



MARATHON COUNTY COURTHOUSE

SAFETY AND SECURITY HANDBOOK

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INTRODUCTION

This Marathon County Courthouse Safety and Security Handbook was prepared to provide you with information to assist you in the event a Critical Incident were to occur at the Courthouse.

Please take the time to read this handbook. The most important thing you can do in a Critical Incident is to “be prepared”. Reading this handbook and becoming familiar with the information contained in it is one of the best ways you can prepare yourself for a Critical Incident.

Your own common sense is the finest safety aid ever developed. Stay calm, stay alert and think before you act!

[Marathon County Courthouse and Controlled Access Policy](#)

GENERAL SECURITY

Employee ID Cards

- All employees have been issued ID badges
- All employees must wear their ID badges while at work in the Courthouse
- The ID badges must be displayed at or above waist level

Door Security System

In an effort to improve the security of Marathon County Government buildings the county has installed an electric lock system in most of the county owned buildings. This system provides greater security for the public and provides greater security and convenience for Marathon County employees.

In order to provide the highest level of security and to prevent the system from being compromised, the following directives and procedures must be followed:

- Employees working in buildings with the key card system will be issued a key card to access areas as required by their employment for Marathon County.
- Employees that are issued key cards will be issued only one key card.
- Each employee's department head, the building maintenance supervisor and/or the Marathon County Building Security Committee will determine what areas the key card holder will be allowed to access.
- If an employee misplaces their key card they shall immediately notify their department head (or designee). The department head (or designee) will then immediately notify the building maintenance supervisor. This is to ensure that the card is disabled timely and to provide for a replacement card.
- An employee shall not allow anyone else to use their key card.
- An employee shall not open or hold open a secure door to allow a member of the public to enter. The public must use the designated public access entrances.
- Each employee must make sure that any secure door they use is closed and secure behind them and that no unauthorized person enters behind them.

This directive and procedure is being issued for the safety and protection of Marathon County employees and the public. Violation of these directives and procedure shall be the basis for discipline. This directive and procedure is not meant to replace any departments' policy that is more restrictive or more specific.

Security and Safety Checks

- Morning Security and Safety Check
 - Before the start of each work day Maintenance Department Employees will prepare the building for the public and employees. This includes:
 - Unlocking the appropriate doors.
 - Checking to make sure the remaining doors are secure.
 - Completing a walk through to make sure the building is safe.
 - Clear sidewalks of ice, snow litter or other debris.
 - Report anything that they feel is unusual to the Courthouse Security Officers.
- Evening Security and Safety Check

- At the end of each work day Maintenance Department Employees will secure the building for the evening.
 - Lock all exterior doors
 - Check to make sure that all other exterior doors are secure.
 - Check for safety hazards that may have developed during the day.
 - Report anything that they feel is unusual to the Court Security Officers or to the Sheriff's Department Patrol Lieutenant.

Security Incidents and Safety Concerns

- Security Incidents Include (Complete on-line notification form.)
 - Any criminal act
 - Any incident with a firearm. Firearms are prohibited in the Courthouse except for those carried by Law Enforcement Officers.
 - Any incident when any person becomes loud, boisterous, uses profane language; threatens another person or generally becomes disorderly.
 - Any incident where a person's actions are or may be construed as threatening.
 - Any incident where a person's words or actions could be construed as a threat to harm himself.
 - Any situation or incident covered elsewhere in this safety and Security Handbook.
- Reporting Security Incidents
 - If the Security Incident is covered elsewhere in this Safety and Security Handbook, follow the instructions listed with the type of incident involved.
 - If the incident is not covered elsewhere in this Safety and Security Handbook contact the Court Security Officers using the methods listed on the following pages.
 - [An on-line Security Incident Report](#) form **MUST BE COMPLETED FOR ALL** Security incidents in the Courthouse.
- If confronted by an upset person:
 - Let the person talk. Just listen to them.
 - Be helpful and respectful.
 - Don't argue with them or be sarcastic.
 - Don't take their remarks personally.
 - Assess situation and contact Courthouse Security using the safest appropriate method.

Methods to Contact Courthouse Security

Listed below you will find the methods by which you can contact the members of the Courthouse Security Unit. One of the Court Security Officers will handle your request or return your call as needed.

General

- Office Phones (Preferred)
 - Captain Jason Plaza (715)261-1206
 - Lt. Timothy Burkholder (715)261-1884
 - Deputy Joseph Heindel (715)261-1207 or (715)261-1204
 - Deputy Darren Grauden (715)261-1207 or (715)261-1204

- Deputy Brian Campbell (715)261-1207 or (715)261-1204
- Deputy Brian Modrzejewski (715)261-1207 or (715)261-1204
- Security Check Point / 1st Floor 715-261-1313
- Dispatch Center (Non-Emergency) (715)849-7792
- Court.Security@co.marathon.wi.us
 - CCAP Computers
 - Use the **Security Marathon Group** Email group.
 - City/County Data Center Computers
 - Use the **Court Security** Email group.

Emergency

- Panic Alarm Buttons
 - Many of the offices and court areas are equipped with panic alarm buttons. Familiarize yourself with the location of these buttons and how they work. If you have specific questions related to how your alarm works, please contact Court Security. If you accidentally push the button please contact dispatch to let them know you are okay (715)849-7792. A court officer will still respond.
- 911
 - If no panic alarm is present use 911 to report your emergency.

CODE BLUE

Code Blue is defined as a situation occurring in which an armed intruder, member of the public, employee or individual suspected of being armed enters the courthouse and is observed in a hall, office or courtroom or takes and individual hostage or uses the firearm or weapon.

ROBBERY ATTEMPT

- Remain calm.
- Cooperate with the demands of the suspect. Do Not Resist!
- Meet his/her demand but don't make any sudden moves.
- Note the appearance of the suspect. Hair, eyes, height, weight, clothing, scars, marks, tattoos.
- Activate panic button if it is safe to do so.
- When suspect leaves call 911 and provide Who, What, Where, When and How. Also give description of the suspect and which way he/she fled and any means of travel if known.
- Gather witnesses.
- Assist Law Enforcement when they arrive.

IF TAKEN HOSTAGE

- Remain Calm.
- Do not make threats or do anything that might upset the hostage taker.
- Do not make any sudden movements.
- Do not attempt to escape unless you are absolutely certain it is safe.
- If a rescue occurs, **DO NOT STAND UP**. Lie down and do not move until a rescuer comes for you.

IF YOU SEE A CODE BLUE SITUATION

- Remain Calm.
- Press the panic button. (If you have one)
- If safe! Call 911 and provide Who, What, Where, When and How. If you cannot safely talk leave phone off the hook.
- If possible use the Code Blue email group to notify Incident Command of those individuals who are with you. This will assist us in accounting for our employees.
- Have someone in your office contact Courthouse Security by phone or email.

IF A CODE BLUE IS ANNOUNCED ON THE P.A. SYSTEM OR BY OTHER MEANS

- If Safe! Gather people from the hall near your office and take them into your office. Do not attempt to escape unless you are absolutely certain it is safe.
- Lock the door.
- Move public and staff away from the door.
- Pull shades or blinds on windows and doors.
- Take cover on the floor behind a counter, desk or wall away from the door or windows.
- DO NOT attempt to flee or evacuate unless you are absolutely certain it is safe.
- DO NOT call 911 unless you have pertinent information.
- DO NOT call the switchboard or other offices or make calls outside the building.
- DO NOT open the door to anyone. Law Enforcement will have keys.
- DO NOT use radio or television.

- If someone is injured or in serious need of medical treatment, place the red placard you were provided with; in the window or under the door.
- If everyone is safe in the office you are in place the green placard you were provided with; in the window or under the door.
- **Remain calm and stay put! Law Enforcement will come for you when it is safe.**
- **When in lock down do not respond to a fire alarm unless the threat of the fire exceeds the threat of the intruder.**

CODE RED

Code red is defined as a situation occurring where someone suffers a medical emergency in the Courthouse or on the Courthouse grounds. A medical emergency is declared if any of the following are present.

- The patient is unconscious.
- The patient is experiencing chest pain.
- The patient is experiencing shortness of breath or breathing difficulty.
- The patient has severe bleeding.
- The patient has received burns.
- The patient has received a severe trauma type injury.

This is not a comprehensive list. If an employee witnesses the incident or if it appears as though the patient is likely to have a severe injury a Code Red should be declared.

Witnessed Incident – If you witness an incident involving an injury or an illness that appears to be a Code Red situation:

- Quickly assess the situation.
 - Do not move the patient.
 - If patient is having a seizure; protect the patient from objects that might harm them.
 - Check for medical-alert tags or bracelets.
- Reassure the patient
- Leave the patient and call 911. Provide the who, where, what, when and how. Then return to the patient.
- If someone else is present to assist have them contact 911 and you stay with the patient. An exception to this would be if the other person has better medical or first aid skills than you have.
Remember that help will not come unless you notify 911!
- If there is an extra person available have them contact Court Security.
- Continue to assist and reassure the patient until help arrives.
- When help arrives contact Risk Management and advise them about what you observed and did.

IF A CODE RED IS ANNOUNCED ON THE P.A. SYSTEM OR BY OTHER MEANS

- Do Not go to the area unless you have training in First Aid and/or CPR
- If you are trained in First Aid and/or CPR please walk, don't run to the location of the incident to see if your help is needed.
- Assure the public that they are not in any danger.
- If your work area is near the incident assist to keep the public away so as to protect the patient from further injury or humiliation. This will also aid by allowing people assisting the treatment to get to the incident.
- If asked; go to the entrance of the courthouse to escort Emergency Medical Staff to the location of the incident.

- After the incident contact Risk Management if you observed anything that may assist them in completing their report.
- If you were exposed to blood or other bodily fluids as a result of the incident, contact Risk Management immediately after the incident has been handled.

SEVERE WEATHER

SEVERE THUNDERSTORM WATCH – A Severe Thunderstorm Watch will be issued when conditions are favorable for development of severe thunderstorms. While not anticipated, tornados may occur in watch areas. The Storms Prediction Center (SPC) is the sole agency responsible for issuing a watch. A watch covers several thousand square miles and generally lasts for two to six hours. Keep an eye on the sky for changing conditions and make preparations in case a weather warning is issued.

TORNADO WATCH – A Tornado Watch will be issued when conditions are favorable for the development of severe thunderstorms and tornados. The Storm Prediction Center (SPC) is the sole agency responsible for issuing a watch. A watch covers several thousands of square miles and generally lasts for two to six hours.

SEVERE THUNDERSTORM WARNING – When a Severe Thunderstorm Warning is issued, tornados and or severe thunderstorms are occurring and have been spotted or detected by radar. The National Weather Service (NWS) defines a severe thunderstorm as having winds of 58 mph or greater or hail larger than ¾" in diameter (dime size). There is imminent danger for people in the area the warning has been issued for. A Severe Thunderstorm Warning usually lasts less than one hour.

During watch conditions; notifications may be made via the public address system in the courthouse. Keep an eye on the sky for changing conditions and make preparations in the even a weather warning is issued. If severe weather is occurring, stay away from doors and windows.

TORNADO WARNING – When a Tornado Warning is issued, tornados are occurring and have been spotted or detected by radar. There is imminent danger for people in the area of the warning. Issued by the local NWS office, Tornado Warnings typically last less than one hour.

In the event a Tornado Warning is issued:

- Seek Shelter. Use the procedure listed below.
- Stay away from doors, windows and outside walls.
- If the Tornado arrives before you have time to seek shelter:
 - Put as many walls between you and the tornado as possible.
 - Get under something sturdy.
 - Protect your head.

TORNADO SHELTERING PROCEDURE

- Remain Calm. The courthouse structure is designed to withstand a tornado.
- Assist the public and people with disabilities.
- **Stay away from windows, doors and outside walls.**
- Broken glass and flying debris are the biggest hazards in a tornado.
- Use the stairs and go to:
 - The lower level hallway under the courthouse between Probation & Parole and the District Attorney's Office.
 - The east-west hallway off from the underground parking between the elevator and where it turns south.
 - **STAY IN THE BUILDING!**
- People with disabilities may use the elevators. They must go to the ground floor.

- People with disabilities caught on the 2nd floor may also go to the Branch 1 or Branch 2 Courtrooms. Stay away from the doors.

FIRE

IF YOU DISCOVER A FIRE

- Manually activate the fire alarm system and shout FIRE several times.
- Call 911 to provide more details about the fire.
- Determine if it is safe for you to attempt to extinguish the fire. Only attempt to extinguish small fires.

USING A FIRE EXTINGUISHER

If you have been trained and it is safe to do so, you may fight small contained fires with a fire extinguisher.

FIRE EXTINGUISHER INSTRUCTIONS

P Pull safety pin from handle.

A Aim at base of the fire.

S Squeeze the trigger handle.

S Sweep from side to side at base of the fire.

- Immediately exit the building. Walk to the nearest exit using the stairs and closing doors behind you.
Do not use the elevators.
- Assist people who have special needs.
- Notify fire personnel if you suspect someone is trapped inside the building.
- Do not attempt to re-enter the building until instructed to do so by fire department personnel or law enforcement.

IF TRAPPED IN A ROOM

- Wet and place cloth material around or under the door to prevent smoke from entering the room.
- Close as many doors as possible between you and the fire.
- Place a red placard in the window.

IF CAUGHT IN SMOKE

- Drop to hands and knees and crawl toward the exit.
- Stay low as smoke will rise to ceiling level.
- Hold your breath as much as possible.
- Breathe shallowly through nose and use a filter such as a shirt or towel.

IF FORCED TO ADVANCE THROUGH FLAMES

- Hold your breath.
- Move quickly.
- Cover your head and hair.
- Keep your head down and your eyes closed as much as possible.

SUMMARY

Prepare yourself in advance; know where to go and how to get there. If your work station is located in an office, know exactly how many doors you have to pass along your evacuation route before you reach the nearest exit door. This tip is very helpful if you encounter heavy smoke. When heavy smoke is present, the exit signs above the doors may be obscured by the smoke. If you know how many doors you have to pass, you can crawl or crouch low with your head thirty to thirty six inches from the floor (watching the base of the wall) and count out the number of doors you pass. This way you will know when you reach the exit door even if you can't see that it is the exit.

BOMB THREAT

SUSPICIOUS PACKAGE/DEVICE

- Do not disturb the package or device.
- Prevent others from disturbing the package or device.
- Attempt to determine who the item belongs to.
- Call 911 and provide Who, What, Where and When.

THREAT BY TELEPHONE

- Remain calm.
- Do Not hang up on the caller.
- Take the caller seriously. Assume the threat is real.
- If you have a digital phone; look for the originating number and write it down.
- Keep the caller on the phone as long as possible.
- Call 911 or have a co-worker call and provide Who, What, Where and When.
- Do Not use cell phone, two-way radio, any wireless communication device or elevators as they may trigger a bomb.
- **Ask the questions on the Bomb Threat Call Checklist** at the end of the Bomb Threat Section. Complete the checklist while talking with the caller or immediately after the caller hangs up.
- **Do Not** hang up the phone after the call is completed.
- **Do Not** delete the voicemail if the Bomb Threat is made by leaving a voicemail message.
- **Do Not** trigger the fire alarm or evacuate unless told to do so by law enforcement.
- Stay on the phone until law enforcement arrives. Assist law enforcement with the investigation.
- Do Not discuss the threat with anyone other than law enforcement until cleared to do so by law enforcement and your department head.

WRITTEN OR ELECTRONIC THREAT

- Once you become aware the letter or note is a threat set it down. Do Not handle the letter or note.
- If it came in an envelope Do Not handle or dispose of the envelope.
- If the threat is an email do not close or delete it.
- Immediately call 911 to report the incident.
- Stay with the letter or note or at the computer until law enforcement arrives. Assist law enforcement with the investigation.
- Do Not discuss the threat with anyone other than law enforcement until cleared to do so by law enforcement and your department head.

EVACUATION PROCEDURES

- **Do Not evacuate unless told to by a P.A. System announcement or by Law Enforcement or Fire Department Staff.**
- Listen carefully to evacuation instructions for special routes or areas to avoid.
- Take purses, backpacks or other packages that belong to you with you as you evacuate.
- Assist members of the public as you evacuate.
- If a co-worker or member of the public is disabled, assist them in leaving the building. If you are unable to lead a disabled person from the building and they are left behind, tell the first Law Enforcement or Fire Department official that you see while exiting or as soon as you are out of the building.

BOMB THREAT CALL CHECKLIST

- Phone number if displayed: _____
- Time of Call: _____
- Questions to ask. Use the exact wording of the following questions.
 - 1) When is the bomb going to explode?
 - 2) Where is it right now?
 - 3) What does it look like?
 - 4) What kind of bomb is it?
 - 5) What will cause it to explode?
 - 6) Did you place the bomb?
 - 7) Why?
 - 8) What is your address?
 - 9) What is your name?

CALLER INFORMATION:

_____ Male _____ Female _____ Approximate age of caller

_____ Race _____ Length of call

Additional Remarks:

TURN THIS FORM OVER TO LAW ENFORCEMENT WHEN THEY ARRIVE.

POWER OUTAGE

Power Outage

- Remain calm
- Many offices and halls are equipped with emergency lighting
- Turn off light switches
- Turn off electrical equipment
- Turn off your computer
- If you know the cause of the power outage; call dispatch at 715-849-7792. They can relay the cause to Court Security or Maintenance.
- Do not call 911 unless there is a fire, if someone is injured or another dangerous situation is present.
- Do not call Maintenance. This will be coordinated by Courthouse Security.
- Reassure the public and advise them that efforts to restore power are underway. If necessary move members to the public into your office area or to a lighted area.
- You will be advised if the power outage will be for an extended period of time.
- Do not evacuate unless it is unsafe to remain at your work station or you are told to do so by fire or law enforcement personnel.

Evacuation

- If you receive verbal notice of the need to evacuate or the fire alarm sounds you must evacuate the building.
- Immediately **Walk-Do Not Run** to the nearest exit using the stairs and closing doors behind you. **Do not use elevators.**
- If a co-worker or member of the public is disabled assist them in leaving the building. If you are unable to lead a disabled person from the building and they are left behind tell the first law enforcement officer or firefighter that you see while exiting the building or as soon as you are out of the building.
- Notify fire personnel if someone is trapped or you suspect someone is trapped inside the building.
- Do not attempt to re-enter the building until instructed to do so by fire department personnel or law enforcement.

If Caught in Smoke

- Drop to hands and knees and crawl toward an exit.
- Stay low, as smoke will rise to ceiling level.
- Hold your breath as much as possible.
- Breathe shallowly through nose and use a filter such as a shirt or towel.

If Forced to Advance through Flames

- Hold your breath
- Move quickly
- Cover your head and hair
- Keep your head down and your eyes closed as much as possible