

VILLAGE OF MOUNT PROSPECT



VILLAGE HALL EMERGENCY RESPONSE PLAN

VILLAGE OF MOUNT PROSPECT

Village Manager's Office
50 South Emerson Street
Mount Prospect, IL 60056
(847) 818-5300



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INTRODUCTION

The Village Hall Emergency Response Plan is a guide to be used by all employees in the event of an emergency at the Village Hall. It identifies an employee's roles and responsibilities during an emergency and provides life saving information in the event of a fire, severe weather, a bomb threat, the discovery of a suspicious package, or a building lockdown.

It is critical that you and your colleagues know and understand each section of this plan. Moreover, if a crisis ever arises, you are expected to respond according to the plan's requirements. If you choose to disregard this life saving information, YOU are putting your colleagues, visitors, and yourself at risk.

Since evacuation is a primary response to many emergencies, it is important that you know your routes of evacuation, are familiar with the locations of the fire extinguishers and fire alarm pull stations, and are able to perform evacuation drills. To aid you, this guide includes floor plans clearly annotated with the locations of fire alarm pull-stations, fire extinguishers, stairwells, and the Assembly Area (see Appendix B and C).

To ensure that the emergency response actions of all Village Hall employees are immediate and efficient, the Village Manager's Office, in coordination with the Police and Fire Department, shall establish a Training & Drill schedule for each year, to include:

- Fire Evacuation
- Severe Weather
- Bomb Threat
- Suspicious Package
- Public Disturbance and Lockdown

While considering the Emergency Response Plan's three main training objectives listed below, the Village Manager's Office's will evaluate the response of all Village Hall employees and make any necessary adjustments to the plan or to an employee's emergency response actions:

1. Evaluate the effectiveness of the Village Hall employees' response to an emergency.
2. Ensure ALL Village Hall employees know their evacuation routes.
3. Take the Lessons Learned from each drill and modify/update the Plan and training presentation, as necessary.



EMERGENCY RESPONSE TEAM

The key to a successful evacuation is to create an effective Emergency Response Team to respond in a crisis. This team has many responsibilities and duties, which are outlined below. An individual may be given one or more of these jobs, depending upon staffing. Appendix E lists the names of the individuals assigned to each of the team positions.

EMERGENCY RESPONSE MANAGER

Responsibilities: This person selects, trains, and organizes the staff for conducting emergency response operations. The coordinator is responsible for serving as a liaison between the emergency response units and building personnel. In addition, the coordinator will notify Department Wardens if there is a need to move personnel to the basement for shelter during severe weather and will provide an “all clear” after any emergency evacuation. They will also ensure that all life safety devices such as building alarms, fire sprinkler systems, emergency generators, exit lighting, and fire extinguishers are being maintained and are in working order. The Village Manager will fill the position, whenever he/she is present. If that individual is not present, the Assistant Village Manager will take his/her place. If neither individual is present, the following chain of command will apply:

Emergency Response Manager: Village Manager
Assistant Village Manager
Director of Finance
Director of Community Development
Director of Human Services
Deputy Director of Finance
Deputy Director of Human Services

DEPARTMENT WARDENS

Responsibilities: A Department Warden coordinates all emergency response actions in their assigned area and ensures that all personnel have been evacuated if necessary. The Department Wardens for TV Services, Human Services, the Community Center, and Information Technology are also responsible for the common areas on their floor (i.e. lobby and restrooms). They also advise the Emergency Response Manager, or other responding emergency response personnel, of any emergency or hazardous conditions on their designated floor. The individuals assigned to perform these duties at the Village Hall are:

Department Wardens:

Administration:	Village Clerk	Alternate:	Dir. of Comms.
Community Develop:	Development Planner	Alternate:	Building Servs. Sup.
Human Services:	Office Manager	Alternate:	Admin. Assistant
Finance:	Cust. Service Sup.	Alternate:	AP & Risk Coord.
Community Center:	Financial Assistant	Alternate:	Financial Assistant
Information Technology:	IT Supervisor	Alternate:	Info Systems Admin.



DEPARTMENT MONITORS

Responsibilities: This person is responsible for making sure that all of the people in their department are accounted for at the Assembly Area or basement shelter. If anyone is missing, this person reports this to the Emergency Response Manager or other responding emergency response personnel. The individuals assigned to perform these duties at the Village Hall are the following:

Department Monitors:

Administration:	Director of HR	Alternate:	Exec. Asst. to the VM
Community Develop.:	Director of CD	Alternate:	Deputy Dir. of B.I.S
Human Services:	Director of HS	Alternate:	Deputy Dir. of HS
Finance:	Director of Finance	Alternate:	Deputy Dir. of FI
Information Technology:	Chief Tech. & Innov. Officer	Alternate:	Info. Systems Admin.



IDENTIFYING YOUR EVACUATION ROUTE

KNOW YOUR ESCAPE ROUTE

Employees are the most familiar with their own work environment and surroundings. In order to tailor the evacuation plan to every employee, please complete the following:

1. Remove the floor plan in Appendix C for your work area.
2. Mark “YOU ARE HERE” according to your location on the floor plan.
3. Draw a RED line indicating the path leading to the closest exit. This will be your primary exit. Exit locations are shaded green and identified as exits.
4. Draw a BLUE line indicating the path leading to an alternate exit. This will be your secondary exit if your primary route is blocked. Remember not to use elevators as a fire exit.
5. Be aware of the location of the closest fire extinguisher and fire alarm pull station. These are indicated on the floor plan. Use a highlighter to note the location of the pull station closest to your primary workspace.
6. Find the location of the Assembly Area. This is the conference room on the first floor of the Mount Prospect Public Library.

HOW TO EVACUATE SAFELY

Take the following steps to ensure your colleagues, visitors, and you evacuate safely from the Village Hall:

1. In the event of an emergency leave the area.
2. DO NOT take time to gather belongings.
3. Close, but DO NOT lock, any doors behind you.
4. Remember, if there is smoke in the hallway, stay low under the smoke.
5. Follow your pre-determined primary route of escape using the nearest exit.
6. If your primary route is blocked use your secondary route of escape.
7. DO NOT take the elevator.
8. Meet in the pre-determined Assembly Area (see Appendix B).
9. All occupants must be accounted for by their department monitors.
10. If anyone is missing, a representative should notify the emergency response personnel.
11. Never go back in the building or leave the Assembly Area unless instructed to do so by emergency personnel.

* * *

Refer to the site plan drawing in Appendix B, which illustrates the location of the Assembly Area.



FIRE AND LIFE SAFETY

You can feel safe knowing that the Village Hall and its occupants are protected from fire by a fire alarm, an automatic fire sprinkler system, and fire department standpipes. These automatic systems serve as a means to control the fire and notify the fire department. Fire department personnel will respond to an emergency and perform rescue operations while extinguishing the fire. This evacuation plan has been developed to ensure the occupants of Village Hall safely evacuate the building.

The fire alarm system provides fire detection and occupant notification in the event of a fire. It will also alert the fire department that there is alarm activation at Village Hall. When the fire alarm is activated, fire department personnel have been notified.

Another safety feature built into the building is the fire sprinkler system. Fire sprinklers save lives by activating quickly and extinguishing or limiting the spread of fire. These sprinklers are activated by heat; therefore the water from these systems is delivered only from the sprinkler that is in the area of the fire. Fire sprinklers systems control the fire until fire department personnel arrive for rescue and extinguishment. Contrary to Hollywood movies, they do not all activate at the same time, limiting water damage.

You may also notice that there are large pipes provided in the stairwells with hose valves on them. These are called standpipes. These pipes are filled with water that is supplied by the building's fire pump. In the event that the fire department has to advance hoses into the building to attack a fire these standpipes provide a safe place for firefighters to connect the fire hoses before entering the fire floor.



IN CASE OF A FIRE

If a fire occurs, it takes less than three minutes for a free burning fire to reach temperatures that exceed 1,000 degrees Fahrenheit. Because you have so little time, activate one of the building's fire alarm pull stations and this will notify the fire department. Then begin evacuation of the building immediately. If the building alarm does not sound, evacuate and call 9-911.

If you have to call 9-911 to report any emergencies other than a fire, please have the following information ready:

- Nature of the emergency
- Name and address of your building - 50 South Emerson Street
- Room number and the floor that you are calling from

The emergency dispatcher may ask you to stay on the line.

Always:

- Remain calm.
- Pull the closest pull station.
- Leave the area and call 9-911.
- Advise other employees as you are leaving the area.
- Use the nearest exit.
- Close the doors as you leave the area.
- Keep low under the smoke.
- Go to the assigned Assembly Area.
- Direct firefighters to the emergency.

Never:

- Panic.
- Assume the fire has been reported.
- Try to quickly gather belongings.
- Use the elevator.
- Break windows
- Run through smoke-filled areas.
- Use an extinguisher on a large fire.
- Go back into the building.
- Leave the Assembly Area until instructed to do so.

WHAT IF I AM TRAPPED?

You can survive even if you are trapped in a burning building. To increase the amount of time you have before the firefighters reach you, remember the following:

- If you can get to a phone, call the fire department and tell them exactly where you are.
- Put as much distance between yourself and the fire as possible. Close all doors behind you as you move away from the fire. Before opening any doors test each one for heat with the back of your hand. If it is warm to the touch, do not open it.
- Seal any cracks or vents by using cloth, tape, paper, or anything you can find. Turn off the ventilation system, if possible.
- Hang a blanket, towel, coat, or sign in the window to identify your location for the firefighters. It is not advisable to open or break windows as this could cause smoke to be drawn into the room.



SEVERE WEATHER

Weather conditions have the potential to change and become dangerous rather rapidly. Employees must therefore be alert and ready to take action at all times. In the event of a severe thunderstorm, Village employees are to adhere to the following procedures:

1. Be alert with the onset of severe weather. Know the difference between a weather watch and a warning.
 - SEVERE THUNDERSTORMS: The National Weather Service considers a thunderstorm severe if it produces hail at least $\frac{3}{4}$ of an inch in diameter and winds of 58 miles per hour or if it produces a tornado.
 - SEVERE THUNDERSTORM WATCH: The National Weather Service issues this if conditions are favorable to produce thunderstorms.
 - SEVERE THUNDERSTORM WARNING: The National Weather Service issues this if a thunderstorm has been sighted or indicated by weather radar.
 - TORNADO WATCH: The National Weather Service issues this if conditions are favorable to produce tornados.
 - TORNADO WARNING: The National Weather Service issues this if a tornado has been sighted or indicated by weather radar.
2. Listen to radio and television for the duration and direction of the storm or tornado.
3. Remain indoors and away from windows until the storm has passed.
4. The Village Manager's Office will monitor a NOAA weather radio for storm condition updates. They will notify the Emergency Response Manager if a severe weather warning is issued. If necessary, the Emergency Response Manager will direct an employee to use the Village Hall paging group (x1967) to evacuate all employees to the shelter area. The Emergency Response Manager will also contact the Fire Department and the Mount Prospect Public Library and notify them of the Village Hall's evacuation.
5. Be prepared to move to your designated shelter area, located in the basement of Village Hall, and report to your Department Monitor for accountability. If you hear Outdoor Warning Sirens, take cover in the basement immediately.
6. As you are taking shelter, highly recommend to visitors that they should accompany you. DO NOT forcibly restrain them to take shelter at the Village Hall.
7. Return to the workplace when instructed to do so by the Emergency Response Manager.
8. Report any building damage or injuries to a supervisor immediately.

There is NO "All Clear" signal announced by sirens after a Tornado warning has sounded. Accordingly, listen to your NOAA weather radio or check your local radio/television stations for current weather conditions (or wait for an announcement from the Fire or Police Departments). If you have any additional weather related questions, please contact the Fire Prevention Bureau at (847) 818-5253.



BOMB THREATS

In recent years the threats of use of explosives in our society have increased at an alarming rate. The realization that no one is immune from this form of attack necessitates that the Village prepare its employees to respond effectively to this type of threat in the workplace. Any employee through a number of channels, including telephone, voice mail, email or suspicious parcel, could receive a bomb threat.

IF YOU RECEIVE A BOMB THREAT BY TELEPHONE

- Remain calm and listen intently.
- Write down details of the call as they happen using the Bomb Threat Questionnaire (Appendix D).
- Let the caller finish their message without interruption. If you interrupt, you may miss vital information and the caller may become nervous and hang up.
- Write down the exact words of the message – DO NOT interpret.
- Listen for clues as to sex, age, accent, and background noises.
- If possible, seek the following information if not already given:
 - Exact location of the bomb.
 - Time set for detonation.
 - What does the device look like.
 - What is the type of bomb (or explosive).
 - Why it was planted.

BOMB THREAT RESPONSE

- Notify your supervisor & Department Warden.
- Whenever practical, complete the Bomb Threat Checklist form.
- Be observant for anything new or out of place and report your findings to your supervisor or police officers on the scene.
- The supervisor or Department Warden should IMMEDIATELY call the Police Department.
- All employees should remain calm and stay put until the Police Department arrives. DO NOT TOUCH ANYTHING SUSPICIOUS.
- If the Police Department orders an evacuation, all employees must report to the Assembly Area (see Appendix B).



SUSPICIOUS PACKAGES

RECEIVING A SUSPICIOUS PACKAGE OR LETTER

- Do not handle or open any suspicious envelope or package.
- Notify your immediate supervisor and Department Warden.
- Leave the immediate area.
- Do not allow anyone to enter the immediate area where the item is located.
- If the contents of the package or source cannot be identified, contact the Police Department.
- Do not evacuate the building until advised by law enforcement personnel.
- Wash your hands if you come into contact with an unknown substance (prevents spread of the substance).
- List all people who were in the room with this suspicious package. Give the list to the police department for follow-up investigation and advice.

A suspicious package may look like the following:

- A package with over postage, no return address, or with the return address of a party that would not likely be sending a package.
- A bulky package that appears to have 2/3 of its weight in 1/3 of the package.
- An oil stained package.
- Any out-of-place item that does not have proper identification and markings.

RECEIVING A SUSPICIOUS PACKAGE OR LETTER WITH VISIBLE POWDER

- Do not try to clean up the powder.
- Do not attempt to cover the spilled contents with paper.
- Do not handle the package any further.
- Leave the room and close the door, or section off the area to prevent others from entering.
- Wash hands immediately with soap and water to prevent spreading any powder to your face.
- Contact the police department by dialing 9-911 and advise them of what you have. Try to give as much information as possible.
- Remove heavily contaminated clothing as soon as possible and place in a plastic bag or some other container that can be sealed.
- Shower with soap and water as soon as possible.
- List all people who were in the room or area, especially those who had contact with the powder. Give this list to the police department for follow-up investigation and advice.
- The police department will notify the fire department.



WORK AREA BOMB SEARCH

- Basic Rule: Look for something that does not belong, or is out of place. The search must be conducted quickly and thoroughly, with a maximum search time of 15 minutes.
- Search Procedures:
 - An internal search should begin **ONLY WHEN DIRECTED BY THE POLICE DEPARTMENT**, and should start with the public access areas (restrooms, elevator lobbies, main entrance lobby, corridors, etc.).
 - Employees should check their individual work areas first and then common work areas while exiting the building.
 - The Department Warden must check the work areas of any employees who are not in the office when the bomb threat is received and the public access areas on their assigned floor only.
 - If anything suspicious is found **LEAVE IT ALONE**, note its position and description, and report it to the department warden immediately.
 - In the area where the suspect device was located, open the doors and windows (where possible) to reduce the blast damage.

BUILDING EVACUATION

If the Police Department orders an evacuation, follow the evacuation procedure and your floor evacuation route and proceed to the Assembly Area. Remain there until the Emergency Response Manager directs otherwise. **If you spot a suspicious object or believe that your personal belongings have been tampered with during evacuation, leave them alone and report it to your Department Warden or any law enforcement personnel.**



PUBLIC DISTURBANCES AND LOCK DOWNS

PUBLIC DISTURBANCES

Occasionally, visitors or even employees may cause public disturbances at the Village Hall. Examples of such disturbances can be arguments, confrontations, and demonstrations. Should a public disturbance occur in your work area, take the following actions:

1. Stay calm.
2. Be polite and do not provoke the incident.
3. If you cannot resolve the situation, attempt to notify a supervisor.
4. If the individual poses a safety threat to the building's occupants, do the following:
 - a. If the threat IS NOT perceived as an immediate/imminent safety threat to the building's occupants, at a minimum, the following steps must occur during the same business day:
 - 1). Notify your supervisor of the situation.
 - 2). Your supervisor must notify the department director.
 - 3). Your department director must notify the Village Manager of the situation.
 - b. If the threat IS perceived as an immediate/imminent safety threat to the building's occupants:
 - 1). Immediately press a panic button (if available) and dial 9-911.
 - 2). If the need and opportunity arises, move out of the area to the following safe locations:
 - a). An office with a locked door; or
 - b). The designated off-site location (currently the Mount Prospect Library).

Under no circumstances should a non-sworn Village employee argue with, strike, or forcibly restrain individuals.



FACILITY LOCKDOWN

If the public disturbance rises to a level where individuals must evacuate their immediate area, then a staff member must initiate lockdown procedures for the entire Village Hall.

A lockdown can be initiated by any staff member: Do the following:

1. If you can get away from the immediate area, leave, go to another office or conference room and find a phone;
2. Dial the Village Hall paging group (x3333);
3. Announce “The Village Hall has initiated lockdown procedures.”

Should a lockdown commence, all Village Hall employees should do the following:

1. Stay calm.
2. Proceed to a safe location, either in:
 - a. An office with a locked door; or
 - b. The designated off-site location (currently the Mount Prospect Library).
3. If you are still located in the Village Hall**
 - a. Close all blinds and the door to the office you have evacuated to.
 - b. Dim or turn off the lights.
 - c. Silence your cell phones.
 - d. Limit chatter within the room.
4. If you have detailed information regarding the threat, call 9-911 to report it.
5. Wait for further instructions from the Police Department.

**** IMPORTANT:** In the past, fire alarms have been pulled to lure individuals out of their safe areas. If the fire alarm sounds during a lockdown, use your best judgment to determine whether you should evacuate your safe area.



Appendix A – Evacuation Drill Report

(See next page for report)



VILLAGE OF MOUNT PROSPECT

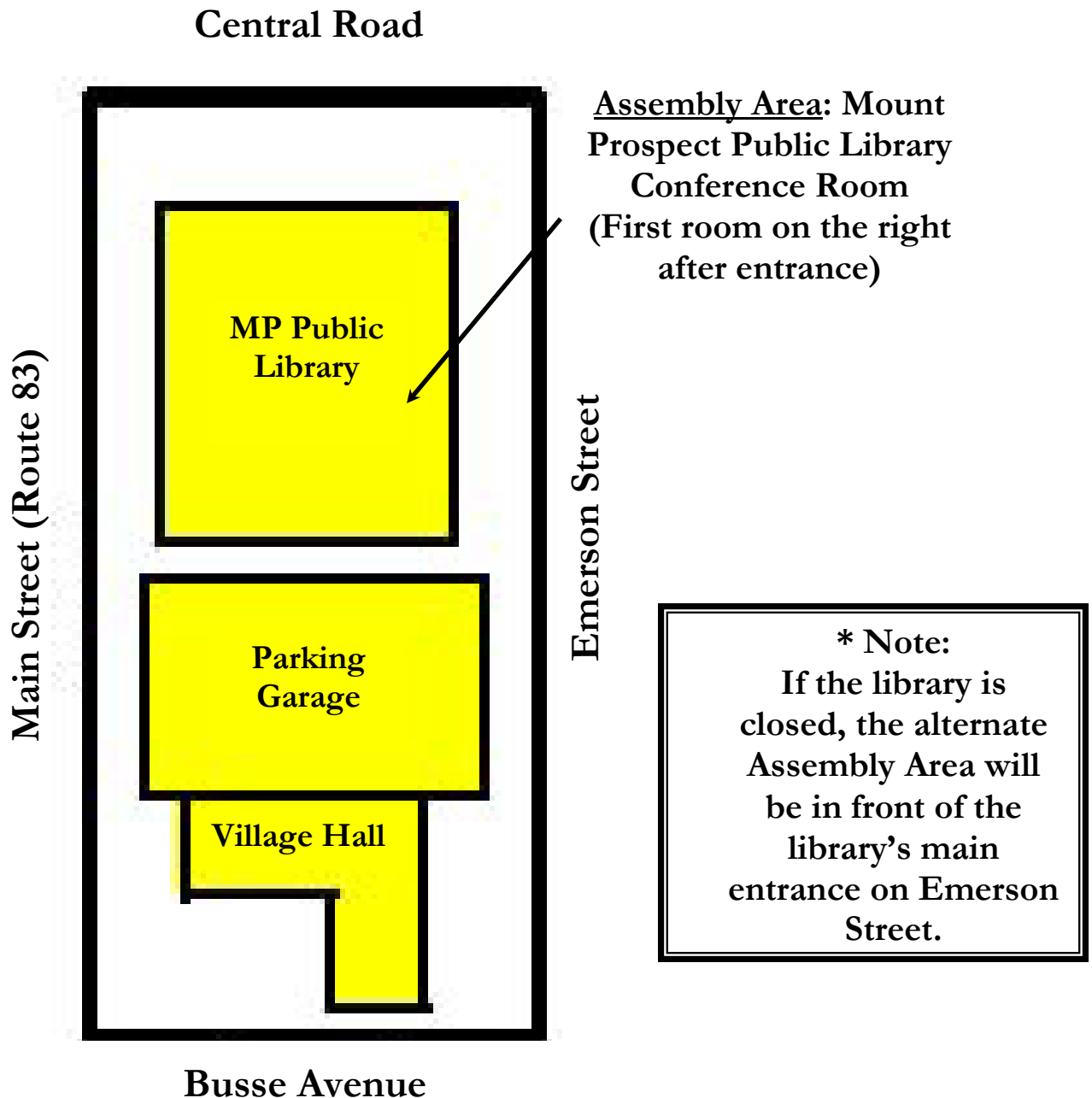
50 South Emerson Street
Mount Prospect, Illinois 60056-3218
(847) 392-6000

EVACUATION DRILL REPORT

Reporter's Name (Title, First Name, Last Name)				Date of Report		
Date of Evacuation Drill	Drill Start Time	Drill End Time	Total Time	Total Number of Personnel Participating		
	Number of Personnel Participating in Each Department	Was a Department Warden Present?				
Administration:		☐ Yes ☐ No If yes, who:				
TV Services:		☐ Yes ☐ No If yes, who:				
Community Dev.:		☐ Yes ☐ No If yes, who:				
Human Services:		☐ Yes ☐ No If yes, who:				
Finance:		☐ Yes ☐ No If yes, who:				
Community Center		☐ Yes ☐ No If yes, who:				
Information Tech.:		☐ Yes ☐ No If yes, who:				
Was an alarm sounded for the drill?		Which areas of the facility were affected by the drill?				
☐ Yes ☐ No						
Was an evacuation completed?						
☐ Yes ☐ No. If No, explain why:						
Rate the effectiveness of the drill (check the box that applies):						
	Poor (1 point)	Fair (2 points)	Good (3 points)	Excellent (4 points)		
Employee Response						
Visitor Response						
Speed of Evacuation						
Communication During Drill						
Accountability						
Totals: (add up the points in each column)					Total Score:	
Notes						

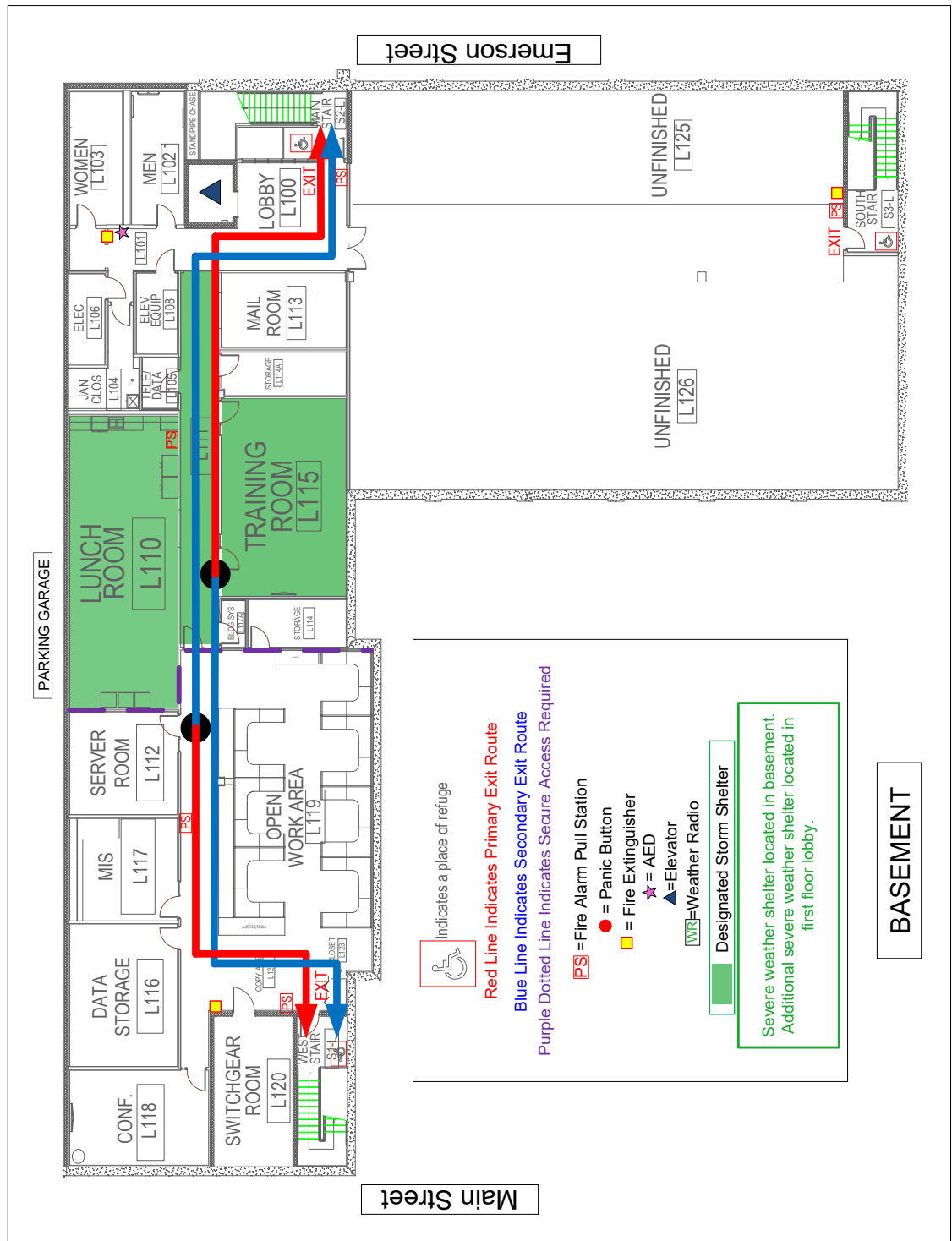


Appendix B – Assembly Area

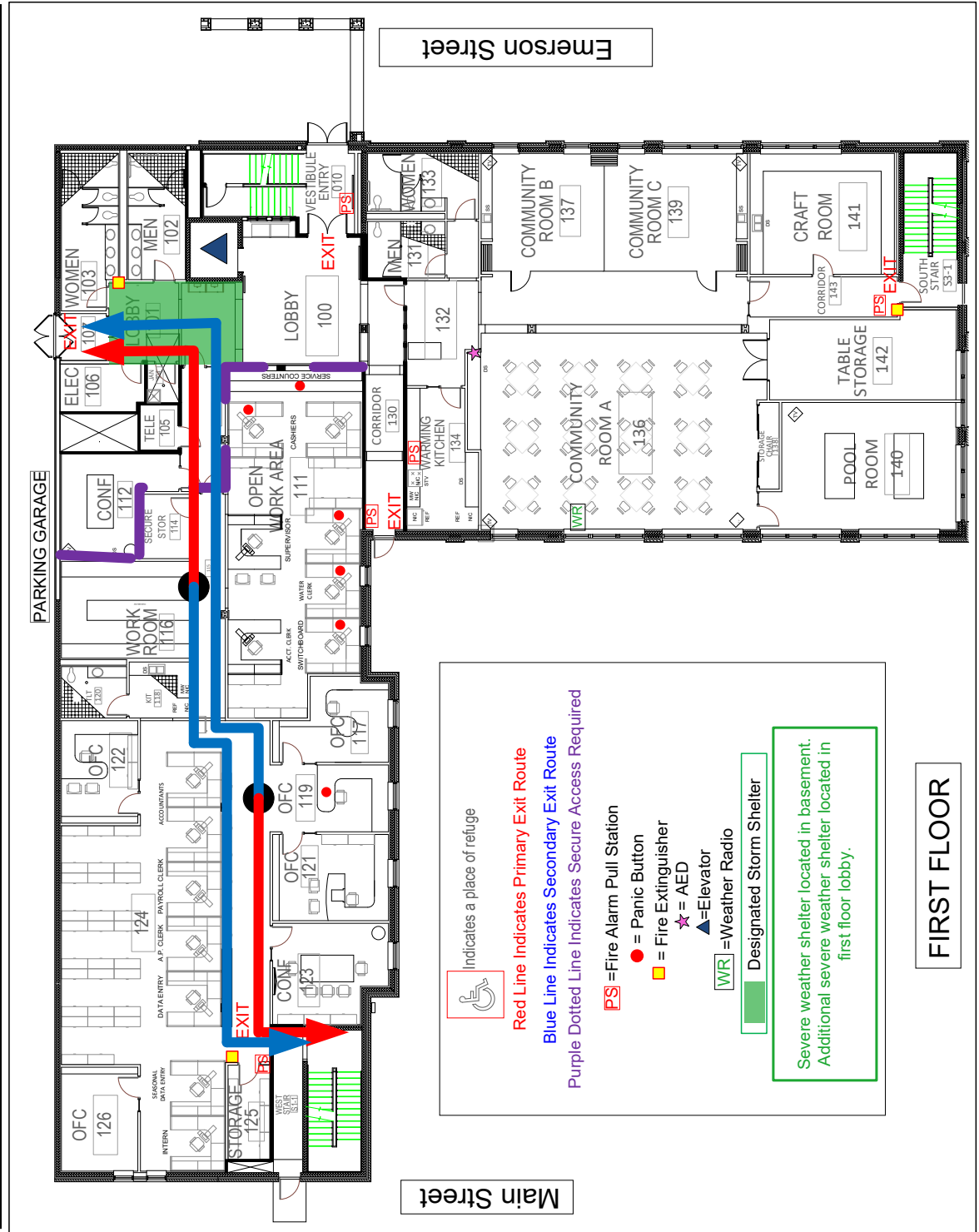


Appendix C – Site and Floor Plan

Emergency Evacuation

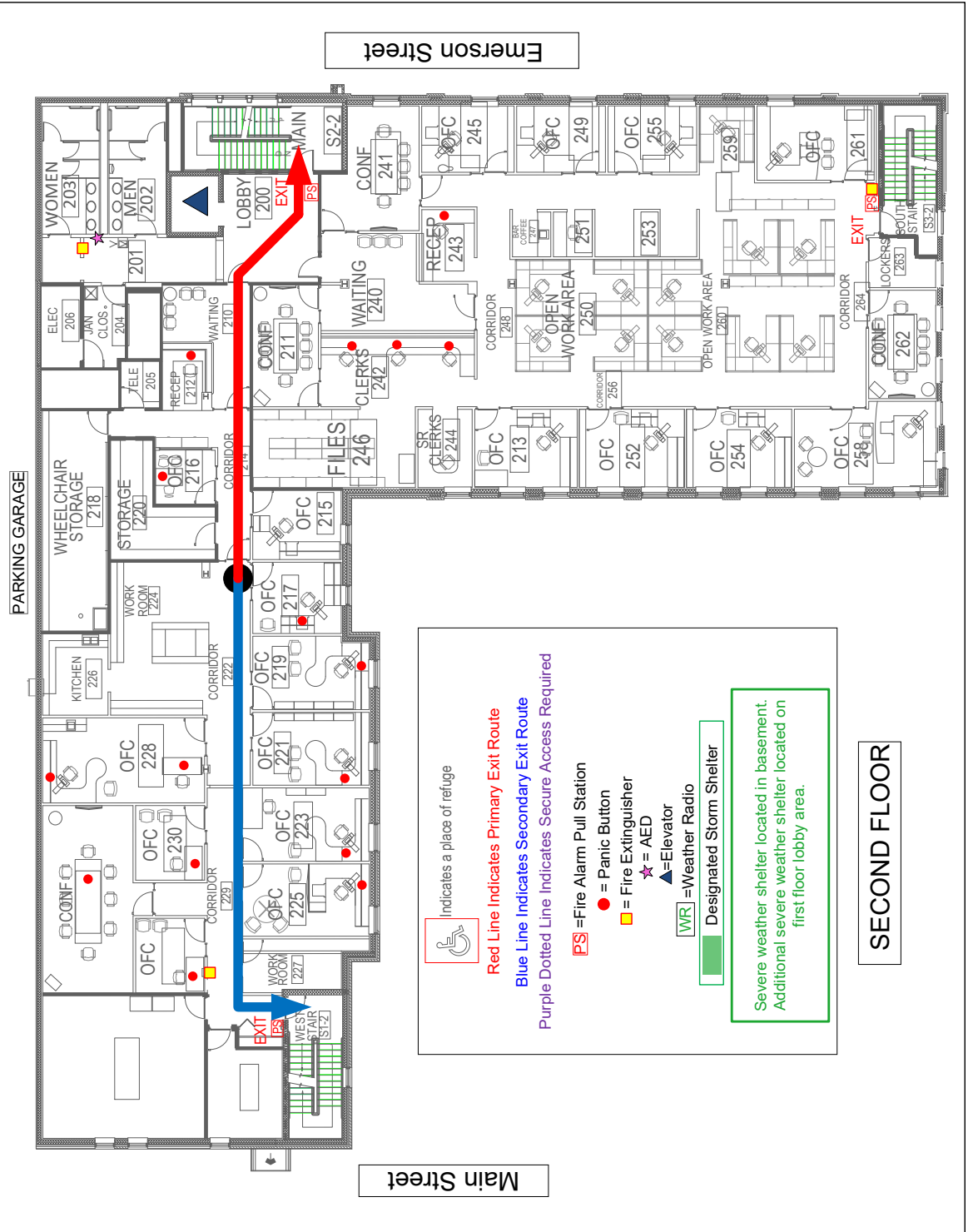


Emergency Evacuation

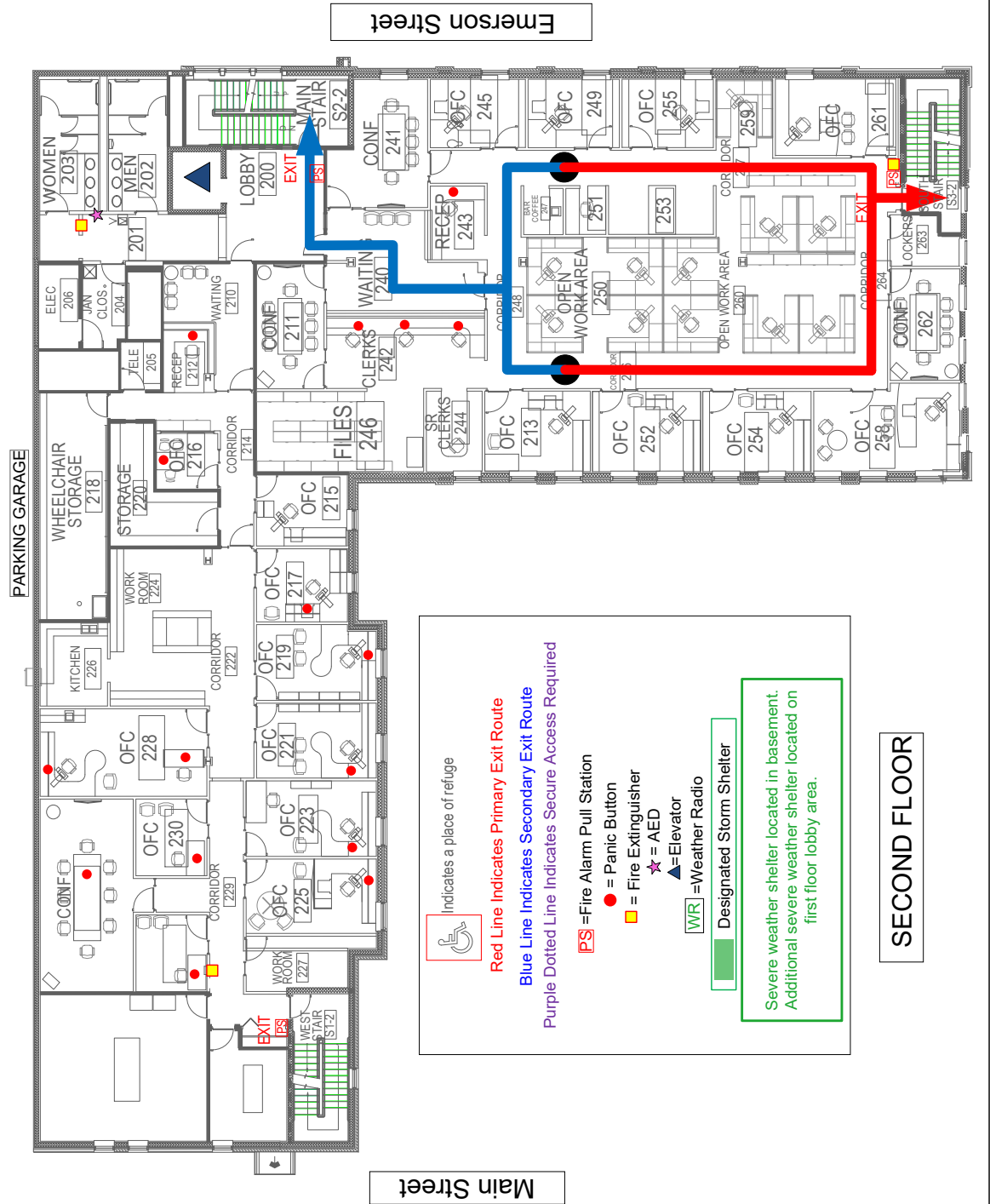




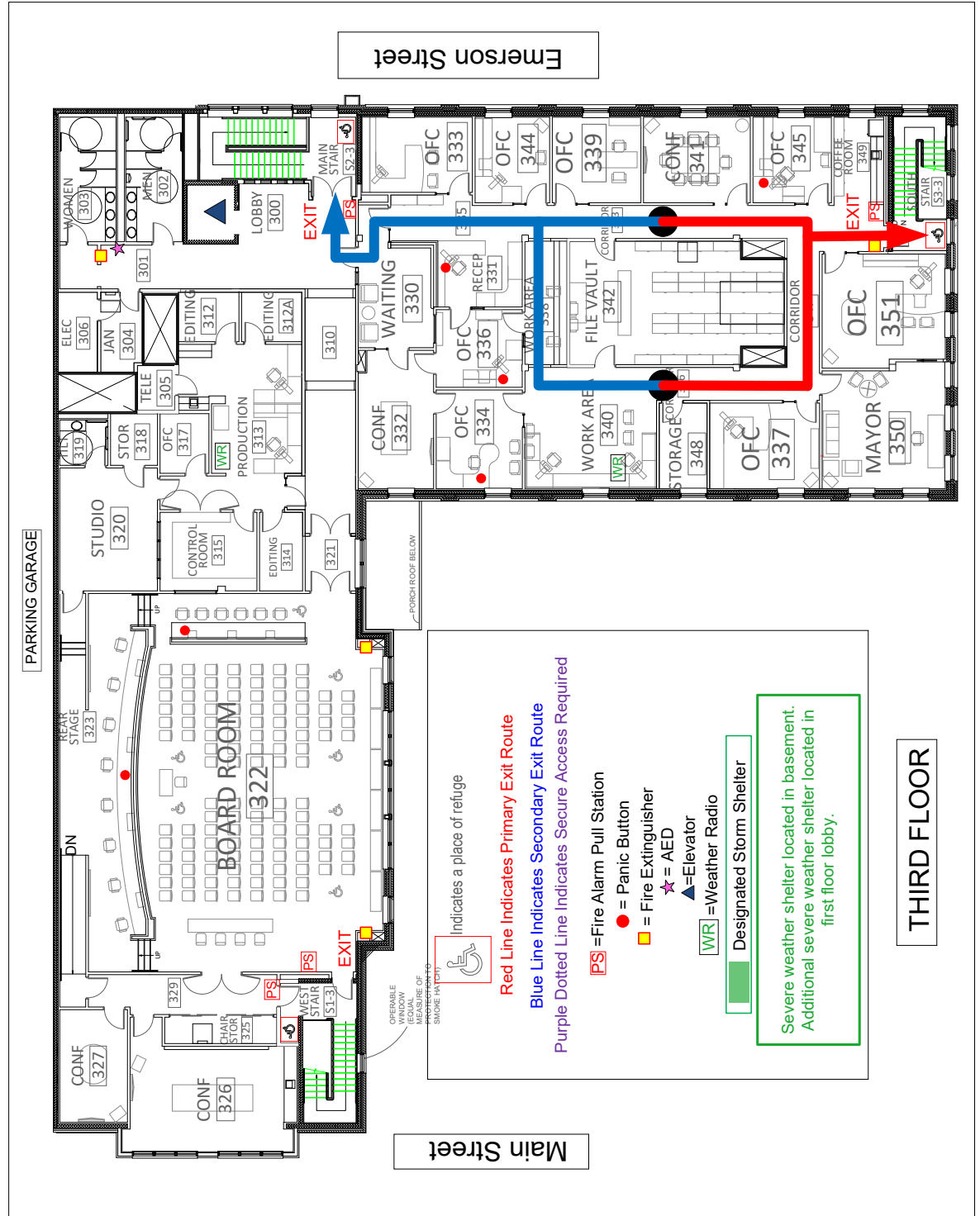
Emergency Evacuation



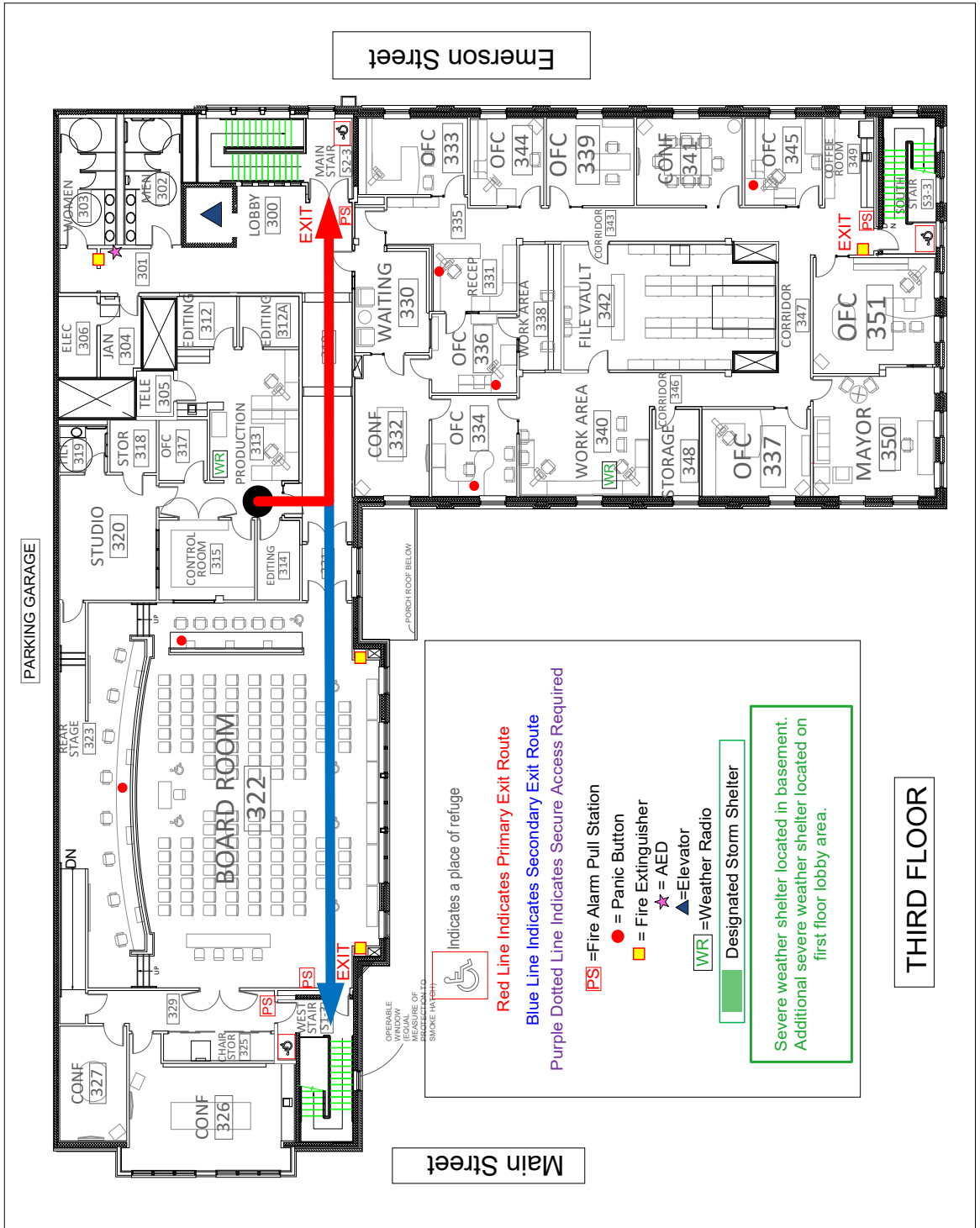
Emergency Evacuation



Emergency Evacuation



Emergency Evacuation







Appendix D – Bomb Threat Questionnaire

(See next page for Bomb Threat Questionnaire)





Appendix E – Emergency Response Team Assignments

EMERGENCY RESPONSE MANAGER CHAIN OF COMMAND
Michael Cassady
Alex Bertolucci
Amit Thakkar
Jason Shallcross
Julie Kane
Jennifer Fitzgerald
Esther Salutillo

DEPARTMENT WARDENS				
Department	Primary		Alternate	
	Contact	Work Phone	Contact	Work Phone
Administration	Karen Agoranos	X5333	Howard Kleinstein	X5691
Community Develop.	Ann Choi	X5314	Tammy Lewin	X5396
Human Services	Esther Grimaldo	X5319	Slavica Mirkovic	X5317
Finance	Claire Wheatley	X5284	Michael Grochocki	X5286
Community Center	Deborah Amaro	X5278	Karen Hanover	X5283
Information Technology	Ryan Rich	X5265	Robert Rundell	X5263

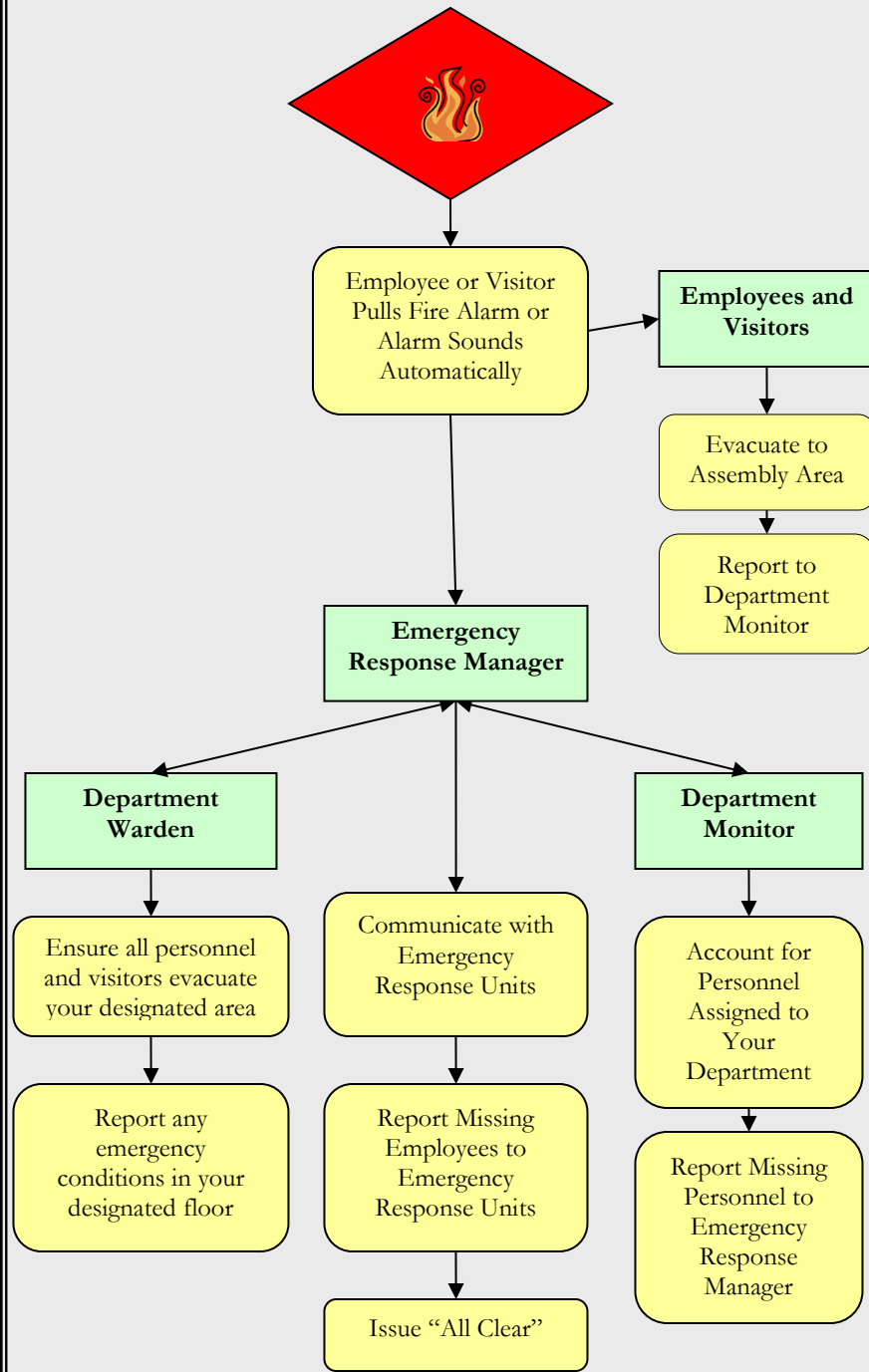
DEPARTMENT MONITORS				
Department	Primary		Alternate	
	Contact	Work Phone	Contact	Work Phone
Administration	Patti Anderson	X5370	Doreen Jarosz	X5300
Community Develop.	Jason Shallcross	X5307	Bill Schroeder	X5350
Human Services	Julie Kane	X5322	Esther Salutillo	X4932
Finance	Amit Thakkar	X5276	Jenny Fitzgerald	X5286
Information Technology	Andrew Schaeffer	X5269	Israel Martinez	X5264



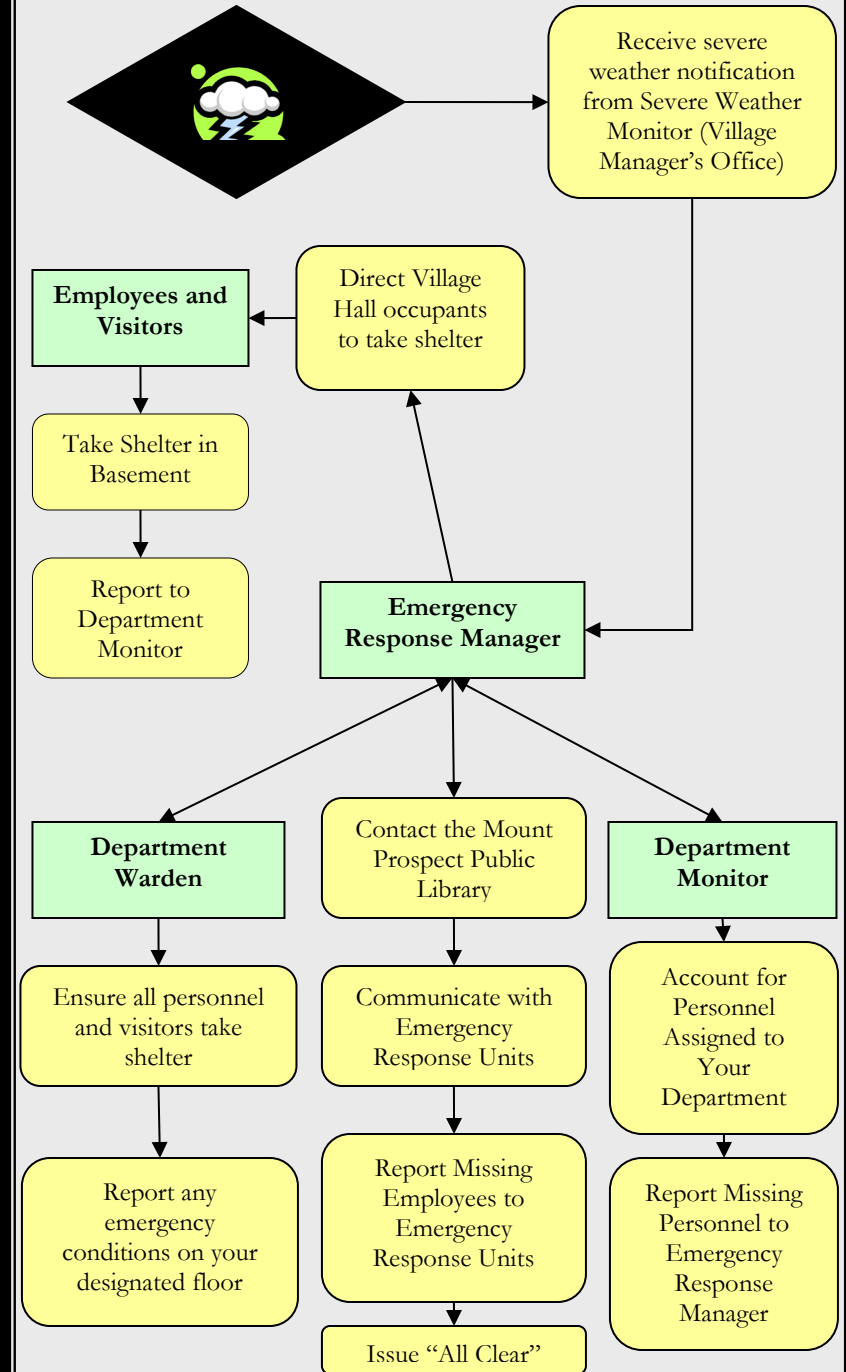
Appendix F – Emergency Response Flowcharts

(See next page for Emergency Response Flowcharts)

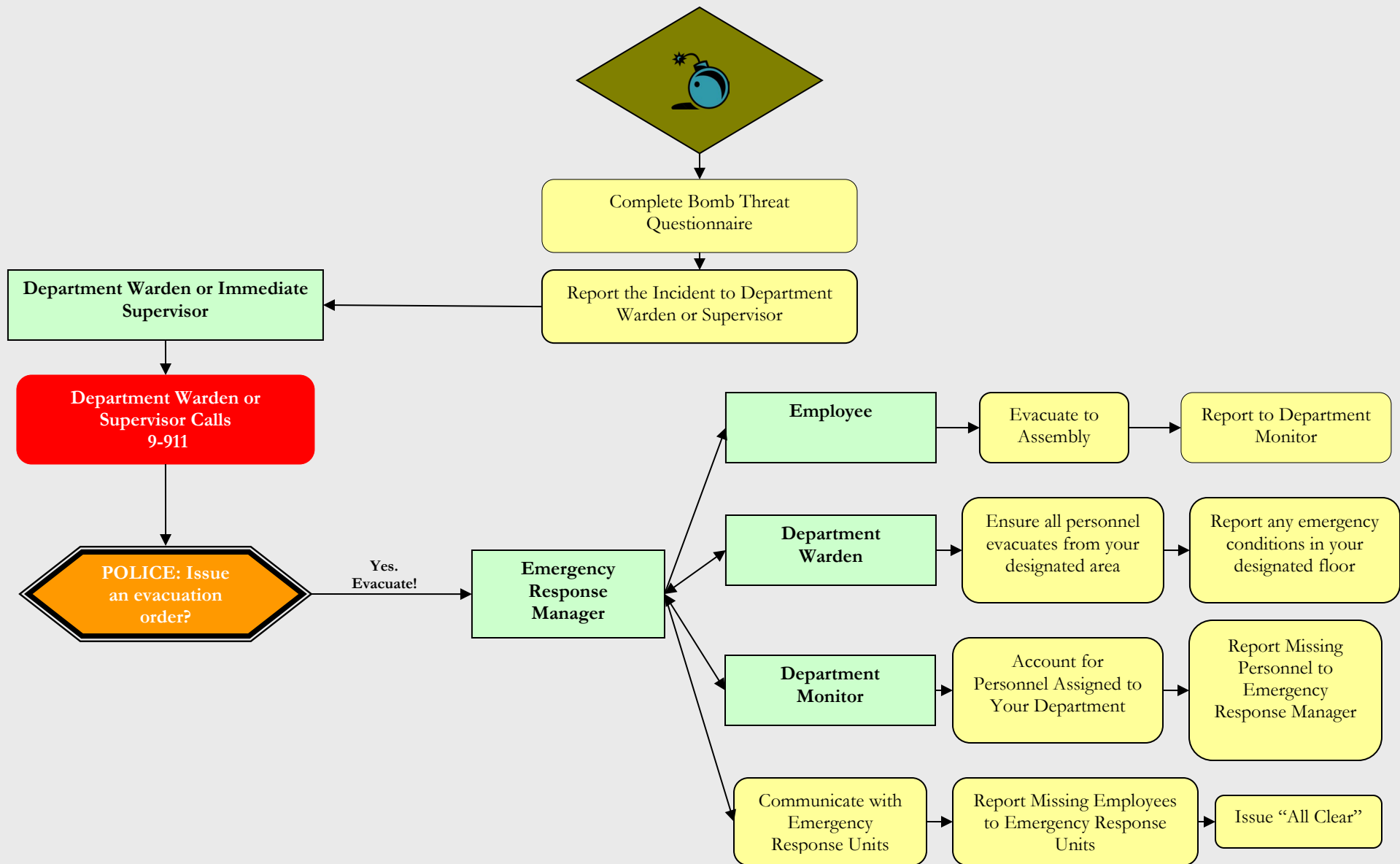
FIRE



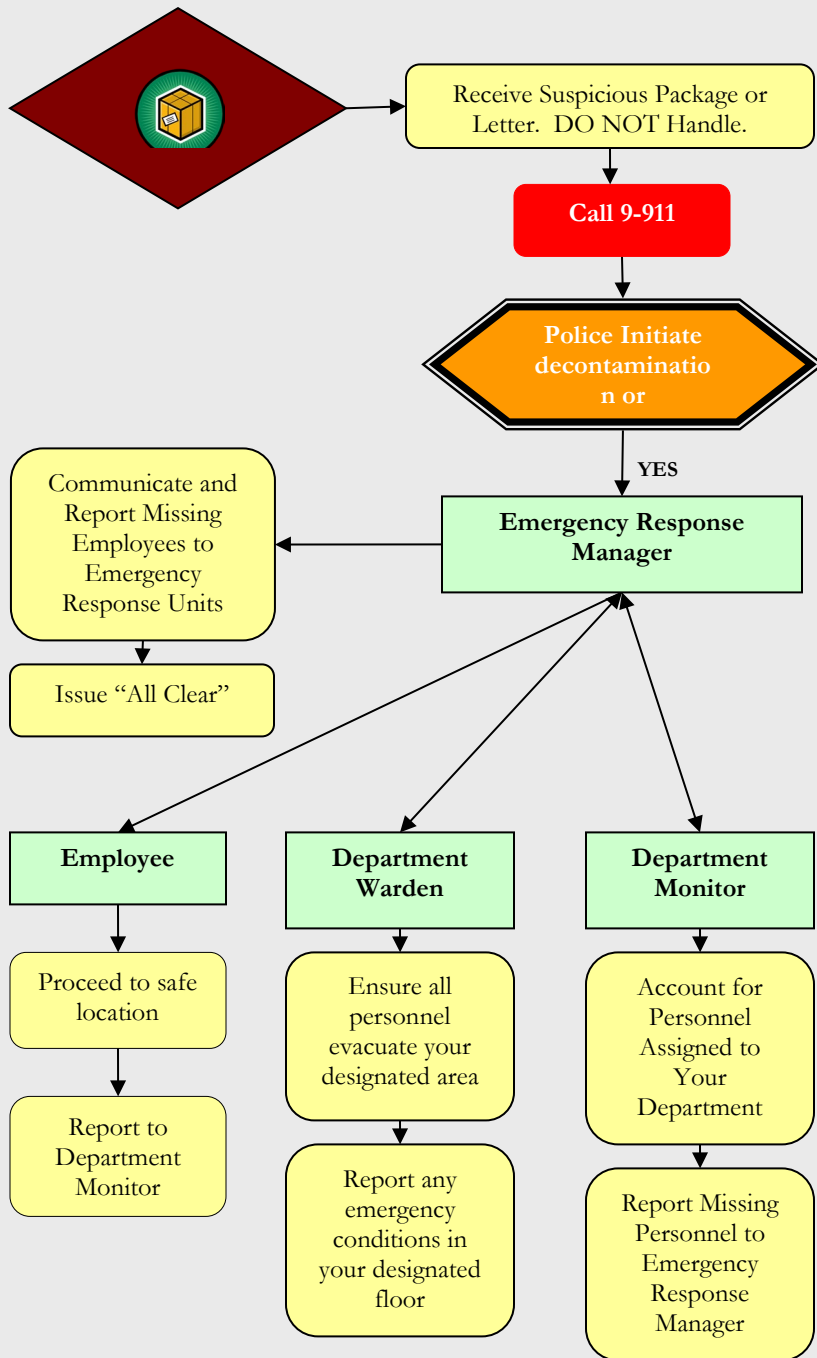
SEVERE WEATHER



BOMB THREAT



SUSPICIOUS PACKAGE



30

PUBLIC DISTURBANCE * LOCK

