

COURTHOUSE SECURITY MANUAL

Buffalo County

September 14, 2016



**The Buffalo County Sheriff's Office is the primary agency that provides security
for the Buffalo County Courthouse**

The following phone extensions should be used for security situations:

- **Emergency:** 9-1-1 or 9-9-1-1 If Within Courthouse (Landline)
- **Non-emergency:** 608-685-4433

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Introduction

The intent of the Courthouse Security Manual is to enhance the safety of personnel in the Buffalo County Courthouse, by increasing the awareness and knowledge of security issues. It is not intended to replace or change the meaning of any existing rule, policy, or procedure, but rather to provide general guidelines, education and direction.

Courthouse personnel play an important role in deterring, preventing and detecting problem incidents. A major component of any security program is the realization that individuals must assume a degree of personal responsibility to ensure their own safety and security. They contribute also to the safety of their fellow employees. All Courthouse personnel are responsible for complying with all county security requirements, policies and procedures.

The Buffalo County Sheriff's Office is the primary agency that provides Courthouse security.

The following are numbers to be used for security situations:

- **Emergency:** **9-1-1 or
9-9-1-1 if Within Courthouse (Landline)**
- **Non-emergency:** **608-685-4433**

NOTE: If a cellular phone is used, be certain to specifically identify your location, because your location may not be accurately shown to the Buffalo County Communication Center.

NOTE: 911 or 9911 calls from phones within the courthouse do not identify the specific location within the courthouse. If you call 911 or 9911, be certain to specifically identify your location,

I. Threat Assessment Color Code

The following threat assessment color code will be used throughout the Courthouse Security Manual to show what type of response is appropriate for the threat that is occurring.

- **Yellow CAUTION**
Out of the ordinary / tension is escalating / raised voices.
 - Contact the Sheriff Department non-emergency line at **608-685-4433** to alert them of the problem.
 - Be able to provide details of the incident, including the time, location, and subject(s) involved.
 - Notify your supervisor.

- **Red SITUATION BAD**
A verbal or physical threat is imminent or occurring;
Possibly a life-threatening situation.
 - Activate a duress alarm if available
 - If not, call 911 or 9911 (If Using Courthouse Landline) from a safe location

Courthouse employees will be notified by either the Sheriff's Department or the Administration office of the "Code Red" by the most effective means which may include

 - the telephone announcement system, and/or;
 - any other effective means of communication
 - Immediately lock all office doors
 - Move to a safe location
 - Await instructions from the Sheriff's Office

II. Personal Security:

A. Lockdowns

If a lockdown is announced:

- Go to the nearest office
- Lock all doors providing access to the hallways

Code Red SITUATION BAD A verbal or physical threat is imminent or occurring; Possibly a life-threatening situation. <ul style="list-style-type: none">• Activate a duress alarm if available• If not, call 911 from a safe location	Code Yellow CAUTION Out of the ordinary / tension is escalating / raised voices. <ul style="list-style-type: none">• Contact the Sheriff Department non-emergency line at 608-685-4433 to alert them of the problem.• Be able to provide details of the incident, including the time, location, and subject(s) involved.• Notify your supervisor.
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- Stay away from doors, windows and out of hallway line of sight
- Disregard all fire alarms
- Allow no one into your office unless accompanied by law enforcement
- Remain calm and quiet.
- Silence cell phone.
- You will be released by law enforcement

B. Suspicious People/Activity

"Code Red" if:

A verbal or physical threat is imminent or occurring
Any other possibly a life-threatening situation.

"Code Yellow" if:

A person is acting in a suspicious manner, (e.g. unusual demeanor, talking to him/herself, inappropriately dressed, etc.),

If an "unauthorized" user has accessed an unauthorized area of the courthouse, such as by following an authorized user through a restricted door:

Challenge the individual if you feel safe doing so, or;
Move to a safe place and treat this situation as a "Code Yellow" situation, or;
If you feel threatened, treat this situation as a "code red" situation.

Indicators of potentially violent behavior by an individual/employee may include:

- Depression/withdrawal.
- Repeated violations of company policies.
- Explosive outbursts of anger or rage without provocation.
- Behavior that may suggest paranoia (e.g., "everybody is against me").
- Escalation of domestic problems into the workplace.
- Talk of severe financial problems.
- Talk of previous incidents of violence.
- Increased use of alcohol and/or illegal drugs.
- Unexplained increase in absenteeism; vague physical complaints.
- Noticeable decrease in attention to appearance and hygiene.
- Resistance and overreaction to changes in policy and procedures.
- Increased severe mood swings.
- Noticeably unstable, emotional responses.

Code Red**SITUATION BAD**

A verbal or physical threat is imminent or occurring;
Possibly a life-threatening situation.

- Activate a duress alarm if available
- If not, call 911 from a safe location

Code Yellow**CAUTION**

Out of the ordinary / tension is escalating / raised voices.

- Contact the Sheriff Department non-emergency line at **608-685-4433** to alert them of the problem.
- Be able to provide details of the incident, including the time, location, and subject(s) involved.
- Notify your supervisor.

- Suicidal; comments about “putting things in order.”
- Increasingly frequent mentions of problems at home.
- Empathy with individuals committing violence.
- Increase in unsolicited comments about firearms, other dangerous weapons, and violent crimes.

C. Personal Threats

“Code Red” if:

- A threat is delivered "in person" and
- The threat appears to be imminent or occurring and
- Possibly a life-threatening situation.

If a telephone threat is immediate, such as someone is in route to the Courthouse to harm a county employee, this is a “Code Red” situation.

“Code Yellow” if:

- A threat is not immediate, such as someone who is making a future or veiled threat against a county employee.

Telephone threat received at an employee’s home

- Treat the incident as “Code Red” or “Code Yellow” situation as described above
- In addition, report the incident to your local law enforcement agency
- Notify your supervisor as soon as possible of the situation.

All threats, regardless of their degree of seriousness, shall be reported on an Incident Report Form (Appendix A) and given to the Sheriff’s Office as soon as possible.

D. Suspicious Letters and Packages

Suspicious letters and/or packages may arrive in the mail or be abandoned on Courthouse premises.

At first treat the situation as "Code Yellow". The following guidelines should be followed.

Code Red	SITUATION BAD	Code Yellow	CAUTION
A verbal or physical threat is imminent or occurring; Possibly a life-threatening situation.		Out of the ordinary / tension is escalating / raised voices.	
<ul style="list-style-type: none">• Activate a duress alarm if available• If not, call 911 from a safe location		<ul style="list-style-type: none">• Contact the Sheriff Department non-emergency line at 608-685-4433 to alert them of the problem.• Be able to provide details of the incident, including the time, location, and subject(s) involved.• Notify your supervisor.	

- Look for indicators, (e.g. no return address, restrictive markings, excessive postage, mailed from a foreign country, misspelled words, addressed to "title only" or to an incorrect title, poorly typed or written, protruding wires, lopsided or uneven, rigid or bulky, strange odor, oily stains, discolorations, crystallization on wrapper, excessive tape or string)
- Don't open, smell, or taste the contents.

IF ANY OF THE ABOVE INDICATORS ARE PRESENT

- DO NOT TOUCH, SHAKE OR BUMP THE LETTER OR PACKAGE.
- CLEAR THE AREA AND NOTIFY LAW ENFORCEMENT

E. Bomb Threats

If you receive a threat:

- Remain calm and concentrate on listening. Follow procedures on Bomb Threat Telephone Procedures form (see Exhibit B).
- Pay careful attention to the caller's references to names of those threatened, time or nature of the threatened assault, locations of purported bombs and times of detonation, and names of those whom the caller intends to harm with the bomb.
- The employee should encourage the caller to continue talking, obtain and record vital information on Bomb Threat Telephone Procedures form (Exhibit B), and remain on the phone, unless the caller hangs up.
- Notify the Sheriff's Office at **911 or 9911** (Within Courthouse Using Landline), and your supervisor immediately.
- Immediately complete Incident Report Form (see Exhibit A)
- Follow any further instructions from your supervisor.

F. Hostage Situations

In a crisis situation, always try to get away if you are not directly involved in the situation; otherwise, do **not** resist or attempt escape at the risk of your safety. Remember, most hostage situations end peaceably.

Code Red	SITUATION BAD	Code Yellow	CAUTION
	A verbal or physical threat is imminent or occurring; Possibly a life-threatening situation.		Out of the ordinary / tension is escalating / raised voices.
	<ul style="list-style-type: none">• Activate a duress alarm if available• If not, call 911 from a safe location		<ul style="list-style-type: none">• Contact the Sheriff Department non-emergency line at 608-685-4433 to alert them of the problem.• Be able to provide details of the incident, including the time, location, and subject(s) involved.• Notify your supervisor.

If you are taken hostage:

- Remember that your **only** job now is remaining safe.
- Remain as calm and controlled as possible and try to help other hostages remain calm if possible. Try not to excite the hostage taker any further.
- The hostage taker is in charge – do **not** attempt to control the situation.
- Follow the directions of the hostage taker in a calm and composed manner. Try to avoid sudden or uncontrolled behavior.
- Avoid treating the hostage taker in a hostile manner.
- Do not expect that you will be able to direct rescue operations or negotiations.

In the event of a rescue operation:

- Drop to the floor and cover your head and face. If possible, move under a piece of heavy furniture.
- Continue to remain as calm and controlled as possible.
- Follow all directions of rescue personnel.

G. Active Shooter

If you hear gunshots:

Run/Evacuate

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Warn individuals not to enter an area where the active shooter may be.
- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands visible.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.
- Do not activate emergency fire alarms as a method to alert others of an active shooter event.
- Call 911 or 9911 (When using Courthouse Landline) when it is safe to do so.

Hide/Shelter

If safe evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

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Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- It should not trap you or restrict your options for movement.
- Keeping Yourself Safe While Hiding

If the active shooter is nearby:

- Lock the door.
- Silence your cell phone and/or pager. (Even the vibration setting can give away a hiding position.)
- Hide behind large items (i.e., cabinets, desks).
- Remain quiet.

Consider the difference between cover and concealment. Cover will protect from gunfire and concealment will merely hide you from the view of the shooter. Choose the best space that is available quickly.

To prevent an active shooter from entering your hiding place:

- Lock the door.
- Blockade the door with heavy furniture.
- Close, cover, and move away from windows.

When Evacuation and Hiding Are Not Possible

When possible, provide the following information to law enforcement officers or 911 operators:

- Location of the active shooter.
- Number of shooters, if more than one.
- Physical description of the shooter(s).
- Number and type of weapons held by the shooter(s).
- Number of potential victims at the location.

Fight/Take Action

As an absolute last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter:

- Act as aggressively as possible against him/her.
- Throw items and improvise weapons.
- Yell.
- Commit to your actions.

Code Red**SITUATION BAD**

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Possibly a life-threatening situation.

- Activate a duress alarm if available
- If not, call 911 from a safe location

Code Yellow**CAUTION**

Out of the ordinary / tension is escalating / raised voices.

- Contact the Sheriff Department non-emergency line at **608-685-4433** to alert them of the problem.
- Be able to provide details of the incident, including the time, location, and subject(s) involved.
- Notify your supervisor.

III. Evacuations

A. Identifying Emergency Situations

City Sirens: Storm warning- steady siren (3 minutes)
Fire siren- rising and falling tone (2 ½ minutes)

Fire Alarm: Ringing bell within the courthouse, indicates a fire

Tornado/Storm: Courthouse employees will be notified by either the Sheriff's Department or the Administration office by the most effective means.

Bomb Threat: Same as Tornado/Storm

B. Evacuation

Evacuation Route: Use the closest available stairs.

SEE EVACUATION MAP - APPENDIX C

Persons in charge of verifying evacuation

Each department should designate someone with the primary responsibility to check every room in their area to make sure everyone is out, including public members.

Assisting Handicapped Persons During Evacuation:

Wheelchairs: Do not use the elevator.
Obtain assistance and carry the person downstairs

General Evacuation Procedure

Close, but do not lock doors, both hallway and interior, if time
Close windows if time
Close rolling metal security grille for counters if possible
Close money drawer if not closed
Leave personal items behind
Leave lights, other electrical devices on if already on
Stay calm, await further instructions from the Sheriff, Fire Department or Police

Maintenance will do a final run-through of first, second and third floors, if it may be done safely, to be sure everyone is out.

C. Assembly Points

SEE EVACUATION MAP - APPENDIX C

Fire- Exit building by closest door

Persons leaving the building through doors towards the **south end**
Assemble away from and south of the building.
Do no block access by emergency personnel
In case of inclement weather, St. John Lutheran Church may be used for shelter.

Persons leaving the building through doors towards the **north end**
Assemble away from and north of the building.
Do no block access by emergency personnel
In case of inclement weather, St. Lawrence Catholic Church may be used for shelter.

Tornado- Proceed to the shelter areas marked in red on the evacuation map

IV. Routine Security Procedures

A. Daily Security is Everyone's Job

All county employees play a vital role in assessing the security of county facilities and grounds on a daily basis, as they carry out their job responsibilities. Be aware of doors left ajar, suspicious containers/packages, unauthorized access, etc. and take appropriate action.

CALL 911 or 9911 FIRST!

B. Medical Resources

Medical Kit locations: Health Department and Jail
Both also have defibrillators

EMT/First Responders: Health Department nurses (if available)
EMTs in the courthouse (if available)

EMT list as of September 1, 2016

Carol Burmeister	Register of Deeds
Michael Schmidtknecht	Sheriff department
Ceil Novinski	Sheriff Department

C. Weapons

No firearms are permitted in the courthouse other than certified law enforcement officers.

Appropriate signage will be placed in public locations, stating that **weapons are prohibited in the Courthouse and that all persons entering these facilities are subject to search.**

D. Office Security

There are many things that county employees can do to maintain a safe and secure workplace.

- Do not allow visitors into secure areas if you are uncomfortable with the stated purpose of their visits. If they have gained access, treat it as at least a “Code Yellow” situation.
- Do not allow a person who is visiting an office to have access to *other* secure offices or secure areas.
- Do not admit unexpected repair people or couriers, without verifying with your supervisor that they have a legitimate purpose in the work area.
- Ask strangers in your work area for identification, or promptly call your supervisor. Write down a description and where you last saw them.
- Keep all security doors locked at all times, especially those leading from public areas into secure areas. Always keep confidential files in locked cabinets when not in use.
- Be alert for strange objects and packages. Packages can be discovered more easily if offices are kept neat and orderly. Never touch or disturb a strange package or briefcase found in your work area. If one is found, follow the procedures in this manual under suspicious packages/mail.
- Avoid routines. If your job entails handling or depositing funds, vary the times of day and days of the week that you perform these tasks. Funds held overnight and on weekends should, at a minimum, be secured in a Class III, fire-rated file safe.
- Keep all valuables in locked drawers or cabinets. Never leave cell phones, wallets, handbags, cash, or credit cards on your desk or lying around in other parts of your work area.
- Do not divulge personal or confidential information regarding judges or court personnel.
- Weapons of opportunity can be found in nearly every office. Employees should be aware that everyday objects could be turned into lethal weapons. When possible, properly store and/or restrict access to weapons of opportunity.

E. Personal Security Tips

- Arrange office furniture to provide yourself with an escape route.
- Allow phones to be used only by employees. Refer all others to public phones.
- Remove potential weapons from customer service counters.
- Don't enter an elevator, stairway, or other enclosed space with anyone who makes you feel uncomfortable.
- Be cautious of anyone running within a county building.
- Be attentive to loud arguing or fighting.

F. Handling Money or Other Valuables

- Avoid routines when handling or depositing funds. Vary the times of day and days of the week that you perform these tasks.
- If an attacker demands that you give up money and valuables, do so immediately.
- If the situation permits, throw the valuables in one direction and run the opposite direction.
- Keep all valuables in locked drawers or cabinets, whenever possible.
- Never leave wallets, handbags, cash, or credit cards on your desk or unsecured in other parts of your work area. Office theft declines sharply when valuables are locked away.

G. Parking Lot Security

- Lock cars at all times.
- Park as close to the building as possible.
- Have your keys ready ahead of time, in your hand.
- Pay attention; look around at all times. Look for people who have no apparent destination, who are loitering, or who are simply sitting in their cars.
- Avoid walking between other cars, if possible.
- Avoid walking alone in the evening, if possible.

H. Working At Night or Weekends

- Inform Sheriff's Dispatch office that you are working and when you expect to leave.
- Work in an area near a telephone or duress alarm.
- Park in a well-lit area, as close to the building as possible.
- Have your keys ready as you leave the building.
- If you have a cell phone, have it ready for quick dialing to 911. Do not be talking on the phone as it may distract you from events occurring around you.
- Pay attention. Look around you at all times.

- Lock the door as soon as you are seated behind the wheel, before you fasten your seat belt.
- If you have a concern, ask a co-workers or the Sheriff's Office to escort you to your vehicle, when possible.

I. Computers

Computers should be protected from illicit activity, vandalism, theft, damage and unauthorized access. If an employee is leaving his/her work area, he/she should "lock" the computer. Employees should adhere to applicable county, state and/or departmental policies concerning the use of computers.

J. High-Threat/High-Profile Events

Whenever preparing for a high-threat or high profile event, employees should advise their immediate supervisor so that the Sheriff's Office personnel can promptly meet and begin planning for that event. Immediate notification allows everyone the maximum time to plan, gather information, conduct threat and risk assessments, and to consult with the administration regarding a security plan. (i.e.; additional officers to operate metal detectors at the courtroom door, and other personnel as needed)

Supervisors should review security procedures with their staff so that all employees are alerted to a potentially danger.

Appendix A – Incident Report Form

When a personal threat is made or a security incident occurs:

- Immediately contact your supervisor and law enforcement if necessary
- Save all physical evidence related to the threat for law enforcement
- Complete this report as soon as possible after the incident and submit this report to your supervisor who must give copies to law enforcement and the Buffalo County Safety Coordinator, who is the Finance Director.

EMPLOYEES NAME: _____

DEPARTMENT: _____

Date of Threat: _____ Time of Threat: _____

Who made the threat: (Person's name if known): _____

HOW WAS THREAT MADE: Telephone In Person By Mail Other

Were any weapons used? _____

WITNESSES: _____

OTHERS INVOLVED: _____

Describe the incident or the exact wording used in making the threat:

Appendix B – Bomb Threat Telephone Procedures

When a Bomb Threat is received:

- Listen
- Be Calm and Courteous
- Do not interrupt the caller
- Obtain as much information as possible
- Initiate Call Trace action, if available, and notify your responsible authority via pre-arranged signal while the caller is on the line.
- Complete this form and give it to your supervisor.

Telephone Trace Number: _____

RECORDED DATA			
DATE:	TIME	<input type="checkbox"/> AM <input type="checkbox"/> PM	DURATION OF CALL:
EXACT WORDING OF THREAT:			
QUESTIONS TO ASK:			
What time will the bomb explode?			
Where is it?			
What kind of bomb is it?			
What does it look like?			
Where are you calling from?			
Why did you place the bomb?			
What is your name?			
IDENTIFYING CHARACTERISTICS:			
Sex:	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Not Sure
			ESTIMATED AGE:
Accent:	<input type="checkbox"/> English	<input type="checkbox"/> French	<input type="checkbox"/> Other
Voice:	<input type="checkbox"/> Loud	<input type="checkbox"/> Soft	<input type="checkbox"/> Other
Speech:	<input type="checkbox"/> Fast	<input type="checkbox"/> Slow	<input type="checkbox"/> Other
Diction:	<input type="checkbox"/> Good	<input type="checkbox"/> Nasal	<input type="checkbox"/> Lisp <input type="checkbox"/> Other
Manner:	<input type="checkbox"/> Angry	<input type="checkbox"/> Calm	<input type="checkbox"/> Vulgar <input type="checkbox"/> Intoxicated <input type="checkbox"/> Irrational <input type="checkbox"/> Other
Background Noises?			
Voice was Familiar (Specify)			
Caller was familiar with area			
Threat Recipient's Information:			
Name:		Telephone:	
Department:			

Appendix C – Evacuation Map

1st Floor Emergency Exits and Storm Shelter Locations



2nd Floor Emergency Exits and Storm Shelter Locations



3rd Floor Emergency Exits and Storm Shelter Locations



Basement Emergency Exits and Storm Shelter Locations

