

EMERGENCY



COUNTY OF
GREENE

RESPONSE GUIDE



PROTECT



LOCKDOWN



EVACUATE



SHELTER

PRODUCED BY



OFFICE OF
EMERGENCY
MANAGEMENT



SHERIFF'S
OFFICE



HUMAN
RESOURCES



PRINT
SHOP



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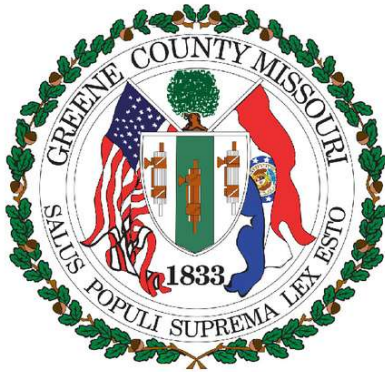
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MOBILE VERSION



ABOUT THE GUIDE

This Emergency Response Guide (ERG) is designed to help Greene County employees respond effectively and safely during various emergency situations. From natural disasters to workplace accidents, this guide provides clear instructions and practical tips to ensure your safety and the safety of those around you. With easy-to-follow steps and essential contact information, this guide is an indispensable resource for every employee, helping you stay prepared and confident in any emergency.



PROTECT is the protocol used to safeguard people and county assets within a building.

LOCKDOWN is the protocol used to secure individual rooms or buildings and keep occupants quiet.



EVACUATE is used to move people from one location to a different location out of a building.

SHELTER is going to a place that affords cover and protection for occupants of a room or building.

CAMPUS SECURITY

(417) 829-6282

OFFICE OF EMERGENCY MANAGEMENT

(417) 869-6040

HUMAN RESOURCES

(417) 868-4896

Elected Officials and/or Department Heads should complete the blank sections on pages 3 and 5.

It is advised that departments or offices conduct training on this guide whenever there is a change in staff or at least twice a year.



EMERGENCY RESPONSE PROCEDURES FOR GREENE COUNTY

LAW ENFORCEMENT (emergency) 9-1-1

Greene County Sheriff's Office (417) 868-4040

Springfield Police Department (417) 864-1810

FIRE DEPARTMENT (emergency) 9-1-1

Springfield Fire Department (417) 874-2300

EMERGENCY MEDICAL SERVICES (emergency) 9-1-1

Mercy Ambulance (non-emergency) (417) 820-3003

CoxHealth Ambulance (non-emergency) (417) 269-3002

ANIMAL CONTROL (emergency) 9-1-1

Springfield-Greene County Animal Control (417) 833-3592

HOSPITALS (non-emergency)

Mercy Hospital - Springfield (417) 820-2000

CoxHealth - North (417) 269-3000

CoxHealth - South (417) 269-6000

GREENE COUNTY

Office of Emergency Management 6040

Campus Security 6282 or ***

Crime Tip Hotline 6230

Human Resources 4116

Building Operations 6167

IS / IT Help Desk 4031

SPRINGFIELD-GREENE COUNTY HEALTH DEPT (417) 864-1658

911 EMERGENCY COMMUNICATIONS CENTER (417) 862-7911

NATIONAL SUICIDE PREVENTION HOTLINE 988

WINTER WEATHER OPEN/CLOSED STATUS (417) 868-4000

AMERICAN RED CROSS (SW Missouri) (417) 832-9500

POISON CONTROL CENTER (800) 222-1222

CITY UTILITIES (417) 863-9000

GREENE COUNTY EMERGENCY PHONE NUMBERS

INJURED AT WORK?

Follow these steps:

- Immediately tell your supervisor you have been injured and call 911, if warranted.
- Call the Stubbe triage line at **(855) 550-4636** with your manager.
- Follow the treatment recommendations provided by the triage line.
- Fill out the Greene County Accident Report with your supervisor.
 - The form is located on the Greene County intranet.

Greene County policy number: **MEM3002001**
Greene County / The Triage line must direct ALL care.

Questions?

Contact Kami Johnson in Human Resources
(417) 868-4896
kljohnson@greencountymo.gov



INJURED AT WORK



HOSTILE / DISTRAUGHT PERSON (unarmed)

If you witness violent behavior towards a county employee or between visitors:

- Call **911** or Campus Security at ext. **6282** or * * *.
- Do **NOT** attempt to intervene.
- Get a description of the individual(s) and relay it to the responding personnel.
- Let the dispatcher know if there are weapons involved.
- Report status to your supervisor and all responding personnel.



HOSTILE / DISTRAUGHT PERSON (unarmed)



FIRE / EXPLOSION

If you discover a fire . . .

- Call **911** or Campus Security at ext. **6282** or * * *.
- Use a fire extinguisher **ONLY** if you are trained to do so.
 - Once the fire extinguisher is empty, evacuate the building.
 - **DO NOT** try to be the hero! Exiting the building is **ALWAYS** the best option!
- *Evacuate employees and visitors to the nearest fire exit.
- Activate the alarm system if the building is equipped with one.
- Meet at the department's designated gathering place.
 - Our department's designated gathering place is _____.
- Account for employees on duty at the time.
- Remain a safe distance from the building.
 - Minimum of 1.5 times the height of the building.
 - Make way for arrival of emergency apparatus.
- Follow instructions from emergency personnel.

**Refer to EVACUATION page*



FLOODING

When heavy rains/flooding occurs . . .

- Stay calm, speak with a supervisor, and begin to secure the area to limit damage to property and/or materials.
- Survey the area and report any safety concerns.
 - Downed trees, poles, electric lines, etc.
- Inform employees and encourage visitors to remain inside or, if outdoors, to go inside to a safer location.
- If visitors request to leave the area, inform them of a safe route out of the building and off Greene County property.
- Refer to **Utility Failure** plan if water is leaking into the building.
- Call Campus Security at ext. **6282** or * * *.



EVACUATION

If you witness an act/incident or are notified by an announcement, immediately and safely walk out of the impacted area to your department's safe location at _____.

- When notified, remain calm, your department leadership will work to establish the evacuation path for your location.
- Secure your area, inform other employees/visitors of the evacuation, and escort those around you to the identified area.
- Account for the employees/visitors with you at the safe location.
- Await further instructions and report the number of employees/visitors in your area, including any illnesses or injuries to Campus Security at ext. 6282 or * * *.
- Campus Security and/or emergency personnel will advise you on the next course of action.



EVACUATION



EARTHQUAKE

There is no advanced warning for an earthquake. Employees should familiarize themselves with the following procedures in the event an earthquake does occur.

- **DROP, COVER, HOLD ON!**
 - **DROP** . . . where you are, onto your hands and knees.
 - **COVER** . . . your head and neck with one arm and hand.
 - **HOLD ON** . . . until the shaking stops.
- If **INSIDE**, remain indoors. Take cover under sturdy furniture such as a desk.
 - Move away from glass and towards an interior wall.
 - Clasp your hands behind your neck and get in a crouched position.
- If **OUTSIDE**, do **NOT** run or get near buildings or electrical lines.
- After the shaking is over . . .
 - Check for injured employees and visitors.
 - Do **NOT** attempt to move anyone with injuries.
 - Call **911** or Campus Security at ext. **6282** or * * *.



SEVERE WEATHER

- **Take shelter in pre-determined locations, if warranted.**
 - Use small interior rooms or hallways on the lowest level.
 - Stay **AWAY** from windows and doors.
- **Ensure accountability**
 - Develop an emergency plan.
 - Account for everyone on your staff.
- **Disaster supplies**
 - Keep first aid kits, food, water, and other essential items in all shelters.
- **Train staff**
 - Ensure everyone knows what to do during an emergency.
 - Regularly **PRACTICE** sheltering exercises.
- **TORNADO WATCH**
 - A **tornado watch** is issued when a tornado is possible.
 - Know your safe place.
 - Be ready to act quickly if a warning is issued.
- **TORNADO WARNING**
 - A **tornado warning** is issued when a tornado is happening or about to happen.
 - Immediately seek shelter in your safe place.



ARMED ROBBERY

If you find yourself confronted by an armed robber . . .

- Try to stay calm and do **NOT PANIC**.
- Activate the **PANIC ALARM** if the area is equipped with one.
- Respond immediately to instructions/commands given by the robber.
- Do **NOT** move without specific instructions to do so.
- Do **NOT** speak unless ordered to do so.
- Expect strong, loud, and threatening language.
- Do **NOT** resist and give the robber what they are asking for.
- If the robber leaves, call **911** or Campus Security at ext. **6282** or *******.
- Report any injuries.

Try to focus on how the robber looks.

- Male or female
- Height
- Weight
- Hair color
- Eye color
- What was the robber wearing?
- Direction of travel when they left.
- Type of weapon (gun, knife, other, etc.) and did they show the weapon?
- Distinguishing marks such as scars, tattoos, jewelry, etc.



TELEPHONE THREAT / BOMB THREAT / SUSPICIOUS PACKAGE

Employees should report any telephone threats immediately by calling **911** or Campus Security at ext. **6282** or * * *.

In case of threats, employees should try to obtain as much information as possible.

- Time of threat
- Location
- Identification of the caller
- Type of threat
- Number being used to make the threat (if available on Caller ID)
- Any background noises
- Male or female voice
- Length of call
- Description of caller's voice

If the call is a bomb threat, try to obtain information such as:

- When is the bomb going to explode?
- What kind of bomb is it?
- What will cause it to explode?
- Where is the bomb located?
- Did the caller place the bomb?
- What does the bomb look like?

>>>



TELEPHONE THREAT / BOMB THREAT / SUSPICIOUS PACKAGE



TELEPHONE THREAT / BOMB THREAT / SUSPICIOUS PACKAGE

(continued)

Employees should report any bomb threats or suspicious packages immediately by calling **911** or Campus Security at ext. **6282** or * * *.

If a device/package is found:

- Do **NOT** touch the suspected device.
- **MOVE** yourself and others to a safe location.
 - **NOT** in the direct line of sight.
 - **AWAY** from glass and parked cars.
 - **AWAY** from secondary hazards (electricity, gas, etc.)
- Do **NOT** use a portable radio or cellular phone.

Do NOT open a suspicious letter/package. Look for the following:

- Misspelled words.
- Oily stains.
- Addressed to a position title only.
- Excessive tape or string used to seal or wrap the letter/package.
- Lack of return address.
- Ticking sounds.
- Protruding wires.
- Strange odor.
- Lopsided or bulky.

Do NOT shake the letter/package.

If the threat is directed at the building you are in, follow the **EVACUATION PLAN**.



TELEPHONE THREAT / BOMB THREAT / SUSPICIOUS PACKAGE



**NEED
HELP**

UTILITY FAILURE

When you witness a utility failure (power, water, sewer, etc.), contact the department director to report the outage.

- Report the situation to Campus Security at ext. 6282 or * * * .
- Provide the number of people at your specific location.
- Explain what is going on.
 - No power, water failure, busted lines, arcing/sparking, sewer water or smell, etc.
- What you **SHOULD** do:
 - Ensure major electrical equipment is shut off to prevent surges.
 - If water or sewage, ensure power cords are not on the ground.
 - Pick up cords if **NOT** wet.
- Wait for maintenance personnel and report exact failures to help isolate issues/concerns.
- When/if requested to assist maintenance, do so as directed with communication to supervisors.
- Switches shall **NOT** be turned on until the failure has been resolved and leadership approval is received.
- Evacuate employees and visitors from occupied buildings, offices, restrooms, and other affected areas.
- **NOTE:** Depending on battery strength, emergency/back-up lighting units will provide exit lighting **ONLY**.
 - These are **NOT** to be used as work lighting.



EMPLOYEE FIRST AID & CPR

In case of an injury or illness to an employee or guest, immediately call **911** or Campus Security at ext. **6282** or ***.

DO's

- If the patient is unconscious . . .
 - Check to see if their airway is clear.
- If the patient has no pulse . . .
 - Start **CPR**
 - If not **CPR** trained, perform chest compressions **ONLY**.*
 - Use exam gloves and one-way mask if **CPR** trained.
 - Do **NOT** touch bodily fluids without the use of exam gloves.
- If a person is in shock, keep them warm (use a blanket, etc.)
- Flush all burns and chemical injuries with clean water.
- Safety Data Sheets (SDS) should be available on-site for emergency responders.
- Check the patient's status regularly.

DO NOT's

- Do **NOT** move the patient unless absolutely necessary.
- Do **NOT** attempt to set fractures and breaks (simply immobilize the patient).
- Do **NOT** apply a tourniquet (use "direct pressure" to stop bleeding).
- Do **NOT** remove items embedded in the eye.
- Do **NOT** use burn ointments.

*CPR Compressions **ONLY**

- Get directly over the patient.
- Place the heel of your hand in the center of the chest and put the other hand on top.
- Push hard and fast in the center of the chest until help arrives.
 - **NOTE:** If done correctly, there is a possibility of breaking the sternum. This is ok.
- Push at **100** beats per minute.
 - **TIP:** Sing the song "**Stayin' Alive**" and keep tempo with the song.



INTRUDER: RUN, HIDE, FIGHT

If you witness any act of violence or hear gunshots,
immediately call **911** or Campus Security at ext. **6282** or * * *.

What to report

- Your specific location (building name and office).
- Number of people at your specific location.
- Injuries (number injured and type of injuries).
- Description of assailant(s).

You have choices of what you can do. You can **RUN** . . .

- If there is an escape path, attempt to evacuate.
- **EVACUATE** whether others agree to it or not.
- Leave your belongings behind and help others escape if possible.
- Prevent others from entering the area if possible.
- If you find yourself in an open area, immediately seek protection, staying as low as possible.
- Put something between you and the aggressor.
- Call **911** when you are safe.
- When law enforcement arrives . . .
 - Keep your hands empty and above your head and listen for instructions.
 - If an officer points a firearm at you, try to remain calm.
 - Make **NO** movement that may cause an officer to mistake you for the aggressor.

If you cannot run, you can **HIDE**.

- Lock and barricade doors.
- Turn lights off, close blinds/shades, and block any windows.
- Turn off radios, computer monitors, and silence phones.
- Keep staff and guests **CALM, QUIET, and OUT OF SIGHT**.
- Take cover/protection behind concrete walls and thick furniture.
- Lie on the floor and **STAY DOWN** until law enforcement or security tells you it is safe to come out.
- If an aggressor enters your workplace then leaves, lock/barricade the door behind him/her.

If you cannot hide, you can **FIGHT**.

- **ONLY** as a last resort and only if your life is in danger.
- Attempt to incapacitate the aggressor.
- **ACT** with physical aggression.
- Use improvised weapons (scissors, pens, staplers, etc.)
- **COMMIT TO YOUR ACTIONS!**



INTRUDER: RUN, HIDE, FIGHT



YOU
HAVE
QUESTIONS?

