

State of Illinois
Secretary of State Jesse White

Capitol Emergency Response Program

State Capitol Complex

Revised February 2020





OFFICE OF THE SECRETARY OF STATE

JESSE WHITE • Secretary of State

Dear Capitol Complex employees:

In the event of an emergency or disaster – whether it is a fire, a threat of violence, terrorism or related to weather – it is important to stay calm and respond in an orderly manner.

The Secretary of State's office is responsible for preparing and initiating the Emergency Response Program for the Capitol Complex and Secretary of State facilities. The Secretary of State Department of Police is the lead coordinator and contact agency for the program, whose officers have been trained in all aspects of emergency response and evacuation.

This manual provides details of the plan for employees and others associated with the facilities on the Capitol Complex and surrounding areas; including responsibilities of emergency response coordinators and procedures for safely exiting the buildings. I encourage you to review this manual carefully so if an emergency or disaster strikes, you will be prepared to take the necessary steps to ensure your safety, as well as the safety of other employees and visitors.

If you have any questions or would like assistance or additional training in the implementation of the Emergency Response Program, please contact the Secretary of State Police at 217-782-6008.

A handwritten signature in cursive script that reads "Jesse White".

Jesse White
Secretary of State

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EMERGENCY TELEPHONE CONTACT LIST

State office telephones dial “9” for outside calls, or the 5-digit number for state telephones. The area code for the Springfield, Sangamon County area is 217.

**IF YOU CALL 9-1-1 EMERGENCY SERVICE FOR ANY REASON,
ALSO CONTACT THE SECRETARY OF STATE
POLICE CAPCOM AT 782-6008.**

- Emergency Services (Police, Fire, EMS) 9-1-1 and 782-6008
- Secretary of State Capitol Complex Police, 24/7 (CAPCOM)782-6008
- TTY Users, non-emergency7-1-1 or 800-526-0844
- Secretary of State “800” Information Line800-252-8980
- Secretary of State Operator/Assistance782-2000

ILLINOIS STATE CAPITOL COMPLEX

INTRODUCTION

The following plan outlines the areas of responsibility and an administrative framework in which to respond to emergency situations. This plan was developed to facilitate rapid, professional and supportive response to Capitol Complex emergencies in conjunction with the Secretary of State Continuity of Operations Plan (COOP), the occupant emergency plan and the State Emergency Operations Plan. In addition, individual departments must develop response plans for situations that may develop within their areas of responsibility. Each employee should be familiar with a safe exit from his/her work area, as well as an alternate exit.

DEFINITIONS

- **ISSP** Illinois Secretary of State Police
- **DIR-ISSP** Director, Secretary of State Police (or designee)
- **CAPCOM** Emergency Communication Center — 004 Howlett Building
- **OTS** Department of Operational and Technological Security
- **IC** Incident Commander
- **ERT** Emergency Response Team
- **SOP** Standard Operating Procedure
- **EOC** Emergency Operations Center
- **ERC** Emergency Response Coordinator — designated by each department and division
- **SEOC** State Emergency Operations Center
- **Staging Area** A pre-designated area, at least 500 feet from any building, where everyone from a specific workgroup will report to after an evaluation.

LEVELS OF EMERGENCY RESPONSE

Level 1: Minor facility incident — The incident can be resolved by a responding service unit with existing resources or limited outside help. These incidents are typically one-dimensional, having a limited duration and little impact, except for those using the space/building in which the incident occurs. (Examples: The building manager responds to a broken water pipe or short-term heating or electricity outage; minor chemical or fuel spills; loss of building heat or electricity for several hours; minor fire confined to a room and not involving hazardous chemicals; etc.) An evacuation may occur.

Level 2: Major emergency affecting a sizable portion of the facility and outside community — The emergency may be single or multi-hazard situations and require considerable coordination from both within and outside the Office of the Secretary of State. (Examples: heating plant failure; extended power outage; severe storms; major fire; contagious disease outbreak; domestic water contaminations; etc.)

Level 3: Catastrophic emergency involving the facility and the surrounding community — An immediate resolution of the disaster, generally multi-hazard, is beyond the emergency response capabilities of the facility staff and local resources. (Examples: earthquake or tornado requiring state and/or federal assistance.) The State Emergency Operations Plan may be activated.

DECLARATION OF EMERGENCY SITUATION

The director of the ISSP or his designee is authorized to declare a Level 2 or 3 emergency when deemed necessary and to activate emergency procedures; close all or part of the Capitol Complex; and activate an Emergency Response Team (ERT) as the situation dictates.

EMERGENCY RESPONSE

Emergencies or potential emergency conditions should be reported immediately to the Secretary of State CAPCOM at 782-6008. CAPCOM will follow a Standard Operating Procedure (SOP) for most emergency situations. The Statewide Emergency Operations Plan also may be implemented.

1. Police officers will respond appropriately to fire and/or medical rescue calls.
2. If emergency evacuations are initiated, the IC, the DIR-ISSP, or their designee, will determine the appropriate level of response and to what extent the ERT will become involved.
3. Emergency Response Coordinators will assist in all evacuations and emergency responses.

Some situations may require deviation, but in all situations, full and complete communication with security officials is required.

Level 1 and 2 Response — These minor incidents require on-scene authorities to initiate responses. Please follow directives given by authorities during any type of emergency or critical incident.

- In incidents involving criminal activity, disruptive or threatening individuals, or any incident requiring emergency response, the ISSP must be notified immediately. CAPCOM will notify the appropriate emergency response agencies.

Level 2 or 3 Response — If a Level 2 or 3 emergency has occurred or is imminent, the ISSP will notify and assemble the ERT. Prior to the ERT arrival, on-scene responders are authorized to make necessary operational and response decisions and to commit resources to mitigate and control the crisis. **Police personnel are authorized to request immediate assistance from all departments and personnel, including asking staff to be reassigned from less critical assignments to assist officers.**

EMERGENCY OPERATIONS CENTER (EOC)

Level 3 emergencies may require the IC to establish an Emergency Operations Center (EOC). The EOC can be established at any location where necessary facilities exist. These facilities will need easy access to:

- Telephone and communication services;
- Radio access via a scanning radio for all state and local municipal frequencies;
- Computer network connections;
- Large-scale Capitol Complex map; and
- Designated fax machine.

Optional command and subcommand posts have been designated on the Capitol Complex (see Facility Utilization Plan below). The ISSP may establish a Mobile Emergency Operations Center in accordance with the State Emergency Operations Plan.

EMERGENCY RESPONSE TEAMS

Emergency Response Teams serve in the following capacity:

- Gather, confirm and evaluate incident information.
- Define and implement tactics/actions to resolve specific priority situations.
- Identify resource needs.
- Reassign/deploy individuals in support of critical needs.
- Serve as liaisons to executive offices and/or officials and the SEOC.

Members include:

- All ISSP, Capitol Police and Security Officers
- IC
- Director - ISSP
- OTS
- SOS Department of Physical Services
- Other emergency responding agencies
- ERCs

Other state units and personnel may be asked to assist and support the ERT as conditions dictate, including:

- SEOC/IEMA
- Elected officials
- House Speaker's office
- Senate President's office
- State agency directors
- Illinois State Police
- Local police
- Local fire and EMS
- Outside counseling services
- Others

In emergency situations involving the city of Springfield or other surrounding municipalities, the ISSP is responsible for activities of the ERT that must be coordinated with local emergency preparedness officials.

FACILITY UTILIZATION PLAN — ACCESS CONTROL IN DISASTER AREA

In conjunction with the **State Emergency Operations Plan, Mass Care Annex**, the Office of the Secretary of State may provide the use of State Capitol Complex buildings as shelters, feeding sites, staging areas, mobilization centers and disasters relief headquarters, and issue specialized identification for restricted access to the Mass Care or other disaster relief facilities. The responsibility for these Mass Care Facilities is assigned to the Secretary of State Departments of Police and Physical Services.

RESPONSIBILITIES

The DIR-ISSP and/or the OTS or their designee is charged with the following:

1. Establishing communication with IEMA and the SEOC to coordinate emergency response efforts.
2. Providing a liaison if the SEOC is activated in response to an event that includes the Capitol Complex.
3. Designating facilities in the Capitol Complex for use in the Mass Care and disaster relief (see Facility Utilization Plan).
4. Issuing photo IDs to emergency responders and disaster relief workers working within the Capitol Complex.

EMERGENCY RESPONDER, RESCUE WORKER ACCESS AUTHORIZATION

Photo ID cards may be issued to all rescue and relief workers authorized by the State Emergency Operations Plan by the ISSP. Rescue workers must report, with proper identification and/or letter of authorization on agency letterhead, as a rescue worker/responder designee.

Any questions regarding access control identification should be directed to the ISSP, 110 East Adams St., Room 006, Springfield, 62701, 524-0200.

EMERGENCY RESPONSE COORDINATOR DUTIES & RESPONSIBILITIES

The following are the general duties and responsibilities of those persons designated as Emergency Response Coordinators.

- Advise all persons in your designated area that you are the Emergency Response Coordinator.
- Develop and practice safe exits and alternate exits from your work area to a designated staging area.
- Ensure the safe use of building corridors, stairs and exits during emergencies, and discourage the use of elevators. Descend on the right side of the stairwell. **DO NOT USE ELEVATORS.**
- Identify persons with special needs in advance, and plan and practice escape routes. Ensure that all persons with special needs or who are unable to use the stairway are properly escorted to a safe staging area and report their location to authorities. One person should remain with disabled persons until emergency responders arrive.
- Monitor and maintain the safe use of work areas, corridors and stairwells to allow for a safe evacuation if ordered. Do not block doors, hallways, windows or other possible avenues of exit.
- Properly designate an alternate Emergency Response Coordinator to ensure that procedures are followed in your absence. The name of the alternate ERC should be distributed to all employees in your area.
- Report ALL emergencies to the Secretary of State Police CAPCOM at 782-6008.
- Isolate and/or secure confidential, sensitive documents, checks or currency if safe to do so. Shut down equipment if safe to do so.
- To ensure proper reporting procedures before evacuating, be sure:
 - ✓ You are the last to leave your assigned area, other than those with special needs in safe staging areas.
 - ✓ Persons with special needs are safe and advised that Emergency Responders will assist them.
 - ✓ You report the location and number of persons from your area who are secure in staging areas.
 - ✓ You report the location of any injury/injured person(s), accidents, fires or other dangers to authorities.
- Create a staging area at least 500 feet away from your building where your staff is to report to you for a head count. Make sure everyone in your office knows ahead of time where this area is located.
- Maintain a head count with the names of persons in your area of responsibility. Ensure that all persons are accounted for and remain in the staging area.
- Your recommendations for safety improvements in the event of an emergency are welcome and should be directed to the ISSP, 110 East Adams St., Room 006, Springfield, 62701.
- Instruct co-workers to study possible evacuation routes or security measures in other common areas within the Capitol Complex that they may frequent.

EMERGENCY ACTION GUIDE

In the event of an emergency, it is important to be prepared and remain calm. The following are guidelines for emergency evacuations and responses that may occur. Be sure to study other common work areas in case you are away from your normal work area. Emergency situations are often fluid events and procedures change based on the information and threats available at that time.

FIRE-RELATED EVACUATION

- Do not use elevators.
- Use the right side of the stairwell and exit in a calm manner.
- Evacuation to a staging area is mandatory. Remain in this area for a head count until told otherwise by a person of authority.
- Assist those with disabilities to the staging area if you are able. Emergency Responders will evacuate persons with disabilities.
- If possible, assist with evacuation, staging and head count.
- Before you attempt to extinguish the fire, notify CAPCOM staff of the exact location of the fire.
- Practice the exit route and alternate exit from your work area.

WEATHER-RELATED EVENTS

Tornado Warning — A tornado has been indicated by radar or seen by storm spotters. The warning will include **where the tornado is and what towns will be in its path**. Tornado warnings affect all or portions of specific counties and are generally in effect for about 45 minutes or less.

- Follow the direction of the ERC and/or authorities.
- Go to small interior rooms or hallways on the lowest floor of the building. Stay away from windows and exterior doors. Avoid large rooms with free-span roofs, such as cafeterias. Avoid large open areas and glass. Seek shelter in bathrooms and small interior spaces. Do not take refuge in a vehicle or attempt to escape in a vehicle.
- Do not exit the building unless directed to do so.
- Assist persons with disabilities in taking cover as directed above.

Flash Flood — A rapid rise in creeks and streams, or serious urban flooding, caused by heavy rain from a thunderstorm that poses a threat to life and property.

- Do not drive through flooded roads or around barricades, especially if the water is moving rapidly. Flooded or washed-out roads are especially difficult to see at night. It only takes 18 to 24 inches of water to cause most vehicles to float in the water. Turn around and find another route.
- Do not go near storm drains, creeks or flooded areas.
- If you are near a creek or stream, evacuate to higher ground if water rises rapidly or if a flash flood warning is issued.

Earthquake — A term used to describe both a sudden slip on a fault and the resulting ground shaking and radiated seismic energy caused by the slip, or by volcanic or magmatic activity or other sudden stress changes in the earth.

If you are indoors:

- **Duck** — Or drop to the floor.
- **Cover** — Take cover under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects, mirrors or tall furniture.
- **Hold** — If you take cover under a sturdy piece of furniture, hold on to it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move.

If you are outside:

- Get to an open area away from trees, buildings, walls and powerlines.
- If driving, safely stop as soon as possible. Do not stop under overpasses or bridges. Turn off the engine and turn on the radio. Stay inside your vehicle below window-level until the shaking stops. Do not get out of your vehicle if downed power lines have fallen across it.
- Be aware of the likelihood of aftershocks.

BOMB THREAT EVACUATION

- If a bomb threat has been received, call CAPCOM at 782-6008.
- If an evacuation is ordered, remain calm and proceed to a staging area at least 500 feet away from the building.
- Refer to the Bomb Threat Checklist on page 14 if you receive a threat.
- If a threat is received, immediately scan your area for suspicious articles and report them to authorities.
- Do not return to the building until authorities have given the “all clear.” Seek the directions of authorities before returning to any building after emergency evacuations.

SUSPICIOUS MAILINGS/PACKAGES PROCEDURES

- Do not handle the suspicious mail/package. If it is unopened, DO NOT OPEN.
- Stay in the immediate area unless explosives are suspected or you develop signs or symptoms of exposure (see Exposure Procedures below).
- Notify your supervisor by telephone and give him/her your phone number.
- Isolate mail/package and cordon off area.
- Wash your hands with soap and water or hand sanitizer, if available.
- Notify CAPCOM at 782-6008 and give the following information:
 - Your name, location and phone number in that area.
 - Description of suspicious mail/package.
 - If anyone has signs or symptoms of exposure.
 - Most convenient outside access (emergency personnel may stage there).
- List all persons who have touched the mail/package.
- Segregate exposed employees.
- Keep phone lines open for additional communications with responders.
- Refresh your memory/take notes.
- Prepare for phone contact with Emergency Response Personnel.

Characteristics of Suspicious Mailings/Packages

- Any powdery substance.
- Unexpected mail or packages, or those from someone unfamiliar to you or from a foreign country.
- Excessive postage; handwritten; poorly typed address; incorrect titles or titles without names; misspellings of common words.
- Addressed to someone who is no longer with the office or is outdated.
- Unusual or excessive weight; lopsided or oddly shaped; rigid; soft spots; bulges.
- Excessive amount of tape.
- Marked with restrictive endorsements such as “Personal” or “Confidential.”
- Strange odors or stains.
- Protruding wires or aluminum foil.
- Buzzing or ticking sounds.
- Suspicious or threatening language on outside of package.
- Postmark that does not match the return address or no return address.
- Distorted handwriting or carbon paper used so it cannot be traced.

EXPOSURE PROCEDURES

- Notify your supervisor and CAPCOM.
- Go to the nearest restroom and wash thoroughly.
- Take your cell phone with you.
- Emergency responders may meet you there for decontamination/evaluation/medical treatment if necessary.

If you are the Supervisor:

- Stay out of the contaminated area.
- Gather as much information as possible.
- Call CAPCOM at 782-6008, if not already done.

Signs or Symptoms of Exposure

- Redness of skin
- Skin or eye irritation or itching
- Pain on or near site of exposure
- Swelling
- Coughing or shortness of breath

Additional information is available on ABE or at www.ready.illinois.gov.

LOCK-DOWN PROTOCOL

A lock-down may occur when a clear and present danger has been identified in which great bodily harm or death may occur as a result of some type of man-made threat. Notification of a lock-down may come from an announcement over the Emergency Notification System, from your Emergency Response Coordinator or from emergency response personnel.

There are two levels of lock-down:

- **Preventative** — Ordered because of a possible threat in the area or community. The exterior doors will be locked and people may not enter or exit.
- **Emergency** — Ordered as a result of an immediate threat or danger. Any or all buildings under the jurisdiction of the Secretary of State’s office may be ordered on lock-down.

When a lock-down is ordered, immediately report to the secure location that your office has pre-designated as a safe room.

SAFE ROOM CRITERIA

A safe room is one that has a solid door without a window and has the ability to be locked from the inside to prevent entry. Preferably, the room should have no exterior windows to a hallway. If there are exterior windows, occupants should stay away from the windows, remain out of view and stay quiet and low to the ground. A safe room with access to a telephone is ideal.

More than one possible safe room should be pre-determined. If possible during any lock-down, assist other non-workgroup employees and visitors, such as those in hallways, to a safe area with you.

PROCEDURES FOR LOCK-DOWN

- Go to a predetermined safe room. Close and lock the door. Barricade the door if possible.
- Seal openings if told to do so.
- Keep quiet and stay low.
- Stay away from windows.
- DO NOT open the door unless advised to do so by the Emergency Notification System or identifiable emergency response personnel.
- Comply with directions given by emergency response personnel as you exit the area.

The SAFE ROOM(S) in my area is:

1. _____
2. _____

**Please contact Secretary of State Capitol Police at 217-782-6008
for questions about Lock-Down Protocol.**

ACTIVE SHOOTER/AGGRESSOR — THREAT OF GREAT BODILY HARM PROTOCOL

An Active shooter can best be described as a suspect or suspects activities that causes death or great bodily harm through the use of a firearm. It is a volatile situation that usually evolves rapidly and demands the immediate deployment of law enforcement resources to resolve the life-threatening situation.

GENERAL RESPONSE

If you witness any armed individual shooting at people on the Capitol Complex or hear gunshots, immediately contact the Capitol Police Communication Center at 782-6008. Provide the dispatcher with as much information as possible, including the exact location of the incident, your telephone number and a description of the suspect(s). **DO NOT HANG UP** unless told to do so. Cellular lines may become overwhelmed with calls therefore one caller should make contact with police.

Secretary of State Capitol Police will likely be the first responders to the scene. As they move into the area of the incident or facility, rescue efforts will be secondary until the shooter is located and is no longer a threat. If you are wounded or with someone who is wounded, this first contact team will bypass you in their search to locate and stop the threat.

To assist police, please stay calm and patient during this time to prevent interference with police operations. If you have information as to the location and description of the suspect(s), please tell the police. A rescue team with emergency medical technicians will follow to aid you and others.

If you encounter police, keep your hands empty and in plain view at all times. Do not speak to officers until they speak to you, listen to their instructions and do exactly what they say. If you are evacuating, take nothing with you that could be mistaken for a weapon.

In an active shooter situation, a **LOCK-DOWN** will likely be ordered. Please refer to Lock-Down Procedures on page 10.

IF THE SHOOTER OR THREAT IS OUTSIDE THE BUILDING

- Call CAPCOM at 782-6008 as soon as it is safe to do so and remain on the line with police, if possible.
- Move away from the active shooter or the sound of gunshots if you are outside.
- If you are inside, follow lock-down protocols on page 10.
- If you can do so safely, get all occupants on the floor and out of the line of possible fire.
- Remain in this secure safe room until police give the all clear. The officers on the scene may provide this over the public address system or officers on the scene will clearly identify themselves as police and place an official identification under the door if you are uncertain of their identity.
- Comply with all directions given by police officers as you exit the area.

IF THE SHOOTER IS INSIDE THE BUILDING

- Call CAPCOM at 782-6008 or 9-1-1 as soon as it is safe to do so and remain on the line with police if possible. Only one person should call, as lines will become overwhelmed with calls in these situations.
- If it is possible to escape the area safely and avoid any danger, do so by the nearest safe exit or window. Take nothing with you, keep your hands above your head, listen for and follow all instructions given by authorities. If you receive no instruction and do not encounter police, proceed to your predetermined evacuation location(s) away from the building in question for a headcount and debriefing. DO NOT LEAVE unless the area becomes unsafe.
- If a LOCK-DOWN is ordered, follow the lock-down protocols on page 10.

IF THE SHOOTER ENTERS YOUR WORK AREA OR OFFICE

- If possible call CAPCOM and remain on the open line, even if you have to discard your phone, leave the line open so police can hear inside your area.
- Hide and/or barricade yourself as quickly as possible.
- Use common sense; if you are hiding and escape is not possible or safe, attempts to negotiate with the suspect(s) may be successful.
- “Playing dead” may work; consider this option if others have been killed or wounded.
- If the suspect(s) exits your area and you are able to escape, leave the area immediately. Do not take anything with you and follow the instructions of authorities as you exit.

Prepare a plan of action for an active-shooter/aggressor incident in advance. Determine your safe escape route(s) and know where you should go after your escape for a headcount and debriefing. All potential witness(es) will be interviewed by Capitol Police.

Please contact the Secretary of State Capitol Police at 782-6008 for assistance in developing a safety program for your building and/or work area.

EMERGENCY INFORMATION WORKSHEET

Completing this worksheet will help familiarize you with information you may need in an emergency. Each employee should keep a copy of this information accessible at all times.

1. Who is the Emergency Response Coordinator?

Name: _____ Phone #: _____

Email: _____

2. Who is the Alternate Emergency Response Coordinator?

Name: _____

3. Where is the fire alarm pull-station nearest your work area?

4. Where is the fire extinguisher nearest your work area?

5. What is your current work area location (Building/Floor/Room #)?

6. What escape route and alternate route from your work area should you use in case of a fire?

7. What is the location of the pre-designated staging area?

8. What is your route to and your shelter location in severe weather emergencies?

9. What are the names and telephone numbers of two CPR/first-aid qualified persons you may call for assistance?

Name _____ Phone # _____

Name _____ Phone # _____

10. Where is the primary/safe room/area for lock-down? _____

BOMB THREAT CHECKLIST

Date: _____ Time received: _____ Time terminated: _____
Person receiving call: _____ Phone number called: _____

- When is the bomb going to detonate? _____
- Where did you put the bomb? _____
- Where is it right now? _____
- When did you put it there? _____
- What does the bomb look like? _____
- What kind of bomb is it? _____
- What will make the bomb detonate? _____
- Did you place the bomb? _____ Why? _____
- Do you know who placed the bomb? _____
- What is your name? _____
- Where are you calling from? _____
- What is your address? _____
- Have you notified anyone else? _____
- Do you know that there are innocent people in the building who may be killed or injured? _____
- Who do you represent? _____

- Accent? _____ (specify) _____
- Gender (circle): male female
- Age (circle): child teen 20-29 30-39 40-49 50-59 older
- Voice (circle): loud soft deep whisper
- Diction (circle): nasal disguised slurred broken squeaky
- Impediment (circle): lisp stutter
- Rate (circle): fast slow normal
- Manner (circle): angry excited giggling crying sincere stressed calm
- Language (circle): well-spoken incoherent irrational taped abusive foul
- Was the voice familiar to you? _____
- Do you know who the caller was? _____

- Street noises _____
- House/residence noises _____
- Aircraft _____
- Voices _____
- Music _____
- Machinery _____
- Bar/tavern _____
- Other _____

NOTIFY THE SECRETARY OF STATE POLICE at 782-6008.