

**Shelby County Sheriff's Office
Homeland Security Division
Emergency Action Plan**



Bomb/CBRNE Threats, Fire, General Evacuation

September 7, 2011

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INTRODUCTION

As recommended by the Homeland Security Division of the Shelby County Sheriff's Office, this Emergency Action Plan is tailored to deliver the best possible occupant safety, accountability, and protection at the following Shelby County Government buildings.

1. Criminal Justice Complex, 201 Poplar Avenue;
2. Shelby County Courthouse, 140 Adams Avenue;
3. Vasco Smith, Sr., County Administration Building, 160 N. Main Street;
4. Shelby County Archives Office Building, 150 Washington Avenue; and
5. Shelby County Office Building, 157 Poplar Avenue

The plan establishes initial responsibilities and standard operating procedures to cover emergency response and/or general evacuation for bomb threats, fire, chemical, biological, radiological, nuclear, hazmat, natural disaster or civil unrest events. It is impossible to provide specific information for all situations. When applicable, common sense responses are always in order.

Emergencies, both major and minor, are a part of our everyday lives. And frequent threats are common to all aspects of the criminal justice system. We can only deal effectively with them if we are properly prepared and in control. Safety in large office buildings requires that all occupants be well informed of the proper steps to take in the event of any emergency. Studies prove that panic in an emergency is a major cause of injury or death.

Department heads should discuss emergency procedures with individual employees who have obvious disabilities, those who have informed them of any special needs, and all newly hired disabled individuals. If a person remains in an area other than a designated area of rescue, then he/she must inform evacuating building occupants of their location.

RESPONSIBILITIES

A. SCSO Homeland Security Division

1. Develop and implement an approved emergency action plan.
2. Identify support resources to call upon for assistance.

3. Review emergency action plans annually and update as needed.
4. Coordinate orientation, training or work group meetings with respective department heads and designated floor monitors.
5. Coordinate drills, training exercises, etc., with MPD, MFD and other support resources to improve emergency response.
6. Respond to emergency information from SCSO Communications Division as dispatched.
7. First responder to emergencies at designated County government buildings.
8. Maintain an open line of communications with the Special Operations Commander and responding Bomb Squad Commander or designee.
9. Assist to set up and identify the designated **Command Post** location and staffing, and convey information and updates to arriving commanders and other emergency responders.
10. Assist to thoroughly search common areas of affected buildings or areas for suspicious packages or objects.
11. Assist to facilitate general evacuation, as ordered, at designated County government buildings.
12. Advise employees of any situational changes and assist to determine an "All Clear" status to return to normal.
13. Assist to perform any related responsibilities as needed.

B. Shelby County Sheriff's Office

1. Provide additional manpower during emergency response or evacuation as needed.
2. Provide support from the appropriate commands in assessing risk factors, planning responses, informing the public, and implementing plans.
3. Direct and control the safe movement of building occupants and visitors during interior evacuation.
4. Direct and control the planned evacuation routes for occupants and visitors to designated assembly points or safe areas.
5. Upon arrival, SCSO Bomb Squad Commander or designee will be in charge of at-scene command operations.

C. Memphis Police Department

1. Assist to provide additional manpower during emergency response or evacuation as needed.
2. Assist to provide support for traffic management in the immediate area surrounding affected building(s).
3. Assist to direct and control planned evacuation routes for building occupants and visitors to designated assembly points or safe areas.
4. Assist to secure the outer perimeters of the affected buildings or areas.
5. Assist to provide support in informing the public and reducing vulnerabilities.

D. Memphis Fire Department

1. Assist to provide any Medic emergency or transport services.
2. Assist to respond and control any fire or hazmat situation.
3. Remain on standby for emergency response or support as needed.

E. Floor Monitors

1. Floor Monitors are designated County employees assigned to a floor in their immediate work areas, who are responsible for the safe movement of occupants, visitors, and handicapped individuals during emergency response or evacuation from their buildings.
2. Must be thoroughly familiar with evacuation procedures, stairwell locations, and emergency exits throughout their respective building.
3. Will wear an **Orange Safety Vest**, for easy identification, when calmly alerting and safely directing building occupants and visitors to nearby stairway exits and designated assembly points or safe areas. The use of building elevators is prohibited.
4. Will maintain a Roll Call count of all occupants and visitors evacuated from their respective floors to submit to Command Post officials, in addition to providing information about any handicapped individuals and confirming their roll call count at the **Assembly Point**.
5. Maintain control at the **Assembly Point** and await further instructions.

F. Designated Command Posts (*Location selected with respect to the emergency involved and/or building affected.*)

1. Guard Station (*Parking Garage*), Second @ Washington
2. Mid America Mall @ Trolley Station Clock
3. Poplar @ Mid America Mall @ Trolley Tracks
4. Parking Lot, *Poplar @ Third*
5. Parking Lot, *Exchange @ Third*
6. Parking Lot, *behind 200 Jefferson*

G. Assembly Points (*Please give attention to any changes in location.*)

1. Cannon Center
2. Mid America Mall, across Trolley Tracks @ Trolley Station Clock
3. Mid America Mall, southwest side @ 160 N. Main

H. Safety Zones (*Please give attention to any changes in location.*)

1. Parking Lot, Second @ Exchange (*Injured persons*)
2. Cannon Center, front, (*Non-injured persons*)

GENERAL EVACUATION PROCEDURES

A. Safety Concerns To Keep In Mind

1. Know your building's emergency procedures. They are critical to your safety.
2. Always remain calm in any emergency.

B. Mandatory / Enforced Evacuation Order

1. There is NO CHOICE.
2. Issued when it is believed that a threat or hazard is almost certain to harmfully impact a building or area at risk.
3. All persons must leave the danger zone. There will be NO CHOICE in the decision to evacuate.
4. If persons are reluctant to leave the building or area, law enforcement officials should enforce the evacuation immediately.

C. Precautionary Evacuation Order

1. Issued when it is believed that a threat or hazard has a high probability of posing harm or danger to building occupants and visitors, or people working or living in the immediate area(s) at risk. However, the decision to evacuate will be theirs.

D. Evacuation of Shelby County Government Buildings

1. SCSO Facility Deputies and/or Supervisors will proceed to the designated Command Post, or establish a Command Post to coordinate and direct emergency personnel.
2. Upon arrival, the SCSO Bomb Squad Commander or designee or Special Operations Commander or designee will assume command until superseded by higher SCSO authority.
3. Not all floors of a building may be evacuated.
4. The evacuation of specific floors or entire building may be authorized or required depending on the nature of the emergency.
5. As directed by Floor Monitors, a building will be safely evacuated via the nearest emergency exit, and all office doors will be left unlocked after the last person is evacuated from the area.

E. If You Smell SMOKE or Detect a FIRE

1. Remain CALM; do not PANIC.
2. Pull the nearest audible Fire Alarm.
3. At the sound of the audible alarm, Floor Monitors will start the evacuation process.

4. **Floor Monitors, Contract Security Officers, or Support Services personnel** should notify the Homeland Security Division about the fire alarm.
5. Floor Monitors will evacuate the area using the nearest stairwell exit.
6. Do not use Elevators.
7. Floor Monitors will direct and assist in the safe evacuation of physically challenged, handicapped or injured employees or occupants.
8. Once outside, employees and occupants will move away from the building.
9. Do not stand on the sidewalk adjacent to the building. Sidewalks and Fire Lanes must be kept clear for emergency vehicles and personnel.
10. Once outside, employees and occupants are to safely proceed to **Assembly Point or Safe Area** until given "**All Clear**" instructions to re-enter the building.

F. Assembly Points

1. Employees and occupants located in the affected building should be safely directed to designated assembly points by Floor Monitors.
2. Floor Monitors must take a roll call count of all employees and occupants evacuating the affected building or area.
3. Once at the assembly point, Floor Monitors must confirm their roll call count, report any information regarding handicapped or disabled persons in their work area, and report the status of their area when evacuation is completed.
4. In the event of inclement weather, the SCSO Homeland Security Division or evacuation officials will coordinate a sheltered area for prolonged assembly.
5. All employees and occupants will remain outside at the designated assembly point or safe area until an "**All Clear**" signal to return to normal is given, or additional evacuation instructions are communicated.

BOMB / CBRNE THREAT

A. Telephone Threat

1. Should a Bomb Threat be made via the telephone, the person receiving the call should remain calm and obtain as much information as possible by completing a "Bomb Threat Checklist", shown in this section. **Keep This Checklist Near Your Telephone.**
2. The threat that a Bomb or CBRNE has been planted is usually made by telephone.
3. In the majority of the cases, these threats have been proven to be false and no device or material was located. However, the potential for loss of human life and property is so great that each situation must be **PURSUED** and **EVALUATED**.
4. If your telephone is equipped with a Caller ID, write down the number that is displayed on the LCD screen.
5. When the caller hangs up, immediately call Communications Division @ (901) 379-7637. **Dialing 911 is always an immediate option for true**

emergency situations. Give all available information. Notify Your Immediate Supervisor.

6. A Bomb / CBRNE threat evacuation is entirely different from a Fire evacuation.
7. The use of Fire Alarms is not recommended since it does not allow for a controlled evacuation.
8. Upon locating or being advised of a Bomb/CBRNE threat, the building manager will cordon off the area, wait until Law Enforcement arrives, and then consult with Bomb Squad Commander or designee, or Special Operations Commander or designee for an evacuation decision.
9. If a decision to evacuate is made, a Facility Deputy or Floor Monitor, going room-to-room, will notify office employees and building occupants of the decision to evacuate.
10. If evacuation takes place, do not re-enter until the building has been searched and declared safe by the Bomb Squad Commander or designee, or authority having jurisdiction.
11. **PRIMARY EVACUATION ROUTES MUST BE SEARCHED PRIOR TO ORDERING AN EVACUATION, UNLESS THE BOMB SQUAD COMMANDER OR DESIGNEE DETERMINES OTHERWISE.**
12. If a Bomb Threat is targeting a specific area, Facility Deputies will be immediately dispatched to the targeted location to determine the validity of the call and to assess if an evacuation is necessary.
13. Floor monitors, when advised of a potential threat, will be requested to verify that containers in the immediate work area can be accounted for.
14. Any suspicious object(s) found will be left undisturbed and the evacuation process of the immediate area may be ordered. **The use of Cell Phones, Radios, and/or Paging Devices within 300 feet of the affected building or area is prohibited in the event of a Bomb Threat.**

B. Suspicious Package

1. If a Suspicious Package or Device is found, immediately notify Communications Division, 379-7637, and your immediate Supervisor.
2. **Do not touch or handle** any suspicious item!
3. **Do not use the Fire Alarm.**
4. Request all persons to leave the room the package is in.
5. **If the package is suspected bio-hazard (e.g., Anthrax):** It is unlikely that any threat or exposure to a bio-hazard, such as anthrax, will be found, but the potential exists. All such threats should be taken seriously.
 - a. Appearance
 - i. Powdery substance felt through or appearing on the package or envelope.
 - ii. Oily stains, discoloration or odor.
 - iii. Lopsided or uneven envelope.

- iv. Excessive packaging material such as masking tape, string, etc.
- v. Excessive weight.

C. Handling Suspected Packages or Envelopes

1. Do not shake or empty the contents of any suspicious package or envelope.
2. Do not carry the package or envelope, show it to others or allow others to examine it.
3. Put the package or envelope down on a stable surface; do not sniff, touch, taste, or look closely at it or at any contents that may have spilled.
4. Alert others in the area. Leave the area. Close any doors and assemble outside the room's entrance. Take actions to prevent others from entering the area.
5. WASH hands with soap and water to prevent spreading potentially infectious material to face or skin.
6. Notify Communications Division, 379-7637; contact your supervisor immediately.
7. If possible, create a list of persons who were in the room or area when the suspicious letter or package was recognized, and a list of persons who also may have handled it.
8. Await arrival of assistance.

SHELBY COUNTY SHERIFF'S OFFICE

Bomb / CBRNE Threat Checklist

(Keep This Checklist Near Your Telephone)

INSTRUCTIONS: If you receive a telephone call that involves a threat of violence or a bomb threat:

1. Remain calm and courteous.
2. With the caller still on the phone, using this checklist, get as much information as possible.
3. NOTIFY (A.S.A.P.) SCSO Communications Dispatcher at 901-379-7637.
4. Give the completed form to the SCSO Deputy when he/she contacts you.

Exact wording of the threat: _____

QUESTIONS TO ASK: 1. When will the bomb explode?

2. Where was the bomb put? _____

3. What does the bomb look like? _____

4. What kind of bomb is it? _____

5. What will make the bomb explode? _____

6. Did you place the bomb? _____

7. Why was the bomb placed? _____

8. Where are you now? _____

9. Who are you (Name/Organization)? _____

CALLER'S VOICE:

Sex: M ___ F ___ Age: _____
Accent (Specify): _____
Speech Impediment (Specify): _____
Voice (Loud, Soft, Etc.): _____
Speech (Fast, Slow, Etc.): _____
Dictation (Clear, Muffled, Etc.): _____
Manner (Calm, Emotional, Etc.): _____
Was caller familiar with area? _____

Language:
Well Spoken ___
Incoherent ___
Irrational ___
Abusive ___
Taped ___
Other _____

Background:
Noise _____
Voices _____
House _____
Office _____
Aircraft _____
Train _____
Music _____
Machinery _____
Other _____

Date/Time of Call: _____ Phone # called: _____ Duration of call: _____

**CHEMICAL, BIOLOGICAL, RADIOLOGICAL, NUCLEAR, EXPLOSIVE
(CBRNE)**

OUTSIDE THE BUILDING

2. If this type event occurs outside the building, stay inside. The building will be sealed down. No one will be allowed to enter or exit the building.
3. Those persons in the building will be required to remain inside until further instructed.
4. Maintenance will be contacted to shut off all air and heating to the building.
4. Persons should remain calm and await further instructions from Law Enforcement or officials arriving on the scene.

INSIDE THE BUILDING

1. Evacuation of the building should be started by the Floor Monitors or by orders from the SCSO Homeland Security. To help facilitate the evacuation, if it is deemed safe, the Fire Alarm system will be utilized.
2. Persons should go to their designated assembly points and await further instructions.
3. Floor monitors will relay Roll Call head count information to the Command Post, as well as information about the handicapped people still inside the building.
4. Persons should stay at their assembly area unless otherwise instructed by officials on the scene.
5. Await further information regarding any medical or decontamination requirements.

NATURAL DISASTERS

1. In the event of severe weather, employees and occupants of the facility should stay apprised of weather events by way of radio or television. If the weather event evolves into a tornado warning that poses an immediate threat to the facility, the employees should follow the prescribed guidelines:
 - a. If a tornado is spotted within the area of the facility, employees and occupants should take cover immediately.
 - b. Move to a hallway way or area away from glass windows, sit down and cover face and eyes.
 - c. Remain in the area until the event is over.
 - d. Most of all, remain calm. Calmness will be seen by others as a sense of order to the situation.

2. In the event of an Earthquake, employees should follow the following guidelines:
 - a. Drop to the floor immediately and seek cover under a sturdy object.
 - b. Once the shaking stops, the building should be evacuated by designated evacuation paths.
 - c. Employees and occupants should evacuate to their designated assembly points.
 - d. Floor Monitors should ensure that everyone evacuates the building, and confirm an accurate Roll Call head count of persons at the assembly point.
 - e. Floor Monitors should advise officials arriving on the scene of any persons missing or still inside the building.

CIVIL DISTURBANCES, MILITARY SITUATIONS AND OTHERS

1. Should an emergency occur such as a Civil Disturbance, police or military emergency that will affect the occupants of the building, personnel will be given instructions of what course of action to take by commanders or officials on the scene.

2. Persons should remain calm and follow instructions.

Shelby County Courthouse (140 Adams)

FLOOR MONITORS

Revised 4/21/2012

FLOOR	SECTION/DEPT.	NAME	PHONE #
Basement	Support Services	Engineer	222-2454
Basement	General Sessions	Gortria Banks	222-3440
1 st Floor	Probate Court	T.J. Matthews	222-3770
1 st Floor	Probate Court	Donna Fielder	222-3762
1 st Floor	General Sessions	Clyde Barnett	222-3563
1 st Floor	General Sessions	Marilyn Durham	222-3407
1 st Floor	General Sessions	Dewayne Bevill	222-3438
2 nd Floor	Circuit Court	Sheri Carter	222-3853
2 nd Floor	Circuit Court	Cedric Scott	222-3802
2 nd Floor	Circuit Court	Bobby Thomas	222-3802
2 nd Floor	Circuit Court	Blake Beard (Basement)	222-3811
3 rd Floor	Circuit Court	Jimmy Hammers	222-3863
3 rd Floor	Chancery Court	Jeanette Edmond	222-3917
Basement	Sheriff Office	Lt. M. Coleman	222-5561
	Sheriff Office	Sgt. F. Banks	222-5710
	Sheriff Office	Sgt. T. Flowers	222-5710
	Support Services	Al McCaster	508-8296

CRIMINAL JUSTICE CENTER

FLOOR MONITORS

Revised 5/10/2012

Floor	Section/Department	Name	Phone #
Lower Level	General Sessions Criminal LL-81	Jo Ann Mims	222-3570
Lower Level	Attorney General	Mike Boyle	222-1450
	Attorney General (LL-26)	Mary Thorsberg	222-1442
Lower Level	SCSO East	Deputy A. Veglio	222-5694
Lower Level	SCSO West	Deputy E. Newton	222-5694
1 st	Traffic	Court Coordinator Commander	222-5681
1 st Floor	Support Services	Steve Harkness/Scott Davis	222-2455
2 nd	Public Defender	Angela Kirby, Patrina Robinson, Kathy Kent, Eric Elms	222-8212 222-2874 222-2812 222-2832
2 nd	SCSO	Deputy T. Taylor	222-5718
3 rd	Attorney general	Eric Miles	222-1389
4 th	Criminal Clerks	Felix Broadie	222-3298
5 th	SCSO	Deputy Gary Chandler	222-5718
5 th	SCSO	Deputy Clarence Haver	222-5718
6 th	SCSO	Deputy Tony Mitchell	222-5718
6 th	SCSO	Deputy James Lafferty	222-5718
7 th	SCSO	Deputy Eddie Gross	222-5718
7 th	SCSO	Deputy Alfredo Henry	222-5718
7 th	SCSO	Info. Sys. Lec Millar	222-5997
8 th	General Sessions	Del Gill	222-3430
8 th	Pretrial	Taurus Crew	222-4019
8 th	Pretrial	John Wynn	222-4015
9 th	SCSO	Larry Thomas	222-5548
10 th	Central Records	Ruth Murray, Sharon Dodson, Lillie Whitelo	636-3655 636-3652 636-3647
11 th	MPD	Major Jeff Polk	636-3786
12 th	MPD	Jeannie Nickols	636-3700

VASCO SMITH COUNTY ADMINISTRATION BUILDING (160 N. Main)

FLOOR MONITORS

Revised: 2/1/2012

<i>FLOOR(S)</i>	<i>SECTION/DEPT.</i>	<i>MONITORS</i>	<i>PHONE LIST</i>
<i>BASEMENT</i>	<i>Support Services</i>	<i>Al McCaster</i>	<i>508-8296</i>
<i>2nd FLOOR</i>	<i>Vacant</i>		
<i>3rd FLOOR</i>			
<i>4th FLOOR</i>	<i>County Commission</i>	<i>Steve Summerall/ Nickols, Ceceria</i>	<i>222-2089/ 222-1025</i>
<i>5th FLOOR</i>	<i>Purchasing Dept.</i>	<i>Clifton Davis</i>	<i>222-2252</i>
<i>6th FLOOR</i>	<i>Mayor's Asst. Center</i>	<i>Steve Shular</i>	<i>222-2047</i>
	<i>Veteran Services</i>		
	<i>County Attorney Office</i>	<i>Grace Bond</i>	<i>222-2122</i>
	<i>County Attorney Office</i>	<i>Kanthuruben Moodley</i>	<i>222-2125</i>
<i>7th FLOOR</i>	<i>Information Technology</i>	<i>Leonard Hopkins/Praveen Tumu</i>	<i>222-2688/222-2642</i>
<i>8th FLOOR</i>	<i>Public Affairs</i>	<i>Steve Shular</i>	<i>222-2047</i>
<i>9th FLOOR</i>	<i>Personnel</i>	<i>Barbara Rainey</i>	<i>222-1954</i>
	<i>E.O.C.</i>	<i>Glenda D. Shaw</i>	<i>222-1100</i>
<i>10th FLOOR</i>	<i>Information Technology</i>	<i>Rav Tant, Tony Falanga</i>	<i>222-2723</i>
		<i>Larry Morris</i>	<i>222-2723</i>
<i>11th FLOOR</i>	<i>Finance</i>	<i>Mike Dunavant, Audrey Stevenson & Brian Harder</i>	<i>222-2219 222-2204</i>

FLOOR MONITOR - PERSONNEL CHANGE FORM

INSTRUCTIONS:

Complete the following to indicate any Floor Monitor personnel changes.

DATE: _____

ASSIGNED MONITOR: _____

BUILDING RESPONSIBILITY: _____

FLOOR RESPONSIBILITY: _____

NEW MONITOR: _____

MANAGER OR ADMINISTRATOR: _____

Additional Orange Vest Needed: Yes No

PLEASE FORWARD THIS CHANGE FORM TO:

Shelby County Sheriff's Office
Homeland Security Division
Emergency Operations Center
994 South Bellevue Boulevard
Memphis, TN 38106

TY090111