COUNTY OF SONOMA

CLERK-RECORDER-ASSESSOR EMERGENCY ACTION PLAN

2020

Table of Contents

EMERGENCY ACTION PLAN

1.0   GENERAL

1.1   Purpose

This Emergency Action Plan establishes Sonoma County procedures to protect employees during fire and other emergencies as required by Title 8, California Code of Regulations (CCR), Section 3220. This Emergency Action Plan includes specific procedures and defines both county and department responsibilities for the implementation of the program's critical elements:

- Roles and responsibilities
- Procedures for reporting emergencies and alerting employees
- Procedures for each type of foreseeable emergency
- Evacuation procedures and route assignments
- Identification of critical operations and shut down procedures
- Employee training

1.2   Scope

This Emergency Action Plan (EAP) applies to all County employees (including temporary employees), clients, contractors and visitors at all County facilities and work sites. The Emergency Action Plan addresses employee safety for facility-specific emergencies as well as regional, large-scale emergencies that could impact employees at a facility.

The Sonoma County Operational Area Emergency Operations Plan (EOP) addresses the response to large-scale disasters consistent with the implementation of the National Incident Management System (NIMS). The Emergency Operations Plan may be viewed on the County Intranet site at: http://sc-intranet/pdf/eop.pdf

County employees may have duties and responsibilities as Disaster Service Workers (Government Code Section 3103) in the event that the EOP is activated during a large scale disaster. Critical functions and responsibilities are defined in the departments Continuity of Operations Plan (COOP).

This Emergency Action Plan is intended to support the EOP and COOP Group in the event of large scale disaster and does not supersede Sonoma County Operational Area Emergency Operations Plan.

1.3   Emergency Notifications/Communications

Successful emergency management and incident response operations require the continuous flow of critical information among departments and agencies. Emergency notification/communications must be able to do the following four things:

1. Launch quickly.
2. Communicate situation information and procedural instructions to employees.
3. Notify Department Head on the situation.
4. Notify the CAO, Risk Management, and Facilities Development & Management (FDM) of the situation
   a) Two notification lists have been created on the Global Email Directory in Microsoft Outlook to facilitate notification of CAO, FDM and Risk which are as follows:
      1. EAP Emergency Activation Notification
      2. EAP Practice Drill Notification

The following information needs to be accumulated, prepared and communicated during and after the emergency.

During the emergency

1. Notification of Emergency Response Agencies, i.e., Police, Fire, etc.
2. Confirmed location of all employees
3. Provide updated status reports on the incident to the CAO
4. List of departments to contact
5. List of any resources needed,
6. Persistent problems that require additional help

After the emergency

1. Confirmation that all employees have been accounted for
2. Final status reports on the incident to the CAO including:

   - Complete list of external organizations contacted
   - Completed narrative of the incident: what happened, what was done, the results and the outcomes

2.0   RESPONSIBILITIES

2.1   County Administrator

The County Administrator has overall authority and responsibility for the implementation of department Emergency Action Plans at all County facilities and will coordinate with Department Heads and public safety agencies to ensure employee and public safety. The County Administrator will be notified by the department in the event of a building evacuation, a "shelter in place", or any significant activation of a facility Emergency Action Plan. The County Administrator has overall responsibility for:

- Activating the Sonoma County EOC
- Providing information and guidance to county departments
- Maintaining information on the status of resources, services and operations
- Obtaining support for and providing support to county departments
- Collecting , evaluating and disseminating damage assessment and other essential information
- Establish coordination and communications with departments affected by the emergency
- Identification of all departments involved in emergency response
- Determining the emergency role of departments and making provisions for coordinating during emergencies
- Continuity of County Operations
- Management of information to media and public
- Assist Department Heads in deciding when a facility is to be shut down and employees are sent home

2.2   Department Heads / Facility Emergency Coordinators

The Department Head, or a designated alternate at each work site, will act as the Facility Emergency Coordinator (FEC) retaining overall responsibility as the emergency incident commander for incidents that impact more than one department housed in the same facility until public safety agencies (local police or fire departments) arrive and assume command. The FEC has the responsibility and authority to:

- Order a work area or facility-wide evacuation when necessary
- Verify public agency notification by Department Emergency Team or employees.
- Notify the County Administrator, Risk Management and Facilities Development & Management as required
- Establish a command center and coordinate with the CAO's office and public safety agencies during the initial stages of assuming incident command
- Direct shutdown of critical equipment and secure evacuated building
- Designate the Department Emergency Communications Contact
- Refer media inquiries to the CAO (Public Information Officer)
- Ensure succession of FEC; when the FEC has to report to County EOC or is unavailable

2.3   Department Emergency Coordinator

The Department Head, or a designated alternate, will act as the Department Emergency Coordinator (DEC) retaining overall responsibility as the emergency incident commander for the Department until the Facility Emergency Coordinator or public safety agencies (local police or fire departments) assume command. The DEC has the responsibility and authority to:

- Order a work area evacuation, Shelter-in-Place, or other emergency procedures as required by the situation
- Activate employee notification methods (alarm, e-mail, phone)
- Notify the County Administrator, Risk Management and Facilities Development & Management as required
- Establish a command center and coordinate with the CAO's office and public safety agencies during the initial stages of assuming incident command
- Direct the Department Emergency Team Leaders
- Assist Department Emergency Team Leaders in accounting for employees and public in the Department's work and public areas
- Direct shutdown of critical equipment (HVAC) and secure evacuated work areas
- Designate the Department Emergency Communications Contact
- Implement Department Continuity of Operations Plan (COOP)
- Refer media inquiries to the CAO (Public Information Officer)
- Ensure succession of DEC; when the DEC has to report to County EOC or is unavailable
- The Department Emergency Coordinator will act as the incident commander for incidents impacting only his or her own department until relieved by emergency response agencies

2.4   Department Emergency Communications Contact

The Emergency Communications Contact is responsible for the oversight of critical program elements:

- County communicates with contact for coordinating emergency management when multiple county departments are impacted by an event(s)
- Collecting and disseminating information for emergency response and support
- Communication link between Department and county administration for emergency planning and management
- Is a required member of the Department's Emergency Command Center
- Coordinates communications between other departments housed in same facility

2.5   Department Safety Coordinator(s) / Plan Administrators

The Department/Division/Site Safety Coordinators are the Emergency Action Plan Administrators responsible for the oversight of critical program elements:

- Identify and train Department Emergency Team leaders
- Ensure that Emergency Action Plan roles and responsibilities are coordinated
- Identify employees who require additional assistance in an evacuation
- Coordinate training for all employees on the Emergency Action Plan
- Coordinate emergency evacuation drills and exercises
- Ensure that emergency action plans are available and maps are posted
- Ensure that current Emergency Communications Contact is documented in Facility EAP and reported to Risk Management
- Coordinate Department emergency supply kits and first aid kits
- Conduct periodic audits of the EAP to evaluate effectiveness
- Ensure the EAP and facility addendums are updated with changes implemented by Risk Management
- Conduct post-emergency and post-drill evaluation and debriefing and update EAP as necessary with identified improvements to the plan

2.6   Department Emergency Team Leaders

The Department Emergency Team Leaders are the managers, supervisors or designated employees responsible for coordinating response including emergency evacuation of their areas and guiding employees to the designated assembly area. The Department Emergency Team Leaders are responsible for knowing:

- The Emergency Action Plan
- The physical layout of the area of responsibility
- The location and use of fire alarms, first aid kits, AEDs and fire extinguishers
- Evacuation routes and the location of outdoor assembly points.

Department Emergency Team Leaders are responsible for the following:

- Assess the incident to determine if it is necessary to order an emergency response and/or evacuation. Notify the Department Head or their designated alternate at the work site to authorize building evacuation if the situation permits
- Notify persons listed in the Emergency Action Plan as required including emergency response agencies
- Assign someone to meet emergency responders and direct them to the scene
- Clear designated areas of responsibility and instruct employees and visitors on evacuation routes and assembly areas
- Account for employees and visitors at the assembly point and provide information to emergency responders arriving on the scene
- Retain employees in assembly point until directions from the Department or Facility Emergency Coordinator are received
- Coordinate shelter-in-place or workplace security measures when warranted by the incident

2.7 Employees

- Comply with all procedures as required by the Emergency Action Plan and provided during training
- Promptly report any emergency situations to a supervisor and/or Department Emergency Team Leader
- Follow all instructions and heed all alarms during an emergency
- Follow all directions from the Department Emergency Team Leaders and emergency responders
- Ensure personal contact information on EP Self Service and Department Emergency Cards is accurate and up to date

2.8 Sonoma County Threat Assessment Team (TAT)

The Sonoma County Threat Assessment Team plays a critical role in the non-immediate threats of violence directed at a County employee by another County employee or member of the public. Managers and supervisors shall immediately inform the Department Head or Department Safety Coordinator when a non-immediate threat of violence occurs. The Department Head or Department Safety Coordinator shall contact County Risk Management to determine whether a meeting of the TAT is warranted.

Follow procedures in the department, division or facility Emergency Action Plan for direct and imminent threats of violence.

2.9 Sonoma County Facilities Development & Management

Sonoma County Facilities Development & Management will be notified by the Department Head or their designated alternate in the event of a building evacuation, shelter in place or other significant emergency in a County operated building. Facilities Development & Management will provide access to building utilities and can manage an automated shut-down of HVAC systems and locking of automated door locks as necessary. Facilities Development & Management will provide information on the fire protection and alarm systems installed in County buildings upon request.

Facilities Development & Management will assist departments in the preparation of evacuation route maps upon request. Facilities Development & Management is the technical resource on building code questions that may arise in the implementation of department plans.

Facilities Development & Management will assist departments in obtaining site-specific information for Emergency Action Plan implementation in leased facilities as required. Emergency access to building utilities in leased facilities should be reviewed with the building manager and the arrangements for access included in the division, department or facility Emergency Action Plan. Evacuation maps for leased facilities should be requested from the building manager if they have not already been posted in the facility. Information on fire protection and alarm systems in leased facilities should also be obtained from the building management. When building management has not been

responsive, Facilities Development & Management will assist departments in obtaining this information.

2.10 Fire and Emergency Services Department

The Sonoma County Department of Fire and Emergency Services will serve as a technical resource for departments with questions concerning fire and life safety, such as exit routes, portable fire extinguisher use, alarms and emergency lighting. The Department of Fire and Emergency Services will also serve as a resource to answer questions concerning Disaster Service Worker responsibilities and to clarify areas where employees may have multiple responsibilities for the Sonoma County EOP, County COOP and the Sonoma County Emergency Action Plan. Technical assistance will be provided to departments upon request.

2.11 Human Resources, Risk Management Division

Risk Management will provide county-wide direction on the development and revision of Emergency Action Plans. Risk Management has overall responsibility for the following:

- Maintaining County EAP Templates
- Communicating changes to County EAP Templates to Departments
- Maintaining the Facility Emergency Communications Contacts Roster and EAP Notification Lists
- Assisting Departments in development of emergency procedures
- Managing the County Threat Assessment Team program

3.0　COUNTY EMERGENCY ACTION PLAN ORGANIZATION/SYSTEM

Facility specific emergency action plans are part of the County's larger emergency management system up to and including the Sonoma County Emergency Operations Plan (EOP). The overall county emergency management system is comprised of multiple agencies and plans including the following:

Department/Facility specific emergency action plans - contains facility specific processes and procedures for managing and communicating emergency responses from the facility emergency command center. The facility emergency command center is established by the facility emergency coordinator when a facility's EAP is activated.

Department Continuity of Operations (COOP) Plans - Department specific plans for

- Ensuring the continuous performance of a department's essential functions/operations during an emergency;
- Protecting essential facilities, equipment, records, and other assets;
- Achieving a timely and orderly recovery from an emergency and resumption of full service to customers;

County Administrative Emergency Action Plan - Addresses the planned response to emergency situations associated with larger scale events affecting multi-departments within the Sonoma County Administration. The Plan accomplishes the following:

- Establishes criteria for activation of the Emergency Operations Center (EOC)
- Assigns responsibilities to ensure the effective coordination and management of emergency operations within the Sonoma County Administration Complex.
- Establishes Role assignments, policies, notification rosters and resource lists

Sonoma County/Operational Area Emergency Operations Plan (EOP) – Addresses the planned response to extraordinary emergency situations associated with large-scale disasters affecting the cities, special districts and the unincorporated areas of the County (Emergency Operations Area). This plan is not intended to address the normal day-to-day emergency or well-established emergency procedures in the department or facility EAPs.

Sonoma County/Operational Area Emergency Operations Center (EOC) – The EOC is located in the Hall of Justice to provide centralized emergency management during a major emergency or disaster. The EOC is well supplied with a computer network, including wireless access, telephones, dedicated fax lines, televisions, and all County communication systems. The CAO (or other designated staff) serves as the EOC Director with additional staffing provided by County Department heads (or other designated personnel) and other supporting agencies as needed.

4.0 REPORTING EMERGENCIES

4.1 Notification Procedures for Facility-Specific Emergencies

To report an emergency, call 911

The 911 dispatcher may say:

1. Where is the emergency situation?
2. What is your phone number?
3. What happened?
4. What's going on right now?
5. Wait for further instructions.
6. Do not hang up until told to do so.

After 911 is called, assign someone to meet fire, police and medical services personnel at the building entrance. The Department Head or their designated alternate at the site will make internal notifications to the County Administrator's Office, Risk Management and Facilities Development & Management using the emergency telephone numbers below:

EMERGENCY TELEPHONE NUMBERS		
Fire Department	911	528-5151
Police Department	911	528-5222
Paramedics/Ambulance	911	528-5222
Facilities Development & Management	Office	565-2550
County Administrator	Office	565-2431
Risk Management	Office	565-2942

4.2 Process for reporting emergencies to County

A phone call shall be made to the County Administrators Office, Facilities Development & Management and Risk Management as soon as is safely feasible. A simple notification via phone is sufficient for the initial notification. This initial notification shall include the following:

- Name and phone number of caller
- Department
- Facility/Location
- Event type

Subsequent communications and information updates may be communicated via the **'EAP Emergency Activation Notification'** distribution list in Outlook.

The 'Final Status Report' should be provided after the Emergency Team has finished the assessment and analyzed the cause of the event. The 'Final Status Report' shall include:

- Complete list of external organizations contacted
- Completed narrative of the incident: what happened, what was done, the results and the outcomes

4.3   Notification Procedures for Regional Emergencies

In the event of a regional, large-scale emergency, the department COOP Liaison, or the designated alternate, will communicate directly with the COOP Group at the County Emergency Operations Center. It is not recommended that the department call 911 in the event of a regional disaster such as earthquake.

4.4   Alarm Systems

County facilities are equipped with fire protection, alarm systems and emergency lighting systems depending on the type of facility and the building code requirements in effect when the building was constructed. When required, alarms must be visible or audible in all work areas. Whistles, bull horns, portable radios may be used at sites where a fire alarm is not installed. If a fire alarm is activated, all employees will evacuate the building following assigned evacuation routes and report to their designated assembly area.

When other types of emergencies occur, employees will be notified with a phone tree, "broadcast" e-mail alert, panic button alarm or light, or other type of notification described in the department or site Emergency Action Plan. Managers and supervisors or Department Emergency Team Leaders will also notify employees to evacuate work areas and direct them to the appropriate assembly areas.

Evacuation Routes and Assembly Maps must be posted in each facility.

4.5   Response Coordination among multiple Departments in a single facility

When a facility houses multiple departments, a facility emergency action plan shall document emergency coordination methods established between the departments which address:

- Alert notification of all Departments
- Response instructions to employees and visitors
- Evacuation of facility occupants to designated assembly points
- Alert notification of external agencies
- Emergency communications between Departments
- Establishment of an Emergency Command Center to coordinate emergency communications with CAO and applicable County departments and external agencies
- Designation of facility emergency coordinator(s)

5.0 EMERGENCY PROCEDURES

5.1 Medical Emergencies and First Aid

- Immediately summon help. Call 911.
- If possible, determine the cause of the injury or illness to ensure no danger remains.
- Do not attempt to move the victim, except when necessary to prevent additional harm.
- If emergency is the result of a chemical exposure locate and make a copy of the Safety Data Sheet (SDS) to give to emergency responders.
- Designate another person to wait at the entrance of the building or street to direct emergency responders to the location of the victim.
- Administer first aid; ONLY if you have received training.
- Refrain from handling blood-contaminated objects unless wearing protective gloves.
- Wash hands with soap and water after contact with a victim or personal items.
- Wear protective gloves to clean and decontaminate surfaces after contact with blood or other potential contaminates. Use a brush and dustpan to pick up broken glass that may be contaminated.
- Follow the AED procedure if applicable
- Notify CAO, and Risk Management.

Note: County employees are not trained or expected to render first aid in an emergency unless designated in the department, division or location Emergency Action Plan.

If there is a minor, non-serious injury or illness requiring medical treatment …..

> ✓ Notify your supervisor. Supervisor may assist with transportation.
> ✓ Report to Kaiser Occupational Health or emergency room.
> ✓ After hours: Report to Kaiser Emergency Room if medical assistance is required. Report all injuries and illnesses to a supervisor as soon as possible.

5.2   Fire and Explosions

If there is a fire…..

- Activate Fire alarm or employee notification system.
- Call 911.
- Begin evacuation procedures.
- Emergency Team Leaders: Take emergency supply kits and/or first aid kits if time allows.
- Exit building as quickly as possible. Crawl low in areas with smoke.
- Feel closed doors before opening. Do not open if hot. Use alternate exit.
- Stop, drop and roll if you catch fire.
- Go to designated assembly area.
- Emergency Team Leaders account for all employees and visitors.
- Prevent employees from re-entering the building to find missing persons. Report employees and visitors who are not accounted for to emergency responders.
- Permit only trained personnel to use portable fire extinguishers.
- Notify Facilities Development & Management as soon as possible. (X2550)
- Notify County Administrator's Office and Risk Management after notification of Facilities Development & Management.
- Notify emergency responders about any flammable gas supply shut off valves

If a fire is in the beginning or insipient stage,

- Activate alarm and summon help
- Use a portable fire extinguisher ONLY if you have been trained!
- Do not attempt to extinguish a fire beyond the initial stage.
- Evacuate the building.
- Call 911 and notify Department Head and Department Safety Coordinator.

NOTE: County employees who are not trained are not expected to use portable fire extinguishers or other fire-fighting equipment. Employees will evacuate the building and call 911. Each department or site will evaluate the need to use fire extinguishers and include specific information or procedures on the use of portable fire extinguishers in their department, division or facility emergency action plan.

If there is an explosion…..

- Take shelter against a desk or sturdy table to avoid falling debris.
- Evacuate the building and follow evacuation procedures as above, if safe.

If you are trapped in debris….

- Cover mouth and nose with any material at hand to minimize dust inhalation.
- If possible, call, whistle, use flashlight, or make noise to signal your location.

5.3 Earthquakes

If you are inside a building.....

- Remain calm. Do not attempt to evacuate the building. Duck, Cover and Hold!
- Find shelter under a desk or sturdy table. A doorway may provide some protection if no furniture is available.
- Avoid areas with overhead storage, or near outside walls and windows.
- Evacuate the building quickly after the building has stopped shaking and go to assembly area.
- Emergency Team Leaders: Take emergency first aid or supply kits, if time permits.
- Report injuries, fire or other hazardous conditions.
- Do not re-enter buildings until evaluated by emergency personnel.
- Avoid buildings, trees or electrical lines.
- Emergency Team Leaders: Account for all employees and visitors.
- Close any facility emergency supply shut off valves for flammable gas

If you are outdoors....

- Move to an open area away from structures, falling brick, trees, glass and overhead power lines.
- Protect your head and neck.

If you are in a car...

- Pull off the road
- Stop carefully away from structures or bridges. Set the parking brake.
- Stay in the car.
- If power lines fall on your car. Remain inside the vehicle until emergency responders arrive and remove the wire.
- After the quake, listen to your car radio for emergency information.

5.4   Threats of Violence

Internal and external threats of violence may be directed toward an individual or toward the workplace in general. Threats may be delivered face-to-face, by fax, e-mail, and phone or in writing. Sonoma County, department, and site-specific workplace security procedures are aimed at reducing the risk of workplace violence.

If you believe you are being threatened or harassed but that violence is not imminent….

- Document the details of the threat.
- Notify your supervisor or manager, and the Department Safety Coordinator.
- Appropriate action will be determined, including the use of the Sonoma County Threat Assessment Team for non-immediate threats to employees.

If there is an imminent danger or threat……

Follow the department or site-specific workplace security procedures. Each site should reference or include workplace security procedures in the building Emergency Action Plan Facility Addendum.

If there is imminent danger or a threat while in the field…..

- Leave the site.
- Call 911; immediately report incident to supervisor.
- Alert staff both inside and outside the department before their next site visit.

5.4.1 Active Assailant (Threats of Violence)

An Active Assailant is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active assailants use firearms(s) and there is no pattern or method to their selection of victims. When an active assailant is in your vicinity take these steps as appropriate:

Evacuate

If there is an accessible escape path, 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
- Keep your hands visible and follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

Hide out

If evacuation is not possible, find a place to hide. Your hiding place should:

- Be out of the active assailant's view and behind protection if weapons are fired in your direction
- Provide security-like an office with a locked or blocked door (i.e., blockade door with heavy furniture)
- Not trap you or restrict your options for movement

If the active assailant is nearby:

- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Remain quiet and calm
- Dial 911, if possible, to alert police to the active assailant's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

Take action against the active assailant

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

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

5.5   Civil Disturbance

The disruption of normal, orderly conduct and activities around the facility or the outbreak of rioting or violence is referred to as a civil disturbance. Keeping employees safe generally means staying away from the event. The situation can vary greatly but the following steps should be followed.

- If violence or vandalism is observed call 911
- Notify CAO, Facilities Development & Management and Risk Management
- Close all doors connecting exterior offices to any corridors.
- Close window shades
- Discreetly observe the people outside – if a threat is perceived as a result of actions or communications, consider locking down building and Sheltering-in-Place
- If necessary, post a sign in doors stating that offices are temporarily closed.
- People should not leave the building during the event. If people must leave, they should leave with an escort and never alone.
- Evacuation shall be coordinated with the police department
- If after an evacuation, a security presence will be maintained in the facility for monitoring and communication it should be at least two (2) people

If there is time for planning:

- Consider having non-essential staff stay home.
- Consider parking at alternative locations.
- Ask employees to bring a lunch as they may not be able to leave.
- Consider rescheduling meetings and events

5.6   Bomb Threat

Most bomb threats are received by phone. We must consider bomb threats as serious until proven otherwise. Act quickly, but remain calm.

Employee taking the call

- Remain Calm & DO NOT HANG UP
- If possible, signal other staff members to listen & notify a supervisor
- If the phone has a display, copy the number and/or letters on the window display
- Write down the exact wording of the threat
- Keep the caller on for as long as possible, use the Phone/Bomb Threat Form to gather as much information as possible
- Record, if possible
- Fill out the Bomb Threat Form immediately (Appendix B)
- Be available for interviews with the emergency response team and law enforcement

Facility Emergency Coordinator

- Evaluate authenticity of threat –Immediately contact local law enforcement if threat seems credible
- Contact Risk Management and CAO
- Communicate with personnel about bomb threat condition: advise to not use cell phones and communication radios
- Limit access to building
- Decide on appropriate action or combination of actions:
  - Lockdown: prevent access to area
  - Search: partial or full
  - Evacuation: partial or full (Advise evacuees to remove personal items, i.e. purses, backpacks during evacuation) – evacuees can search their personal work area & exit route during evacuation.

If Search is initiated

- Assemble and deploy search teams
- Search the entire building and grounds
- Scan rooms from floor to the ceiling, including air ducts, window tops and light fixtures
- Account for all personnel
- If *suspicious item is located leave indicators for emergency services

If Suspicious Item* is found
- **DO NOT** touch, tamper with, or move the item
- Immediately report item to local law enforcement/first responders

*A suspicious item is defined as any item identified as potentially containing explosives, an Improvised Explosive Device (IED), or other hazardous material. Suspicious indicators are based upon the communicated threat, placement and proximity of the item, and unexplainable wires or electronics, other visible bomb-like components, unusual sounds, vapors, mists, or odors.

5.7   Suspicious Mail

How to Recognize Suspicious Mail and Packages

Key indicators of a suspicious item include inappropriate or unusual labeling, such as:

- Excessive postage
- Misspelled common words
- No return address or strange return address
- Unusual addressing, such as not being addressed to a specific person or the use of incorrect titles or titles with no names
- Restrictive markings, such as "personal," "confidential," or "do not x-ray"
- Postmarks that do not match the return addresses

Other indicators include an unusual or inappropriate appearance, including:

- Powdery substances felt through or appearing on the item
- Oily stains or discolorations on the exterior, strange odors
- Excessive packaging material, like tape or string
- Lopsided or bulky shape of envelopes or boxes
- Ticking sounds, protruding wires, or exposed aluminum foil

Basic Procedures for Responding to Suspicious Mail & Packages

- Stay calm
- Do not open the letter or package (or open any further), do not shake it, do not show it to others, or empty its contents
- Leave the letter or package where it is or gently place it on the nearest flat surface
- If possible, gently cover the letter (use article of clothing)
- Shut off any fans or equipment in the area that might circulate the material
- Alert others nearby to relocate to an area away from the site of the suspicious item
- Take essential belongings, like cell phones, keys, purses, etc. with you
- Contact law enforcement immediately by calling 911
- Leave and close the door to the space containing the suspicious letter or package, and section off the area (keep others away)
- To prevent spreading any powder or hazardous substance to your face, wash your hands thoroughly with soap and water
- Relocate to an adjacent room within your office area
- Stay in the designated area until instructed otherwise by the police
- List all employees in the room when the mail was handled
- Notify CAO and Risk Management

5.8   Terrorism (Biological, Chemical, Radiological Attacks)

The Emergency Action Plan describes the basic types of terrorist attacks, signs and symptoms of exposure and immediate actions to minimize employee exposures at facilities.

A chemical attack is the deliberate release of a toxic gas, liquid or solid that can poison people or the environment. Signs and symptoms include watery eyes, twitching, choking, having trouble breathing or losing coordination.

A biological attack is the release of germs or other biological substances. Biological agents may be inhaled, enter through the skin or be ingested. Biological attacks may not be immediately obvious.

If there are signs of a chemical or biological attack…

- Try to determine the source and the area of impact
- Cover your mouth and nose with layers of fabric to filter the air
- Call 911
- Immediately notify a supervisor or manager and a department safety coordinator.
- Evacuate away from the suspected chemical source and impact area if it is inside the building
- If the chemical source is outside the building, follow shelter-in-place procedures rather than leaving the facility
- If you are outside during a chemical release, decide if it is better to move away from the area rapidly, or whether to move into a building and shelter-in-place.
- Wash eyes and skin if you think you may have been exposed to a chemical.
- If necessary, seek emergency medical attention
- Listen to radio or TV for important information in the event of a community incident

A radiation threat or "Dirty Bomb" is the use of common explosives to spread radioactive materials.

If there are signs or warnings of a radiation threat….

- Use distance between yourself and the radiation to reduce your exposure
- Use building materials or other shielding between the radioactive materials and yourself, if possible. This may reduce the exposure
- Minimize the time spent in the area to reduce your risk
- Call 911
- Immediately notify a supervisor or manager and a department safety coordinator
- Check local radio and TV stations to learn information from public authorities

5.9   Hazardous Materials Incident

Each county facility must identify hazardous materials used or stored on site that may cause a hazardous materials release or spill. Refer to the Sonoma County Hazard Communication Program and the location or site-specific addendum for information on procedures for a chemical release or spill in your facility.

Major hazardous materials incidents may occur due to transportation accidents or releases from nearby manufacturing or storage facilities. If employees are experiencing signs and symptoms of chemical exposure, call 911. Shelter-in-place procedures may be recommended by the County Office of Emergency Services (Section 6.6).

County employees may also encounter situations where there is a hazardous material incident while traveling in a vehicle or while visiting other facilities. If possible, determine the source of the potential exposure by direct observation or monitoring local radio stations. Follow instructions from the incident commander at the scene to evacuate the area or shelter in place.

5.10   Winter Storms / Floods

- Departments should perform preplanning when possible including reviewing of the continuity of operations plan to prepare for such events.
- Use radio or television to monitor storms and information on flood watches.
- Travel advisories can be heard on local radio stations before proceeding home: KSRO (1350 AM), KCBS (740 AM), KNBR (680 AM), KGO (810 AM)
- Never try to cross flooded roadways. Cars may be swept away.
- If flood waters rise around a car, exit the car and climb to higher ground.
- Never enter flooded areas near electrical circuits or equipment.

5.11   Landslides / Debris Flow (Mudslides)

If you are in an area at risk for landslides…..
- Know your evacuation route.
- Watch patterns of storm-water drainage on slopes near your workplace. Watch the hillsides for any signs of land movement such as small landslides or debris flows, or progressively tilting trees. Small changes can signal the potential of a greater landslide threat.
- Listen to a NOAA Weather Radio or local radio or television stations for warning of intense rainfall. Intense, short bursts of rain can be dangerous, especially after long periods of heavy rainfall.

If you are near a stream or channel…..

- Be prepared to evacuate quickly. Remain alert for a sudden increase or decrease in water flow and for a change from clear to muddy water. This may indicate landslide activity upstream.

If you are driving…..
- Watch embankments along roadsides, as they are susceptible to landslides.

- Watch the road for collapsed pavement, mud, fallen rocks and other indications of possible debris flows.

5.12 Tsunamis

If you are in coastal areas at risk from tsunamis……

- Know the designated evacuation route designated in the County of Sonoma Tsunami Plan. If possible, go to an area 100 feet above sea level or go up to two miles inland, away from the coastline.
- Be prepared to reach your safe location within 15 minutes if possible. It may be necessary to evacuate by foot if roads have become impassable.
- Use a NOAA Weather Radio with a tone-alert feature to keep you informed of local watches and warnings.

If you feel an earthquake that lasts 20 seconds or longer when you are on the coast….

- Drop, cover and hold on. First protect yourself from the earthquake.
- When the shaking stops, evacuate quickly. Move to higher ground away from the coast following the designated evacuation routes in the County of Sonoma Tsunami Plan.
- Be careful to avoid downed power lines and stay away from buildings and bridges where heavy objects might fall during an aftershock.

5.13 Power Failure

Procedures to follow in the event of a power failure:

- Report power failure to immediate supervisor
- Report power failure to Facilities Development & Management including information about any critical facility impacts including:
    - Failure of emergency lighting and emergency exits
    - Access to failed close ingress/egress affecting life safety
- Shut off sensitive electrical devices (turn off power strip) and heat producing appliances
- Activate processes to address impacts from the outage that may include:
    - Safely escorting public and staff
    - Access through automated locked doors/gates, etc.
    - Signage to public, visitors and contactors
    - Access to operational restrooms
    - Adequate emergency lighting for life safety
    - Phone/communications systems
    - Continuity of operations
    - Business resumption
    - Heat illness prevention plans
- When power is restored, immediately check all machines and appliances to determine what was left on when the power failure occurred.

6.0   EVACUATION PROCEDURES

6.1   Evacuation Routes and Assembly Area Maps

A copy of the designated evacuation routes map will be posted in each work area. Evacuation routes and primary and secondary assembly areas will be included for each facility and/or work area in the site-specific addendum. The maps should also include the locations of other emergency equipment including the locations of alarm switches, first aid kits, AEDs and emergency shut offs .

6.2   Evacuation Procedures

Department Emergency Team Leaders will respond to the fire alarm or other notification system and begin evacuation procedures to the designated assembly area.   Each facility shall have designated secondary assembly areas in the case the primary assembly area is impacted by the emergency. Team leaders have responsibility to:

- Instruct employees and visitors to follow evacuation routes and gather in assembly areas.
- Take first aid kit and/or emergency supplies, if time permits.
- Direct the shutdown of critical equipment or operations (if any).
- Account for employees and visitors in the assembly areas.
- Stay with employees and visitors in designated assembly areas, until otherwise instructed by the emergency responders, the CAO, Department Head, or designee.

If you hear an alarm or are notified of a building evacuation….

- Immediately exit the building and go directly to the assembly area. Do not leave the assembly area until you have been accounted for and given permission to leave.
- Plan for more than one route. The route you normally use to enter/exit a building may not be the shortest/quickest way out or may be in the path of the emergency.
- Follow the directions of the Emergency Team Leader for your area.

6.3   Assisting Employees with Special Evacuation Needs

- Identify employees with special needs and determine the level of assistance that will be required in an emergency evacuation.
- Complete Employee Special Evacuation Needs Form (Appendix A) to assist in the identification of people with communication difficulties, physical limitations, equipment instructions and/or medication procedures.
- Identify co-workers willing to assist with the evacuation of employees with special needs.
- Train co-workers on how to carry or assist disabled persons or otherwise provide assistance.

6.4   Accounting for Personnel

Accounting for all employees and visitors following an evacuation is critical. Emergency Team Leaders are responsible for accounting for their employees, and any contractors or visitors present in areas of responsibility. Emergency Team Leaders with responsibilities for clearing public areas must obtain visitor logs for use in accounting for visitors.

Accountability procedures include:

- ✓ Instruct employees to go to designated assembly areas.
- ✓ Take a head count after evacuation using current employee rosters from each work area. Identify the names and last known locations of anyone not accounted for and provide the information to the Facility Emergency Command Center.
- ✓ If safe to do so, sign-in logs should be collected prior to evacuation. Use logs to account for any visitors and report to emergency responders if visitors are not in the assembly area.
- ✓ Emergency Team Leaders will gather and consolidate the head count lists and the names of those reported missing to provide to emergency responders.
- ✓ Establish procedures for further evacuation in case the incident expands. This may consist of sending employees home or providing transport to an offsite location. The CAO and the Department Head will provide instructions.

6.5   Building Re-Entry/Employee Release

Emergency responders will determine who will access the building during the emergency, and will assist the Department Head in determining at what point it is safe to re-enter and resume work. The County Administrator's Office and the Department Head will determine if and when the facility will shut down and employees will be sent home.

During an emergency, all personnel will remain in the designated assembly areas unless released by the Emergency Team Leader and their supervisor or manager. Emergency responders will be informed of employees or visitors who were not accounted for in the assembly areas.

7.0   SHELTER-IN-PLACE PROCEDURES

Shelter-in-Place is a protective action taken to protect you from external hazards, minimize your chance of injury, and/or provide the time to allow preparations for a safe evacuation.

Generally there are three broad causes of Sheltering in Place:

1. There is a toxin in the air (a poisonous gas, chemical release, smoke from large fires)
2. A dangerous person or hostile environment exists (civil unrest, fugitive searches) or
3. A sudden weather-related event is occurring (lightning storm, sever winds, etc)

General shelter-in-place procedures:

- Go inside and stay inside
- Close all windows and doors
- Select interior rooms whenever possible, with fewest windows and vents
- It is ideal to have a hard-wired telephone in the room selected
- Use phone only for emergencies
- Bring an emergency/first aid kit into the room
- Notify field personnel not to return to the facility that is sheltering

Toxin in the air – additional procedures and considerations

- Contact FDMD (#2550) to shut down HVAC system, exhaust fans, etc.
- Seal all windows, doors and air vents (clothing jammed under door, etc.)
- Monitor TV or radio for emergency messages

Dangerous person/fugitive - **additional procedures and considerations**

- Lock down the building
- Shut off cell phones, radios, etc.

Civil unrest - additional procedures and considerations

- If violence or vandalism is observed call 911
- Close all doors connecting exterior offices to any corridors
- Close window shades
- People should not leave the building during the event. If people must leave, they should leave with an escort and never alone
- Consider locking down building

Where will visitors go?

- Upon notification to shelter-in-place, all employees should assess their immediate area, identify any visitors, and provide them assistance. Visitors include anyone not regularly assigned to the county department including: other county employees, clients, contractors, and other visitors, etc. Once identified you need to direct the visitor(s) to the appropriate Shelter-in-Place location- take them with you. If the visitor(s) insist on leaving the building, escort them to the safest location to exit.

8.0 CRITICAL OPERATIONS

Each facility must identify designated critical operations to be shut down prior to building evacuation (if any). Authorized employees will shut down critical operations unless there is risk to the employee and immediate evacuation is indicated.

9.0 TRAINING

All County employees must receive training on the Emergency Action Plan (EAP) when:

- New employees are hired (including temporary employees)
- New facility designs, equipment, materials or processes are brought into the workplace that affect evacuation routes
- The EAP is revised or updated
- Refresher training annually

9.1 Initial Employee Training

Initial employee training shall include a review of the emergency action plan and specific types of emergencies that may occur in their work area or building. The training will include the following:

- Individual roles and responsibilities (County, Department, facility chain of command)
- Specific information on potential emergencies in their work area or building
- Emergency reporting and notification procedures
- Emergency response procedures
- Evacuation, shelter and accountability procedures
- Use of emergency equipment
- Critical operations in their work area or building

9.2 Annual Refresher Training

Annual refresher training will include a review of the following:

- Evacuation procedures including alert systems, evacuation routes, assembly points and accountability process
- Shelter-in-Place procedures and locations
- Facility specific emergency scenarios and response procedures

9.3 Facility Emergency Coordinator/Emergency Team Leader Training

Initial and refresher training for the Facility Emergency Coordinators and Emergency Team Leaders will include additional training to prepare them to fulfill their role responsibilities during emergency events. Table top exercises can be an effective method for this type of training.

9.4 Training Drills

An annual drill is required. Each facility will schedule a drill to reinforce emergency procedures and employee training. Generally this will be an evacuation or shelter-in-place drill involving one of the emergency scenarios documented in the EAP.

The CAO, Facilities Development & Management and Risk Management shall be notified before the drill is executed. Notification can be made by sending an email that includes the drill type, date and location to the '**EAP Practice Drill Notification'** distribution list on the global email directory in Microsoft Outlook.

10.0 REVIEW AND UPDATE

The documented roles in the facility EAP shall be reviewed and updated annually. Any changes to emergency communications contact shall be communicated to Risk Management.

EMERGENCY ACTION PLAN

DEPARTMENT, FACILITY OR SITE-SPECIFIC ADDENDUM

Department:	**CRA – Recorder-Assessor**
Facility Location:	585 Fiscal Drive
Facility Emergency Coordinator:	Ray Leonard Alternate: Julianne Kamplain
Facility Emergency Communication Contact:	Ray Leonard Alternate: Julianne Kamplain
Department Emergency Coordinator:	Ray Leonard
Department Emergency Communication Contact:	Ray Leonard
Department/Division/Site Safety Coordinator:	Ray Leonard

DEPARTMENT EMERGENCY TEAM ORGANIZATION		
Team Member	**Areas of Responsibility**	**Assembly**
Facility Emergency Coordinator **Ray Leonard/** **Julianne Kamplain** Department Emergency Coordinator **Ray Leonard** Department Emergency Communications Contact **Ray Leonard**	Activate employee notification methods in building or work site (alarm, e-mail, phone, PA system) Order evacuation, shelter in place or other emergency procedures Call 911, Communicate with responders Internal Notifications (CAO, Facilities Development & Management, Risk Management) Establish command center, assume command until first responders arrive on the scene Communicate with Emergency Team Leaders Communication link between department and county administration for emergency planning and management. Collecting and disseminating information for emergency response and support	Command Center Location
Emergency Team Leaders **Kim Barrett** **Greg Walsh** **Ray Leonard** **Sean Nurmi** **Suki Gieser** **Amanda King** **Debbie Corbin** **Sally Cole**	Evacuate personnel in area Account for employees, visitors, contractors Notify Facility Emergency Coordinator of missing persons (prevent building re-entry) Retain employees in assembly area until direction from incident commander, CAO is received Evacuation Area 8 Evacuation Area 6 Evacuation Area 3 Evacuation Area 7 Evacuation Area 5 Evacuation Area 1 Evacuation Area 2 Evacuation Area 4	<u>Assembly Areas</u> Primary: Parking Lot P across Administration Drive, out the back exits of the Fiscal Building Secondary: Redwood Tree Grove in PRMD parking lot, near the corner of Ventura and Administration Drives

EMERGENCY TELEPHONE NUMBERS		
Facility Emergency Coordinator(s)	Ray Leonard	565-1880
Fire Department/HazMat Team	911	528-5151
Police Department	911	528-5222
Paramedics/Ambulance	911	528-5222
Facilities Development & Management	Office	565-2550
County Administrator	Office	565-2431
Risk Management	Office	565-2942

ALARM SYSTEM

The alarm system or notification methods used to alert employees of an emergency are portable air horns. The portable air horns are located inside each Emergency Team Leader's office/workstation. Additionally an intercom system will be used to alert staff and provide instruction in an emergency.

SITE-SPECIFIC EMERGENCY PROCEDURES

General emergency procedures for the County are included in Section 5.0.

Threats of Violence

When dealing with customers at the front counter, attempt to calm disruptive customers by using active listening skills, sympathizing, and offering possible solutions. If a customer starts to become verbally abusive, hostile, or threatening, seek the help of a supervisor or manager, by either offering to get a supervisor to help the customer or by utilizing the emergency phone page system.

Assessor / Recorder - Emergency Safety Systems –

Emergency Phone Pages

These pages will signal every manager's phone in the Assessor and Recorder's office. To activate:

- Press the button labeled ASE-REC Panic

Responders will be able to hear the conversation being conducted, and have a better idea of the approach to use.

This system allows you to get information to the responders about the situation you are dealing with (verbally abusive, threatening, confrontation, etc.), but without the customer knowing that you have called for help.

Emergency Ceiling Lights

This is a secondary system. The preferred method is the emergency phone pages listed above.

If you see the ceiling lights flashing, please inform the nearest manager or supervisor.

To use the emergency lights, push the button on one of three units. Two are mounted underneath the counters at the Assessor Front Desk and the Assessor Desk in the Recorder's office. The third button is on a portable unit that can be carried by an employee while showing a member of the public to non-public areas.

The colors represent different locations.

Red – Assessor Front Counter

Blue – Portable Unit (usually kept at Assessor Front Counter/Tonya's desk)

Yellow – Assessor/Recorder Desk (accompanied by "dings" in Chief Deputy Assessor's office)

Silent Alarm Buttons

If there is an imminent danger or threat call 911 or press one of the silent alarm buttons located at the recorder front counter and accounting. The panic button will send a silent alarm to the Santa Rosa Police Department.

Use the Phone/Bomb Threat Report Form located on the S: Drive in the CRA-All/Safety Folder, Appendix B of this document, or in the Safety File in front of the Executive Secretary's office. As soon as it is possible, signal other staff members or a supervisor.   Staff members should notify the Department Emergency Coordinator (DEC) as soon as possible.

The DEC will determine whether the threat is credible and follow the general emergency procedures outlined in Section 5.6.

Emergency Buckets

The emergency buckets (2) are located near the north exit doors. Time permitting, the first able bodied person(s) to exit should grab the buckets and bring them out the north doors into the parking lot across the street. If needed, others should assist with carrying the buckets (they are heavy). The buckets contain first aid supplies, water, an employee roster, a diagram of the office, and other emergency supplies. The Department Emergency Coordinator or a member of the Emergency Team will open the buckets and get the employee roster to take roll call.

Response Coordination in County Fiscal Building

The Fiscal Building houses the Auditor-Controller-Treasurer-Tax Collector (ACTTC) and Clerk-Recorder-Assessor (CRA). The following guidelines have been established in order to coordinate communication within the facility during an emergency:

- The Clerk-Recorder-Assessor Department's Administrative Services Officer will act as the Facility Emergency Coordinator for the building located at 585 Fiscal Drive
- The Facility Emergency Coordinator will establish an Emergency Command Center to coordinate emergency communications when an emergency impacts both the CRA and ACTTC
- Alert notifications between the ACTTC and CRA will be managed by the department emergency coordinators via the phone numbers listed below or by emailing 'ACTTC-Staff' and 'CRA-All' with **Emergency Notification** in the subject line

- Department Emergency Coordinators will provide the response instructions to their department's employees and visitors in their individual office areas
- The Department Safety Coordinator will notify the other safety coordinators in the Fiscal Building when there is a change to the Department Emergency Communication Contact

Emergency Communication Contacts	Office Extension Number	Alternative Number
Julianne Kamplain	3583	██████████
Terina Tracy	3234	██████████

Employees working off-site

All employees that are working in the field should check in and out of the office with a supervisor or manager either *in person or over the phone* (do not leave a message). Upon checking out, employees should provide an expected return time. If an employee will not make it back to the office by the expected time, he or she should call into the office no later than twenty (20) minutes after the expected return time. If the supervisor or manager has not heard from the employee within thirty (30) minutes of the expected return time, the supervisor or manager should call the employee to make sure that they are ok.

In an emergency, employees in the field should follow the general emergency procedures as outlined in Section 5.0, according to their location. *If there is an imminent danger or threat, call 911*. When it is safe to do so, employees should contact their supervisors by phone.

During an evacuation, supervisors will attempt to contact employees in the field by phone, in order to account for the employee's whereabouts and to inform them whether it is safe to return to work.

Hazardous Materials

The Recorder and Assessor do not store any hazardous substances.

Critical Operations

The Recorder and Assessor have no Critical Operations requiring special response procedures during an emergency.

PORTABLE FIRE EXTINGUISHER USE

Our department or facility has portable fire extinguishers in the following locations (see attached evacuation map for all locations):

Assessor
- Along the east wall, by the map books
- On the west wall, to the left of door to hallway
- To the left of the entrance to the Executive Secretary's office
- At the end of the hallway between Sean's and Gia's offices
- On the wall behind Business Property (by BP copier)

Recorder
- In the employee breakroom
- In the hallway kitchen

- Just inside the door of imaging
- Just inside the door of imaging storage

In the event of a fire, our employees are expected to evacuate and call 911.

FIRST AID / MEDICAL EMERGENCIES

Our department / facility has first aid kits located in a drawer labeled "First Aid" in the Assessor breakroom, and in the Recorder breakroom next to the sink.

Our employees are expected to call 911. The following employees are trained and designated as first aid providers:

Clerk/Recorder	Assessor
Carrie Anderson	Kathy Herman
Jana Blunt	Andrea Lemus
Betsy Penn	Rene Gonclaves
Courtney Dabney	Ray Leonard

EVACUATION ROUTE AND ASSEMBLY AREA MAP

Evacuation route and assembly area maps are posted or available in the following locations in our facility:

Assessor
- On the west cubicle walls outside of the following workspaces: Ownership and Real Property
- On the overhead inside the executive secretary's office
- On the west wall of the copy area by Bill's office
- On the north cubicle wall outside Erika Coleman's workstation
- On the east cubicle wall outside of Business Property Supervisor's workstation

Recorder
- Just inside the door of imaging
- On the north cubicle wall of Doc Recorder Supervisor's workstation
- Above the copier in Admin – Fiscal
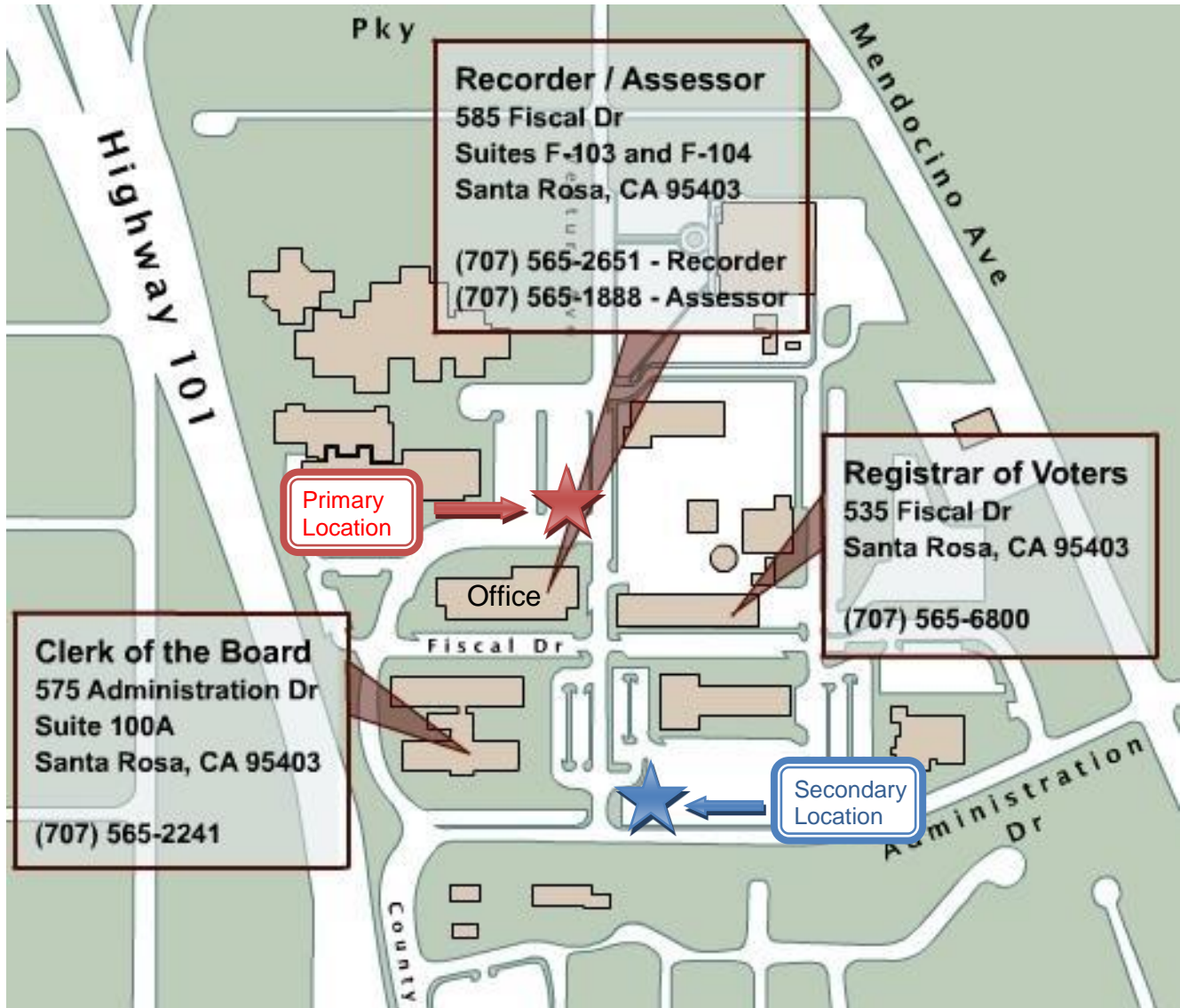- In the employee breakroom

Evacuation Areas
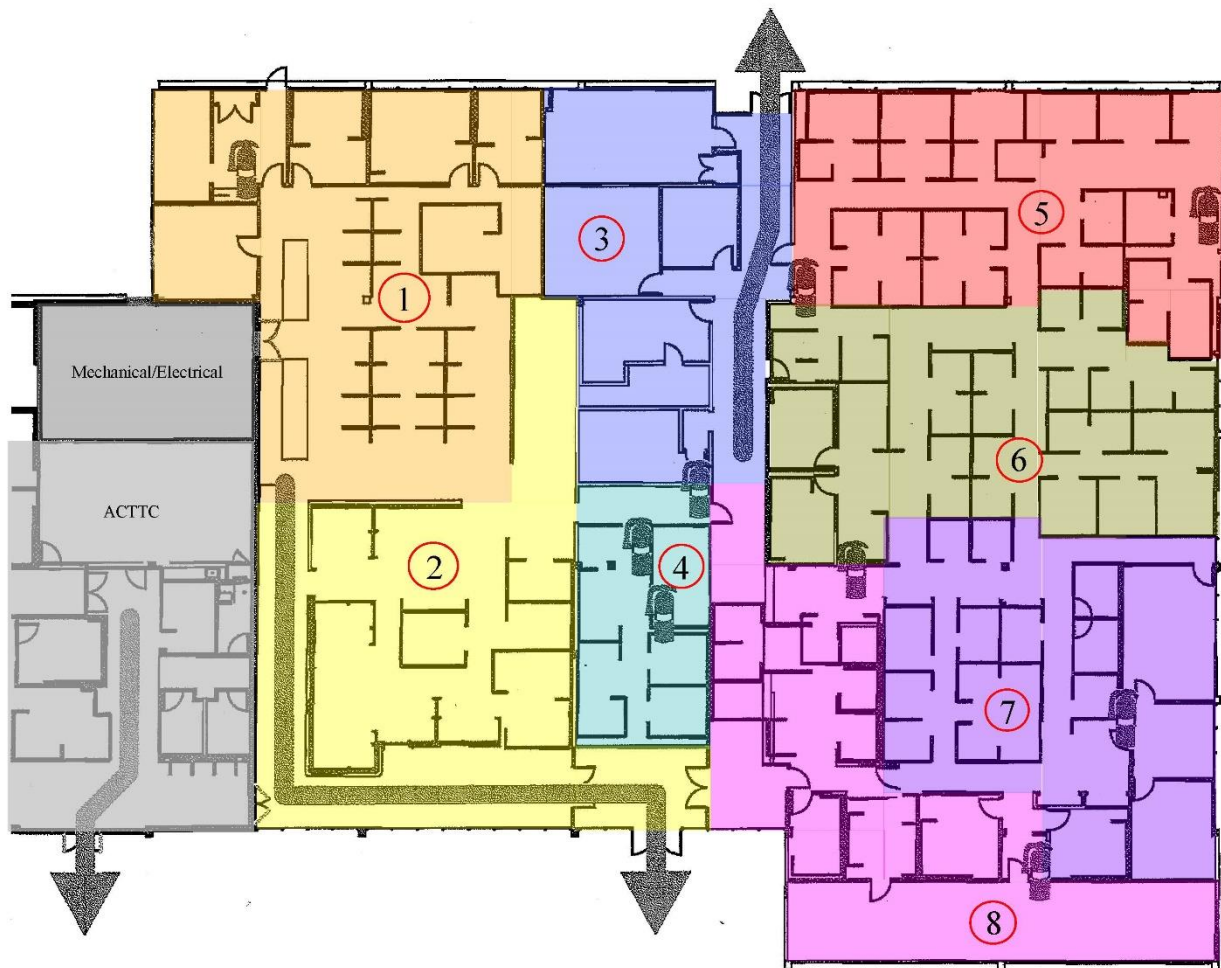
Assembly Areas

⭐ **Primary Meeting Location** – Parking Lot P, across Administration Dr., out the back exits of the building.

⭐ **Secondary Meeting Location** – Redwood Tree Grove in PRMD parking lot, near Ventura and Administration Dr's.

TRAINING

All employees (including temporary employees) will be trained at our facility at the time of hire, when plan changes occur and annually thereafter. The training will be the responsibility of the supervisor in each work area.

Facility Emergency Coordinator or Emergency Team Leaders will receive additional training to ensure that they are knowledgeable about emergency procedures for specific incidents, evacuation and procedures to shelter in place.

EMERGENCY ACTION PLAN

DEPARTMENT, FACILITY OR SITE-SPECIFIC ADDENDUM

Department:	**CRA – Registrar of Voters**
Facility Location:	435 Fiscal Drive
Facility Emergency Coordinator:	Chief Deputy ROV Alternate: Elections Manager
Facility Emergency Communication Contact:	Chief Deputy ROV Alternate: Elections Manager
Department Emergency Coordinator:	Ray Leonard
Department Emergency Communication Contact:	Chief Deputy ROV Alternate: Elections Manager
Department/Division/Site Safety Coordinator:	Juan Diaz, Chanel Ruiz-Bricco

DEPARTMENT EMERGENCY TEAM ORGANIZATION

Team Member	Areas of Responsibility	Assembly
Facility Emergency Coordinator Chief Deputy ROV Alternate: Elections Manager Department Emergency Coordinator **Ray Leonard** Department Emergency Communication Contact Chief Deputy ROV Alternate: Elections Manager	Activate employee notification methods in building or work site (alarm, e-mail, phone, PA system) Order evacuation, shelter in place or other emergency procedures Call 911, Communicate with responders Internal Notifications (CAO, Facilities Development & Management, Risk Management) Establish command center, assume command until first responders arrive on the scene Communicate with Emergency Team Leaders Communication link between facility and county administration for emergency planning and management. Collecting and disseminating information for emergency response and support	Command Center Location
Emergency Team Leaders **Pamela Cullen** **Juan Diaz** **Juan Diaz** **Pamela Cullen**	Evacuate personnel in area Account for employees, visitors, contractors Notify Facility Emergency Coordinator of missing persons (prevent building re-entry) Retain employees in assembly area until direction from incident commander, CAO is received Evacuation Area 4 Evacuation Area 2 Evacuation Area 1 Evacuation Area 3	Assembly Areas (See Assembly Area Map on page 45) **Primary:** Parking lot on northwest corner of Fiscal and Paulin Drives **Secondary:** Northeast corner of Fiscal and Paulin Drives (Road Crew parking lot)

EMERGENCY TELEPHONE NUMBERS

Facility Emergency Coordinator(s)	Chief Deputy ROV Alternate: Elections Manager	565-6886 565-6810
Fire Department/HazMat Team	911	528-5151
Police Department	911	528-5222
Paramedics/Ambulance	911	528-5222
Facilities Development & Management	Office	565-2550
County Administrator	Office	565-2431
Risk Management	Office	565-2942

ALARM SYSTEM

The alarm system or notification methods used to alert employees of an emergency are:

Whistles are located inside each Emergency Team Members' office/workstation

SITE-SPECIFIC EMERGENCY PROCEDURES

General emergency procedures for the County are included in Section 5.0.

Threats of Violence

When dealing with customers at the front counter, attempt to calm disruptive customers by using active listening skills, sympathizing, and offering possible solutions. If a customer starts to become verbally abusive, hostile or threatening, seek the help of a supervisor or manager.

If there is an imminent danger or threat call 911.

Bomb Threats

Use the Phone/Bomb Threat Form located on the S: Drive in the CRA-All/Safety Folder, Appendix B of this document. As soon as it is possible, signal other staff members or a supervisor. Staff members should notify the Department Emergency Coordinator (DEC) as soon as possible.

The DEC will determine whether the threat is credible and follow the general emergency procedures outlined in Section 5.6.

Emergency Backpacks & Emergency Staff Roster

The emergency backpacks are located by the IIPP binder and under the front counter desk. Time permitting, the first able bodied person(s) to exit should grab the backpacks and bring them out to the assembly area. The backpacks contain first aid supplies, water, and a diagram of the office. The Emergency Team Leaders are responsible for grabbing the Emergency Staff Roster located on a clipboard by the warehouse entrance and in the ROV manager's office. The Site Safety Coordinator or a member of the Emergency Team will take roll call with this roster.

Hazardous Materials

The Registrar of Voters does not store any hazardous substances.

<u>Critical Operations</u>

During an election the Registrar of Voters houses the ballots for Sonoma County.   During an evacuation, time permitting, the door to the closet containing the cast ballots shall be locked. Once evacuated, the exits to the building shall be monitored by designated staff. If possible, Facilities Development and Management should be contacted to lock the doors to the building in order to prevent the public from entering the building.

<u>Response Coordination in Agriculture Building</u>

The 435 Fiscal Drive Building houses multiple departments. The following guidelines have been established in order to coordinate communication within the facility during an emergency:

- The Clerk-Recorder-Assessor Department Elections Manager will act as the Facility Emergency Coordinator for the building located at 435 Fiscal Drive
- The Facility Emergency Coordinator will establish an Emergency Command Center to coordinate emergency communications when an emergency impacts multiple departments within the facility
- Alert notifications between departments will be managed by the Department Emergency Coordinators via the phone numbers listed below
- The Facility Emergency Coordinator will ensure that any employees or visitors in the building corridor are notified of emergencies and evacuated, if necessary
- Department Emergency Coordinators will provide the response instructions to their department's employees and visitors in their individual office areas
- The Department Safety Coordinator will notify the other safety coordinators in the Agriculture Building when there is a change to the Department Emergency Communication Contact

Department	Emergency Communication Contact	Office Extension Number	Alternative Number
Law Library	Jeanette Tidd	2668	████████

PORTABLE FIRE EXTINGUISHER USE

Our department or facility has portable fire extinguishers in the following locations (see attached evacuation map for all locations):

- Inside front (counter) gate on Election Manager office wall
- On the east wall in the mapping room by the warehouse doors
- In the warehouse by the roll-up door
- In the breakroom by the paper towel dispensers

In the event of a fire, our employees are expected to call 911. All employees are trained and are authorized to use portable fire extinguishers to fight incipient stage fires.

FIRST AID / MEDICAL EMERGENCIES

Our department / facility has first aid kits located in the employee breakroom, in the white drawers to the right of the kitchen sink. Drawer is labeled with a red cross.

Our employees are expected to call 911. The following employees are trained and designated as first aid providers:

Juan Diaz

EVACUATION ROUTE AND ASSEMBLY AREA MAP

Evacuation route and assembly area maps are posted or available in the following locations in our facility:

- The employee breakroom
- In the library by the door to the breakroom
- In mapping office by the front door
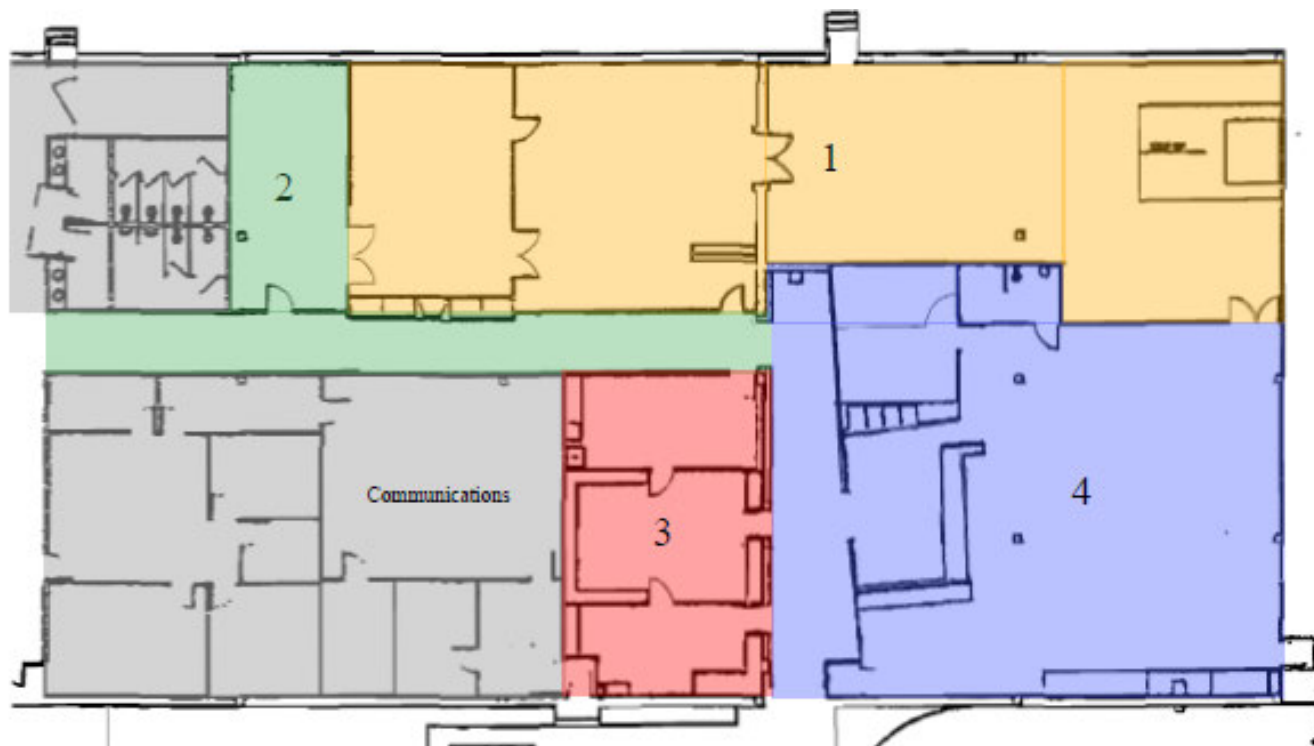- In the warehouse by door to front office
- In the front lobby by entrance

Evacuation Areas

Evacuation Area 1 – Warehouse, Mapping Office, Computer Room
Evacuation Area 2 – Conference Room, Public corridor and restrooms
Evacuation Area 3 – Chief's Office, Library, Kitchen
Evacuation Area 4 – ROV main office and bathroom
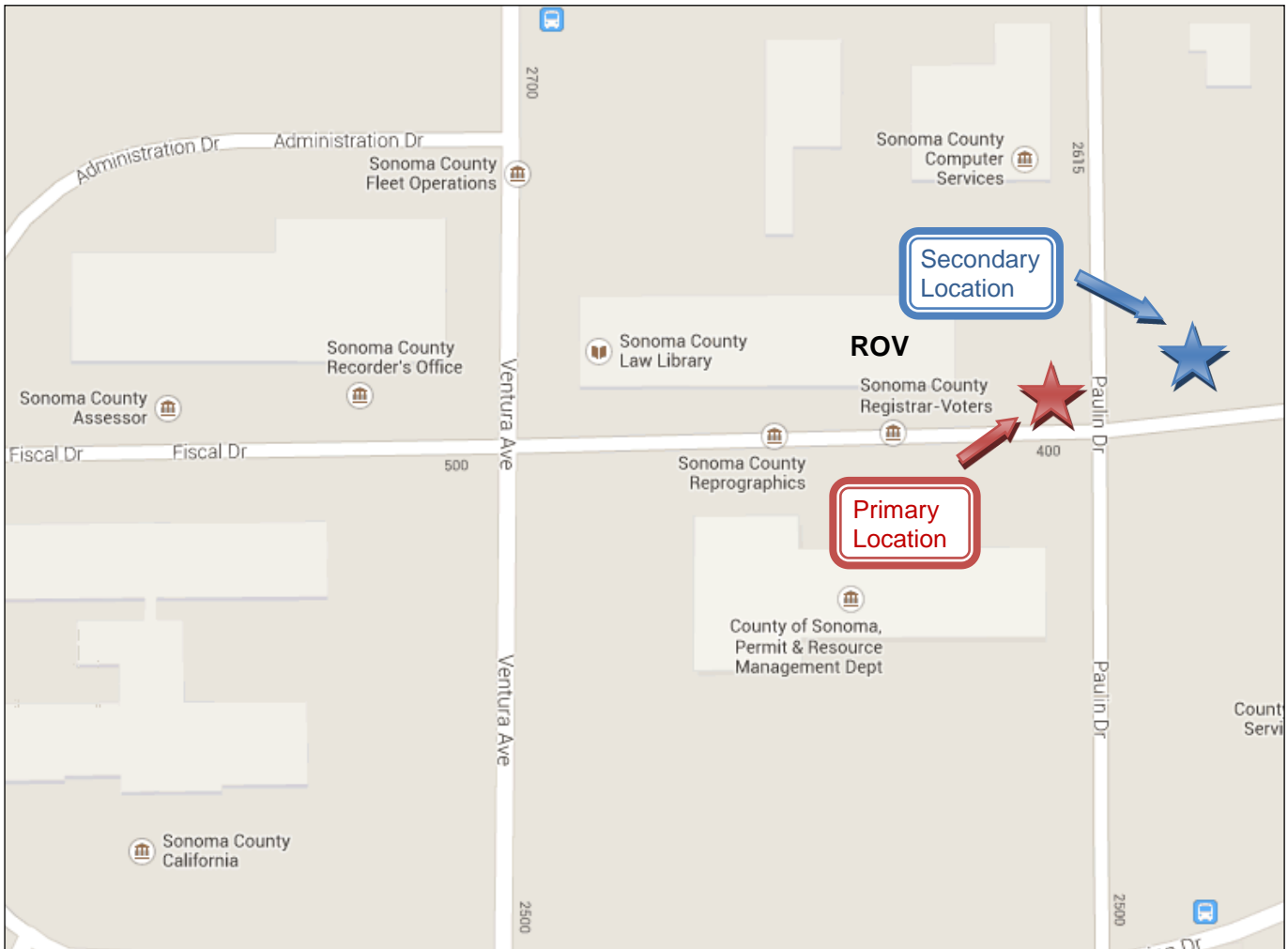
TRAINING

All employees (including temporary employees) will be trained at our facility at the time of hire, when plan changes occur and annually thereafter. The training will be the responsibility of the Emergency Team Leaders/Safety Team.

Facility Emergency Coordinator or Emergency Team Leaders will receive additional training to ensure that they are knowledgeable about emergency procedures for specific incidents, evacuation and procedures to shelter in place.

Appendix: A

EMPLOYEE SPECIAL EVACUATION NEEDS

The County of Sonoma is committed to providing for the safety of all employees. In an emergency situation, individuals who have physical disabilities or impairments (e.g., poor eyesight or locomotion difficulties) may be prevented or hindered in their ability to quickly and safely evacuate the building. If you have physical limitations or needs, which may require aid or assistance in the event of an emergency, please list the assistance needed below. This information will enable emergency responders to assist you in quickly and safely evacuating the building during an emergency.

Please do not provide confidential medical information.

Employee Name: _____

Building / Floor: _____

Section / Room: _____

Telephone Number: _____

_____

Permanent: ☐ Yes ☐ No   Temporary: ☐ Yes ☐ No

    If temporary, anticipated dates: From_____ To_____

Equipment Needs: _____

Special Instructions:

_____

_____

_____

Date: _____   Signed: _____

Route to: (*Safety Coordinator)*

Appendix: B
PHONE /BOMB THREAT REPORT FORM

Instructions: Collect as much information as possible.

Be calm.   Be courteous.   Listen.   Do not interrupt the caller.

Caller ID # on phone: ( )	
What is your name?	**Where are you now?**

Document exact wording of threat:

Why are you doing this?

Bomb Threat		**General Threat**	
Where is the bomb located?	**What does the bomb look like?**	**What is your name?**	**What are you upset about?**
When will the bomb explode?	**What kind of bomb is it?**	**What will you do?**	**Where will it happen?**
Did you place the bomb?	**What will cause bomb to explode?**	**When will you do it?**	**Who will you do it to?**

Information on caller:

Gender of caller: ☐ Male ☐ Female ☐ Unknown	**Approximate age of caller:**	**Does the voice sound familiar:**	**If yes, who does it sound like?**

Description of caller: (Check all that apply)

Voice	**Speech**	**Language**	**Behavior**	**Background Noise**	
☐ Clean	☐ Accented	☐ Educated	☐ Agitated	☐ Airport	☐ Quiet
☐ Distorted	☐ Deliberate	☐ Foreign	☐ Angry	☐ Animals	☐ Restaurant
☐ Hoarse	☐ Distinct	☐ Foul	☐ Blaming	☐ Baby	☐ Static
☐ Pitch-High	☐ Fast	☐ Intelligent	☐ Calm	☐ Birds	☐ Street Noise
☐ Pitch-Med	☐ Hesitant	☐ Irrational	☐ Clearing Throat	☐ General Noise	☐ Talking
☐ Pitch-Low	☐ Lisp	☐ Rational	☐ Self-Righteous	☐ Guns Firing	☐ Tavern/Bar
☐ Loud	☐ Slow	☐ Slang	☐ Fearful	☐ Gymnasium	☐ Television
☐ Muffled	☐ Slurred	☐ Uneducated	☐ Intoxicated	☐ Machinery	☐ Traffic
☐ Nasal	☐ Stuttered	☐ Unintelligible	☐ Laughing	☐ Motor	☐ Train
☐ Pleasant	☐ If Accented, Describe	☐ If Foreign, Describe:	☐ Nervous	☐ Music	☐ Typing
☐ Raspy			☐ Crying	☐ Party	☐ Water/Wind
☐ Smooth			☐ Other	☐ PA System	☐ Other
☐ Other					

Information on call

Name of person receiving the call:	**Phone number called:** ( )	
Date of call:	**Time of call:** ☐ AM ☐ PM	**Duration of call:**	**Supervisor notified:**

Department/Facility EAP Document Review and Approval

Validation   This Emergency Action Plan was validated by:

_____   _____
Safety Coordinator   (Date)

Approvals   This Emergency Action Plan was approved by:

_____   _____
Department Head   (Date)

_____   _____
Emergency Coordinator   (Date)

Document Revision History for Facility Copy

Below are at least the last three revisions of this document but includes all revisions within the last 6 months.

Date	By	Description
2/03/07	*Safety Coordinator*	*Created document for facility – adopted County template*
4/16/14	*Rebekah Heinze*	*Updated Clerk-Recorder-Assessor EAP*
1-23-2020	*Ray Leonard*	*Updated Clerk-Recorder-Assessor EAP*

The following table provides the location of all controlled copies that will need to be replaced when revisions are made to the original :

Location of Controlled Copies

Copy	Location
Facility Administration Office	Safety Coordinators Office
In each maintenance shop	List kept by Department Safety Coordinator

County EAP Template Document History

Document History

Document History for: <u>Sonoma County Department Emergency Action Plan</u>

Creation Date:<u> 2006</u>   Created By: <u>Risk Management</u>

List of Qualified Approvers

The following table provides the person(s) who have approved this document:

Approver/Title	Date
Heidi Fowers	6/24/2021 9:42 AM

Revision History

Revision History   The following table provides the revision history of the County EAP Template:

Revision Date	Name	Description
2011	Steve Stevenson	Active Assailant and Suspicious Mail added to plan
12/2013	Steve Stevenson	Communications, Shelter in place, Bomb Threat, Emergency Communications Contact, Power Failure, Appendices, table of contents and document Management added