

Emergency Response Policy

Important Contacts

Call 911 to report any emergency.

Non-Emergency:

Police Department

- 605-773-7410

Fire Department

- 605-773-7401

Mayor's Office

- 605-773-7407



Introduction and Purpose

The City of Pierre is committed to the safety and well-being of its employees, customers and visitors. Upholding this commitment requires planning and practice. This plan exists to satisfy those needs and to outline the steps to be taken to prepare for and respond to an emergency or disaster affecting the City of Pierre.

Emergency Contact Directory

Employees should follow the chain of command established for emergencies. Supervisor or Department Head need to immediately contact the following:

Name	Position	Phone
Steve Harding	Mayor	605-295-2356
Kristi Honeywell	City Administrator	605-280-2268
Laurie Gronlund	Human Resources Director	605-280-0407

Media Inquiries

Inquiries from the media during or after an emergency will be addressed by the City Administrator or his/her designee. Under no circumstances should employees other than the City Administrator or his/her appointee discuss emergency or disaster situations affecting the City of Pierre with the media without prior permission from the City Administrator.

Building Evacuation

Designated Safety Meeting Area: YMCA

If an evacuation order is issued:

- Immediately exit the building in an orderly manner via the closest exit
- Do not take time to shut down computers, collect personal belongings, etc.
- In the event there is a fire or smoke near the exit closest to you, proceed to another exit
- Upon exiting the building, immediately proceed to the designated safe meeting area. Head counts will be taken to ensure that all employees are accounted for, so it is critical that employees report immediately to this designated area
- Employees should not return to the building or leave the premises unless instructed to do so by authorized personnel (i.e., fire personnel, management, etc.)
- Employees who are unable to evacuate should call 911 and report their location

Shelter in Place

Designated Shelter in Place Areas: YMCA OR THE LIBRARY BASEMENT IF NOT ABLE TO LEAVE LIBRARY

Shelter in Place is useful when evacuation is not an option, preferably in a room with no windows. It may be necessary to shelter in place following the intentional or accidental release of chemical, biological, or radiological contaminants into the environment or in the event of a hostile intruder in the building.

If Shelter in place procedures are initiated, if possible:

- Stop operations in the building
- If there are visitors in the building, provide for their safety by asking them to stay—not leave. When public safety officials provide directions to shelter in place, they want everyone to take those steps immediately
- Close all doors, windows, and other openings to the outside
- Select room(s) with the fewest windows and vents
- Remain calm and await further instructions

DO NOT leave the room until directed to do so by a public safety official.

Medical Emergency

THE AED IS LOCATED BY THE COPIER

If someone is injured or becomes ill:

- Stay Calm
- Dial **911** and explain the type of emergency, the location, condition, and number of victims
- Let the dispatcher know of any safety hazards (i.e., chemical spill, fire, fumes, etc.)
- Do not hang up unless told to do so by the dispatcher
- Do not move the victim unless there is danger of further injury if s/he is not moved

- Render first-aid or CPR only if you have been trained. AED should be used when available and appropriate
- Do not leave the injured person except to summon help
- Comfort the victim until emergency medical services arrive
- Have someone stand outside the building to flag down the ambulance when they reach the vicinity

Fire Response

In the Event of a Fire:

- If equipped, activate the nearest fire alarm pull station
- Report the fire by dialing 911
- If it is safe to do so, contain the fire by closing all doors
- Evacuate to the Safe Meeting Area or extinguish (in most cases, it is best to evacuate)

Use a Fire Extinguisher only if:

- You have been trained and are comfortable using
- You have your back to an unobstructed exit and have a safe escape route
- The fire is contained, there is little smoke or flames and you have reported the fire by fire alarm or 911 activation
- The fire is small enough for an extinguisher to be effective
- The smoke and/or heat is NOT too intense to safely engage the fire from an effective distance

Threatening Individual

A threatening individual is any person whom you determine to be a threat to you or those around you. The individual may have weapons or just make you suspicious because of their behavior. Trust your instincts and keep yourself safe by creating distance between you and the person(s).

- Stay calm and avoid conflict
- Call 911 whether the individual poses an immediate threat to you or not
- If possible, seek protection in an office or bathroom that locks and has phone access or leave the building immediately if it is safe to do so
- Be realistic about your ability to protect yourself

Active Shooter

RUN IF POSSIBLE

If you see someone with a firearm or hear gunshots- RUN:

- Have an escape route and plan in mind
- Evacuate whether or not others agree to follow
- Do not stop to gather personal belongings
- Warn others and help them if it is safe to do so
- Do not attempt to remove injured people (leave wounded victims where they are and notify authorities of their location as soon as possible)
- Move quickly, keep your hands up high and visible
- Never run in a straight line
- Follow the instructions of any Police Officers you may encounter

- When it is safe to do so, contact 911. E-mail or text may be used to convey any known information about the shooter:
 - Location of the incident (be as specific as possible)
 - Number of persons involved (if known)
 - Identification or description of shooter(s), including
 - Hair color and facial hair
 - Height, weight and build
 - Race and gender
 - Tattoos, piercings or scars
 - Color of clothes, shoes or hat
 - Number and type of weapons observed
 - Number of shots fired and whether suspect is carrying ammunition

If you see someone with a firearm or hear gunshots – HIDE:

- Do not stop to gather personal belongings
- Get to a room with thick walls that can be locked; close and lock windows and doors
- Do NOT activate the fire alarm – an alarm would signal building occupants to evacuate, placing them in potential harm as they attempt to escape
- Turn off the lights
- Get everyone down on the floor (so that no one is visible from outside the room)
- Remain quiet, turning off any source of noise (i.e., radio) and silence all cell phones
- If possible, call 911. The Dispatcher will ask for the following information:
 - Your name
 - Location of the incident (be as specific as possible)
 - Number of persons involved (if known)
 - Identification or description of shooter(s), including
 - Hair color and facial hair
 - Height, weight and build
 - Race and gender
 - Tattoos, piercings or scars
 - Color of clothes, shoes or hat
 - Number and type of weapons observed
 - Number of shots fired and whether suspect is carrying ammunition
 - Vehicle description with license plate number
 - Last known location of suspect(s) and direction of travel
- Stay in place (calls from unfamiliar voices to come out may be the attacker attempting to lure you) until you are sure that they come from a Police Officer

If you see someone with a firearm or hear gunshots – FIGHT:

- This is a last resort to save your life - only you can decide if this is something you should do
- Act as aggressively as possible against the intruder
- Attempt to disrupt and/or incapacitate the intruder
- Improvise weapons and throw items at the intruder
- Yell
- Play dead (pretend to be unconscious)
- Commit to your actions...don't second guess your decision...your life may depend on it

What to expect from responding Police Officers:

Police officers responding to an active shooter are trained in a procedure called "Rapid Deployment" and proceed immediately to the area in which shots were last heard. Their purpose is to stop the shooting as quickly as possible. The first officers to arrive will not stop to aid injured people; rescue teams composed of other officers and emergency medical personnel will follow the first officers after areas have been secured to treat and remove injured persons. Understand that the police will be treating all those they encounter (including you) as possible suspects.

When you encounter the police:

- Remain calm
- Do as the officers tell you
- Put down any bags or packages you may be carrying
- Keep your hands up and visible at all times
- If you know where the hostile intruder/active shooter is, tell the officers
- Once out of harm's way remain at whatever assembly point authorities designate
- Keep in mind that the entire area is still a crime scene; do not leave until the situation is fully under control and all witnesses have been identified, interviewed and released

Bomb Threat

Important Contacts

Call 911 to report any emergency.

Non-Emergency:

Police Department

• 605-773-7410
Emergency Response Policy

Fire Department

• 605-773-7401

Mayor's Office

• 605-773-7407



Introduction and Purpose

The City of Pierre is committed to the safety and well-being of its employees, customers and visitors. Upholding this commitment requires planning and practice. This plan exists to satisfy those needs and to outline the steps to be taken to prepare for and respond to an emergency or disaster affecting the City of Pierre.

Emergency Contact Directory

Employees should follow the chain of command established for emergencies. Supervisor or Department Head need to immediately contact the following:

Name	Position	Phone
Steve Harding	Mayor	605-295-2356
Kristi Honeywell	City Administrator	605-280-2268
Laurie Gronlund	Human Resources Director	605-280-0407

Media Inquiries

Inquiries from the media during or after an emergency will be addressed by the City Administrator or his/her designee. Under no circumstances should employees other than the City Administrator or his/her appointee discuss emergency or disaster situations affecting the City of Pierre with the media without prior permission from the City Administrator.

Building Evacuation

Designated Safety Meeting Area: YMCA

If an evacuation order is issued:

- Immediately exit the building in an orderly manner via the closest exit
- Do not take time to shut down computers, collect personal belongings, etc.
- In the event there is a fire or smoke near the exit closest to you, proceed to another exit
- Upon exiting the building, immediately proceed to the designated safe meeting area. Head counts will be taken to ensure that all employees are accounted for, so it is critical that employees report immediately to this designated area
- Employees should not return to the building or leave the premises unless instructed to do so by authorized personnel (i.e., fire personnel, management, etc.)
- Employees who are unable to evacuate should call 911 and report their location

Shelter in Place

Designated Shelter in Place Areas: YMCA OR THE LIBRARY BASEMENT IF NOT ABLE TO LEAVE LIBRARY

Shelter in Place is useful when evacuation is not an option, preferably in a room with no windows. It may be necessary to shelter in place following the intentional or accidental release of chemical, biological, or radiological contaminants into the environment or in the event of a hostile intruder in the building.

If Shelter in place procedures are initiated, if possible:

- Stop operations in the building
- If there are visitors in the building, provide for their safety by asking them to stay—not leave. When public safety officials provide directions to shelter in place, they want everyone to take those steps immediately
- Close all doors, windows, and other openings to the outside
- Select room(s) with the fewest windows and vents
- Remain calm and await further instructions

DO NOT leave the room until directed to do so by a public safety official.

Medical Emergency

THE AED IS LOCATED BY THE COPIER

If someone is injured or becomes ill:

- Stay Calm
- Dial **911** and explain the type of emergency, the location, condition, and number of victims
- Let the dispatcher know of any safety hazards (i.e., chemical spill, fire, fumes, etc.)
- Do not hang up unless told to do so by the dispatcher
- Do not move the victim unless there is danger of further injury if s/he is not moved

- Render first-aid or CPR only if you have been trained. AED should be used when available and appropriate
- Do not leave the injured person except to summon help
- Comfort the victim until emergency medical services arrive
- Have someone stand outside the building to flag down the ambulance when they reach the vicinity

Fire Response

In the Event of a Fire:

- If equipped, activate the nearest fire alarm pull station
- Report the fire by dialing 911
- If it is safe to do so, contain the fire by closing all doors
- Evacuate to the Safe Meeting Area or extinguish (in most cases, it is best to evacuate)

Use a Fire Extinguisher only if:

- You have been trained and are comfortable using
- You have your back to an unobstructed exit and have a safe escape route
- The fire is contained, there is little smoke or flames and you have reported the fire by fire alarm or 911 activation
- The fire is small enough for an extinguisher to be effective
- The smoke and/or heat is NOT too intense to safely engage the fire from an effective distance

Threatening Individual

A threatening individual is any person whom you determine to be a threat to you or those around you. The individual may have weapons or just make you suspicious because of their behavior. Trust your instincts and keep yourself safe by creating distance between you and the person(s).

- Stay calm and avoid conflict
- Call 911 whether the individual poses an immediate threat to you or not
- If possible, seek protection in an office or bathroom that locks and has phone access or leave the building immediately if it is safe to do so
- Be realistic about your ability to protect yourself

Active Shooter

RUN IF POSSIBLE

If you see someone with a firearm or hear gunshots- RUN:

- Have an escape route and plan in mind
- Evacuate whether or not others agree to follow
- Do not stop to gather personal belongings
- Warn others and help them if it is safe to do so
- Do not attempt to remove injured people (leave wounded victims where they are and notify authorities of their location as soon as possible)
- Move quickly, keep your hands up high and visible
- Never run in a straight line
- Follow the instructions of any Police Officers you may encounter

- When it is safe to do so, contact 911. E-mail or text may be used to convey any known information about the shooter:
 - Location of the incident (be as specific as possible)
 - Number of persons involved (if known)
 - Identification or description of shooter(s), including
 - Hair color and facial hair
 - Height, weight and build
 - Race and gender
 - Tattoos, piercings or scars
 - Color of clothes, shoes or hat
 - Number and type of weapons observed
 - Number of shots fired and whether suspect is carrying ammunition

If you see someone with a firearm or hear gunshots – HIDE:

- Do not stop to gather personal belongings
- Get to a room with thick walls that can be locked; close and lock windows and doors
- Do NOT activate the fire alarm – an alarm would signal building occupants to evacuate, placing them in potential harm as they attempt to escape
- Turn off the lights
- Get everyone down on the floor (so that no one is visible from outside the room)
- Remain quiet, turning off any source of noise (i.e., radio) and silence all cell phones
- If possible, call 911. The Dispatcher will ask for the following information:
 - Your name
 - Location of the incident (be as specific as possible)
 - Number of persons involved (if known)
 - Identification or description of shooter(s), including
 - Hair color and facial hair
 - Height, weight and build
 - Race and gender
 - Tattoos, piercings or scars
 - Color of clothes, shoes or hat
 - Number and type of weapons observed
 - Number of shots fired and whether suspect is carrying ammunition
 - Vehicle description with license plate number
 - Last known location of suspect(s) and direction of travel
- Stay in place (calls from unfamiliar voices to come out may be the attacker attempting to lure you) until you are sure that they come from a Police Officer

If you see someone with a firearm or hear gunshots – FIGHT:

- This is a last resort to save your life - only you can decide if this is something you should do
- Act as aggressively as possible against the intruder
- Attempt to disrupt and/or incapacitate the intruder
- Improvise weapons and throw items at the intruder
- Yell
- Play dead (pretend to be unconscious)
- Commit to your actions...don't second guess your decision...your life may depend on it

What to expect from responding Police Officers:

Police officers responding to an active shooter are trained in a procedure called "Rapid Deployment" and proceed immediately to the area in which shots were last heard. Their purpose is to stop the shooting as quickly as possible. The first officers to arrive will not stop to aid injured people; rescue teams composed of other officers and emergency medical personnel will follow the first officers after areas have been secured to treat and remove injured persons. Understand that the police will be treating all those they encounter (including you) as possible suspects.

When you encounter the police:

- Remain calm
- Do as the officers tell you
- Put down any bags or packages you may be carrying
- Keep your hands up and visible at all times
- If you know where the hostile intruder/active shooter is, tell the officers
- Once out of harm's way remain at whatever assembly point authorities designate
- Keep in mind that the entire area is still a crime scene; do not leave until the situation is fully under control and all witnesses have been identified, interviewed and released

Bomb Threat

Checklist is available on P drive also

BOMB THREAT CHECKLIST

Date: _____ **Time:** _____ **Phone Number:** _____ **Time Hung Up:** _____

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with this checklist:

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Immediately press the REC button to record the call.
3. Listen carefully. Be polite and show interest.
4. Try to keep the caller talking to learn more information.
5. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself from another phone.
6. If your phone has a display, copy the number and/or letters on the window display.
7. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
8. Immediately upon termination of the call, **DO NOT HANG UP**, but from a different phone, contact authorities with information and await instructions.

Other Phone Observations:

Caller's Voice – male, female, accent, angry, calm, coughing, crying, deep, laughter, lisp, loud, nasal, rapid, raspy, slow, slurred, soft, stutter

Background Sounds – animal noises, house noises, street noises, booth, PA system, music, motor, office or factory machinery

Threat Language – incoherent, taped message, irrational, profane, well-spoken

Ask Caller:

Where is the bomb located? (building, floor, room, etc.)
When will it go off?
What does it look like?
What kind of bomb is it?
What will make it explode?
Did you place the bomb? Yes No
Why?
What is your name?

If a bomb threat is received by a handwritten note:

1. Call 911
2. Handle note as minimally as possible.

If a bomb threat is received by e-mail:

1. Call 911
2. Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

Do NOT:

- Use two-way radios or cell phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package

Exact Words of Threat:

Information About the Caller:

Where is the caller located? (background/level of noise)
Estimated age:
Is voice familiar? If so, who does it sound like?

Other Information:

June 2018

If you receive a bomb threat, remain calm!

- Obtain as much information as possible:

- Write down the number from where the call is coming
- Write down the exact time of the call
- Write down as accurately as possible the statements made
- Listen for distinguishing features in the voice to determine sex, age, accents, lisps, tone, etc.
- Listen for background noises
- Try to signal for someone else to also listen on the telephone line, if possible
- Do not hang up - keep the bomb threat caller talking as long as possible and ask as many questions of the caller as you can:
 - When will the bomb go off? How much time remains?
 - Where is the bomb located?
 - What kind of bomb is it? What does it look like?
 - How do you know about this bomb?
 - Why was it placed here?
 - Who are you? What is your name?
- When the bomb threat caller hangs up, call **911** immediately

Complete a *Bomb Threat Checklist* form (sample included) and have it ready, along with your notes from the call, for responding officers.

Suspicious Package or Object

If you have any reason to believe that a letter or parcel is suspicious, **DO NOT** take a chance or worry about embarrassment. Call 911!

- **DO NOT** touch or tamper with or open or move the package or object
- **DO NOT** put the package or object in water or an enclosed space, such as a drawer or box
- Make sure the package or object is isolated, then evacuate the immediate area

Severe Weather and Natural Disasters

The following are designated tornado shelters: **YMCA OR THE LIBRARY BASEMENT IF NOT ABLE TO LEAVE LIBRARY**

Severe Thunderstorm Warning- means that weather conditions are favorable for the formation of severe thunderstorms, including high winds, hail, heavy rains, lightning and tornadoes. Employees should continue all normal activities but are to keep tuned to local radio stations for the latest advisory information.

Tornado Warning- means a tornado has been detected and may be approaching. Employees should seek shelter immediately. In the event a tornado warning is issued:

- Walk to the nearest designated tornado shelter **DEFINED BY EACH LOCATION WHICH WILL BE SHARED WITH NEW EMPLOYEES IN ONBOARDING DOCUMENT** in an orderly manner
- Do not take time to shut down computers, collect personal belongings, etc.
- Do not leave the shelter until instructed to do so by authorized personnel
- Never attempt to leave the building and/or try to get to their vehicle to outrun the storm
-

Employees who are working outdoors during a severe thunderstorm or tornado should proceed as follows:

- Cars - do not wait out the storm in a car; cars are not safe in tornadoes
- Move away from the path of the tornado at a right angle direction
- Lie flat in the nearest depression, culvert, ditch, or ravine if there is no time to escape

Floods

Minor or area flooding in the building could occur as a result of a water main breaks or major rainstorms. CITY monitors the National Weather Service and other emergency advisory systems to stay abreast of weather and alert-related conditions and will provide instructions should they be necessary. For imminent or actual flooding, and only if you can safely do so:

- Secure vital equipment, records, and other important papers
- Shut off all electrical equipment
- Do not walk through flooded areas
- If the building must be evacuated, follow the instructions on Building Evacuation
- Do not return to the building if you have been evacuated by flooding until you have been instructed to do so by CITY management

Blizzards

In the event the office is closed due to blizzard or winter storm conditions, employees will be notified via ALERT SENSE on the last cell phone number on record in the Human Resources office.

Propane or Natural Gas Leak

- Remain calm and alert all occupants of a possible gas leak and evacuate in an orderly manner. Do not use any electrical items. Do not turn off or on any lights.
- Evacuate the building immediately to a safe distance, initially at least one block away. Do not use any electrical items. Do not turn off or on any lights.
- Do not evacuate in your vehicle if it is in close proximity to the leak or you have to drive by the affected area/building
- Do not return to the building until it is determined safe by the Fire Department

Adopted by the Rawlins Municipal Library Board of Trustees August 28, 2023