

# Aroostook County

Registry of Deeds Building, Fort Kent, Maine

## **EMERGENCY PREPAREDNESS PLAN**

**REVIEWED AND UPDATED,**

**March 13, 2013**

**June 3, 2014**

**April 8, 2015**

**March 9, 2016**

**March 1, 2017**

**February 12, 2018**

**April 9, 2019**

**March 9, 2020**

**March 10, 2021**

**February 10, 2022**

**March 15, 2023**

**February 22, 2024**

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**I. PROMULGATION DOCUMENT**

Date: April 8, 2015

To all Recipients:

Transmitted herewith is the Emergency Preparedness Plan for the Aroostook County Fort Kent Registry of Deeds. This plan supersedes any previous plans promulgated for this purpose. It provides a framework for the County and its employees to use before, during, and after an emergency natural disaster, technological incident, or a man-made incident.

This Emergency Preparedness Plan includes the five phases of emergency management.

- (1) Response; immediate activities which prevent loss of lives and property and provide emergency assistance; and
- (2) Recovery; short- and long-term activities which restores order and government service to the citizens of Aroostook County; and
- (3) Mitigation; activities which eliminate or reduce the chance of occurrence or the effects of a disaster; and
- (4) Preparedness; activities describing how to respond should an emergency or disaster occur, using this document for guidance; and
- (5) Prevention; awareness and reporting.

The Aroostook County Commissioners are responsible for the development and maintenance of the Aroostook County Fort Kent Registry of Deeds Emergency Preparedness Plan. To be effective, it needs to be tested, revised, and updated on a regular basis.

The Aroostook County Fort Kent Registry of Deeds Emergency Preparedness Plan has been reviewed and approved.

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County Commissioner Date

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County Commissioner Date

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County Commissioner Date

**II. RECORD OF CHANGES & DISTRIBUTION**

The Aroostook County Fort Kent Registry of Deeds Emergency Preparedness Plan will be reviewed annually to determine if the plan is current. Minor changes are recorded on the table below and inserts are prepared for inclusion in distributed copies. All County and State personnel working at the Complex and guided by the plan, must be made aware of changes to the plan.

<b>Page Number Changed</b>	<b>Date of Change</b>	<b>Person Entering Change</b>
<b>Contacts Attachment 3</b>	<b>April 8, 2015</b>	<b>Bryan Jandreau</b>
<b>Contacts Attachment 4</b>	<b>April 8, 2015</b>	<b>Bryan Jandreau</b>
<b>General Review</b>	<b>May 13, 2013</b>	<b>Bryan Jandreau</b>
<b>Appendix D, 7,1</b>	<b>May 21, 2013</b>	<b>Bryan Jandreau</b>
<b>Table Contents V,D,1</b>	<b>May 21, 2013</b>	<b>Bryan Jandreau</b>
<b>Attachment 4 Page 4</b>	<b>June 3, 2014</b>	<b>Bryan Jandreau</b>
<b>Attachment 5 Page 5</b>	<b>June 3, 2014</b>	<b>Bryan Jandreau</b>
<b>Page 4 development</b>	<b>April 9, 2015</b>	<b>Bryan Jandreau</b>
<b>Map attachment 1&amp;2</b>	<b>March 9, 2016</b>	<b>Bryan Jandreau</b>
<b>Attachment 4</b>	<b>March 9, 2016</b>	<b>Bryan Jandreau</b>
<b>Attachment 4 newPage ii, Annex F, Appendix C, D Cover date</b>	<b>March 1, 2017</b>	<b>Bryan Jandreau</b>
<b>Page 4, section Job titles</b>	<b>February 12, 2018</b>	<b>Bryan Jandreau</b>
<b>Attachment 4, contact numbers</b>	<b>February 12, 2018</b>	<b>Bryan Jandreau</b>
<b>911 changes on pages 5,6 and 11. Annex E,F,G,H,and I.</b>	<b>February 12, 2018</b>	<b>Bryan Jandreau</b>
<b>Attachment 4</b>	<b>February 13, 2018</b>	<b>Bryan Jandreau</b>
<b>Indexing and page numbers</b>	<b>April 9, 2019</b>	<b>Bryan Jandreau</b>
<b>Attachment 4</b>	<b>April 9, 2019</b>	<b>Bryan Jandreau</b>
<b>Attachment 4</b>	<b>March 9, 2020</b>	<b>Bryan Jandreau</b>
<b>Attachment 4</b>	<b>March 10, 2021</b>	<b>Bryan Jandreau</b>
<b>Page1 spelling</b>	<b>February 10, 2022</b>	<b>Bryan Jandreau</b>
<b>Page 8 Phone list</b>	<b>February 10, 2022</b>	<b>Bryan Jandreau</b>
<b>Pages 1,2,15,19 spelling and grammar</b>	<b>February 22, 2024</b>	<b>Bryan Jandreau</b>
<b>Appendix A pages 4-5</b>	<b>February 22, 2024</b>	<b>Bryan Jandreau</b>
<b>Annex A page 6 spelling</b>	<b>February 22, 2024</b>	<b>Bryan Jandreau</b>
<b>Attachment 4 phone list</b>	<b>February 22, 2024</b>	<b>Bryan Jandreau</b>
<b>Annex D fire extinguishers</b>	<b>July 14, 2025</b>	<b>Roy Guidry</b>

A complete copy of the plan may be found at: <https://aroostook.me.us/departments/facilities/>

- Commissioners Office (hardcopy and digital)
- Emergency Management Office
- Maintenance Office
- Registry of Deeds

### III. BASIC PLAN

#### A. PURPOSE:

The intent of the **Emergency Preparedness Plan** for the Aroostook County Fort Kent Registry of Deeds is to provide a safe working environment for County employees and for other citizens that visit the complex for government services, and to provide a stable continuity of government during and after a disaster or emergency situation. The guidelines developed hereupon are for the safety of all employees and/or visitors to the Aroostook County Fort Kent Registry of Deeds. The **Plan** will include guidelines to evacuate during emergency situations caused by fire, weather events, hazardous material leaks or spills, explosions, bomb threats, hostile situations, or other hazardous conditions. The **Plan** will offer guidance for employees during a theft or robbery event, medical emergencies, demonstrations or civil disturbances, and bomb threats. The **Plan** will also provide direction as to how the County will continue to provide government services during and after a disaster or emergency that disrupts the normal course of operations.

#### B. CONCEPT OF OPERATIONS:

##### Mitigation

To mitigate employee life safety endangerment, the County Commissioners Office will issue photo identification badges to all County employees, to be displayed in plain sight by the employee, when employed by the Aroostook County Government and on campus. Sheriff's Department personnel, when in designated uniform are exempt. Employees of the Registry of Deeds will display a photo ID, provided by the County.

County employees and others that work at the Aroostook County Fort Kent Registry of Deeds should take a proactive role in mitigating the possibility of a breach of security at the Aroostook County Fort Kent Registry of Deeds, during the timeframe that the Complex is not open for business to the general public. Employee guidance and mitigating measures for building security can be found in APPENDIX B of this document.

To mitigate the threat of contaminating or exposing the work area and multiple employees to other threats, the U. S. Mail Delivery and Receiving Policy will be followed by all employees. Postal Employees will deliver all incoming mail to the receptionist station, on the first floor of the building. It is expected that the Department Head or his/her designee will retrieve and screen all

incoming mail at the Designated Mail Room. Suspicious mail or packages should not be taken to the work area until it has been deemed safe to open. (See employee guidelines and information in APPENDIX A). All Aroostook County Government employees should be aware of deliveries to their work area (i.e. UPS, FedEx, other commercial carriers, and vendors). Unexpected deliveries or suspicious packages should not be opened in the work area until deemed safe to do so. A well-kept and neat work area will assist employees in recognizing a suspicious package. Employees should always be alert and cognizant of their surroundings.

## Preparedness

It is the responsibility of the Aroostook County Commissioners and the Safety Committee to insure that employees fully understand **The Plan**, are familiar with their work area, and know alternate egress opportunities.

The exercising of this plan will be the basis to identify employee training needs. It is the responsibility of the Commissioners to exercise the evacuation (Appendix C) and communication (Appendix D) functions of the plan. Employees recognizing the need for additional training should bring their ideas to the attention of the Commissioners' Office.

An Emergency Preparedness Plan is effective when the people it is meant to keep safe conform to its guidance, and take part in training and drills. Currently, a professional inspection team inspects the sprinkler system four times annually as well as the fire alarm system (silently).

Each employee should take measures to become personally prepared at work. The following guidance will help employees to become fully prepared.

- Become familiar with the location of nearby exits and alternate evacuation routes. Evacuation routes are posted in each office.
- Know the location of fire extinguishers and first aid supplies. (Appendix C).
- Keep a small supply of emergency food on hand (e.g. energy bars, non-perishable snack items) as well as bottled drinking water.
- Arrange nearby filing cabinets so that heavier items are in the bottom, to lesson the potential of cabinets falling over. Always keep cabinets closed and latched when not in use.
- Do not place heavy items on top of cabinets and/or files where they could fall on seated and/or standing employees. Be especially careful about what is placed around and above your desk.
- Each employee takes responsibility for securing his/her own personal work area; and completes appropriate forms (hazard reports or work orders) as needs arise.

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- Do not store boxes, etc., under desks or tables that will interfere with ability to “duck and cover”.
- In cases of special dietary or medical needs required by some employees, keep a small supply of such food and medicine on hand and advise a fellow staff member of their location.

The Aroostook County Government has adopted the National Incident Management System (NIMS), and shall be in compliance with regard to preparedness and required training.

All Aroostook County employees are expected to abide by all applicable OSHA rules and requirements.

### **Response**

Any person who discovers a fire, toxic or flammable liquid spill, gas leak, radioactive material release, explosion, receives a bomb threat, or sees any hazardous condition that may endanger County employees or other persons at the Aroostook County Fort Kent Registry of Deeds are responsible for reporting the hazard.

The Aroostook County Government has adopted the National Incident Management System (NIMS) and will respond to any emergency or disaster in compliance with those standards

### **Recovery**

It is the responsibility of The Safety Committee to have signed Memorandum of Understandings (MOU's) that provide alternate available space for the Registry of Deeds if the existing Registry of Deeds, as the result of a disaster, is not usable.

It is the responsibility of The Registry of Deeds Maintenance Department to identify vendors that will provide temporary desks, furniture, and other resources necessary to provide continuity of County Government services. The vendors' contact information should be submitted to the Commissioners' Office to be included in the Safety Committees' **GO-KIT**.

If Aroostook County government services should be interrupted, as the result of a disaster, it is the responsibility of every Department Head to have a plan in place to provide continued Government services, within a reasonable timeframe. The plan should include necessary information stored

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off-site to access data and information needed to continue their function, as well as the line of succession in each department or Agency according to the SOPs established by each department. A copy of the plan should be submitted to the Commissioners' Office, to be included in the County Clerk's **GO-KIT**.

### **C. PLAN DEVELOPMENT AND MAINTENANCE:**

The Aroostook County Fort Kent Registry of Deeds Emergency Preparedness Plan was developed with input from the following County officials:

Vernon R. Ouellette, former Director, Aroostook County Emergency Management Agency

Christina Theriault, Human Resource Director, County of Aroostook

Bryan Jandreau, Facility & IT Director, County of Aroostook

Rick K. Romann, former Intern, Aroostook County Emergency Management Agency

The Plan will be reviewed and necessary revisions made annually after the implementation date, by a review committee appointed by the Board of Commissioners.

## ANNEX A

### Bomb Threats

- I. Aroostook County Government employees should familiarize themselves with the Bomb Threat Checklist following this annex (page 6). The checklist will provide guidance on how to react to a telephone call reporting a bomb threat.
- II. Report any bomb threat by calling **911** or the Sheriff's Department immediately.
- III. All information should be given immediately to his/her Supervisor and responding law enforcement officers.
- IV. Always keep your work area uncluttered and well organized. This will allow you to recognize a foreign object (package) quickly, if one is placed there.
- V. If you receive a suspicious package or observe one, call the Sheriff's Department (532-3471) immediately. **DO NOT ATTEMPT** to open it or inspect the package yourself.
- VI. Law Enforcement personnel will conduct search and evacuation procedures. Follow the direction of your Supervisor, Law Enforcement Officers, and/or Fire Department Personnel. Follow instructions for evacuation found in **(APPENDIX C)**

## BOMB THREAT CHECKLIST - Telephone Procedures

DATE:        /        /                      TIME RECEIVED:                      AM/PM                      TIME CONCLUDED:                      AM/PM

- \* REMAIN CALM, BE COURTEOUS, LISTEN TO AND DO NOT INTERRUPT THE CALLER
- \* GET ATTENTION OF ANOTHER PERSON; GIVE NOTE SAYING "CALL POLICE - BOMB THREAT" **9-911**
- \* IF YOUR PHONE HAS CALLER ID DISPLAY, RECORD NUMBER OF INCOMING CALL \_\_\_\_\_
- \* WRITE DOWN EXACT WORDS OF THE CALLER AND THREAT
- \* DON'T HANG UP THE PHONE. LEAVE LINE OPEN
- \* NOTIFY A SUPERVISOR

TRY TO KEEP THE CALLER ON THE PHONE & TALKING BY ASKING THE FOLLOWING QUESTIONS:

1. WHEN WILL IT EXPLODE? AT WHAT TIME? \_\_\_\_\_
2. WHERE IS IT LOCATED? WHAT FLOOR? ROOM? \_\_\_\_\_
3. WHAT DOES IT LOOK LIKE? \_\_\_\_\_
4. WHAT KIND OF BOMB IS IT? \_\_\_\_\_
5. WHAT WILL SET IT OFF? \_\_\_\_\_
6. WHY ARE YOU DOING THIS? \_\_\_\_\_
7. WHO ARE YOU? \_\_\_\_\_
8. ARE YOU AWARE THAT IT COULD KILL OR INJURE INNOCENT PEOPLE IN ADDITION TO THOSE YOU INTEND TO HURT? \_\_\_\_\_

**DESCRIPTION OF CALLER** (check all that apply)

Sex:    Male \_\_\_\_\_ Female \_\_\_\_\_ Unknown \_\_\_\_\_    Approximate Age \_\_\_\_\_

Voice	Speech	Language	Behavior	Background Noises
<input type="checkbox"/> Clean	<input type="checkbox"/> Accented	<input type="checkbox"/> Educated	<input type="checkbox"/> Agitated	<input type="checkbox"/> Airport
<input type="checkbox"/> Distorted	<input type="checkbox"/> Deliberate	<input type="checkbox"/> Foreign	<input type="checkbox"/> Angry	<input type="checkbox"/> Animals
<input type="checkbox"/> Loud	<input type="checkbox"/> Distinct	<input type="checkbox"/> Foul	<input type="checkbox"/> Blaming	<input type="checkbox"/> Baby
<input type="checkbox"/> Muffled	<input type="checkbox"/> Fast	<input type="checkbox"/> Intelligent	<input type="checkbox"/> Calm	<input type="checkbox"/> Birds
<input type="checkbox"/> Nasal	<input type="checkbox"/> Hesitant	<input type="checkbox"/> Irrational	<input type="checkbox"/> Fearful	<input type="checkbox"/> General Noise
<input type="checkbox"/> Pitch-High	<input type="checkbox"/> Lisp	<input type="checkbox"/> Rational	<input type="checkbox"/> Laughing	<input type="checkbox"/> Guns Firing
<input type="checkbox"/> Pitch-Med	<input type="checkbox"/> Slow	<input type="checkbox"/> Slang	<input type="checkbox"/> Nervous	<input type="checkbox"/> Gymnasium
<input type="checkbox"/> Pitch-Low	<input type="checkbox"/> Slurred	<input type="checkbox"/> Uneducated	<input type="checkbox"/> Righteous	<input type="checkbox"/> Machinery
<input type="checkbox"/> Pleasant	<input type="checkbox"/> Stuttered	<input type="checkbox"/> Unintelligible	<input type="checkbox"/> Other:	<input type="checkbox"/> Music

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<input type="checkbox"/> Raspy	<input type="checkbox"/> If Accented,	<input type="checkbox"/> If Foreign,		<input type="checkbox"/> Party
<input type="checkbox"/> Smooth	Describe:	Describe:		<input type="checkbox"/> Quiet
<input type="checkbox"/> Soft				<input type="checkbox"/> Restaurant
<input type="checkbox"/> Squeaky				<input type="checkbox"/> Talking
<input type="checkbox"/> Unclear				<input type="checkbox"/> Tavern/Bar
<input type="checkbox"/> Other				<input type="checkbox"/> Television
				<input type="checkbox"/> Traffic
				<input type="checkbox"/> Train
				<input type="checkbox"/> Typing
				<input type="checkbox"/> Water/Wind
				<input type="checkbox"/> Other:

Person Receiving Call: \_\_\_\_\_

Number Threat Was Received On: \_\_\_\_\_

Name of Possible Suspect: \_\_\_\_\_

**Aroostook County Sheriff's Office 9+532-3471 or ME State Police 911 (Emergency); RCC 9+532-5400 (Non Emergency)**

## ANNEX B

### Demonstrations and Civil Disturbances

The Aroostook County Fort Kent Registry of Deeds, because of its status as a center of government, could be the stage for demonstration activities or civil disturbances.

I. Occupants should report any problems concerning demonstrations or the presence of unauthorized persons, or similar problems, to the Sheriff's Department or Maine State Police.

II. Occupants should avoid contact with demonstrators and continue to work normally. They must not use physical force to restrain demonstrators who may access to office space, unless they have been officially authorized to do so, or unless there is a clear and present danger to their own or fellow employee's life and limb. When the use of restraint is necessary, it is preferable to have at least two employees as witnesses present at all times. However, if at all possible, wait until the deputies arrive. They will take care of the problem.

III. The handling of demonstrations, "sit-ins", etc., will be the responsibility of

The Aroostook County Sheriff's Department, who will handle such matters in close cooperation with the District Attorney's Office. There must be a mutual understanding of the actions to be taken in such matters, must not violate individual's civil rights and be done with legal authority.

## ANNEX C

### Infectious Disease and Pandemic Planning

#### I. PURPOSE

It is the responsibility of County Government to take the actions necessary to mitigation and prepare for a major outbreak of a disease that causes severe harm or disruption to the municipalities within Aroostook County and the ability to continue to provide essential services, as well as provide for the protection of the employees. It is essential that each area of County Government set forth the actions to be taken to assure continuity of government operations to recover from and restore all services in the aftermath of a pandemic or any disaster. It will also be necessary to assist in meeting needs of the municipalities and in requesting and implementing state and federal assistance, if required. All efforts and county resources that might be used to mitigate the effects of and prepare for an emergency involving a disease outbreak should be identified, as well as those services that are deemed to be non-essential and could be curtailed for a period of time during a pandemic outbreak or could continue to work by adapting to social-distancing requirements.

During a pandemic the following planning assumptions would apply:

#### Planning Assumptions

- Susceptibility to the pandemic influenza virus will be universal and efficient and sustained person-to-person transmission will exist.
- The typical incubation period (interval between infection and onset of symptoms) for influenza is approximately 2 days.
- In an affected community, pandemic outbreaks will occur in multiple waves of illness, with each wave lasting approximately 2 months, separated by months, over a period that could last 12 to 18 months. Historically, the largest waves have occurred in the fall and winter, but the seasonality of a pandemic cannot be predicted with certainty.
- Persons who become ill may shed virus and can transmit infection for approximately two days before the onset of illness. Viral shedding and the risk of transmission will be greatest during the first 2 days of illness.
- Different viruses have varying incubation periods, for example, the influenza virus.

Some persons will become infected but not develop clinically significant symptoms. Asymptomatic or minimally symptomatic individuals can transmit infection and develop immunity to subsequent infection.

- The typical incubation period (interval between infection and onset of symptoms) for influenza is approximately 2 days.
- Clinical disease attack rates are dependent on the virus at the root of the specific emergency. For example, with COVID, older and immunocompromised individuals tend to have higher rates than children, while with Influenza it has proven to be problematic with young healthy Children.
- 
- Certain public health measures (closing schools, quarantining household contacts of infected individuals, “snow days”) are likely to increase rates of absenteeism.
- Broad community control measures may be implemented to prevent the public from inadvertent exposures (e.g., fever monitoring in public places, hand hygiene, respiratory etiquette, social distancing, and use of masks (N95 masks have been recommended by CDC).

### **Mitigation Measures**

The most effective measure that can be used by any organization to combat a disease outbreak, epidemic or pandemic is education and information.

The following mitigation strategies should be implemented by the County Commissioners.

- Promote proper hygiene to employees and to the public throughout pandemic, as well as seasonal influenza planning and training. Provided means to sanitize hands and sanitize workspace.
- To encourage employees to get seasonal immunizations based upon the schedule recommended by the Advisory Committee on Immunization Practices (ACIP) and the Centers for Disease Control and Prevention (CDC). (Note: During a pandemic it is suggested that there will be an insufficient supply of prescription drugs and other medical supplies to treat those infected.)

- To encourage employees to prepare a family disaster plan that should include a communications plan and family disaster supplies. Disaster supplies should include 4 weeks of non-perishable foods in addition to other recommended emergency supplies and health supplies which should include medicines to treat symptoms of influenza. (Note: EMA staff distributed family planning materials to department heads.)

### **Response Measures**

The County Emergency Management Staff will seek guidance from and coordinate with Maine Center for Disease Control through Maine Emergency Management Agency to assist in implementing all other control measures for not only the County Registry but for all the municipalities in Aroostook County. The following are measures that could be assessed prior to a pandemic and implemented when appropriate.

#### **Mild to Moderate:**

- Assess which employees could work from home rather than assemble in an office environment.
- Insist that any employee experiencing flu like symptoms remain at home and dismiss any employee who reports for work that is symptomatic.
- Change workplace environments and schedules to decrease social density and preserve a healthy workplace to the greatest extent possible without disrupting essential services.
- Identify critical job functions and plan for alternate coverage of those functions. Evaluate cross-training employees to assist in key areas.
- Review the County policies for use of benefit time (vacation, personal days, comp and sick) and establish sick leave policies that may be unique to a pandemic (e.g., liberal/unscheduled leave). Policies should ensure work-leave policies align with incentives and facilitate adherence with all other response measures.
- Review Federal and State employment laws that identify your employer obligations and options for employees.
- Encourage employees and public to seek information relative to the pandemic such as

information posted on [www.pandemicflu.gov](http://www.pandemicflu.gov) and other State and Federal websites.

**Severe Pandemic:**

- Closure of Courthouse to the public and dismissal of all non-essential employees.
- When appropriate to deal with any extreme situations, additional County employees may be contacted by phone, fax or email to assist only long enough to deal with the situation.

**Resource Management**

Department specific planning related to a pandemic response should be included in the department's Continuity of Operations Plan (COOP).

## ANNEX D

### Fire

Any County employee discovering a fire at the Aroostook County Fort Kent Registry of Deeds should immediately go to the nearest telephone in a safe location and report the event, by calling **911**.

- Report the exact location, building name, floor number, room number
- Your name
- Describe the fire

If you cannot reach a **911** operator, or if the emergency does not allow time to do so, evacuate, and activate the nearest fire alarm box (location of fire alarm pull boxes can be found in **Attachments 1-2**)

Provide assistance to others and take safe actions to evacuate the building. (Evacuation guidance can be found in **APPENDIX C**)

If the fire is small, no bigger than a waste basket size, and the employee has been trained in the use of a fire extinguisher he/she may attempt to extinguish it, **but not before calling 911, or simultaneously as another employee is calling 911. Employees that have not received fire extinguisher training are not to use fire extinguishers.**

**REMEMBER** LIFE SAFETY IS ALWAYS THE FIRST CONSIDERATION

County employees should familiarize themselves with the location of fire extinguishers and fire alarm pull boxes in the Complex. (Location of fire extinguishers and fire alarm pull boxes can be found in **Attachments 1-2**)

## ANNEX E

### Guidance Information on being a hostage

Hostage taking is an activity used by a variety of persons to seek recognition, escape, or to make a public statement. Hostage takers may be career criminals, terrorists, political extremists or just an unhappy, upset person.

Hostage situations should be reported immediately by calling **911**.

Law Enforcement officials have response plans for hostage situations. The response has only one goal, to get you out safely.

If you should be taken hostage, the first 20-30 minutes are the most critical. The more time that passes, the greater the possibility of a successful non-forceful resolution. Time will drag on for you but remember that time is on your side.

The following are things to keep in mind should this type of situation occur.

1. The stress associated with being a hostage will cause changes even in the most secure personalities. **Be aware** that it is common for hostages to empathize with the hostage taker after a period of time. This is called the “Helsinki Syndrome”.
2. Certain behaviors on your part may increase your safety:
  - a. Comply with requests, but do not overly cooperate.
  - b. Try to engage the hostage taker in conversation.
  - c. Try to establish eye contact with the hostage taker.
  - d. Remember that the response plan is in effect, even if you do not see or hear anything.
  - e. **Do not volunteer** to do anything for the hostage taker.
  - f. If you are unsuccessful with b or c, then sometimes just sitting back and remembering all of the “good times” will help.
3. You owe no allegiance to the hostage taker, if you can escape, then escape.
4. At the end of the hostage event, no matter how brief, there will be a need to “debrief” or review the facts with law enforcement. Your cooperation here is very important.

**Medical Emergencies Procedure**

The Aroostook County Registry provides the center for a wide variety of county services. Dozens of citizens visit the Registry daily. Should any visitor or fellow employee suffer some medical emergency, the following procedures are recommended.

- I. Call **911** or the Sheriff's Department (532-3471) if an ambulance is needed, giving clear directions as to where the victim is located.
- II. If you are sure of the problem, tell the **911** dispatcher. Otherwise, a simple descriptive phrase like "she just passed out" will do. Check for medical alert identification.
- III. Prevent others from crowding around and blocking entrance points to the area.
- IV. Secure the victim's personal property, such as handbags and briefcases.
- V. Since some ambulance attendants and first responders may not be familiar with the Aroostook County Fort Kent Registry of Deeds layout, send someone to the building entrance to direct them to the area.
- VI. Immediately after the emergency is over, write down what happened. This should be done alone. Turn the notes over to your supervisor.
- VII. The County Maintenance Department should be notified to clean up any body fluid spills using proper personal protective equipment and blood borne pathogen procedure.

**Theft / Robbery Events**

The potential for theft or robbery in or around the Aroostook County Fort Kent Registry of Deeds can only be decreased by the display of a proactive prevention attitude. The following guidelines are offered for your safety.

- I. Properly secure all valuables, yours and the County's. Don't leave targets out in the open. Female employees, put your pocketbook out of sight.
- II. Require positive identification of any persons seeking access to a normally controlled area.
- III. Should you discover a theft or robbery in progress, remember, your safety comes first. Call **911** or the Sheriff's Department (532-3471) immediately.
- IV. Immediately record all of your observations, relating such information as race, sex, height, weight, color of hair, eyes, language, accent/dialect, clothing, and footwear, direction of flight, any vehicles, any scars, tattoos, or other identifying characteristics.
- V. If you are the victim of a theft or robbery, remain calm. Arguing or fighting with the suspect might frighten him/her into causing more of a problem or possible violence.
- VI. If you discover a theft from your office or work area, take steps to secure the area. These efforts are important for the preservation of evidence.
- VII. Quite often, the perpetrator will case the area to identify the best time and the least attentive employee. Report to your supervisor or the Sheriff's Department any suspicious activity or persons.
- VIII. Always lock your vehicle when leaving it unattended. When you walk to your car, have your keys out and ready to unlock the car door quickly, always look in the back seat area before getting in.

## ANNEX H

### Sudden and Severe Weather Events

Historically the weather events that impact Aroostook County are forecasted in advance, Employees may obtain broadcast information regarding the organization's status on 103.2 FM in Houlton area, or on WAGM TV, however, some severe weather events can occur with little or no warning, such as an earthquake. Good planning and proactive measures by Department Heads and employees are most effective to avoid personal injury. Should a sudden severe storm occur, remember, the Aroostook County Registry is a structurally strong environment to shelter in place. If sheltering in place is the best solution to stay out of harms way, "duck and cover", stay away from exterior walls and windows, furniture and wall hangings that could fall on you.

The following measures will mitigate the possibility of personal injury.

- Arrange nearby filing cabinets so that heavier items are in the bottom, to lesson the potential of cabinets falling over. Always keep cabinets closed and latched when not in use.
- Do not place heavy items on top of cabinets and/or files where they could fall on seated and/or standing employees. Be especially careful about what is placed around and above desks.
- Keep small amounts of emergency food on hand (e.g. energy bars, non-perishable snack items) as well as bottled drinking water.
- Do not store boxes, etc., under desks or tables that will interfere with ability to "duck and cover".
- In cases of special dietary or medical needs required by some employees, keep a small supply of such food and medicine on hand and advise a fellow staff member of their location.

If the sudden weather event has caused a medical emergency, a dangerous situation due to building failure, or any other emergency, report this immediately by calling **911**.

If it is appropriate to evacuate the Building after the weather event is over, follow the prescribed evacuation procedures in (APPENDIX C), with special attention to the following:

- Avoid walking under heavy architectural ornaments that may have jarred loose.
- Avoid touching electrical wires which may have fallen to the ground.

The Fort Kent Registry of Deeds building should be inspected by Maintenance Department personnel for structural integrity.

## ANNEX I

### ACTIVE SHOOTER / VIOLENT PERSON

The purpose of this annex is to provide guidance for Aroostook County Employees and others that work at the Aroostook County Fort Kent Registry in the event of an active shooter situation or armed intruder.

- I. Any employee upon becoming aware of an act of violence in progress at the County Complex should immediately go to a phone, in a safe location, and call **911** or the Sheriff's Department, and report the incident. The caller should be prepared to furnish the following information:
  - Your name
  - Your exact location, Department, Room number, Floor number
  - What you have heard, seen, or has been reported to you
  - Are firearms involved, if so have shots been fired
  - Description of weapon or firearm, if known (i.e. hand held or long gun)
  - Words or verbal threats you have overheard, if any
  - The exact location of the violence,
  - How many people are involved, and descriptions, if known
  - Stay on the line, if you can do so safely, as you may be of assistance to responding law enforcement.
- II. If you can escape the area of the violence or threat, safely, then do so. If a violent situation is not occurring in your work area, lockdown your work area, turn the lights off, stay out of sight of interior windows and await instructions from law enforcement officers. Advise others in your area to do the same. **HELP IS ON THE WAY**, law enforcement officers are trained and have a plan to address this emergency situation.
- III. Do not close blinds or shades on exterior windows. A sign should be posted on exterior windows depicting the room number or office name, if it can be done safely. This will assist law enforcement in referencing your area from outside the building.
- IV. If a firearm is dropped by the shooter, leave it; **DO NOT PICK IT UP**. This non-action will assist responding law enforcement officers, in not confusing you with the shooter.
- V. Employees should immediately, after reaching a safe location, write down what they heard or witnessed during the event, law enforcement will request this information.

## APPENDIX A

### U.S. Mail Delivery and Receiving Policy

Postal Employees will deliver all incoming mail to the receptionist area on the first floor of the building. It is expected that the Department Head or his/her designee will retrieve and screen all incoming mail at the Designated Mail Room. Non-recognizable mail should not be taken to the work area until it has been deemed safe to open;

All Aroostook County Government employees should be aware of deliveries to their work area (i.e. UPS, FedEx, other commercial carriers, and vendors). Unexpected deliveries should not be opened in the work area until deemed safe to do so.

### Letters and Package Bomb Indicators

- Excessive Postage
- Incorrect Titles
- Title but No Names
- Misspellings of Common Words
- Oily Stains or Discolorations
- No Return Address
- Excessive Weight
- Rigid Envelope
- Lopsided or Uneven Envelope
- Protruding Wire or Tinfoil
- Visual Distractions
- Foreign Mail and Special Delivery
- Restrictive Markings Such as Confidential or Personal, etc.
- Hand Written or Poorly Typed Address
- Excessive Securing Material such as Masking Tape or string.

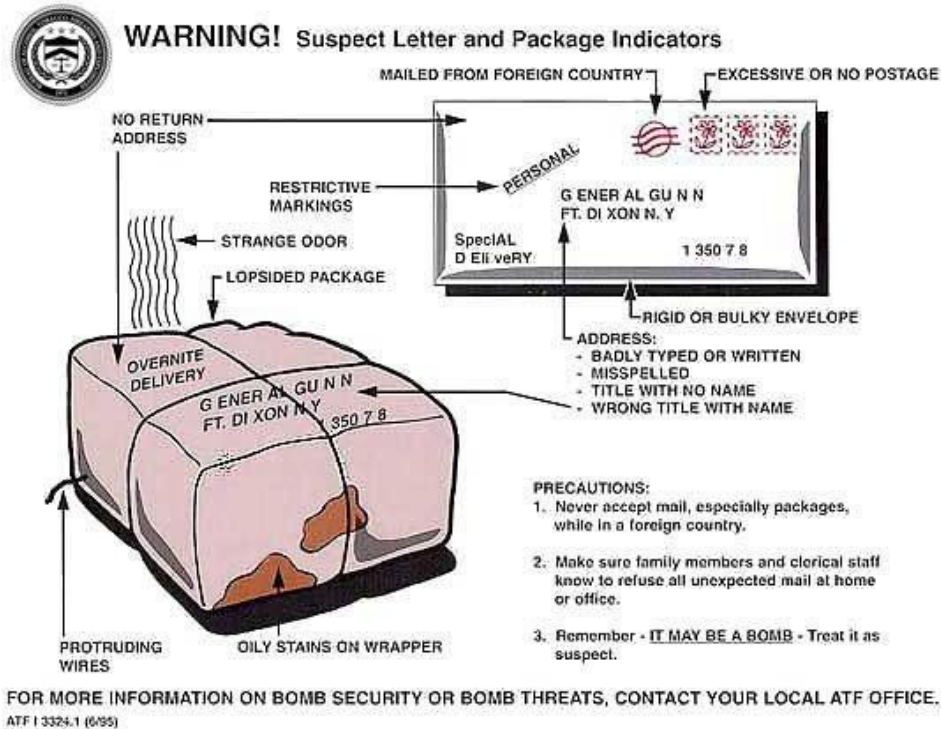
### Precautions

1. Never accept mail, especially packages, at your home in a foreign area.
2. Make sure family members and clerical staff know to refuse all unexpected mail at home or office.
3. Remember –**It May Be A Bomb**- Treat it as Suspect.

## BOMBS

Bombs can be constructed to look like almost anything and can be placed or delivered in any number of ways. The probability of finding a bomb that looks like the typical bomb is almost nonexistent. The only common denominator that exists among bombs is that they are designed to explode.

Most bombs are homemade and are limited in their design only by the imagination of and resources available to the bomber. Suspect anything that looks unusual. Let the trained bomb technician determine what is or is not a bomb.



## If you receive a suspicious letter or package:

- 1 Handle with care. Don't shake or bump.
- 2 Isolate it immediately
- 3 Don't open, smell, touch or taste.
- 4 Treat it as suspect. Call local law enforcement authorities

## APPENDIX B

### Employee Guidance on Building Security

The purpose of the measures in this appendix will mitigate the possibility of a breach in building security during non-business hours.

It is the responsibility of the Maintenance Department to unlock the exterior doors of the Registry at the beginning of the normal workday (08:00 am), and to lock the exterior doors at the end of the normal workday (04:30 pm).

It is the responsibility of the Department Head or his/her designee, at the end of the workday, before leaving the work area, to visually sweep their area in order to insure that no person is left behind before securing the area.

Department Heads are issued a master key that allows them entry to the building during non-business hours. It is the responsibility of the key holder to secure any door that may have been unlocked to allow their entry during non-business hours.

It is the responsibility of any key holder to immediately report any lost key to the Maintenance Department.

Evening and non-business hour meetings are frequently held at the Building. The meeting coordinator is responsible for the building security during these events and will follow guidance.

- To secure the building at the conclusion of the meeting
- To establish an attendance log with sign-in and out times

The work hours of the building janitorial staff are weekdays from **05:30 am to 2:00 pm** Monday, Wednesday, and Friday.

## APPENDIX C

### Evacuation Procedures

Employees should respond during an evacuation drill or emergency evacuation of the Aroostook County Fort Kent Registry of Deeds in the following manner:

1. Upon hearing a fire alarm/blinking strobe light, witnessing or being informed by other employees of a hazardous condition as aforementioned, or instructed via the emergency intercom, all building occupants must evacuate the building. Evacuation routes are posted throughout the building.
2. Advise visitors to evacuate in a like manner.
3. Secure all sensitive information and lock all safes, **IF TIME PERMITS**, life safety is always the first concern.
4. Before leaving your area, **IF TIME PERMITS**, turn off any equipment that should not be left unattended, such as coffee pots, electric heaters, etc.
5. Turn off lights and close office door, but **DO NOT LOCK THE DOOR**.
6. There are Designated Floor Sweepers (DFS); their job will be to make a visual sweep throughout his/her designated area, as he/she leaves the building.
7. Proceed to the nearest Exit (however safety issues may dictate an alternate Exit), keeping to the right-hand side of the corridors and stairways at all times when possible. Proceed carefully but briskly out of the building. (NOTE: employees should be familiar with the areas that they work in and alternate egress routes)
8. Upon exiting the building, move to the Designated Assembly Area (DAA), which is the lower lawn on Elm Street. **Do Not Leave** the Designated Assembly Area (DAA) until you have been accounted for by the Designated Evacuation Officer (DEO) and received further instructions.
9. **Do not** attempt to re-enter the Aroostook County Fort Kent Registry of Deeds until the “**all clear**” signal is given by the Designated Evacuation Officer (DEO). If there is some situation within the building you think should be attended to, report it to the Designated Evacuation Officer (DEO).

10. During the evacuation, **NO PERSON WILL BE PERMITTED TO USE THE ELEVATOR.** Persons with physical disabilities who are unable to negotiate stairs will proceed to the nearest stairwell and remain there until others arrive to assist them.
11. Any person who is physically unable to leave the building will not be left unattended. Designated Floor Sweepers (DFS) are responsible for insuring that support is provided to disabled persons who are unable to evacuate.
12. Emergency evacuations shall be carried out with the assistance of the Designated Floor Sweepers (DFS). The Designated Floor Sweepers (DFS) will insure those employees and visitors depart expeditiously from the building.

Note: Not all emergency situations dictate that employees evacuate their work area. Employees must remember, the reason to evacuate, is to stay out of harm's way. The situation could dictate that their work area is the safest area for them to remain. In that event, it would be appropriate to shelter in-place. Secure your area and stay out of sight of intruders trying to enter your area, until you receive further instructions. HELP IS ON THE WAY.

#### **EMERGENCY EVACUATION TEAM**

The Emergency Evacuation Team consists of the following

1. Designated Evacuation Officer (DEO)
2. Designated Floor Sweeper (DFS)
3. Designated Building Sweeper (DBS)

#### **EMERGENCY EVACUATION TEAM RESPONSIBILITIES**

1. DESIGNATED EVACUATION OFFICER (DEO) RESPONSIBILITIES:
  - a. To count all employees that evacuate from the building.

- b. To keep all evacuees in the Designated Assembly Area (DAA).
  - c. Acts as the information point person for evacuees, sweepers, and first responders.
  - d. Provides emergency personnel with information gathered from the evacuees, and sweepers.
  - e. The Designated Evacuation Officer (DEO) is to remain at the Designated Assembly Area (DAA) throughout the emergency event.
2. DESIGNATED FLOOR SWEEPER (DFS) RESPONSIBILITIES:
- a. Ascertain that all personnel in their area have been evacuated.
  - b. Before leaving their area, quickly do a cursory search for remaining personnel, smoke or fire spread or other hazards.
  - c. Insure that no person uses the elevator.
  - d. Insure that all personnel evacuate the Complex in an orderly manner.
  - e. Notify the Designated Evacuation Officer (DEO) and the Designated Building Sweeper (DBS) that their area is clear of all personnel and the status of any hazardous condition. 5

3. DESIGNATED BUILDING SWEEPER (DBS) RESPONSIBILITIES:

- a. Train Designated Floor Sweepers (DFS).
- b. Train Designated Evacuation Officers (DEO).
- c. After completion of the final building sweep, the DBS is to remain at the Designated Assembly Area (DAA) for the remained of the emergency event.
- d. Provide information to emergency personnel as required.
- e. Report to the Designated Evacuation Officer (DEO) the location of any persons who are still in the building.

## **ADDITIONAL INFORMATION ON EVACUATIONS**

1. Study your room or work area evacuation plan posted by your exit door.
2. Be aware of fire extinguisher locations, even if you are not trained in the operation. You will be able to assist appropriate personnel in locating them. (attachment 1-2)

## Fort Kent Registry of Deeds Emergency Preparedness Plan

3. Know where the Fire Alarm Pull Boxes are located for emergency use. (attachment 1-2)
4. Know where the designated assembly area (DAA) is.

**The DAA for all County employees shall be the lower front lawn on Elm Street** Follow the directions of evacuating personnel or your supervisor. Proceed quickly to the DAA and remain there until released by appropriate law enforcement officers or the Designated Evacuation Officer (DEO). This is extremely important for employee accountability.

## APPENDIX D

### Communications and Contact Information

#### Communications –Emergency Communications Procedures

It is the responsibility of the Register of Deeds to make emergency notifications within the Aroostook County Fort Kent Registry of Deeds. Emergency Messaging will be communicated in one of two ways.

- a. Using the Aroostook County Fort Kent Registry phone system’s intercom mode.

Procedure: PRESS INTERCOM BUTTON, #(number), and then say the message in a clear and concise manner, using one of the pre-scripted text messages or if necessary, using text developed to address the immediate situation. The message will be received by every phone in the Fort Kent Registry of Deeds.

- b. Use the Aroostook County Fort Kent Registry Fire Alarm System.

#### Pre-Text Emergency Messages:

- a. **ATTENTION – ATTENTION**, this is a **test** of the Emergency Communications System of the Aroostook County Fort Kent Registry of Deeds, **this is only a test**.
- b. **ATTENTION – ATTENTION, lock your area down**, and await further instructions, **ATTENTION**, lock your area down, and await further instructions
- c. **ATTENTION – ATTENTION, Evacuate the building** and report to the designated assembly area, **ATTENTION**, Evacuate the building and report to the designated assembly area.

#### Contact Information—Complex Telephone & Intercom Extension Numbers

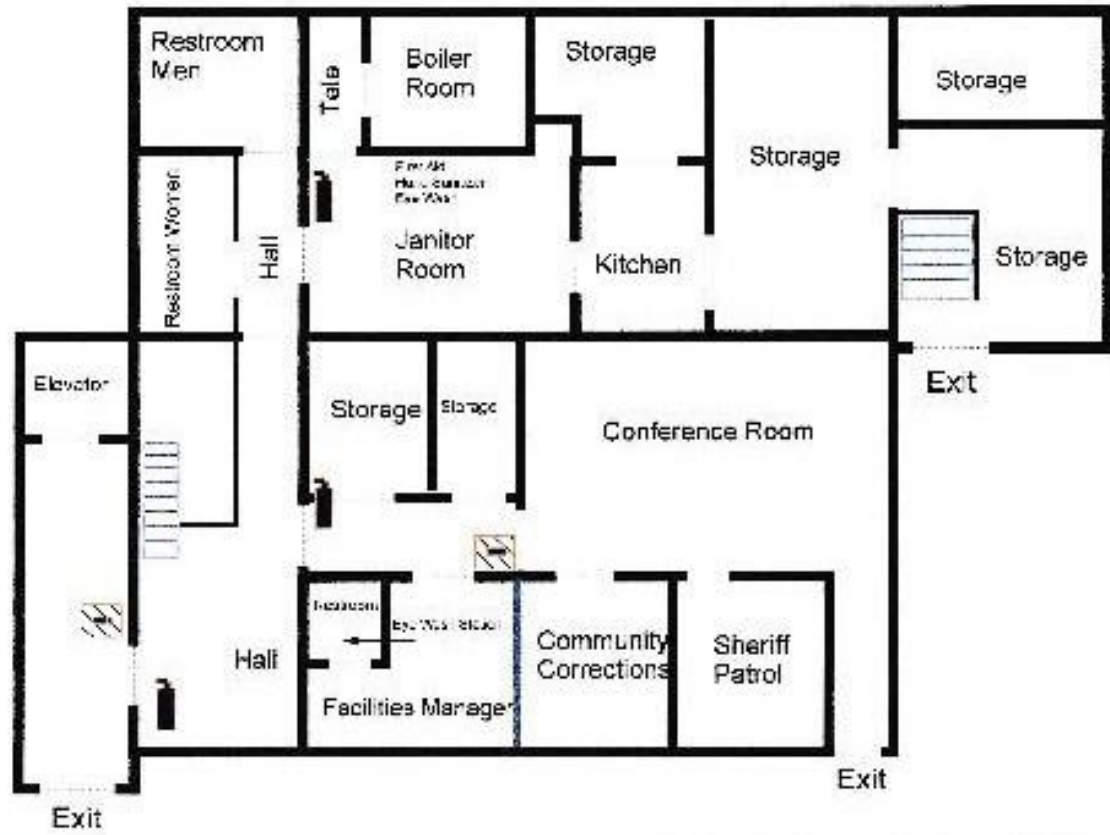
1. Office Telephone Extension List and Department Head Emergency Contact Numbers - Attachment 4-5.




**Maps Attachment 1**

**Aroostook County, Fort Kent**

**Registry Building Emergency Preparedness Plan**

**Evacuation Layout for First Floor**



-  -Fire Extinguisher
-  -Fire Alarm Pull Box
-  -Current Location

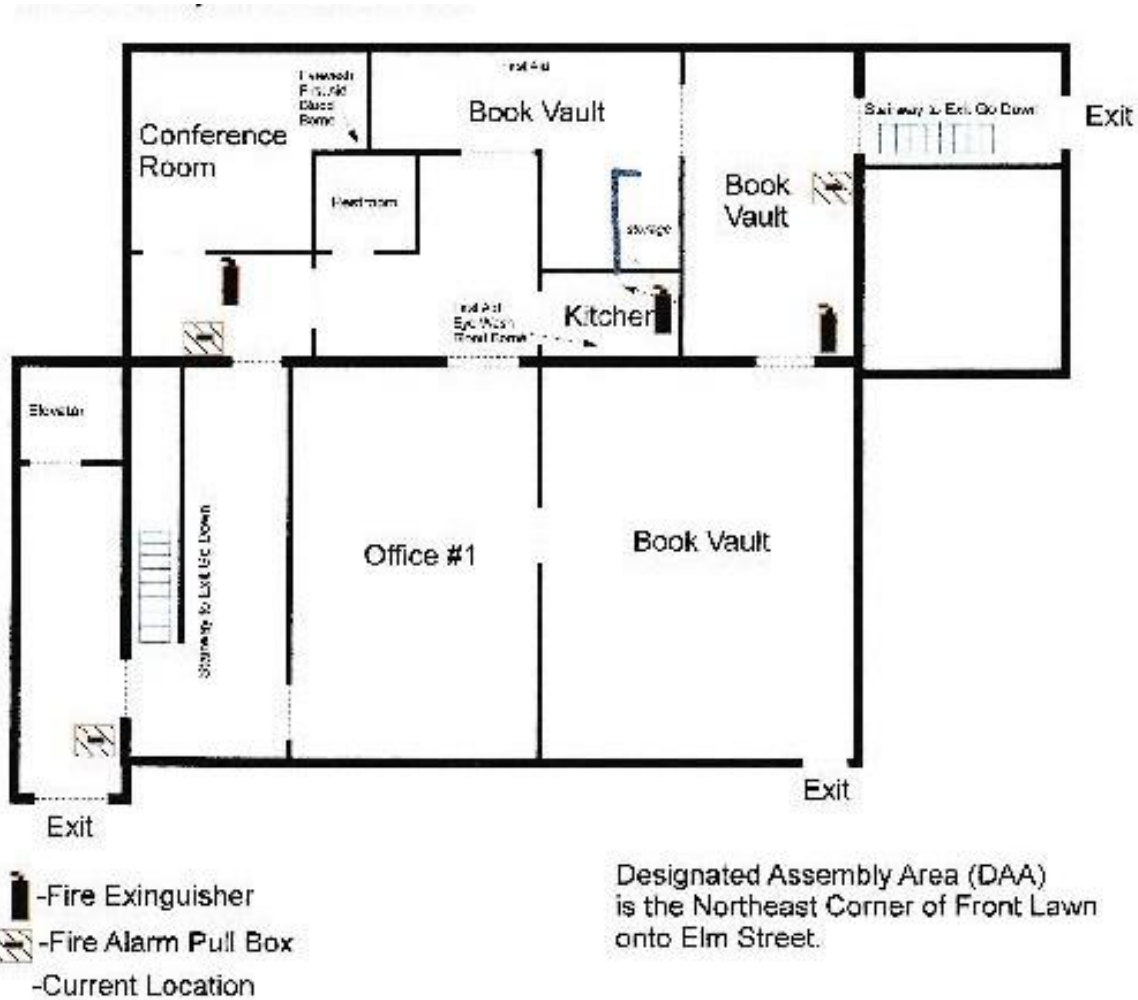
Designated Assembly Area (DAA) is the Northeast Corner of Front Lawn onto Elm Street.

Maps Attachment 2

Aroostook County, Fort Kent

Registry Building Emergency Preparedness Plan

Evacuation Layout for Second Floor



Department Head Emergency Contact Numbers Office/ Telephone Extension List.

HOULTON				CARIBOU			
User Name	Depart	Phone #	Ext #	User Name	Depart	Phone #	Ext #
Duffy, April	DA	2075324294	200	Pelletier, Tammy	ADMIN	2074921297	300
Anderson, Ian	DA	2075329922	201	Pelletier, Ryan	ADMIN	2074936301	301
Eldredge, Valerie	DA	2075329923	202	Gendreau, Dana	ADMIN	2074936302	302
Bridges, Amanda	DA	2075329924	203	Elliott, Chris	ADMIN	2074936303	303
SPARE	HOULTON	2075329925	204	Ward, Amy	DA C	2074936304	304
Clossey, Craig	CORRECT	2075329926	205	Jandreau, Bryan	MAINT	2074936305	305
Nurse Office	NURSE	2075329927	206	Bernier, Paul	UT	2074936306	306
Nurse 2nd Station	NURSE	2075329928	207	Transport Caribou	CORRECT	2074936307	307
Old Commissary	CORRECT	2075329929	208	Transport Caribou	LAW ENF	2074936308	308
1st Floor Duty Station	CORRECT	2075327310	209	Prisoner Phone C	LAW ENF	2074936309	309
Jail 2nd Flr Duty Station	CORRECT	2075329930	210	Therault, Christina	HR	2074936310	310
Kitchen, Jail	CORRECT	2075329932	212	Admin Hearing Room	ADMIN	2074933037	344
Control, Jail	CORRECT	2075329933	213	Sheriff, Second Floor C	LAW ENF	2074936312	312
Booking, Jail	CORRECT	2075329934	214	Advocate Conf. Room	DA	2074936313	313
Morrison, Shanna	CORRECT	2075329935	215	Adams, Laura	DA	2074936314	314
Kelly Johnson	NURSE	2075329936	216	Flynn, Meaghan	DA	2074936315	315
Dispatch Big Phone #2	LAW ENF	2075329937	217	Verno, John	DA	2074936316	316
Dispatch Small Phone#1	LAW ENF	2075329938	218	Haney, Laura	DA	2074982557	317
Dudley, Forrest	LAW ENF	2075329939	219	Ingis, John	DA	2074936318	318
Goff, Cathy	LAW ENF	2075329281	220	Work Desk, D.A.	DA	2074936319	319
Sennett, Terri	LAW ENF	2075329940	221	Rien, Christiana	DA	2074936320	320
SPARE	LAW ENF	2075329941	222	Collins, Todd	DA	2074936321	321
SPARE	HOULTON	2075213112	223	State Police Office	DA	2074936322	322
Pelletier, Erica	LAW ENF	2075213113	224	Ouellette, Derrick	EMA	2074936323	323
Johnson, Peter	LAW ENF	2075213114	225	Woods, Darren	EMA	2074936324	324
Vacant	MAINT	2075321509	226	Radio Desk Phone	EMA	2074934328	325
Howe, Shawn	MAINT	2075213115	227	Champagne, Kimberly	EMA	2074936326	326
Tarr, Chris	MAINT	2075213116	228	Small EMAEOC Polycom	EMA	2074936327	327
Fowler, Terri	PROBATE	2075213117	229	Admin Hearing Polycom	ADMIN	2074936328	328
Guy, Darleen	PROBATE	2075213118	230	Goff, Brian	EMA	2074936335	335
Probate Vault	PROBATE	2075213119	231	Pelletier, Steve	ADMIN	2074936337	337
Rockwell, Donna	PROBATE	2075213120	232	EMA EOC Trailer	CARIBOU	2074936338	338
Deeds S., Front Office	DEED S	2075321500	233	COMMISS., Spare	ADMIN	2074936339	339
Richardson, Melissa	DEED S	2075213121	234	EOC Spare	EMA	2074936340	340
Deeds S., Scan Desk	DEED S	2075213122	235	Caron, Billie-Jo	CORRECT	2074936343	343
Holmes, Wendy	DEED S	2075213123	236	Smart, S./Grindle P.	MAINT	2074936342	342
Ledger, Nancy	DEED S	2075213124	237	Maint., Spare x344	MAINT	2074936344	344
Deeds S., Vault 1	DEED S	2075213125	238	Network Phone Room C	MAINT	2074936350	350
Deeds S., Vault 2	DEED S	2075213126	239	E.M.A., E.O.C.	EMA	2074936360	360
SPARE	HOULTON	2075213127	240	E.M.A., E.O.C.	EMA	2074936361	361
Dispatch Phone 4	DISPATCH	2075213128	241	Johnson, Chelsie	CORRECT	2074936362	362
Deed 5 Front Desk	DEED S	2075212980	242	E.M.A., E.O.C.	EMA	2074936363	363
H Main x244	SPARE	2075213129	244	Findlen, Joyce	HR	2074921110	364
Booking 2nd phone	CORRECT	2075213130	245	<b>PRESQUE ISLE</b>			
Crandall/Montes	CORRECT	2075213131	246	Beaulieu, Mandi	DA	2077640504	450
Sheriff Conf. Room	LAW ENF	2075213134	247	Hunter, Matthew	DA	2077623092	451
Dispatch Phone 3	LAW ENF	2075213135	248	Wells Pucket, Kari	DA	2077623093	452
Fuller, Brandy	CORRECT	2075213136	249	Ward, Amy	DA	2077623094	453
Network Room Houlton	MAINT	2075213137	251	Amnott, Lori	DA	2077685196	454
2nd FL Conf. Room SO	LAW ENF	2075213138	252	<b>FORT KENT</b>			
Sergeant's Desk	CORRECT	2075213139	253	Ouellette, Amy	DEEDS N	2074920941	400
Goff, Larry	CORRECT	2075213143	254	Deeds N., Scan Desk	DEEDS N	2074920942	401
Patrol, 2nd floor	LAW ENF	2075213140	256	Labonte, Erin	DEEDS N	2074920943	402
Nurses , Jail	NURSE	2075213141	257	Deeds N., Vault	DEEDS N	2074920944	403
Training Room	LAW ENF	2075213142	258	Pelletier, Ryan FK	ADMIN	2074920945	404
Nurse 3rd Station	NURSE	2075213144	255	1st Floor Conf. Room	ADMIN	2074920946	407
Todd Collins Houlton	DA	2075210374	259	Sheriff Satellite Office FK	LAW ENF	2074920947	408
Jail West Wing Station	CORRECT	2075329931	260				
spare	spare	2075323166	261	<b>Bold is Department Head</b>			
Booking 3rd Phone	CORRECT	2075210179	263				
Med Tech	NURSE	2075321112	264				
Hogan, Melissa	CORRECT	2075211114	265				
Spittle, Ken Dispatch 5	DISPATCH	2075320511	267				

