
Butte County Mosquito and Vector Control District

POLICY MANUAL

POLICY TITLE: Emergency Response Guideline for Hostile or Violent Incidents
POLICY NUMBER: 3005

3005.1 Purpose of the Policy: To provide direction for the District Board of Trustees and staff regarding responses to hostile or violent incidents including possible armed offenders or related threats on District facilities, premises, properties and/or operational locations in the field.

3005.2 Background: The potential for hostile or violent incidents on District premises or operational locations always exists. In recent time frames, incidents involving armed offenders have occurred in increasing frequency involving injuries and deaths at government institutions, offices and educational facilities. Often, the offender is a person who is an ex-employee, customer or person known to the agency involved. The person often is upset at an event or person who works at the facility. However, armed offenders can be any variety of persons who have an anger situation affecting one or more staff members or other related persons to the District. Often, incidents involving armed offenders escalate to include multiple persons and potentially taking of hostages, including District customers. Threats of these types and risks are to be considered extreme emergencies and the safety and well being of employees and/or customers is the highest priority.

3005.3 Response to an Incident: Any evidence of the exposure to a hostile or violent person or situation on District premises or operating areas should be taken seriously for safety purposes. Any Trustee or staff employee observing or sensing that a violent or hostile situation is occurring should consider taking the following precautionary and safety actions:

Any event resulting in awareness of a possible violent act including possible gunfire, explosion, fighting, scuffling could indicate an incident of violent potential. Any staff person observing such potential activities should take steps to protect themselves and others on the District premises including but not limited to:

3005.3.1 Attempt to communicate the situation to everyone in the facility and/or on the premises by means of telephone, paging, email and/or radio system including basic information that a potential incident is occurring. If a perpetrator(s) is seen or known, information on the person(s) should be provided.

3005.3.2 Since different types and levels of workplace violence may require various responses, establishing basis information on the type of event is essential. Examples are:

3005.3.2.1 Gunfire - awareness of gunfire in the facility or on the premises should result in evacuation to the extent that is possible. If not possible, securing of rooms or offices and notification of others by phone or email is encouraged. Calling emergency resources via 911 is imperative once safe to call. Remain in the most secure location possible until contacted by public safety personnel or a facility supervisor, etc.

3005.3.2.2 Explosion - an explosion could occur naturally or by violent intention. Awareness of an explosion or fire in the facility or on the premises should result in immediate evacuation in accordance with established procedures for fire. Evacuation to a planned location is important to make known who is out of the facility.

3005.3.2.3 Physical or bomb threat - awareness of a telephone or in person threat to facility or staff should be met with action to evacuate and clear staff from the threatened area. Calling 911 as soon as possible is imperative.

3005.3.2.4 Situations involving hostages - if a possible hostage incident is known, evacuation of the facility is paramount to safety of persons in the area. Contact 911 immediately.

3005.3.2.5 Irate customer/threat at counter or meeting-in cases where any person acts to threaten a staff person or customer at a District facility in a manner causing fear for safety, action to summon public safety personnel by 911 should be taken. In no way should steps be taken to challenge or subdue such a person except in defense of life for self or immediate others at the facility.

3005.3.2.6 In the event that a volatile situation occurs at a Board of Trustees or other public meeting, the person chairing/hosting the meeting should take steps to control the situation or adjourn the meeting to abate the confrontation, if possible. In the event of threatening or hostile situation(s), call 911 immediately and proceed with evacuation or other appropriate actions.

3005.4 Planning for Emergency Incidents: Steps should be taken to plan response capabilities for emergencies in addition to fires, earthquakes, etc. that may involve hostile situations. These include but are not limited to:

3005.4.1 Preparation of a facility evacuation plan from each room. Post the plan at each facility. Have a safe area zone for staging established.

3005.4.2 Lock down procedures to secure the facility in a hostile or violent incident for both exterior and interior doors.

3005.4.3 Develop an emergency notice code for intercom, email and radio to facility and District staff. Use of a "CODE THREE" is recommended.

3005.4.4 Develop a radio communication alert code (which is CODE THREE) to notify other District staff so they will not return to the facility during the incident until cleared to do so by public safety personnel.

3005.4.5 Training of all personnel in dealing with customers, employees and other persons in aggravated situations and how to identify and assess potential threats or volatile situations. All employees assigned or expected to serve at the front desk or counter shall receive such training regularly.

All employees and members of the Board of Trustees should receive training on response to violent or hostile incidents. In the event of a potential incident, notify a supervisor or the District Manager where possible or call 911 when an active incident is occurring. If assessment of a possible threat is needed, the District Manager or ranking staff person shall be notified for

considering validity of the threat or safety risk. Public safety agency shall be contacted by 911 whenever a perceived threat is considered valid.

3005.5 Actions for Violent or Armed Threat Situation: The existence or potential for an event involving a violent person or armed offender at a District facility shall be considered an emergency condition. Actions should include up to and all of:

3005.5.1 Notify your supervisor or District Manager and other staff immediately if a threat is received but not actively in process. If validated, contact public safety by calling 911 immediately.

3005.5.2 The District Manager or ranking staff member shall evaluate the situation and consider appropriate actions including shutting down operations and evacuation and/or locking down the facility until public safety response abates the threat.

3005.5.3 Initiate notification of other facility staff of active threat by emergency code procedure. Evacuate the facility wherever possible. Secure money, computer equipment, and other valuable assets if time allows.

3005.5.4 Activate an alarm for notifying other staff or an alarm company. A call contact is included in the alarm activation to double check for safety at the facility.

3005.5.5 Upon sighting an armed offender, an alert to all employees should be made by page, email or radio.

3005.5.6 Secure your work area or evacuate if safely possible. If not able to evacuate, find a safe hiding place and stay put until contacted by public safety personnel.

3005.5.7 Once outdoors after an evacuation, proceed to planned staging area to report in for identification. Inform public safety personnel of any information on the incident.

3005.5.8 Attempt to remain calm and assist others; wait for instructions from public safety or supervisory personnel.

3005.5.9 Do not attempt to look around to see what is happening. Evacuate whenever possible and with others in areas you see directly. Do not confront or attempt to apprehend a violent perpetrator unless directly attacked for self-defense. Do not assume someone already called 911, call them immediately.

3005.6 Post Event Actions: Following the "ALL CLEAR" announcement indicating the end of a violent or hostile person situation, contact public safety or supervisory personnel for instructions. Report any knowledge or first hand observations of the incident. Contact your family and immediate friends so they will not take any actions to respond unnecessarily. Await direction as to return to work or other steps dependant on the level of the incident. If unable to do so, consult with your supervisor or notify the ranking person on-site.

3005.7 An Emergency Response Coordinator shall evaluate and debrief any major incident and take needed steps to abate the conditions after the event and prepare as necessary for continued operations. Planning and actions to address conditions are expected and your input is important via your supervisor. There may be the potential to lock-down or close the facility from operating for some time or corrective steps. If deemed needed, seek direction on what actions you should take to assist in procedure.