may require a limited evacuation of the surrounding area.

- **Response Level III**: An incident involving a severe hazard or a large area which poses an extreme threat to life and property and will probably require a large scale evacuation, or an incident requiring the expertise and resources of county, state, federal or private agencies.

11.3.2- HAZCOM refers to an OSHA requirement regarding an employee's Right to Know regarding the identities and hazards of the chemicals to which they are exposed in the workplace. In addition, the need to know extends to protective measures to prevent the negative effects of chemicals present.

Managers, supervisors and the Safety/Emergency Control Team play an important role in making employees aware of hazards in the workplace and the appropriate control measures needed to protect themselves.

As a minimum Material Safety Data Sheets (MSDS) should be made available for review by all employees. These should be kept in the individual departments near where the potentially volatile hazards are stored or used. The MSDS instruct employees on how to use, handle, and store chemicals safely. They contain important information, such as:

- Identity of the chemical, with its chemical and common name.
- Hazardous ingredients.
- Physical and chemical characteristics.
- Fire and explosion hazard data.
- Reactivity data.
- Health hazard data.
- Precautions for safe handling and use.
- Control measures.
- Emergency and first aid information.
- Name, address and phone number of the chemical manufacturer, importer or other responsible party who prepared the MSDS.

In most cases the Facility Engineer is responsible for keeping the MSDS up-to-date. See attachment D for your facility's MSDS .

11.4- Severe Weather activity for northern tier states usually refers to winter storm, tornado and flash flooding scenarios. However other less likely forms of severe weather should be considered as well; such as lightning strikes, and extreme heat or cold. In most cases the response to severe weather is sheltering in one form or another. When advanced notice is available and it is warranted, employees may be instructed to stay home or leave work early depending on travel conditions. Each floor has a designated Shelter in Place location that will be discussed later in this manual. It is the responsibility of the Department Floor Captain and Floor Monitors to know the location/s of the nearest weather related Shelter-In-Place areas.

11.4.1- Tornado season is generally March through August. They tend to occur in the afternoons and evenings with 80 percent of all tornadoes striking between noon and midnight. The biggest threat to building occupants is being struck by flying debris either outside of the facility or inside near windows and doorways. For Emergency Control Team Members it is crucial to respond as far in advance as possible.

When a tornado threatens, building occupants need to have a safe place to go and sufficient time to get there. Even with advances in meteorology, warning times may be short or sometimes not possible. Lives are saved when individuals receive and understand the warning, know what to do, and know the safest place to go.

- **Tornado Watch** generally means that conditions are favorable for tornado activity to occur. This is the best time to inform occupants to prepare for possible evacuation to the designated shelter area.

- **Tornado Warning** means that a tornado has actually been spotted, or is strongly indicated on radar, and it is time to evacuate to the safe shelter immediately.

Should high winds hit or a tornado touch down in the immediate area; a damage assessment should be conducted before terminating the incident. Occupants may still
be at risk of being struck by falling debris, downed power lines or gas leaks if they are released prematurely.

11.4.2- Winter storm events are common in this region of the country. The leading cause of death during winter storms is traffic accidents. For this reason it is vital that employees are notified of City facility closures in a timely manner. Employees must be given ample time to safely transport themselves home before the on-set of a major storm. Conversely employees at home who may be preparing to travel to work must have some means of being notified of closures as well.

Directors of affected City of Minneapolis facilities will communicate facility closings to their employees. The basis for making that decision will primarily come from National Weather Service bulletins and local weather channels. The basic winter storm categories are;

- **Winter Storm Watch** means a winter storm is possible in our area.
- **Winter Storm Warning** means a winter storm is headed for our area.
- **Blizzard Warning** means strong winds, blinding wind-driven snow and dangerous wind chills. In addition sustained winds of at least 35 miles per hour are to be expected for several hours.

When a winter storm watch or warning is issued during the business day Emergency Control Teams should begin preparations for a possible facility closure. Those City facilities that routinely serve large numbers of citizens may find that closing down a facility takes more time than might be anticipated. Closings require several actions; notifying staff and clients, conducting a sweep and securing the facility.

11.4.3- Flooding like winter storms requires timely notification and pre-cautionary steps for employees traveling to and from work. Floods are the most common and widespread of all natural

disasters--except fire. Most communities in the United States can experience some kind of flooding after spring rains, heavy thunderstorms, or winter snow thaws.

Flash Flood waters can be extremely dangerous. The force of just six inches of swiftly moving water can knock people off their feet. Cars can easily be swept away in just 2 feet of moving water. Obviously the best response to any signs of flash flooding is to move immediately and quickly to higher ground.

Again Directors of affected City of Minneapolis employees and/or facilities will communicate facility closings to their employees. The basis for making that decision will primarily come from Local and National Weather Service bulletins

11.5- Utility Failures have the potential to cause a significant adverse impact on our business operations. Power failures often create a "domino effect," disrupting a variety of other services and utilities. Common utility failures may result in the loss of;

- Electricity
- Communication systems
- HVAC systems
- Water supply
- Fire Alarm systems

All utility failures even those that may seem insignificant should be reported to the Facility Engineer immediately. The earlier the detection the better chance there is of heading off a major failure. Utility restoration procedures for catastrophic failures are identified in the City of Minneapolis' emergency response plan.

11.6- Workplace Violence incidents have become all too familiar in today's workplace. Across the nation, various forms of violence including homicide occur at work on a regular basis. Each year over 600 workers are murdered by coworkers, family members, or acquaintances while they are at work. The City of Minneapolis is no exception and must be prepared to react to such events.

For emergency planning purposes this document is only meant to serve SECT members as a guideline for reacting to a violent event. Should a violent event occur within our facilities actions must be taken to protect ourselves, fellow employees and clients from harm.

In most workplace violence cases a specific individual or small group is the intended target. Residual injuries or deaths to unintended targets (people) usually occur because of their close proximity to crime scene and the exit path of the assailant. When a violent event occurs it will usually happen without warning and be completed within a few short minutes. Most facility occupants will not even be aware of the incident, certainly in larger facilities.

Obviously SECT members will not be asked to put themselves in danger. There are however certain protective actions that can be taken to minimize residual harm to facility occupants. The challenge for the SECT is ensuring facility occupants are sheltered from the incident area until the Police arrive to make the facility and surrounding area safe. In most cases the SECT's actions will involve;

- Ensuring neighboring departments or facilities are notified of the violent event and location. (Notification Matrix)
- Shelter occupants within their immediate work area by locking themselves in to prevent the incident from spreading throughout the facility.

- Initiate a partial or full evacuation of the facility to a safe area away from the violent event.

See attachment C; Workplace Violence Checklist.

11.7- Receiving Suspicious Mail or Packages is a concern for all employees especially those who work in areas where bulk mail is handled on a daily basis. The primary threats associated with suspicious mail is the potential for explosives or bio/chemical agents to be detonated or released within our facilities. Even small packages can be packed with enough explosive material to cause major damage. Anthrax and other deadly agents can easily be distributed through our mail system.

It is not uncommon for government facilities and employees to be targeted. For this reason employees should be trained to recognize and report suspicious packages.

Characteristics of suspicious letters or packages include the following indicators:

- Excessive postage and/or postmarks or stamps that do not match the sender address.

- Handwritten or poorly typed addresses.

- Incorrect titles or titles without names.

- Spelling errors in common words.

- Lumpy or uneven envelopes, oily stains, discolorations and odors.

- Absence of a sender address.

- Exposed pieces of cable or aluminum foil.

- Excessive use of packaging materials such as adhesive tape, rubber bands, string, etc.

Handle the package with care, do not shake or bump it. If you encounter an item showing one or more of the characteristics mentioned above take the following steps:

- Don personal protective equipment; gloves, mask etc.

- Isolate the package and ensure employees remain a safe distance away.

- Do not open, inspect or smell the package.

- Notify 911 and explain the details of the package that raised suspicion and request Police respond to investigate.

- Notify the Facility Manager who in turn will alert the SECT Leader or Security.

- If powder has spilled out onto a surface, do not try to clean up the powder. Cover the spill immediately then leave and secure the room.

- Keep all doors and windows closed and prevent others from entering the area. Turn off local fans or ventilation units in the area.

- Wash your hands with soap and water to prevent spreading any powder to your face. Remove contaminated clothing as soon as possible and place it in a plastic bag or in a sealable container.

- Notify all employees who were or may have handled the suspicious item to ensure they take measures to decontaminate.

The police or local FBI agency will determine if the mail or package warrants further safety and security measures. This could range from simply sealing up the package in a plastic bag to removal and detonation. In this situation the SECT should treat this as a bomb or bio-chemical threat and consider evacuating the facility.

11.8- Bomb Threats unfortunately are a common reality in our society and in particular for employees of government office buildings. Bomb threats can come from a variety of sources; pranksters, disgruntled employees, radical and terrorist organizations. Each has their own reasons or agenda for making the threat and in some cases carrying out that threat. While the physical safety of facility occupants is most important; the psychological effect bomb threats can impose on employees in particular should not be ignored.

The first step in being prepared to respond to bomb threats is to accept the reality that bombings although remote are a possibility in our work place. Secondly just having a plan of action sends the message to employees and possibly the perpetrators that we are prepared and take bomb threats seriously. And finally periodic rehearsals of bomb threat scenarios give both SECT Members and employees the confidence that these incidents will be handled correctly and in an expedient manner.

11.8.1- Receiving a Bomb Threat is a rare occurrence for most people with the exception of Law Enforcement Officials and 911 Operators. Usually an individual's initial thought when receiving such a call will typically be "this must be a prank". Once the caller is perceived to be serious it can become very unsettling for most people. However, if you receive the call, you potentially are responsible for the safety of everyone in that building.

You now have the responsibility of conveying the caller's threat. The information you convey will be used to determine if the threat is or is not credible. Ultimately this will determine whether to evacuate the facility or remain in place.

For individuals receiving these calls a telephone bomb threat checklist (see attachment D) is available. Following the instructions on this checklist will help to ensure the right questions are asked and key information is recorded.

11.8.2- The decision to conduct a **Bomb Search** is in most cases dictated by the credibility of the threat. Other factors to consider are detonation time, location and device type when this information is provided by the caller. There are two general types of bomb searches; a cursory (conducted by employees of the affected area) and an in-depth search conducted by the MPD Bomb Squad.

Employees of the facility receiving the threat are in the best position to conduct an initial or cursory search of their facility. They have a good understanding and a picture of what belongs or is suspiciously out of place. The Police will not likely be able to recognize if something is out of place in your work area or facility.

The aim of a cursory search is to quickly walk through and identify any object which is not normally found in your immediate or surrounding area. Employees at no time are bound to participate in such a search if they feel their safety may be at risk. The SECT Leader and/or Security Supervisor, through training and awareness, can minimize apprehensive feelings or fear of conducting these searches.

Explosive devices can range the very sophisticated/well placed to the crudely improvised in plain sight. Realistically most of us will likely recognize the crude explosive devices we can readily spot.

There most likely is no time; nor is it safe to attempt an in-depth search for the more sophisticated type devices. Examples of crude devices we might look for include;

- Containers or piping wrapped in duct tape, with wires or a timing device attached.

- Handbags, backpacks or briefcases for which an owner is not readily identifiable.

- Old car tires or out of place containers of various sizes near entrances or parking areas.

If a suspected explosive device is discovered do not touch it or allow anyone near it. Back away a safe distance, mark the location if possible and call 911. At that point the Police will assist in the search; they will assess the device and call in bomb technicians to deal with the situation if warranted.

If the decision is made to evacuate based on a bomb threat, employees should bring all personal belongings with them; handbags, briefcases, or backpacks. This will help in identifying suspicious objects that may be in the evacuated area.

12.0- Evacuating Facilities in many cases is a complex task depending on the size of the facility, nature of business conducted there and the emergency scenario. Whenever the fire alarm sounds <u>evacuation is automatic</u>. However in almost every other instance the evacuation of a facility requires a conscience decision.

Depending on the emergency we will conduct a full evacuation, partial evacuation, building lockdown or shelter in-place. Whether to evacuate or shelter because of a bomb threat, workplace violence event or sheltering in-place from severe weather- someone has to make and communicate that decision.

12.1- The Authority to Evacuate normally rests with the Facility Director of the affected facility(s). Unless specifically instructed by Emergency Response Personnel, the decision to evacuate is primarily the responsibility of the facility director. **Law Enforcement Officials (except in extreme cases) are not the authority and will not make the decision** to evacuate a particular facility. In many cases, the facility director will coordinate an evacuation response with Hennepin County Security and public safety entities.

12.2- The Decision to Evacuate is based on a set of criteria for a general emergency scenario; above all else the safety of personnel is the first consideration. Directors must have as much fact based information about the incident as possible in order to make the right decision. Clear and concise communication is essential. The SECT Leader is the key person in this process. Depending on the scope of the event, information may come in from a variety of sources. In reality, gathering and disseminating pertinent information in a timely manner is difficult.

It is the SECT Leader's responsibility to quickly sort through hearsay and second-hand information and provide a factual account of the event for the Director or Emergency Responders. SECT Members can assist by relaying factual accounts as soon as they are reported and be wary of rumors that cannot be substantiated.

A total facility evacuation requires a certain amount of coordination (time permitting).The City of Minneapolis and Hennepin County have several large facilities, some having multiple departments and Directors. In effect no one entity is in charge. Attempting to coordinate with several individuals may cause a critical delay in evacuating people to safety. In these instances the SECT Leader is in the best position to make this call.

12.3- Bomb Threat Evacuation Criteria is largely based on information gathered during the initial bomb threat call or delivered message. Although all bomb threats should be taken seriously, at some point a distinction has to be made as to whether the threat is credible or not. The following is a general criteria guideline:

Credible Threat:

- A suspicious device is located.
- Caller/message relays specific knowledge of the facility or business operations.
- Caller/message identifies a specific area or person(s) as a target.
- Caller/message relays a specific reason for making the threat.

- Caller's voice is recognized as that of a current or former employee.
- Caller is recognized as an individual who has made previous threats.
- Caller relays specific information (nomenclature) about the explosive device.

Non-Credible Threat:

- Caller is thought to be intoxicated or a juvenile prankster.
- Caller/message relays no specific information other than making the threat.
- There is a high incidence of hoax bomb threats at your particular facility.

This criteria is evaluated to assist in determining the credibility of a bomb threat and which evacuations actions to take. Evacuation options for a bomb threat are fairly limited and straight-forward.

- Take no actions to evacuate.
- Conduct a search and not evacuate.
- Conduct a search and evacuate.
- Evacuate immediately.

The most important concern is that **the threat is investigated and a decision is made and communicated to the occupants as quickly as possible**. Bomb threats that have been received and ignored potentially put the safety of facility occupants in jeopardy. Furthermore it could result in morale problems and have a long-term adverse effect on our business practices.

On the other hand if we choose to evacuate immediately every time a threat is received this may gratify and encourage the individual(s) playing a hoax. In addition employees may eventually disregard bomb threats all together. For this reason, it is important decision makers know the historical trends regarding bomb threats toward their facilities.

12.4- Sheltering In-place is the weather related act of moving facility occupants away from areas near windows and upper floor levels during severe weather involving high winds. All City facilities have designated shelter areas usually located in the lower levels. Signage should be well placed allowing building occupants to readily identify shelter locations.

When designating shelter areas, the number of building occupants must be taken into account. There must be enough space to accommodate all occupants and the average number of daily visitors. Insufficient shelter space will create "log jams" in stairwells or unprotected areas of the facility.

The authority and decision to initiate sheltering actions should follow the same guidelines used for bomb threat evacuations. The only exception is the criteria used to make the decision. In this case **Tornado Warnings or high winds** automatically dictate sheltering actions be taken immediately. In large office facilities sheltering actions should be considered during the Tornado Watch phase to allow enough time for occupants to safely get to the shelter area.

Sheltering-In-Place is also a viable option in the event of an Active Shooter, gunman in the building or other fluid violent event taking place in a certain section of the building. **However, as discussed previously, an order to perform a Lockdown Shelter-In-Place involves employees locking themselves in their own department work space by locking their doors and retreating to a designated safe location within your department work space.**

In each instance, the SECT Leader or designee will make a decision as to evacuate or shelter-in-place and those directions will be communicated to the individual departments.

In cases of Active Shooter, employees will usually be told to Lockdown/Shelter-In-Place in their own workspace area and NOT leave their workspace to respond to the designated shelter area.

This is because while most Active Shooters have a tendency to focus their rage on a specific person or department, they will also walk back and forth throughout the building looking for those

that are the focus of their rage. Because of this, it is nearly impossible to predict where the suspect will go next and if he/she will return to an area after leaving it. For that reason, it is usually safest to remain sheltered in your own work area, lock the door/s and remain quiet.

12.5- Facility Re-Entry after an evacuation at locations that typically serve large numbers of clients is a concern. Re-entry must be controlled by the SECT Leader after the evacuation is terminated. When possible the majority of employees should be in place before allowing clients to enter. Employees should display their ID badges to assist the SECT and/or Floor Captain with recognition. In most instances, the two primary evacuation areas will be

1. Federal Courthouse Plaza across street from 4th Street South Entry Doors.
2. Government Center North Plaza near fountain across LRT station near 5th Street.

An MBC Staff Member will respond to each of the primary evacuation points with an evacuation checklist. The individual Department Floor Captains and Floor Monitors will report to the MBC Staff member as to the status of their area of responsibility. MBC Staff will then make note of that status on the checklist and forward information to the SECT Team Leader of any department or floor that is not yet clear.

12.6- Major Structural Damage may occur as a result of severe weather, catastrophic accident or by explosion. In some cases facility occupants may become trapped or injured and unable to evacuate. These scenarios will likely involve search, rescue and recovery operations performed by City and County Emergency Response Units. The priority is placed on first aid in treating the injured and protecting facility occupants from further injury until rescue personnel arrive. When major structural damage to the building is likely, those evacuated should evacuate to a safe distance, well away from the building to anticipate the likelihood of falling debris, collapsed walls/roof etc.

13.0- Emergency Evacuation Plan Annual Review should be conducted by the Safety and Security Manager in conjunction with each facility's SECT. As a minimum, areas of review should include policy & procedures, emergency exercise drills and security awareness training.

13.1- A thorough **policy and procedure** review annually is done to ensure;
- The City is utilizing current standard industry practices.
- The plan accommodates new policy changes or upgrades to the facility.
- The plan is in compliance with current City codes.

Any change in policy, procedure or facility design will be accounted for with each revision. Once the revised plan is completed, page inserts reflecting revisions will be promptly distributed to team members and their supporting Department Heads. Destroy all obsolete pages to avoid confusion (a common mistake in many organizations).

13.2- Safety & Security Awareness Training should be an on-going program throughout the year. The annual review is conducted to evaluate the success of the program in terms of;

- Increasing employees understanding of the various safety/security hazards present in their work environment.

- Motivating employees to comply with safety/security guidelines and participate in making their work environment safer.

- Allowing employees the opportunity to provide input during the emergency planning process.

13.3- Emergency exercise drills should be conducted at least semi-annually. Aside from an actual emergency, exercise drills are the only method available to test our emergency response plan. These drills identify shortcomings as well as positive aspects to build on. Most importantly drills serve to maintain the knowledge, skills and abilities required for the SECT to perform effectively during an actual emergency.

The Desktop exercise method should be utilized for all emergency scenarios prior to involving building occupants with actual drills. This method allows SECT members the opportunity to discuss emergency scenarios, procedures and conduct walk-throughs. The desktop method should be utilized for all emergency scenarios prior to involving building occupants with actual drills.

At least two of the following drills should be conducted semi-annually;

- Fire Evacuation (full facility evacuation).

- Bomb Threat (full facility evacuation).

- Severe Weather (In place shelter).

- HAZMAT Release (partial or full evacuation)

- Security Incident/Event (In place shelter).

City of Minneapolis Fire Dept. personnel must be consulted prior to initiating any fire drill involving an actual alarm activation or facility evacuation. Coordination must occur between the Minneapolis Emergency Communications Center (MECC) and the MFD. As a courtesy the Director(s) of the facility should be notified in advance.

For those facilities with security monitoring services, it is recommended that they are not notified in advance. This provides an opportunity to test and evaluate our security monitoring capabilities in addition to the SECT response actions.

MFD and Regulatory Services are available to assist in the planning and evaluation of exercise drills. It should be noted in most instances fire response vehicles will not be dispatched for drills. See the Evacuation Drill Checklist (attachment E) for further guidance.

----------End of document----------

MINNEAPOLIS CITY HALL/COURTHOUSE EMERGENCY LOCKDOWN AND VIOLENT INCIDENT PROCEDURES PLAN

MINNEAPOLIS CITY HALL/COURTHOUSE
SEVERE WEATHER PLAN

Attachment A

Emergency Evacuation Checklists

EVACUATION PROCEDURES
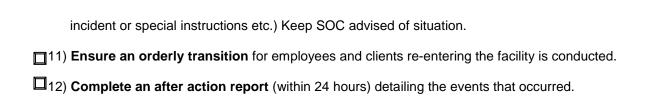**SAFETY/EMERGENCY CONTROL TEAM LEADER**

This checklist is to be used as a training aid to guide the Safety/Emergency Control Team (SECT) Leader responsible for emergency evacuation actions. **In every situation, the City Hall Desk Officer will be the SECT Team Leader unless relieved by a Security Supervisor.** General procedures listed are the minimum necessary to accomplish the task. Additional steps or measures may need to be taken based on the given scenario.

☐   1) **Notify** the following individuals of the event and/or provide instruction using both Nextel ALL CALL function or desk phone.

- **MBC Staff**: :request their assistance at Life Safety Command Center and Safe Areas
- **ADC Master Control:** Call 4th Floor ADC and notify
- **MECC:** Call Minneapolis 911 Dispatch and notify
- **Safety Engineer/s**: instruct them to meet Security/Fire Responders and investigate

☐ 2) **Dispatch additional security officers to respond. Provide them with assignments-**

☐ 3) **Proceed to the Life Safety Command Center and activate PA system for notification.**

☐ 4) **Have first arriving security officer respond to scene of event with engineer, fire dept etc**

☐ 5) **Have two additional security units start at top floor/bottom floor and work towards each other**

☐ 6) **Each additional responding officer should be given a list of assignments from Desk Info book**

☐ 7) **Instruct (2) Two MBC staff members to each take an Evac Checklist to the Safe Area**

☐ 8) **Gather status reports** from the Department Floor Captains/Monitors and Security.

☐ 9) **Relay status report** to the Safety Engineer who in turn relays to the Fire Responders.

☐10) **Relay communications** from the Safety Engineer to the Safety/Emergency Control Team (termination of

incident or special instructions etc.) Keep SOC advised of situation.

☐ 11) **Ensure an orderly transition** for employees and clients re-entering the facility is conducted.

☐ 12) **Complete an after action report** (within 24 hours) detailing the events that occurred.

EVACUATION PROCEDURES

SAFETY ENGINEER

This checklist is to be used as a training aid to guide the Safety/Emergency Control Team Members responsible for emergency evacuation actions. General procedures listed are the minimum necessary to accomplish the task. Additional steps or measures may need to be taken based on the given scenario.

☐ 1) **Respond** to the Life Safety Command Center and take a security officer to area of emergency if related to a Fire Alarm or other maintenance emergency.

☐ 2) **Instruct** Facility Maintenance Engineers to proceed to the remaining entry/exit points of the facility to facilitate evacuation and control re-entry to the facility.

☐ 3) **Clear your immediate area**, proceed (if safe to do so) to the main entrance of the facility and await the arrival of Fire Responders.

☐ 4) **Establish contact** with Fire Responders and the Emergency Control Team Coordinator.

☐ 5) **Escort Fire Responders** to the alarm panels or area of concern (if safe to do so)

☐ 6) **Gather status report** from the Emergency Control Team Coordinator and relay details to Fire Responders.

☐ 7) **Relay communications** from the Fire Responder to the Safety/Emergency Control Team Leader until termination of incident or special instructions etc.

☐ 8) **Ensure an orderly transition** for employees re-entering the facility is conducted.

☐ 9) **Complete an after action report** (within 24 hours) detailing the events that occurred.

EVACUATION PROCEDURES

Hennepin County Security
Minneapolis City Hall/Courthouse
Building Emergency Procedures Manual

DEPARTMENT FLOOR CAPTAIN

This checklist is to be used as a training aid to guide Safety/Emergency Control Team Members responsible for emergency evacuation actions. General procedures listed are the minimum necessary to accomplish the task. Additional steps or measures may need to be taken based on the given scenario.

☐ 1) **Notify** the Floor Monitors/Assistants within your area of responsibility of the event taking place.

☐ 2) **Instruct** the Floor Monitors/Assistants to clear their areas of responsibility and to proceed to the designated safe area. Try to take an accurate count of persons/numbers leaving.

☐ 3) **Ensure mobility impaired occupants** are being assisted.

☐ 4) **Clear your immediate area**, ensure your Department (time permitting) is clear and proceed out of the facility using the emergency exit route.

☐ 5) **Proceed to the Safe Area** and establish contact with your Floor Monitors.

☐ 6) **Gather status reports** from the Floor Monitors. Was a count taken?

☐ 7) **Relay status report** to the Safety/Emergency Control Team Leader

☐ 8) **Assist** the Safety/Emergency Control Team Leader as needed.

EVACUATION PROCEDURES
FLOOR MONITORS/ASSISTANTS

This checklist is to be used as a training aid to guide Emergency Control Team Members responsible for emergency evacuation actions. General procedures listed are the minimum necessary to accomplish the task. Additional steps or measures may need to be taken based on the given scenario.

☐ 1) **Notify** all occupants within your area of responsibility of the event.

☐ 2) **Instruct** them to evacuate the facility using the nearest emergency exit route and to proceed to the designated safe area. Always use the Federal Courthouse plaza, across from 4th Street South as the primary Safe Area for evacuations, unless evacuation using that route creates a foreseeable danger.

☐ 3) **Assist mobility impaired occupants** out of the facility if capable or to a evacuation point (elevator lobby or stairwell) and remain until Fire Responders arrive.

☐ 4) **Clear common areas** such as restrooms, conference and break rooms and evacuate the facility using the emergency exit route.

☐ 5) **Proceed to the Safe Area** and establish contact with your Department Floor Captain.

☐ 6) **Report the status** of your area to the Department Floor Captain. What is the status of your count?

☐ 7) **Assist** the Department Floor Captain as needed.

Attachment B
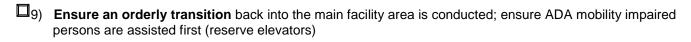
Shelter In Place Checklists

SHELTER IN PLACE PROCEDURES
SAFETY/EMERGENCY CONTROL TEAM LEADER

This checklist is to be used as a training aid to guide Safety/Emergency Control Team Members responsible for emergency evacuation actions. General procedures listed are the minimum necessary to accomplish the task. Additional steps or measures may need to be taken based on the given scenario.

☐ 1) **Notify** the following individuals of the event and provide instruction:

- Department Floor Captains and Safety Engineer; instruct them to clear their areas and report to the designated shelter area.
- Department Director(s) <u>time permitting</u> request assistance if needed.
- Hennepin County Security, Minneapolis Police Dispatch and Adult Detention Center- they have their own special evacuation plans.

☐ 2) **Clear your immediate area** and proceed to the Life Safety Command Center as the Incident Commander, until relieved by a higher authority such as Fire Command or higher ranking supervisor

☐ 3) **Establish contact** with Department Floor Captain and the Safety Engineer/s.

☐ 4) **Organize** the Safety/Emergency Control Team in the Shelter Area in an orderly manner; emphasis the importance of promoting a sense of calm.

☐ 5) **Gather status reports** from the Department Floor Captains and radio broadcast bulletins.

☐ 6) **Communicate information / instructions** to evacuees as needed, i.e. current weather conditions, special precautions or approximate termination time of the emergency using the Life Safety Command Center Public Address System and other notification systems such as VOIP and Swift Reach

☐ 7) **Monitor shelter space capacity** and direct evacuees to secondary shelter areas accordingly.

☐ 8) **Ensure the area is safe to exit** prior to announcing termination of the emergency; send engineers and/or Fire Personnel to investigate structure damage or other unsafe conditions.

☐9) **Ensure an orderly transition** back into the main facility area is conducted; ensure ADA mobility impaired persons are assisted first (reserve elevators)

☐10) **Complete an after action report** (within 24 hours) detailing the events that occurred.

SHELTER IN PLACE PROCEDURES
SAFETY ENGINEER

This checklist is to be used as a training aid to guide the Safety/Emergency Control Team Members responsible for emergency evacuation actions. General procedures listed are the minimum necessary to accomplish the task. Additional steps or measures may need to be taken based on the given scenario.

☐ 1) **Notify** personnel listed on the notification matrix of the event. Respond to the Life Safety Command Center to meet with Security. If the event is an Active Shooter or similar armed threat, Shelter-In-Place with the remainder of your department and contact the SECT Leader by phone for further instructions.

☐ 2) **Instruct** Facility Maintenance Engineers (time-permitting) to proceed to the entry/exit points of the facility to re-direct people in the area to the designated shelter areas. If armed threat, instruct others to Shelter-In-Place until directed otherwise by Security, Law Enforcement or SECT Leader.

☐ 3) **Clear your immediate area** and proceed to the designated shelter area if possible.

☐ 4) **Establish contact** with the Safety/Emergency Control Team Leader and assist as needed.

☐ 5) **Provide access** to additional shelter spaces, elevators, alarm panels, HVAC control or telecom rooms as needed.

☐ 6) **Establish contact** with Emergency Responders when they are dispatched and provide escort within the facility as needed.

☐ 7) **Assist with the orderly transition** for occupants re-entering the main facility area.

☐ 8) **Complete an after action report** (within 24 hours) detailing the events that occurred.

SHELTER IN PLACE PROCEDURES
DEPARTMENT FLOOR CAPTAIN

This checklist is to be used as a training aid to guide Safety/Emergency Control Team Members responsible for emergency evacuation actions. General procedures listed are the minimum necessary to accomplish the task. Additional steps or measures may need to be taken based on the given scenario.

☐ 1) **Notify** the Floor Monitors within your area of responsibility of the severe weather event. In the case of an Active Shooter, Shelter-In-Place refers to locking down your department and remain in the safest areas of your own locked departmental space.

☐ 2) **Instruct** the Floor Monitors to clear their areas of responsibility, lead facility occupants to the designated shelter area and to avoid exposure to windows or open spaces. In cases of armed events, instruct occupants to Shelter-In-Place, lock all doors and remain quiet until instructed otherwise.

☐ 3) **Ensure mobility impaired occupants** are being assisted by the designated Floor Monitors.

☐ 4) **Clear your immediate area**; ensure your Department (time permitting) is clear before departing.

☐ 5) **Proceed to the Shelter Area** and establish contact with your Floor Monitors.

☐ 6) **Gather status reports** from the Floor Monitors.

☐ 7) **Relay status report** to the Safety/Emergency Control Team Leader.

☐ 8) **Assist** the Safety/Emergency Control Team Leader as needed.

SHELTER IN PLACE PROCEDURES
FLOOR MONITORS/ASSISTANTS

This checklist is to be used as a training aid to guide Safety/Emergency Control Team Members responsible for emergency evacuation actions. General procedures listed are the minimum necessary to accomplish the task. Additional steps or measures may need to be taken based on the given scenario.

☐ 1) **Notify** facility occupants within your area of responsibility of the event.

☐ 2) **Instruct** the occupants to evacuate to the designated shelter area and avoid exposure to windows or open spaces. In cases of armed events where immediate safety is jeopardized, instruct occupants to Shelter-In-Place and await further instructions from the SECT Leader and/or Law Enforcement

☐ 3) **Assist mobility impaired occupants** to the shelter area using the elevators or stairwells.

☐ 4) **Clear common areas** such as restrooms, conference and break rooms.

☐ 5) **Proceed to the Shelter Area** and establish contact with your Department Floor Captain and report the status of your area.

☐ 6) **Assist** the Department Floor Captain/s as needed.

Attachment C

Violent Incident Checklist

EMERGENCY LOCKDOWN/VIOLENT INCIDENT PROCEURES

This checklist is to be used as a training aid to guide Safety/Emergency Control Team Members responsible for emergency actions. This checklist identifies issues to consider when a violent event occurs within or in close proximity to City facilities. Response actions will vary based on a given scenario.

Factors to Consider:

☐ Your personal safety and those within your immediate area? Is this a Lockdown Shelter-In-Place?

☐ The nature of the incident; are weapons, explosives or bio/chem materials involved?

☐ The phase of the incident; Is it escalating, occurring or completed?

☐ Has 911 and/or Security been notified?

☐ Have neighboring departments within the facility been notified?

☐ Is this a random act or is a specific individual or group targeted?

☐ Does the incident have the potential to spread throughout the facility?

☐ Which response offers the best protection, shelter in place lockdown or evacuating the facility?

☐ Can facility occupants safely move to an area of protection or evacuate the facility?

☐ Are the injured receiving first aid as needed?

☐ Is there a potential crime scene and are steps being taken to secure the area?

Actions taken should accomplish as a minimum;

- **Notification resulting in the response of law enforcement or emergency responders.**
- **Immediate protective measures to minimize further injury to facility occupants.**
- **Notify department heads of the incident taking place and instruct them on whether to evacuate their personnel or Shelter-In-Place**
- **The rendering of first aid to the injured.**

Attachment D

Telephone Bomb Threat Checklist

QUESTIONS TO ASK

1.   When is bomb going to explode?

2.   Where is it right now?

3.   What does it look like?

4.   What kind of bomb is it?

5.   What will cause it to explode?

6.   Did you place the bomb?

7.   Why?

8.   What is your address?

9.   What is your name?

EXACT WORDING OF THE THREAT:

Sex of caller:_____Race:_____

Age:_____Length of call:_____

Number at which call is received:

Time_____Date_____

Your Name:_____

Position:_____

Phone Number:_____

CALLER'S VOICE:

Calm	Nasal
Angry	Stutter
Excited	Lisp
Slow	Raspy
Rapid	Deep
Soft	Ragged
Loud	Clearing throat
LaughterDeep breathing	
Crying	Cracking voice
Normal	Disguised
Distinct	Accent
Slurred	Familiar

If voice is familiar, who did it sound like?

BACKGROUND NOISES:

Street noise	Factory machinery
Cafe/bar	Animal noises
Voices	Clear
PA system	Static
Music	Local
House noises	Long distance
Booth	Motor
Office machinery	
Other:_____	

THREAT LANGUAGE:
Well spoken (educated)
Incoherent
Taped
Foul
Message read by threat maker
Irrational
REMARKS:_____

REPORT CALL IMMEDIATELY TO:

PHONE NUMBER:_____

Attachment E

Evacuation Drill Checklist

EVACUATION DRILL CHECKLIST

Facility [   ]   **Date** [   ]

Type of Drill: ☐ **Fire** ☐ **Severe Weather** ☐ **Bomb Threat** ☐ **Security Incident/Event**

Evacuation Start Time [   ]   **Evacuation Ended** [   ]   **Total Time** [   ]

1. Evacuation Procedures	Yes	No
a) Occupants were immediately notified of the emergency?	☐	☐
b) Occupants were given clear instructions/directions to a safe area?	☐	☐
c) Occupants evacuated immediately when notified?	☐	☐
d) Mobility impaired occupants were sufficiently assisted?	☐	☐
e) Occupants used designated emergency exit routes?	☐	☐
f) Restrooms and other isolated areas were cleared?	☐	☐

g) **SECT Members evacuated directly to the Safe Area?** ☐ ☐

h) **SECT Leader organized the Team and received status reports?** ☐ ☐

i) **SECT Leader established clear communications with Emer. Responders?** ☐ ☐

J) **SECT Coordinator provided clear direction to SECT members and employees?** ☐ ☐

k) **At termination the transition back into the facility was orderly?** ☐ ☐

l) **Overall the SECT performed in a cohesive manner?** ☐ ☐

2. Life Safety Systems.   **Yes   No**

a) **Alarms were audible throughout the facility?** ☐ ☐

b) **Emergency backup and strobe lights were illuminated?** ☐ ☐

c) **Fire alarm panel indicators were accurate?** ☐ ☐

d) **Alarms are monitored by an outside safety or security service center?** ☐ ☐

e) **HVAC system emergency controls functioned properly?** ☐ ☐

f) **Magnetic release devices activated to automatically close doors?** ☐ ☐

g) **Emergency instructional signage properly placed and visible?** ☐ ☐

h) **Fire extinguishers properly placed and serviced within the calendar year?** ☐ ☐

i) **Sprinkler systems in place and tested within the calendar year?** ☐ ☐

J) **Personal Protective Equipment readily available and in good repair?** ☐ ☐

k) **Evacuation chairs / devices available for mobility impaired occupants?** ☐ ☐

l) **Facility lock box with emergency keys is accessible?** ☐ ☐

_____

Evacuation Drill Rating: ☐ **Excellent** ☐ **Satisfactory** ☐**Unsatisfactory**

Comments: _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Observed and Evaluated by:_____

Attachment F

Material Safety Data Sheets

Attachment G

Facility Floor Plans

Attachment H

Emergency Control Team Roster

1. **MBC Director Erin Delaney**
2. **MBC Security Supervisor Mark Pearson**
3. **MBC Staff and Security Staff**
4. **Hennepin County Security Staff**

Attachment I

Emergency Control Team Meeting Minutes

Attachment J

Annual Emergency Incident Trends