



Municipal Building Emergency Action Plan



Overview: In the event of an emergency where immediate and imminent harm to employees may occur the safety and welfare of town employees and customers is of the utmost concern. An "Emergency" is any event which threatens to or inflicts damage to people or property and which requires immediate action to mitigate, prevent, control, contain or from which normal recovery is beyond the scope of the normal resources of the town.

Training: This policy will be reviewed by all municipal staff in January of each year.

Immediate: Employees are not expected to put out a fire or address any type of emergency. This is to be left to the responding emergency personnel.

Evacuation: Employees should help customers exit the building as soon as possible. Exiting the building will be done at the nearest exits. Upon evacuation, the safest site should be chosen.

Exit Sites Include

- Rear of the building in the utility room.
- Side of the building in the meeting room.
- Front entrance of the building.

Evacuation Sites Include

- Municipal Building Parking Lot
- Post Office and Parking Lot
- Salt Shed Parking Lot
- Bradley Volunteer Fire Station and Parking Lot

Evacuation Procedure: The municipal building is equipped with a fire alarm system, which once activated, will sound an alarm, flash lights, and automatically notify emergency services. The handles to activate the fire alarm are located near the above-mentioned exits. If deemed safe the employees will pull down on the fire alarm upon exiting the building.

All employees should congregate at the safest evacuation site and perform a physical count of employees and customers. AT NO TIME SHOULD EMPLOYEES OR CUSTOMERS REENTER THE BUILDING until they have received permission from a senior responding emergency official.

An employee should contact 911 either by use of a personal cell phone, phone at the post office, phone at the fire station, or a nearby home.

Employees will remain at the evacuation site until further instructions are provided. Instructions will come from senior responding emergency officials, the Town Manager, or the Town Council Chair.

Disaster Recovery/Business Continuity: Please see the Town of Bradley Disaster Recovery/Business Continuity Plan.

Diffusing an Angry Customer or Visitor: If a customer or visitor is behaving in a manner that is intimidating or inappropriate, employees are to immediately engage the lock on the door between the customer service and office areas. Calmly explain that behavior such as theirs is not allowed in the municipal setting and if it is to continue the service will be discontinued.

If the behavior continues request that the customer/visitor leave, contact law enforcement to record the situation, and request assistance with the individual.

Do not ignore violent, harassing, intimidating, or other disruptive behavior. It is required that all experiences that an employee is made to feel uncomfortable be reported to the Town Manager.

