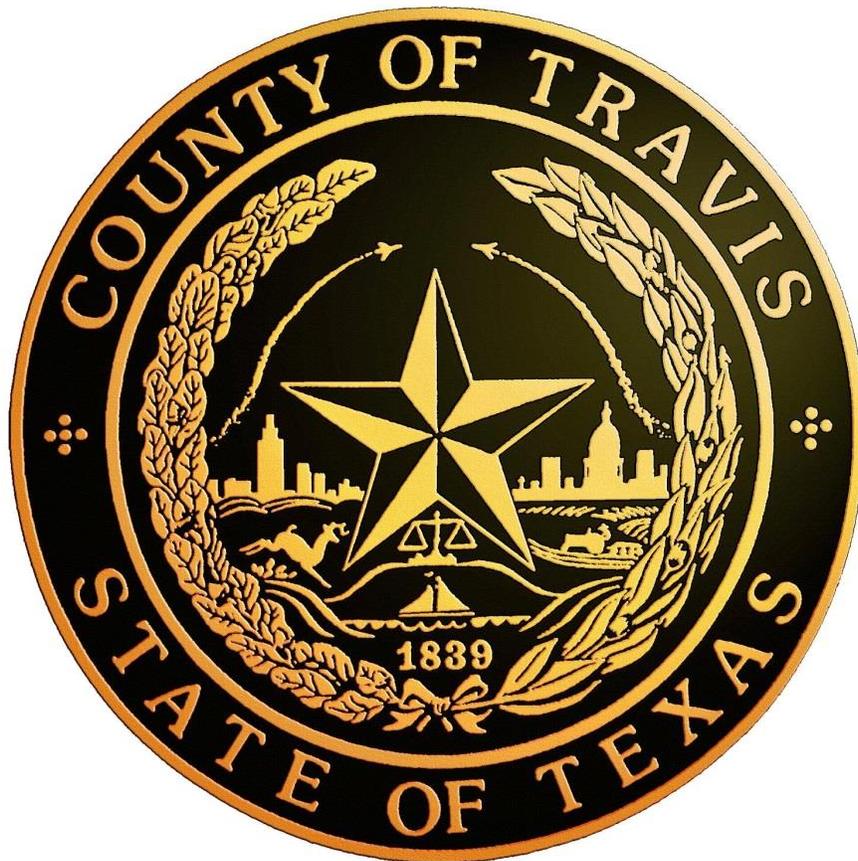


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2017
EMERGENCY RESPONSE
&
PREPAREDNESS PLAN



FACILITIES MANAGEMENT DEPARTMENT

SECURITY DIVISION

Roger A. El Khoury

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Emergency Response and Preparedness Plan - 2017

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IMPORTANT PHONE NUMBERS

Police / Fire / EMS	9-1-1
Travis County Security	854-5555
Facilities Work Order Desk	854-9500
ITS Help Desk	854-9175

SECTION 1

GENERAL INFORMATION

It is the responsibility of all County Employees to review and comply with this plan and the site specific *Emergency Action Guide*. Time spent on preparation now can save lives later.

PURPOSE: The purpose of this *Emergency Response and Preparedness Plan* is to provide guidance concerning foreseeable emergencies to Travis County employees, contractors, and visitors. This plan outlines personnel responsibilities, emergency procedures, and protective actions for reasonably anticipated emergencies. The plan is designed to ensure that personnel are moved quickly to safety, that damage to property is minimized, and that proper authorities are notified in the event of a localized emergency.

SCOPE: Emergencies affecting Travis County facilities and surrounding communities may occur at any time. What you do today in preparation will benefit you and others in the event of an actual emergency. When an emergency occurs, the first priority is always life safety. The second priority is the stabilization of the incident. There are many actions that can be taken in advance of any incident to minimize potential damage.

EMERGENCY ACTION: The actions taken in the initial minutes of an emergency are critical. A prompt warning to personnel to evacuate, shelter, or lockdown can save lives. A call for help to 9-1-1 that provides full and accurate information will help the dispatcher send the appropriate responders and equipment. Travis County employees trained to administer first aid or perform CPR can save lives. Actions by County employees with knowledge of building systems can help control a leak and minimize damage to the facility and the environment.

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The preservation of life and health are of paramount importance to everyone affected by incidents. In certain cases, some of the devastating effects of disasters can be reduced before the actual event. Early warning provides time to seek shelter from tornadoes. Sprinkler systems can reduce overall risk of total destruction from fire. However, forewarning is rare. The response to the incident is usually reactive rather than proactive. Therefore, it is important to have a systematic approach to that response.

R.A.I.N. = RECOGNIZE + AVOID + ISOLATE + NOTIFY



	A	I	N
RECOGNIZE	AVOID	ISOLATE	NOTIFY
<p>RECOGNIZE the presence of a hazard - Identify the nature of the emergency by observing the situation. Keep in mind that the emergency may be growing. Stay alert to the presence of danger such as fire, downed power lines, hazardous chemicals, or criminal activity.</p>	<p>AVOID becoming a victim. Your first step in an emergency must be to look around and ask yourself, "Is the scene safe for me?" Too often well-intentioned rescuers become victims themselves when they risk their safety to help others.</p>	<p>ISOLATE hazards by securing the area - Fire doors may be used to help contain a fire as well as support containment of a security threat, chemical release, or infectious area. Take steps to preserve the area and protect the safety of others.</p>	<p>NOTIFY 9-1-1 to report the emergency. Provide as much information as possible</p> <ul style="list-style-type: none"> ➤ Type of incident ➤ Severity and approximate number of injured persons ➤ Location to meet <p>On-Scene Liaison NOTIFY Travis County Security at (512) 854-5555 NOTIFY your department's management team.</p>

MEDIA POLICY - During an incident or emergency, it is important that all county statements, comments and official communications originate from the County Public Information Officer. Do not speak to the media other than to refer them to the appropriate county official. However, if you are stopped or questioned by the media, do NOT respond with "No Comment." Simply refer them to the County Public Information Officer for an "authorized" statement.

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SECTION 2

RESPONSIBILITIES OF COUNTY PERSONNEL

TRAVIS COUNTY EMPLOYEES – All Travis County employees shall:

- Review and comply with this plan (*Emergency Response and Preparedness Plan*) and the site specific *Emergency Action Guide*.
- Be familiar with the work site's emergency evacuation plan, knowing the pathway to at least two alternative exits from every room / area at the workplace.
- Cooperate with and obey emergency response personnel including Emergency Wardens and security personnel.
- Know how to report an emergency including who to contact and how to contact them
- Report the emergency immediately.
- Know locations of fire alarms, fire extinguishers, manual fire pull stations along normally traveled paths of their work area.
- Know who are Emergency Wardens and Alternate Emergency Wardens in their normal work areas.
- Immediately evacuate buildings when fire alarm sounds or when told to do so by the Emergency Wardens or other local emergency personnel.
- Know the locations of Safe Meeting and Sheltering locations.
- Summon assistance for those in need. Assist injured or ill persons if trained.
- Notify their supervisor or Emergency Wardens if they anticipate needing assistance (mobility impaired) during emergencies.
- After evacuation, do not attempt to reenter the building until the "all clear" is given.
- Prepare themselves and their family for a disaster by making an emergency plan. Their emergency planning should also address the care of pets, aiding family members with access and functional needs and safely shutting off utilities.

ELECTED OR APPOINTED OFFICIALS shall establish reasonable policies necessary for the safety and security of employees and assets within their department (the Commissioners Court has delegated this responsibility to the County Judge). Each official or their designee shall:

- Appoint individuals to act as Emergency Wardens and Alternate Emergency Wardens and maintain an up to date Emergency Warden roster.
- Ensure that all department Emergency Wardens and Alternate Emergency Wardens attend Emergency Warden training on an annual basis.
- Ensure that all department employees have received an orientation to their *Emergency Action Guide*.
- Obtain and maintain emergency equipment and supplies deemed necessary.
- Develop and implement a method for employee / visitor accountability during emergency situations.
- Designate a primary and secondary Safe Meeting Location for evacuations.

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COUNTY JUDGE for the county workforce that is under the direction of the Commissioners Court, the County Judge or his / her designee has the authority to direct the county workforce not to report to work or to take an employee release from work in emergency situations such as an unsafe work environment or when weather conditions compromise the safety of employees.

TRAVIS COUNTY SUPERVISORS are responsible for their employees in the event of an evacuation of the work area. Each supervisor must know what to do during an emergency in their area and must be certain that their employees understand their roles. Each Travis County Supervisor shall:

- Ensure that those under their supervision review and comply with this plan (*Emergency Response and Preparedness Plan*) and the site specific *Emergency Action Guide*.
- Department heads will act as Evacuation Team Leader and designate other managers within their department as Alternate Evacuation Team Leader.

EMERGENCY PREPAREDNESS AND RESPONSE COMMITTEE shall assist in development and recommend adoption of site-specific *Emergency Action Guide*. The Emergency Preparedness and Response Committee shall also:

- Coordinate with departments occupying the facility and with other groups involved in preparation, response, and recovery.
- Assist departments in preparing their specific emergency policies and procedures
- Review implementation, determine facility / department deficiencies, and make recommendations for correction.
- Review effectiveness of the response to any emergency as it pertains to the facility *Emergency Action Guide* and makes recommendations for improvement as required.

SECURITY DIVISION MANAGER (FMD) shall develop and recommend an *Emergency Response and Preparedness Plan* for Travis County facilities. Additional responsibilities of the Security Division Manager include:

- Coordinate with County departments, Emergency Preparedness & Response Committees, and with other groups involved in emergency response and recovery.
- Communicate the *Emergency Response and Preparedness Plan* to Elected and Appointed Officials.
- Assist departments and offices in preparing their specific *Emergency Action Guide*, policies, plans, and procedures.
- Review compliance with the Emergency Response and Preparedness Plan.
- Periodically review and update the Emergency Response and Preparedness Plan.
- Review effectiveness of the response to any emergency as it pertains to the facility *Emergency Action Guide*, and makes recommendations for improvement when warranted.
- Report to Commissioners Court regarding security, life safety, and emergency preparedness issues at county facilities or departments.

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SECURITY DIVISION shall initiate protective actions for life safety and security. The Security Division shall also:

- Investigate activity and unusual or suspicious conditions.
- Identify and report safety hazards and security vulnerabilities.
- Responsible for design, management and maintenance of electronic security systems (ESS) and lock / key systems.
- Assist in stabilizing the incident and protecting property in the event of an emergency.
- Assist with coordination of security and emergency response in county buildings.

RISK MANAGEMENT OFFICE shall review effectiveness of the employee response to any emergency as it pertains to the Emergency Response and Preparedness Plan. The Risk Management Office shall also:

- Review effectiveness of the employee response to any emergency as it pertains to the Emergency Response and Preparedness Plan.
- Assist departments with developing their employee emergency plans.
- Assists in planning and facilitating Emergency Warden training.
- Assists offices and departments with AED inspections, maintenance and training.
- In conjunction with the Security Division, identify and report safety hazards and security problems.
- Identify and report life safety code issues and assist in the resolution.
- Assist with incident stabilization and property conservation activities in the event of an incident or an emergency.

EMERGENCY MANAGEMENT OFFICE shall provide technical assistance for developing, implementing and maintaining *Emergency Action Guides*. The Emergency Management Office shall also:

- Assist the County Judge with initiating emergency actions and responses.
- Assist with interagency coordination of response resources.
- Develop community-wide emergency threat assessments and response plans.

PLANNING, DESIGN, AND CONSTRUCTION DIVISION shall designate primary and secondary evacuation routes, safe meeting locations and sheltering locations. The Planning, Design, and Construction Division shall also:

- Provide building evacuation route floor plan diagrams.
- Assist in resolution of life safety code issues.
- Provide facility floor plans to emergency personnel upon arrival to the scene.

BUILDING AND MAINTENANCE REPAIR DIVISION shall be responsible for inspection and maintenance of fire alarm systems, fire sprinkler systems, and fire extinguishers.

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STAFFING TRAINING AND EMPLOYEE RELATIONS shall develop and make available required orientation and training as it pertains to the Emergency Response and Preparedness Plan.

INFORMATION TECHNOLOGY SYSTEMS shall facilitate the communication of emergency notifications through the use of voicemail, email and other information technology and assist with the posting of *Emergency Response and Preparedness Plan* information, resources, and external links on Travis Central.

FIRE MARSHAL OFFICE has been requested to provide technical assistance for developing, implementing and maintaining *Emergency Response and Preparedness Plan & Emergency Action Guides* and assist in resolution of life safety code issues.



SECTION 3 ON-SCENE PERSONNEL

EMERGENCY WARDENS / ALTERNATE EMERGENCY WARDENS

Each department will have a minimum of two (2) Emergency Wardens (one primary, and all others designated as alternates). There shall be at least one Emergency Warden for approximately every 25 employees in the department.

Emergency Wardens are assigned to each floor to ensure all people on the floor are aware of an emergency situation. They direct the evacuation of their assigned floor to the nearest emergency exit; checking to ensure all people have left the area as they themselves exit the floor. Emergency Wardens prevent people from using elevators and help ensure an orderly and safe stair evacuation; enlist help to assist any disabled person, and direct people to the evacuation area.

RESPONSIBILITIES

- Assist new employees with (*Emergency Response and Preparedness Plan*) and the site specific *Emergency Action Guide* orientation.
- Point out the safety features associated with the building to all employees, especially new employees. (i.e. lighted exit signs identifying escape routes, locations of fire extinguishers, fire alarm pull stations, and evacuation stairwells).
- Develop and maintain a roster of staff in their area for the purpose of taking roll in the instance of an evacuation, notifying first responders of any persons whom are unaccounted for.
- Treat visitors the same as employees during an evacuation.
- Contact known mobility impaired employees to ensure that they are prepared for various scenarios and have designated assistants.
- Initiate the proper emergency response when appropriate.
- Direct the expeditious and orderly flow of occupants to safe areas and away from any hazardous areas.
- If you happen to not be on your assigned floor, you may wish to return to your floor to perform your tasks, if safe to do so.
- During an evacuation, if you encounter someone who refuses to evacuate, this is not your problem. Move on and continue checking rooms. Emergency Wardens shall report the names of difficult people to their managers for disciplinary action later.
- Check all spaces in their assigned area to ensure they have been vacated during an emergency or a drill.

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- Inspect evacuation routes on a regular basis to ensure paths are not blocked; exit lights are illuminated and fully charged. Any deficiencies shall be immediately reported to Facilities Management.
- Know which staff assigned to your area are First-Aid / CPR / AED trained.
- During an evacuation, remain calm and be reassuring but firm with personnel who must evacuate. Panic is a major concern. Exit by force, such as pushing or shoving, has resulted in more deaths and injuries from trampling during emergency evacuations, than the actual cause of the evacuation.



Throughout this document, the duties of the Emergency Warden / Alternate Emergency Warden are highlighted by displaying the emergency megaphone.

EVACUATION TEAM LEADER

Each lead member of their assigned work area will act as an Evacuation Team Leader and select an Evacuation Team Leader to act on their behalf in case of absence.

In cases where a department / divisions span multiple geographical locations, the department head shall appoint an Evacuation Team Leader and an Alternate Evacuation Team Leader for each location.

RESPONSIBILITIES

- The first Evacuation Team Leader at the scene of the emergency shall act as the Incident Commander until relieved by public safety personnel, then assume the responsibility as On-Scene Liaison until relieved by higher authority.
- Remain in contact with the Incident Commander to provide information related to personnel and facilities involved.
- Coordinate with Emergency Wardens regarding:
 - Confirming all persons have been evacuated / sheltered.
 - Any injuries sustained.
 - Treatment of injured persons.
 - Suspicious persons or objects observed.
- Provide the County Public Information Officer with all known facts concerning the emergency.



Throughout this document, the duties of the Evacuation Team Leader / Alternate Evacuation Team Leader are highlighted by displaying the star symbol.

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SECTION 4 EVACUATION

Departments shall post diagrams showing evacuation routes within the workplace. Every employee is responsible for knowing a primary and alternate exit path from their workspace. The decision to evacuate the building or to take action within the building itself, will be made based on the incident and the surrounding circumstances.

After the decision to evacuate the building (or part of the building) has been made, a verbal notice and / or alarms will be used to sound the evacuation.

- Leave the building immediately, do not investigate the source of the emergency.
- Follow instructions of Emergency Wardens or other emergency personnel.
- Remain calm and orderly; walk quickly but **DO NOT RUN** to the nearest exit, encouraging those you encounter to exit as well.
- If you are in your office at the time the alarm is sounded, take purses, coats, etc., with you as you evacuate.
- If you are not in your office at the time the alarm is sounded, do not return for personal items.
- Do not take beverages or food with you during evacuation as they can become a safety hazard if spilled.
- Scan the area for injured persons.
- Rescue people in immediate danger... Only if you can do so without endangering yourself.
- Be on the alert for any unusual or foreign items, but do not touch or move them. Notify the Emergency Warden, upon arrival at the Safe Meeting Location, of any suspicious item noted during an evacuation.
- Crawl through smoky areas and proceed immediately to the evacuation stairwell.
- Use stairs; **DO NOT USE ELEVATORS.** Do not go up the stairway unless specifically directed by the Emergency Wardens or other emergency personnel. Fire and smoke go up, you must go down.
- After you have exited the building, walk to your designated Safe Meeting Location; do not leave until instructed to do so by the Emergency Warden or emergency personnel.



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- Provide immediate first aid to victims and keep them lying down. Do not try to move injured persons.
- Keep in mind that the area may be a crime scene and disturb as little as possible.
- Once Public Safety officials arrive they will be in charge of the scene, the Evacuation Team Leader shall go to the incident command post as an on-scene liaison and resource.
- No one is allowed to reenter the building until the Evacuation Team Leader or Incident Commander has given authorization.

Employees shall consider other employees or visitors who may require some assistance in evacuating because of mobility, hearing, or vision impairment and provide assistance if they are able to do so.

When communicating with the building occupants, keep the message clear and concise so people will understand the message.



- Each level or area shall have an Emergency Warden responsible to check and clear their respective areas. All tenants, employees, contractors and visitors shall be directed to the Safe Meeting Location.



- When their assigned areas have been cleared, Emergency Wardens will report to the Safe Meeting Location and inform the Evacuation Team Leader or Incident Commander that their area has been cleared.



- Emergency Wardens shall inform their Department Managers of any employees not accounted for post-evacuation.



- Department Managers will relay information to Emergency Personnel. The Evacuation Team Leader or a designee shall update 9-1-1 and Travis County Security of developments until first responders arrive and take over management of the incident.

**SECTION 5
FIRE**

Fires often start small but can grow very quickly. Immediate action is necessary. Flames are not the only risk... smoke and toxic fumes can be deadly as well.

If you are involved in a fire, remember **R.A.C.E. P.A.S.S.** to help you respond safely and correctly:

The infographic is divided into two main sections. The top section, titled 'R.A.C.E.', consists of four vertical panels. Each panel has a large letter in a red circle at the top, an illustration in the middle, and text at the bottom. The letters are R, A, C, and E. The bottom section, titled 'How to properly operate a Fire Extinguisher', also consists of four vertical panels with letters P, A, S, and S in blue circles. Each panel has an illustration and text. Below the R.A.C.E. section, there are three lines of text with arrows pointing to the right, providing additional information about fire extinguishers and alarm boxes. A large orange arrow points downwards from the R.A.C.E. section to the P.A.S.S. section.

R
Rescue
anyone in immediate danger of the fire.

A
Alarm
Activate the nearest fire alarm **and** call your fire response telephone number.

C
Contain
fire by closing all doors in the fire area

E
Extinguish
small fires. If the fire cannot be extinguished, leave the area and close the door.

You should know:

- Locations of nearest fire extinguishers and alarm pull boxes
- The fire location - room number and building
- All fire exits in your work area

How to properly operate a Fire Extinguisher

P
Pull
the pin, release a lock latch or press a puncture lever.

A
Aim
the extinguisher at the base of the fire.

S
Squeeze
the handle of the fire extinguisher.

S
Sweep
from side-to-side at the base of the flame.

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IF YOU SEE SMOKE ON YOUR FLOOR

- Activate the fire alarm by pulling down on the fire alarm lever.
- If there is heavy smoke in your immediate area, crawl on your hands and knees to the nearest stairwell exit.
 - Cover mouth and nose with a cloth or any article of clothing that will assist in limiting the amount of smoke and fumes you breathe.
 - Once in the stairwell, stand up and walk down and out of the building.
 - If the stairwell is filled with smoke, exit the building via an alternate stairwell.
- If you are away from your office, do not go back to your office to collect your belongings.

IF YOU DISCOVER A FIRE IN THE BUILDING

- Activate the fire alarm by pulling down on the fire alarm lever.
- Everyone must promptly evacuate the building.
- Feel before opening them, if the door feels hot or warm, go to an alternate exit.
- Close doors behind you as you leave to slow down the spread of the fire.
- If your clothes are on fire:
 - **STOP** (cover your face with your hands.)
 - **DROP** (to the floor.)
 - **ROLL** around until the fire is extinguished.
- If helping someone else who is on fire, smother the fire with a jacket or heavy coat if a fire extinguisher is not readily available.



EXTINGUISH or EVACUATE

- If the fire is still small, you may attempt to put it out with a fire extinguisher.
- Keep yourself between an exit and the fire at all times. Do not go past the fire to retrieve a fire extinguisher.
- Evacuate the area if the fire is too large for a fire extinguisher.

DURING A FIRE EVACUATION

- Commence evacuation procedures.
- Redirect building occupants to stairs and exits away from the fire.
- Prohibit use of elevators.
- If planned routes go through areas of flame, heat or smoke, evacuate via the best path offering the best protection and fresh air.
- Do not prop open fire doors.

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- It is important to assist employees who may have disabilities. Not all disabilities are visible; therefore it is important that department heads are aware before an emergency occurs and aids have been assigned to provide assistance.
- The Emergency Warden(s) shall inform the Evacuation Team Leader of anyone not present at the Safe Meeting Location.
- Once Outside follow the procedures established in Section 3 – Evacuations.



Austin Fire Department does not want building occupants using evacuation chairs to move persons with disabilities down the stairs. Persons that cannot navigate the stairs should take shelter inside the pressurized stairwell for firefighters to assist them. It is important that each department note persons that will need assistance and their location on the building roster.

FIRE DRILLS

- All employees are required to participate in a fire drill at least once a year.
- Emergency Wardens and alternates shall provide feedback after each fire drill to improve the process.



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Fire Alarm and Drill Evacuation Report

BASIC INFORMATION	
Date:	Number of Participants:
Time Start:	Time Complete:
Overall Evacuation Assessment: <input type="checkbox"/> Excellent <input type="checkbox"/> Average <input type="checkbox"/> Needs Improvement	

Items to Check During Alarms and Drills		
Item	OK	Needs Follow Up Comment (Additional comment space below)
Alarm devices functioned properly?	<input type="checkbox"/>	
Voice announcement adequate where applicable?	<input type="checkbox"/>	
Corridors, stairs, exits and pathways clear of obstructions and exit doors unlocked and working properly?	<input type="checkbox"/>	
Exit signs and emergency lights working properly, especially in stairwells?	<input type="checkbox"/>	
Room doors closed behind exiting occupants?	<input type="checkbox"/>	
Fire extinguishers visible and available for use?	<input type="checkbox"/>	
Exiting occurred in a smooth and orderly fashion without crowding?	<input type="checkbox"/>	
Persons with disabilities received adequate assistance?	<input type="checkbox"/>	
Occupants exited cooperatively?	<input type="checkbox"/>	
Occupants avoided using elevators?	<input type="checkbox"/>	
Occupants met at designated location?	<input type="checkbox"/>	
Occupants did not re-enter the building until allowed?	<input type="checkbox"/>	

Was this a regularly scheduled drill? Yes If No, provide additional details in comment area.
Were there any injuries reported from the drill or alarm event? No If Yes, provide comment.
Was there any property damage reported? No If Yes, provide detail in comment area.

Comments and Follow-up:

EVALUATOR INFORMATION
Staff Member Reporting:
Area Observed:
Phone Number:

PLEASE SUBMIT ALL COMPLETED REPORTS TO:
 Travis County Facilities Management Department, Security Division Manager
 700 Lavaca Street, Suite 1300, Austin, TX 78701

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SECTION 6 BOMB THREAT

The most important action that employees can do to handle a bomb threat is to PRE-PLAN. Bomb threats are made because the caller has knowledge of an explosive device or the caller wishes to cause general alarm or panic. It is important that anyone, who might receive the threat, be aware of proper procedures. By being prepared for such an incident, our employees will be more mentally capable of handling the problem, without panic. Most bomb threats are received by phone and are serious until proven otherwise. Employees are encouraged to act quickly but remain calm and obtain the necessary information on the *Bomb Threat Aid*, which shall be placed near their phones for quick retrieval.

Bomb threat / incidents are initiated in one of three ways:

RECEIPT OF A THREAT OR WARNING

- **By Telephone** – Use the *Bomb Threat Aid* to record information. After the call, **do not hang up the phone.**
 - Department Heads shall ensure their employees have a Bomb Threat Aid available by any phone that receives outside calls.
 - The call taker's goal is to keep the caller on the line as long as possible to gather information.
 - After the caller hangs up, contact 9-1-1 and Travis County Security, (512) 854-5555.
- **By Letter / Note** – The letter and envelope shall be treated as evidence in a criminal investigation.
 - Save all materials received.
 - Travis County Security, (512) 854-5555.
 - Do not unnecessarily handle the items to allow the items to be processed for latent fingerprints, once taken into police custody.
- **By Email** – Print a hard copy of the message. Do not delete the message.
 - Contact Travis County Security, (512) 854-5555.



In most cases, a bomb threat or warning will not require an evacuation. Travis County Security will confer with the appropriate law enforcement agency and determine what further steps are needed. Depending on the information received, a thorough search may be conducted. All searches shall be conducted under the guidance and supervision of the local law enforcement.

SECTION 7 SUSPICIOUS PARCEL OR DEVICE

Suspicious parcels or devices can be delivered in a variety of ways and come many shapes and sizes, exercise caution and common sense. A “suspicious” parcel or device usually has some characteristic that is unusual or out of place. If you have any doubt or suspicion about a parcel, don’t take chances - DO NOT OPEN OR HANDLE THE PACKAGE.

SUSPICIOUS MAIL CHARACTERISTICS

- Excessive postage
- Protruding wires or aluminum foil
- Incorrect titles / title, but no name
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Rigid or bulky envelope
- Excessive sealing material such as masking tape, string, etc.
- The item may make a buzzing, ticking or sloshing sound
- Marked “Personal,” “To be opened only by,” “Do Not X-Ray,” “Prize inside,” etc.
- Springiness in the top, bottom or sides
- Powdery substances felt through or appearing on the item

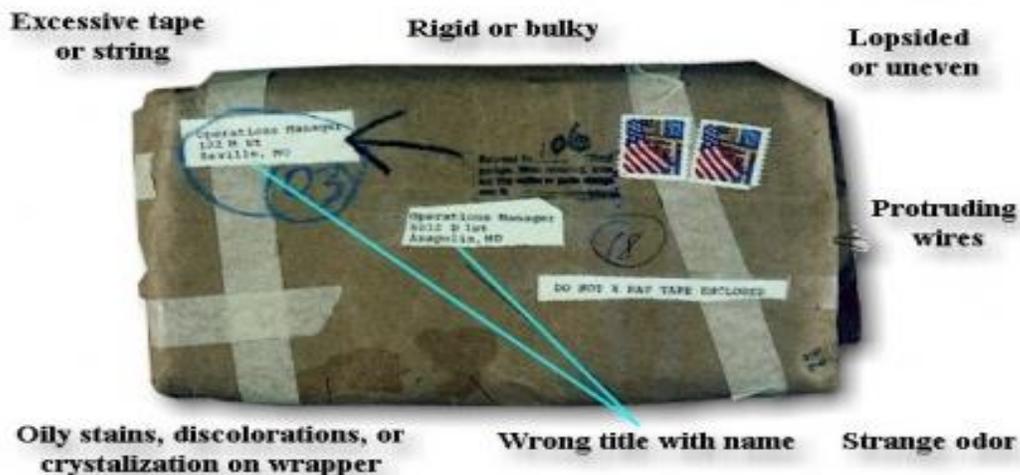
SUSPICIOUS MAIL PRECAUTIONS

- Do not open the package or mail.
- Place the item carefully on a stable surface immediately.
- Avoid further handling and isolate the item as much as possible.
- Clear the immediate area of all persons and keep other away.
- Take essential belongings, like cell phones, keys, purse, etc. with you in case return to your office is delayed.
- Leave the room and close the door to prevent others from entering
- Wash your hands immediately with soap and hot water.
- Isolate exposed persons to a designated area away from the substance and await further instruction.
- List the names of anyone who came in contact with the item or were present after the item was opened.
- Notify Travis County Security, (512) 854-5555 and your immediate supervisor.
- It is important that department leads encourage their employees to trust their instincts.

What makes it a Suspicious Letter?



What makes it a Suspicious Package?



SUSPICIOUS DEVICE OR IMPROVISED EXPLOSIVE DEVICE (IED)

A suspicious package may be found in a general area. All employees can contribute to the safety of the workplace by assuring that visitors do not leave objects behind and by immediately reporting a suspicious item.

SUSPICIOUS DEVICE PRECAUTIONS

- Do not touch or move the device. Only specially trained bomb technicians shall handle suspicious devices.

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- Turn off Two-Way Radios and / or cellular phones in the immediate area of the device.
- Isolate and evacuate the area if safe to do so.
 - Evacuation must be above and below as well as around the device
Generally, the floor the device is on and the two (2) floors above and below will be evacuated.
- Shelter in Place vs. Evacuation Consideration.
 - Are explosive devices left at exits?
 - Is the device inside or outside the building?
 - Are we putting people at greater risk by making them evacuate?
- Call 9-1-1 and Travis County Security at (512) 854-5555.
- If evacuation is deemed necessary, commence evacuation procedures.
- Evacuation Distances are specified below. Your most effective protection is distance.

Threat Description Improvised Explosive Device (IED)	Explosives Capacity ¹ (TNT Equivalent)	Building Evacuation Distance ²	Outdoor Evacuation Distance ³
 Pipe Bomb	5 LBS	70 FT	1200 FT
 Suicide Bomber	20 LBS	110 FT	1700 FT
 Briefcase/Suitcase	50 LBS	150 FT	1850 FT
 Car	500 LBS	320 FT	1500 FT
 SUV/Van	1,000 LBS	400 FT	2400 FT
 Small Moving Van/ Delivery Truck	4,000 LBS	640 FT	3800 FT
 Moving Van/ Water Truck	10,000 LBS	860 FT	5100 FT
 Semi-Trailer	60,000 LBS	1570 FT	9300 FT

1. These capacities are based on the maximum weight of explosive material that could reasonably fit in a container of similar size.

2. Personnel in buildings are provided a high degree of protection from death or serious injury; however, glass breakage and building debris may still cause some injuries. Unstrengthened buildings can be expected to sustain damage that approximates five percent of their replacement cost.

3. If personnel cannot enter a building to seek shelter they must evacuate to the minimum distance recommended by Outdoor Evacuation Distance. These distance is governed by the greater hazard of fragmentation distance, glass breakage or threshold for ear drum rupture.

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SECTION 8 EXPLOSIONS

Gas Leaks, high concentration of dust particles, lightning, or terrorist attacks can be the source of explosions.

If there is an explosion in the workplace, employees should be alert to the potential for structure collapse as well as secondary explosive devices in the area. Great caution shall be used if the explosion seems to do little damage. A small explosive device might be used to disperse chemical, biological or even radioactive agents. Another purpose of a small device might be to bring large numbers of first responders, who are then subjected to a larger secondary device.

Another immediate problem is the potential for asbestos exposure. Older buildings may contain asbestos as insulation, pipe coverings, siding or roofing, flooring, adhesives, floor or ceiling tile and wall panels. Any explosion or collapse may cause this asbestos to become airborne in hazardous levels. The immediate primary inhalation threat and decontamination problem will be dust. Any expedient breathing protection should be used (masks, wet towels, handkerchiefs, etc.) while immediately exiting the area. Once clear of the immediate area, eyes should be thoroughly washed with clean water.

MITIGATION BEFORE AN EXPLOSION

- Secure heavy, large objects to prevent them from falling over.
- Identify areas that would be safe in case of an unexpected explosion.
- Ensure chemicals and other potentially dangerous substances are properly secured.
- Report all suspicious activity to Travis County Security, (512) 854-5555.

IN THE EVENT OF EXPLOSION IN A BUILDING:

- Take cover behind or under sturdy furniture; shield your eyes and head.
 - Once you feel it is reasonably safe, commence evacuation procedures
 - Do not use elevators.
 - To ensure that you do not become contaminated by any airborne hazards ensure the Safe Meeting Location is located upwind from source of explosion.
- Call 9-1-1.
- Begin first aid for the injured.
- Look for people, parcels, or vehicles which are suspicious, unusual, or out of place as these may contain a secondary improvised explosive device.
- Do not enter any buildings until it has been declared safe by emergency officials.

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SECTION 9 GAS LEAK

While natural gas is naturally colorless and odorless, the utility has added an odorant, which has a strong sulfur aroma, to warn you if a gas leak is present.

- If you smell a “rotten egg” or pungent odor in or around the facility where you are working, this odor may be the result of a natural gas leak.
- If you hear a hissing noise around a gas meter, around appliances or if your appliances fail to ignite, you may have a natural gas leak. If you see unexplained dead vegetation or bubbling puddles of water in or around the grounds or near the gas meter outside, you may have a gas leak.

IF YOU SUSPECT A NATURAL GAS LEAK:

- Leave the area immediately and go to a safe location.
 - Do not try to locate the source of the leak.
 - Do not do anything that could cause a spark and ignite the gas.
 - Do not use electrical devices, such as light switches, telephones.
 - Do not use an open flame, matches or lighters.
 - Do not start vehicles parked in the area.
 - Do not try to shut off any natural gas valves.
- From a safe location, call Contact Travis County Security, (512) 854-5555 or call 9-1-1, who will notify.
 - 9-1-1.
 - The utility provider.
 - The FMD Work Order Desk at 854-9500.
- Remain clear of the source of the possible leak until the fire department arrives.
- The fire department will determine if evacuation is necessary.
 - If the leakage is of a critical nature, a decision will be made to evacuate and the Evacuation Team Leader will be notified.
 - Commence evacuation procedures.
 - Do not re-enter the building or return to the area until cleared to do so.



SECTION 10 HAZARDOUS MATERIALS / CHEMICAL RELEASE

Most facilities can be affected by an accidental or intentional release or spill of hazardous material (HAZMAT) or chemical. The source of the chemicals can be from an internal building system, maintenance chemicals, chemicals produced or stored in nearby facilities, a transportation accident, or an intentional release. As a chemical release / spill can happen anywhere, each facility shall have a plan in place. Most accidents can be avoided by conducting a hazardous assessment of the facility. Those facilities containing hazardous chemicals should install eyewash stations, establish a hazard communication program, updated MSDS and conduct proper training for employees.

RESPONSE TO HAZARDOUS MATERIAL SPILL / RELEASE

- Assess if there are any injuries associated with the release, if injuries are present, call 9-1-1 for medical response.
- Call Travis County Security, (512) 854-5555 to report the spill / release.
- Based on the chemical that was released and the location of the release, people may be required to shelter in place or a full / partial evacuation of the facility could occur.

OUTSIDE OF THE FACILITY RELEASE

- Sheltering in place may be a safer option and personnel should proceed to the designated Sheltering Location.
 - Call Travis County Security, (512) 854-5555 to report the spill / release.
 - Close windows and doors.
 - Security will notify the FMD Work Order Desk at 854-9500 to request that the FMD Maintenance shutdown HVAC equipment to stop the spread of vapors.

INSIDE OF THE FACILITY RELEASE

- A full or partial evacuation of the facility may be required due to spreading vapors from the chemical.
 - Commence evacuation procedures.
 - The Evacuation Team Leader shall direct emergency personnel to the area of the release / spill and obtain copies of the MSDS sheets of the chemical involved and drawings of the affected area.
 - Security will call the FMD Work Order Desk at 854-9500 to request that the FMD Maintenance shutdown HVAC equipment to stop the spread of the vapors.



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- The Evacuation Team Leader will ensure cooperation with emergency personnel.
- The FMD Work Order Desk shall be informed of all information concerning the release in order to prepare for clean-up operations.

MATERIAL SAFETY DATA SHEETS (MSDS)

- Material Safety Data Sheets (MSDS) for any hazardous materials used or stored at each facility shall be maintained in a publicized location for quick reference by employees or first responders.
- Read the sheet carefully before you use a hazardous material for the first time or any time you are unsure about the hazards or necessary precautions.
- The MSDS can help you reduce the risks (but not the underlying hazards) associated with the materials in your workplace.

RECOVERY

- Security & Risk Management personnel shall complete a detailed report involving the release as soon as time permits.
- Facilities Management shall assess the condition of the HVAC equipment, mechanical and utilities to determine if they were affected or compromised by the event.
- The Elected Official, Agency Head or Facility Command Leader will work with the Facilities Management Department and local authorities to ensure proper clean-up of any affected areas are completed and contaminated materials are properly disposed.

SECTION 11 FLOODING

Flooding is caused in a variety of ways. Heavy rains from thunderstorms, sustained rains, dam breaches and water main breaks can cause severe flooding. Flood watches and warnings are provided by the National Weather Service.

FLOOD EMERGENCY WARNING STAGES



- **Flash Flood Warning: Take Action!** A Flash Flood Warning is issued when a flash flood is imminent or occurring. If you are in a flood prone area move immediately to high ground. A flash flood is a sudden violent flood that can take from minutes to hours to develop. It is even possible to experience a flash flood in areas not immediately receiving rain.



- **Flood Warning: Take Action!** A Flood Warning is issued when the hazardous weather event is imminent or already happening.

- **Flood Watch: Be Prepared** - A Flood Watch is issued when conditions are favorable for a specific hazardous weather event to occur. A Flood Watch is issued when conditions are favorable for flooding. It does not mean flooding will occur, but it is possible.



- **Flood Advisory: Be Aware** - Flood Advisory is issued when a specific weather event that is forecast to occur may become a nuisance or not expected to be bad enough to issue a warning. However, it may cause significant inconvenience, and if caution is not exercised, it could lead to situations that may threaten life and property.

FLOOD PREPAREDNESS

Elected Officials, Administrators and Managers shall visit www.atxfloods.com to research the history of flooding at their facilities area and determine if their facility is located in a flood prone area.



- When weather conditions which are likely to produce an increase in flood exposure, Emergency Wardens shall monitor conditions and regularly update the facility's management team.
- Employees can subscribe to flood alerts at www.atxfloods.com. Subscribers may select to be alerted to road closures and rising creeks by text or email messages.

SHELTERING

Consider a second story Relocation Area or Sheltering Area which could accommodate a large group of persons in the event facility evacuation is not possible. The area should have access to the roof of the building if possible.

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FLOOD SUPPLIES / EQUIPMENT

- The type and quantity of supplies and equipment needed for different facilities is dependent upon the likelihood of a flooding event, number of persons assigned and responsibility to other facilities.
- Equipment and supplies shall be kept on hand, in an elevated area.
- The following list of supplies / equipment should not be considered exhaustive.
 - Sandbags / mulch bags
 - Water pumps
 - Shovels
 - Axe and chain saw
 - Portable generator
 - Drinking water
 - Flashlights and batteries
 - Plastic sheeting
 - Duct tape
 - Caution tape and rope
 - First aid kit
 - Portable toilets

COMMUNICATION PLANNING:

Two (2) different emergency evacuation messages shall be prepared. The first should be utilized in the event that evacuation of the facility can be accomplished without undue risk to visitors and staff. The second shall advise not to leave the facility and to proceed to the pre-designated Sheltering Area.

- Flood Watch (Email or Memo) shall be distributed to staff when a facility is declared as being under a Flood Watch.
 - The message may be modified to include specific information if it has been decided that a facility will be closed and / or evacuated, the specific time that the facility must be clear shall be specified.
 - Remind staff of their responsibility and the precautions to be taken in case of electrical failure and precautions regarding possible natural gas shut off.
 - Re-opening procedures should be outlined.
- Flood Warning (Email or Memo) shall be distributed If the flood watch status is upgraded.
 - The County Judge or designee should determine if any facilities will be closed and an e-mail or memo will be distributed.

FLOOD WATCH PROTOCOL

Office of Emergency Management shall monitor weather information and conduct a conference call with County Judge, TNR, FMD, TCSO, Emergency Services, utilizing the Pre-Incident Conference Call Agenda.

- **Evacuation**
 - Based on the severity / exposure of the facilities, it will be decided under what conditions the County Judge or designee will close a facility for business and / or evacuate.
 - Protection of life will always take precedent over protection of facility.

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- **Notifications**
 - Post flood work vendors shall be contacted, time permitting. Expectations of services should be expressed and emergency contact and home numbers should be obtained.
- **Security**
 - The Travis County Security Division Manager will coordinate with TCSO, Constables, and security contractors to protect closed properties without endangering the safety of personnel.
- **Operations Personnel**
 - Roofs must be cleared of all debris and drains must be clear.
 - Exterior amenities including ash urns, trash containers, etc. will be stored in appropriate interior areas.
 - Drain plugs should be pulled from dumpsters and the lids closed.

FLOOD WARNING PROTOCOL

When flooding conditions are actually occurring or are imminent in the warning area, affected facilities should be closed / evacuated and additional tasks performed as applicable. Protection of life will always take precedent over protection of property.

- **Elected Official, Agency Head and Facility Command Leaders**
 - Conduct a conference call with County Judge, TNR, FMD, TCSO, Emergency Services, utilizing the Pre-Flood Conference Call Agenda.
 - Determine the time frame in which personnel should contact the facility after the immediate danger has passed.
- **Security**
 - Ensure that all staff and visitors have evacuated the property or have been located in the Relocation Area or Sheltering Area. Ensure that roof access panels are unlocked and can be opened.
 - Secure all doors, electrical rooms and service corridors.
- **Operations Personnel**
 - Waterproof entry-ways with plastic sheeting and sand bags.
 - Where applicable, de-energize property and close gas valves.
 - Where applicable, floor drains closed / blocked.
 - Relocate mobile equipment and vehicles to higher ground.

DURING FLOOD CONDITIONS



- The Evacuation Team Leader shall stay in frequent contact with Travis County Security, TCSO, Emergency Services and local emergency agencies.

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- Remain vigilant of rising water. Evacuate to a higher area, or the roof if necessary.
- Avoid walking or driving through flood waters.
 - If it is moving swiftly, even water 6 inches deep can sweep you off of your feet.
 - Rising water can dislocate manhole and utility covers and submerged debris can cause injury.
 - Animals, especially poisonous snakes may be in the flood waters.
 - Flood waters may contain flammable / hazardous material or liquid.

POST FLOOD PROTOCOL

- The Agency Head shall set up meeting at the facility to assign responsibilities and duties for recovery.
 - Establish damage assessment tracking document and photograph damages.
 - Clean-up schedule, priorities.
 - Schedule and prioritize what equipment and personnel are needed.
 - Review the lease to determine who is responsible for repairs for leased facilities.
 - Provide for temporary protection for assets (board-up / temporary fencing, portable lighting, security).
 - Reestablish utilities.
 - Refer affected employees to EAP program.
- Risk Management meet with insurers and adjusters.

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SECTION 12 TORNADO

Tornado Watches and Warnings are issued by the National Weather Service when the probability exists that a significant threat could develop over a wide area. Warnings are issued for much smaller areas and shorter periods of time than Watches.

TORNADO EMERGENCY WARNING STAGES

- **Tornado Watch** means that conditions are favorable for tornadoes to form.
 - Be alert to weather conditions and announcements through television, radio, & text announcements.
- **Tornado Warning** means that a tornado has been sighted or radar indicates rotation in the clouds.
 - IMMEDIATELY TAKE SHELTER!

INDOOR SAFETY PROCEDURES

- Move quickly to the Sheltering Area within your facility.
- An underground area, such as a basement or storm cellar, provides the best protection from a tornado. If an underground shelter is not available, consider the following:
 - Seek a small interior room or hallway on the lowest floor possible.
 - Stay away from doors, windows, and outside walls.
 - Stay in the center of the room and get under a sturdy table and use your arms to protect your head and neck.
 - Avoid auditoriums, cafeterias and gymnasiums that have flat, wide-span roofs.
 - Do not use elevators.
 - If a tornado strikes, help avoid telephone overloads in the aftermath by using phones only in an emergency.

OUTDOOR SAFETY PROCEDURES

- Seek indoor shelter if possible.
- Parked motor vehicles are unsafe, seek indoor shelter.
 - If an indoor shelter is not available and there is no time for escape, lie flat in a ditch or ravine.
- If you are on flat ground and are caught in the path of a tornado, move away from the path of the tornado at a 90 degree angle.
- Do not take refuge under an overpass or bridge, it is safer in a low, flat location.

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INDIVIDUALS WITH MOBILITY DIFFICULTIES

- Prior planning and practice of evacuation routes to tornado shelters is important, particularly for individuals with mobility impairments or physical disabilities.
- Supervisors are responsible for identifying and assigning aides to escort individuals with mobility impairments or physical disabilities to safety.

SECTION 13 MEDICAL EMERGENCY

From time to time accidents, crime, or natural causes may result in injury or illness to fellow employees or the public. Unless giving first aid is part of your job description you are not required to give first aid; however, all Travis County employees are required to summon assistance for the injured or ill. If you choose to provide immediate care to someone before professional medical personnel arrive, the first aid you provide may mean the difference between a quick recovery or disability and death.

- **When to Call 9-1-1**
 - When a person is not responsive or unconscious.
 - When a victim has chest pain.
 - When someone is having difficulty breathing or has stopped breathing.
 - When a person had a severe burn or injury.
 - When someone suddenly can't move a part of their body.
 - When someone has been exposed to poison or hazardous materials.
 - When the person has attempted suicide.
 - When someone is ill or injured and you do not know how to help them.
- **Is the Scene Safe?**
 - You should not put yourself in danger while trying to help others. You could become a victim rather than a rescuer.
 - Look for hazards before entering the scene. If more than one person is down the scene is generally not safe.
 - Downed power lines?
 - Spilled chemicals?
 - Hazardous gas?
 - Gunfire?
 - Broken glass?
- **Rendering Aid to Conscious Victims**
 - Check to see if the victim is responsive. Ask "Are you OK?" If there is no response, try gently shaking the victim and ask again.
 - If the person responds, introduce yourself, ask for permission to help and ask the victim what is the problem.
 - If the victim consents, you may provide assistance.
 - If the victim refuses help, all you can do is call 9-1-1 and stay with them until EMS arrives.

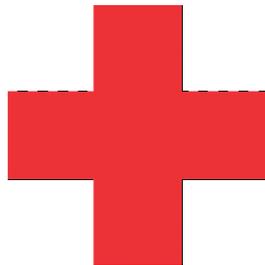
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- **Rendering Aid to Conscious Victims**

- If the victim is unconscious, or cannot answer, assume that he / she would want you to help.
- Direct a specific person to call 9-1-1.
- If the person does not move or react, ask someone to call 9-1-1 and another person to get an AED if one is available.
 - Look to see if the victim is breathing normally.
 - Look for any visible bleeding or injury.
 - Look for a medical information bracelet or necklace.
 - Relay this information to the 9-1-1 operator.

- **Dangers to Caregiver**

- If blood or bodily fluids are present, put on personal protective equipment.
- Unless there is an ongoing hazard to the victim, it is safest not to move the victim until EMS arrives.
- Provide only the level of care for which you have received training.
- Wash your hands thoroughly with soap and water afterwards.



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SECTION 14 ACTIVE SHOOTER

Employees and customers are likely to follow the lead of managers and supervisors during an emergency situation. During an emergency, managers shall be familiar with the Emergency Response and Preparedness Plan, and be prepared to:

- Take immediate action.
- Remain calm.
- Evacuate staff and customers via a preplanned evacuation route to a safe area.
- Lock and barricade doors.
- Assist Individuals with special needs and disabilities.

PROFILE OF AN ACTIVE SHOOTER

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

GOOD PRACTICES FOR COPING WITH AN ACTIVE SHOOTER SITUATION

- Be aware of your environment and any possible dangers.
- Take note of the two nearest exits in any facility you visit.
- If you are in an office, stay there and secure the door.
- If you are in a hallway, get into a room and secure the door.
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him / her.



**CALL 9-1-1
WHEN IT IS
SAFE TO DO
SO!**

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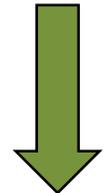
HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

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

RUN

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands visible.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.
- Call 9-1-1 when you are safe.



HIDE

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
- Not trap you or restrict your options for movement.

To prevent an active shooter from entering your hiding place:

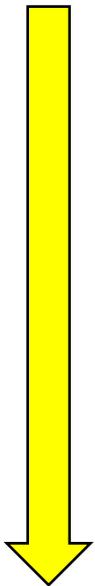
- Lock the door.
- Blockade the door with heavy furniture.

If the active shooter is nearby:

- Lock the door.
- Silence your cell phone and / or pager.
- Turn off any source of noise (i.e., radios, televisions).
- Hide behind large items (i.e., cabinets, desks).
- Remain quiet.

If evacuation and hiding out are not possible:

- Remain calm.
- Dial 9-1-1, if possible, to alert police to the active shooter's location.
- If you cannot speak, leave the line open and allow the dispatcher to listen.



FIGHT

As a last resort, and only when your life is in imminent danger, attempt to disrupt and / or incapacitate the active shooter by:

- Acting as aggressively as possible against him / her.
- Throwing items and improvising weapons.
- Yelling.
- Committing to your actions.

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HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4).
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment.
- Officers may be armed with rifles, shotguns, handguns.
- Officers may use pepper spray or tear gas to control the situation.
- Officers may shout commands, and may push individuals to the ground for their safety.

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions.
- Put down any items in your hands (i.e., bags, jackets).
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers such as holding on to them for safety.
- Avoid pointing, screaming and / or yelling.
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.

Information to provide to law enforcement or 9-1-1 operator:

- Location of the active shooter.
- Number of shooters, if more than one.
- Physical description of shooter(s).
- Number and type of weapons held by the shooter(s).
- Number of potential victims at the location.

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

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An active shooter in your workplace may be a current or former employee, or an acquaintance of a current or former employee. Intuitive managers and coworkers may notice characteristics of potentially violent behavior in an employee. Alert your Human Resources Department if you believe an employee or coworker exhibits potentially violent behavior.

Posters, pamphlets, booklets and other educational material concerning "HOW TO RESPOND" to an Active Shooter are available on The U.S. Department of Homeland Security's web-site:

www.dhs.gov

INDICATORS OF POTENTIAL VIOLENCE BY AN EMPLOYEE

Employees typically do not just "snap," but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated. Potentially violent behaviors by an employee may include one or more of the following (this list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies):

- Increased use of alcohol and / or illegal drugs.
- Unexplained increase in absenteeism; vague physical complaints.
- Noticeable decrease in attention to appearance and hygiene.
- Depression / withdrawal.
- Resistance and overreaction to changes in policy and procedures.
- Repeated violations of company policies.
- Increased severe mood swings.
- Noticeably unstable, emotional responses.
- Explosive outbursts of anger or rage without provocation.
- Suicidal; comments about "putting things in order".
- Behavior which is suspect of paranoia, ("everybody is against me").
- Increasingly talks of problems at home.
- Escalation of domestic problems into the workplace; talk of severe financial problems.
- Talk of previous incidents of violence.
- Empathy with individuals committing violence.
- Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes.

SECTION 15 BURGLARY, THEFT AND ROBBERY

County facilities, employees, and visitors can be victims of criminal activity. Most crimes are crimes of opportunity... when people perceive something of value is present and believe they can take it with little chance of being caught. The best way to reduce crime is to prevent it by keeping valuables out of sight, controlling access to your facility, and creating a vigilant environment where people perceive that any criminal act will be caught.

Employees are most likely to encounter one of three common property crimes.

- **Theft** – Occurs when someone sees something of value and takes it without permission.
- **Burglary** – Occurs when someone enters a facility or vehicle in order to steal something. These crimes are typically break-ins occurring when no one is present.
- **Robbery** – Occurs when someone threatens a person with a weapon or uses force or a threat of force to steal something.

It is important to accurately report the crime if you call for assistance. Reporting the correct type of crime allows law enforcement to send the appropriate resources.

PREVENTION

- Keep your purse, wallet, keys, and other valuable items with you or secured in a locked compartment. Don't leave unattended valuables in plain sight.
- Check the identity of any strangers in your work area. Escort them to the person they are visiting or area they are seeking. Do not let them wander the building freely.
- Complete a work order to repair windows, doors, locks, lighting, alarms, cameras or other security equipment that is malfunctioning or needs adjustment. Do not assume someone else will report the problem.
- When coming or going, use the buddy system and walk with a co-worker to the parking lot or public transportation. There is safety in numbers.
- If you see something suspicious, report it to Travis County Security, (512) 854-5555 or the police for investigation.

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RESPONSE

- If you see a crime being committed, you should not take any action that would endanger your own safety.
 - If a weapon is involved, be a good witness observing from a safe distance and location. Make a detailed description of the suspect (and vehicle).
 - If you deem the situation is not dangerous, you may be able to stop the crime by simply making your presence known in a non-threatening and non-accusatory manner by saying something like, “Hello, may I help you?” Remember, most crimes of opportunity are committed because the subject perceives there is little or no chance of being caught. Once they realize someone is watching, they probably will not go through with the crime.
- Call 9-1-1 to report the crime as soon as practical. Give an accurate description of the subject, any weapons involved, and their direction of travel. Then follow up by reporting the incident to Travis County Security, (512) 854-5555 and your management team.
- Remember the area where the crime was committed is a crime scene. There may be important evidence such as fingerprints or shoe prints which should not be disturbed. Advise others to keep out of the area and avoid touching or moving objects until law enforcement arrives.

SECTION 16 CIVIL DISTURBANCES

In today's environment, civil disturbances and civil unrest are a fact of life. According to the Federal Emergency Management Agency (FEMA), civil disturbance is “a civil unrest activity such as a demonstration, riot, or strike that disrupts a community and requires intervention to maintain public safety.” Civil disturbances, or unrest, can cause a variety of subsequent issues such as violence and assault, disorderly conduct, or vandalism. Civil disturbances are potential risks for most businesses but even a higher risk for government entities because they are usually the first to be targeted.

RESPONSE TO DISTURBANCE WHICH THREATENS THE FACILITY

- Lock any office doors, equipment doors, equipment rooms, store rooms, sensitive documents and file in cabinets, safes, etc., to protect County assets, employees, and visitors.
- All employees and visitors must avoid leaving the building until there is no threat of confrontation with demonstrators.
- Note that building elevator service could be reduced or cut off during the emergency to prevent demonstrators from going up into the building.
- All employees and visitors should avoid walking through the first floor lobby area while the demonstrators present the threat of breaking and shattering ground level windows.
- Call 911 if any demonstrators have actually entered Travis County office areas or gained unauthorized access to county floors.
- Should demonstrators actually enter county offices, make notes of all rooms and / or areas they entered in order to facilitate a later search for suspicious items, damages or missing items.
- After the demonstrators leave, or are removed by the police and the civil disturbance is no longer threatening the building:
 - Immediately contact Travis County Security, (512) 854-5555 and give them a list of all rooms and areas the demonstrators entered.
 - Conduct a cursory search of your area and offices for any items that are unusual or foreign to the normal environment. Do not touch any suspicious or foreign items that are found.

SECTION 17 ELEVATOR EMERGENCIES

The elevators contain numerous safety features. If a problem with any elevator is noticed contact Travis County Security, (512) 854-5555 who will arrange for repair and rescue of trapped persons.

IF TRAPPED IN AN ELEVATOR

- Remain calm and press the emergency call button. Elevator emergency calls are monitored 24 hours a day.
- Once the elevator emergency call button is pressed, it will activate the intercom to the contracted elevator company's response team.
- NEVER try to pry open the doors, or in the event that the elevator stops between floors, NEVER try to crawl out.

SECTION 18

WORKPLACE VIOLENCE OR HOSTAGE SITUATION

Although extremely unlikely, it is possible that a violent situation may develop at work involving a person who is prone to act or has already acted violently. Knowing how to respond is important for your safety and the safety of other people.

The best response to encountering a person about to become violent or open hostility is to try to defuse the impending violence or prevent more violence. This means following these steps in order:

1. Accept the situation as it is; apathy, denial and ignorance reduce safety and survival. Stay calm.
2. Always call 911 if you can do so safely.
3. Don't endanger yourself unnecessarily. Run away. This is most possible when verbal abuse is encountered and before physical violence has occurred. If running away is impossible, then hide using counters, desks or other physical barriers as shields.
4. If you are unsuccessful in running away or hiding, then "fight". In situations where threats with a weapon or hostage(s) exists this means:
 - Stay calm. Maintain eye contact; be courteous and patient.
 - Attempt to de-escalate with active LISTENING to the person's grievance without comment or judgment.
 - Understand the person's mindset (see "Additional Information" below). Speak in a soothing yet authoritative manner.
 - Offer to help find a solution; ask the person for the solution he wants. Present options whenever possible.
 - Follow instructions from the person with weapon. DO NOT ATTEMPT TO DISARM.
 - Stall for time. Maintain or gain distance. Watch for chance to escape to safer area.
 - Watch for signs of impending violence. If imminent jeopardy of death or serious physical injury, you may have to act to save your life. (Personal judgment call).

POSSIBLE CONTRIBUTORS TO WORKPLACE VIOLENCE

Please use these indicators in a positive, constructive manner. They may or may not be helpful in identifying an individual who has problems and is in need of help. They may not, in fact, be an indication of any intention of perpetrating violence in the least.

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- Obsessions
 - Involvement with own employment to the exclusion of all else.
 - Obsessive-compulsive behavior.
 - Unwarranted sense of entitlement.
 - Romantic or sexual obsession.
 - Possession of, access to, weapons or paramilitary training.
 - Other acts of workplace violence-sees them as “justified”.
- Indicators of Violence. Be sensitive to and watch for:
 - Newly acquired negative traits.
 - Sudden withdrawal from friends.
 - An inability to concentrate.
 - Sudden decrease in productivity.
 - Problems with attendance.
 - Overreaction to stimuli or poor impulse control.
 - Inappropriate displays of affection, sorrow, frustration, etc.
 - Demonstration of feeling of extreme depression.
 - Threats of sabotage against property of employer or fellow employees.
 - Actual threats or intimidation of others.
 - Discussing harassing or stalking of others.
 - Violent reaction to discipline or termination “revenge”.
 - Indicators of suicidal intentions.
 - Acknowledgment of marital or relationship discord, distress, etc.

DURING A HOSTAGE SITUATION

- Remain calm. Do not yell or scream. Be careful not to make any sudden movements.
- If your facility has a silent alarm, activate it if you can do so without risk; or call 911 if you can do so without risk.
- Comply immediately with all instructions and demands. Stay alert and dismiss any idea of escaping or being a hero. Remain in position as instructed, however uncomfortable.
- Only look the captor directly in the face when directed to do so. Address them with respect and answer all questions briefly and to the point. Be as agreeable as possible. Never jeopardize your own or anyone else’s personal safety.
- Observe the terrorists and note behaviors. Remain still and stay down when the rescue team enters. Be prepared to identify terrorists who try to exit as hostages.

SECTION 19

PERSONAL SECURITY

If you must work alone in the evening or at night and have concerns about your personal safety, call Travis County Security at (512) 854-5555 to inform them of your location and arrange for additional security procedures.

PERSONAL SAFETY IN THE WORKPLACE

- Know the location of the nearest phone, alarm and exits.
- Post emergency numbers by the phone.
- When possible, do NOT work alone.

APPROACHING STRANGERS IN THE WORKPLACE

- Be friendly, but assertive.
- Ask if you can direct the person.
- If the person is hostile, retreat and call 9-1-1 or Travis County Security.
- Do NOT attempt to evict the person yourself.

OUT OF OFFICE SAFETY

- Walk with someone else whenever possible.
- Stay in busy, well-lit areas. Do NOT take shortcuts through low-traffic areas.
- Use caution when stopping to give strangers information or directions, especially in the evening or at night.
- Trust your instincts. If you suspect you are being followed, be vigilant. Keep checking behind you so the person knows you cannot be surprised. Change directions, cross the street and go to a busy, well-lit area and call 9-1-1.
- Park your vehicle in a busy, well-lit area. If this is not possible, or if you are returning to your vehicle late at night, call Travis County Security at (512) 854-5555 to arrange for a security officer to accompany you.
- Be alert as you return to your vehicle. If someone is hanging around - leave. Have your keys ready and check your backseat before getting in your car. Lock your door and keep your windows rolled up.

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IF YOU FEEL THREATENED

- Trust your feelings.
- Put distance between yourself and the other person.
- Use assertive verbal language and strong body language.
- Get the attention of others - YELL!

IF YOU WITNESS A CRIME

- Call 911 and then Travis County Security at (512) 854-5555.
- Do NOT place yourself in danger by attempting to apprehend or interfere with a suspect.
- Try to get a good description of the suspect. Note physical characteristics, clothing, direction and mode of travel.
- Note the license plate number as well as the make and color of any vehicle that may be involved.



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Appendix B Pre-Incident Conference Call Agenda

DATE: _____ **TIME:** _____

Persons on Call:

- County Judge's Office: _____
- Office of Emergency Management: _____
- Travis County Security Division: _____
- Transportation & Natural Resources: _____
- FMD Operations: _____
- TCSO: _____
- Risk Management: _____
- Affected Elected Officials Agency Head or Facility Command Leaders:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

FACTS OF THE EVENT / STORM:

COMMUNICATION:

- Command Center (Incident Command Post)
- Radio Communications
- Exchange Affected Key Staff Telephones / Email
- Flood Watch E-Mail / Memo
- Media
- Voice Mail - Outlook

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PROTECTION OF PROPERTY

- Removal of exterior Trash Cans or anything not anchored
 - Storage Location –
- Roof Drain and Gutter Inspection / Cleaning
- Storm Drain Inspection / Cleaning
- Floor Drain Closure
- Dumpster drains and tie downs
- Elevation and protection of critical assets and information
- Relocation of vehicles and mobile equipment to higher ground
 - Storage Location –

SUPPLIES

- Medical Kits
- Sandbags / plastic sheeting
- Generators
- Flashlights / Portable Lighting
- Water / Food

OPERATIONAL

- When / If Will Facilities Close? _____
- Which Facilities are threatened? _____
- When to Re-Open Facilities? _____
- Shut Down Power? _____
- Fire Watch Needed? _____

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MANPOWER

SITE OPERATIONS

- Before: _____
- During: _____
- Post Event: _____

TRANSPORTATION

- Vehicles: _____
- Van / Buses (employee pick-up): _____

SECURITY ISSUES:

- Security Personnel – FMD / Contract / Peace Officers: _____
- Law Enforcement Agency Contacts: _____

FMD CONTACTS

- Director: _____
- Security: _____
- Maintenance: _____
- Grounds / Housekeeping: _____

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FMD CONTRACTORS:

FMD Project Manager: _____

Phone #: _____ FAX #: _____

General Contractor Name: _____

Phone #: _____ FAX #: _____

Emergency Water Extraction Company: _____

Phone #: _____ FAX #: _____

Roofing Contractor: _____

Phone #: _____ FAX #: _____

HVAC Contractor: _____

Phone #: _____ FAX #: _____

Electrical Contractor: _____

Phone #: _____ FAX #: _____

Glass & Glazing: _____

Phone #: _____ FAX #: _____

Engineering Consultants: _____

Phone #: _____ FAX #: _____

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Appendix B Definitions and Terms

Area of Refuge – An area designed and constructed to provide additional protection from smoke and fire that will be used by persons taking refuge inside the building and waiting rescue by emergency personnel. It may consist of such areas such as smoke proof stairwells, and area on a floor that is at least three floors BELOW the fire floor or a designated area on the ground level of the building.

Department – A major division of Travis County Government, which may or may not report to Commissioner's Court, sometimes also commonly referred to as "Office". (i.e. Sheriff's Office, District Clerk, or Facilities Management Department).

Elected or Appointed Official – The highest ranking individual in a County Department or Office.

Emergency – Any unwanted operational, civil, natural phenomenon, or security occurrence, which would endanger or adversely affect people, property, business operations, or the environment.

Emergency Action Plan – A relatively short document with specific instructions for evacuation, sheltering, lockdown and medical emergencies. The *Emergency Action Plan* contains summarized information specific to a single entity to be used in an emergency or in preparation for an emergency.

Emergency Alarm Notification – An established, distinctive and recognizable warning method used to notify personnel of necessary emergency action to take, including evacuation, relocation and in place sheltering.

Emergency Response and Preparedness Committee - A site specific group of County Employees who have been designated by their department to participate in emergency planning, response, and review for their facility. These committees are implemented at large facilities that support staff from more than one department.

Emergency Response and Preparedness Plan – This document, which is designed to provide instruction and offer general guidelines for addressing emergency incidents which threaten the county facilities, employees, and visitors.

Emergency Wardens – A pre-designated employee located at and assigned to a specific area of a building, with responsibility for assisting in the protection of employees and visitors at a time of emergency, including the swift movement of employees and visitors from a danger location to a safe location.

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Employee Release – An employee release occurs when employees are sent home. This decision is made by the Elected / Appointed Official of the employee's department in accordance with Travis County Policies, Chapter 10, §10.045 Leave With Pay.

Evacuation – An organized removal of all personnel from a building to an area(s) outside the building.

Evacuation Team Leader – The Evacuation Team Leader is the county employee who is in charge of the employees during an emergency situation. Emergency Wardens are responsible to ensure that all employees under their command understand the emergency procedures. The Evacuation Team Leader assigns employees as Assistant Evacuation Team Leader, Emergency Warden and aide for those with disabilities. The Evacuation Team Leader remains in control of an incident until emergency service personnel arrives and takes over incident command and then assumes the position of On-Scene Liaison until relieved by higher command.

First Responder - A first responder is a member of a public safety agency who is likely to be among the first people to arrive at and assist at the scene of an emergency, such as an accident, natural disaster, or terrorist attack. First responders typically include police, firefighters, and emergency medical technicians.

For Official Use Only – This designation means that employees must treat the information as confidential and take steps to safeguard the contents. Because the information contained in a document could jeopardize safety or security, the contents cannot be discarded in the open trash, made available to the general public, or posted on an uncontrolled website.

Incident Commander - The individual responsible for all incident activities, including the development of strategies and tactics. The Incident Commander has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site. This role is typically performed by the senior law enforcement or fire service supervisor at an incident.

Incident Command Post - The Incident Command Post is a vehicle or area that has the tactical-level, on-scene incident command and management team. In the fire service, the incident command post will typically be behind the truck that has a flashing green light. One of the first orders of business is to set up a command post in a strategic yet safe location. Command posts do not have to be close to the emergency. Stay away from severely damaged buildings that may be able to potentially fall. Locate the command post upwind from fires and uphill from chemical spills so you stay away from toxic materials that could flow in your direction.

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On-Scene Liaison – The On-Scene Liaison must make decisions on matters affecting incident response until relieved by a more qualified County employee or first responders. In a remote location involving a few employees the On-Scene Liaison might be a Crew Leader. At a larger facility it might be the department director.

Partial Evacuation – An organized removal of personnel from the immediate area of an emergency to a safe location outside the building.

Release – Any escape (unwanted emission, spill, etc.) of a gaseous, liquid or solid material from its container.

Relocation – An organized removal of personnel from the immediate area of an emergency to a safe location within the building or to an alternate building.

Relocation Area – An area either inside the building or in another building where employees are provided an element of protection in the event that an evacuation is deemed unsafe or uncomfortable due to inclement weather. It can also be a temporary area where normal business operations can be conducted in the event the primary office location is unusable.

Safe Meeting Location – A pre-designated area at least 200 feet away from the facility where personnel will report to when the building is evacuated for the purpose of accounting for all employees and coordinating information. These locations shall not be published for public information and shall be kept for employee information only. The Safe Meeting Location must be a safe distance away from the affected area and clear of all entrances and vehicle driveways.

Security Division Manager – The person who directs the Facilities Management Department, Security Division and who has been designated by Commissioners Court as the person who is responsible for safety and security at all Travis County Facilities.

Sheltering Location – An above ground interior room with the fewest openings to the outside that will be used by persons when it is not safe to evacuate the building.

2017 Emergency Response and Preparedness Plan:

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