DEPARTMENT OF CORRECTIONS

Policy Number:	**301.170**
Title:	**Terrorist Incident Response – Central and Field Offices**
Effective Date:	**10/15/19**

PURPOSE: To ensure that department personnel respond appropriately to any suspected or actual incident involving biological, chemical, radiological, or explosive agents.

APPLICABILITY: Central office and community services

DEFINITIONS:

Biological agents – any microorganism or infectious substance; or any naturally occurring, bioengineered, or synthesized component of any such microorganism or infectious substance; capable of causing death, disease, or other biological malfunction in a human, an animal, a plant, or another living organism; deterioration of food, water, equipment, supplies, or material of any kind; or deleterious alteration of the environment.

Chemical agents – substances intended to kill, seriously injure, or incapacitate people through physiological effects. Chemical agents can be in any form (e.g., gas liquid, powder, etc.).

Community emergency responders – community law enforcement, public safety agencies, and emergency management services such as fire departments, police departments, sheriff's departments, State Emergency Response Teams, the Federal Bureau of Investigation (FBI), the Bureau of Alcohol, Tobacco, and Firearms (ATF), or military units.

Decontamination – process of making people, objects, or areas safe by absorbing, destroying, neutralizing, making harmless, or removing the hazardous material.

Explosive device – device incorporating destructive, noxious, lethal, or incendiary chemicals intended to destroy, disfigure, distract, or harass.

Hazardous materials – explosive, flammable, combustible, corrosive, oxidizing, toxic, infectious, or radioactive materials that, when released in sufficient quantities, put some portion of the general public in immediate danger from exposure, contact, inhalation, or ingestion.

Radioactive materials – materials which emit, by spontaneous nuclear disintegration, corpuscular or electromagnetic emanations.

Shelter in place – the action of seeking immediate shelter indoors following the announcement of an emergency situation. This occurs when a person is not able to evacuate due to a disability, injury, or other factor.

Terrorism – acts dangerous to human life that violate federal or state law or appear intended to intimidate or coerce a civilian population, to influence the policy of a government by intimidation or coercion, or to affect the conduct of a government by mass destruction, assassination, or kidnapping.

Weapons of mass destruction (WMD) – weapons or devices that are intended, or have the capability, to cause death or serious bodily injury to a significant number of people, through the release, dissemination, or impact of toxic poisonous chemicals; disease organisms; or radiation or radioactivity.

PROCEDURES:

A. General

1. The deputy commissioners must ensure immediate notification of all department offices and facilities in the event of a terrorist threat against the department, a facility, or an office.

2. In the event of an on-site terrorist threat or incident potentially involving biological or chemical agents, radioactive materials, or explosive devices, department staff must respond according to incident command system (ICS) principles and the procedures below.

B. Threats received in the mail or by telephone

1. Threats received in the mail

a) Department staff handling incoming mail must wear nitrile gloves and safety glasses, and be alert to letters containing threats against staff, the office, or a facility.

b) Any staff person opening or discovering a threatening letter must:

(1) Immediately notify the appropriate supervisor;
(2) If the letter contains suspicious or dangerous materials, refer to Procedure B, "suspicious incoming mail and packages";
(3) Place the threatening letter in a zipper/re-sealable plastic bag or an evidence bag, if available;
(4) Deliver the original letter to the supervisor; and
(5) Write a detailed incident report to the supervisor per Policy 300.300, "Incident Reports." Reports are retained at the site of the incident.

2. Telephone threats

a) Department staff handling incoming telephone calls must be prepared to obtain as much information as possible from threatening callers, including:

(1) What is the nature of the threat? (Explosive, chemical, biological, radioactive, etc.)
(2) What is the source of the threat? (Abandoned package, hazardous material, airborne, water supply, food supply, etc.)
(3) What does the hazardous item look like, where is it located, when was it placed, and who placed it?
(4) What may cause the threat to take effect? (e.g., what would set off the explosive?)
(5) Is the caller personally responsible for the threat?
(6) What is the purpose of the threat?
(7) What is the caller's:

(a) Name;
(b) Address and phone number;
(c) Sex, age, race;
(d) Voice, tone, emotional/mental state;
(e) Accent, language, slang, distinctive words used;
(f) Background noises giving clues to caller's location; and
(g) Length of call.

b) Upon receiving a threatening phone call, staff must not hang up. Staff must make note of the caller's identification, if available, and leave the phone off the hook as this may help law enforcement trace the call.

c) If a threatening voicemail is received, staff must not delete the message.

d) Staff must immediately provide all noted information to the appropriate supervisor. Staff must follow-up with a detailed written incident report to the supervisor per Policy 300.300, "Incident Reports." Reports are retained at the site of the incident.

3. Upon learning of a threat, the supervisor must:

a) Determine the target of the threat (e.g., personnel or building);

b) Assess the nature of the threat (e.g., explosive, chemical, biological, or radioactive);

c) Determine the source of the threat (e.g., abandoned package, hazardous material, airborne (ventilation system), or water supply); and, if possible, determine the location and appearance of the hazardous item;

d) Assess the immediacy of the threat:

(1) Determine whether immediate evacuation is appropriate (see Procedure F, below); and

(2) Call community law enforcement (at 911) to report the incident;

e) Notify:

1) An office of special investigation (OSI) investigator;

(2) The department safety manager and other managers; and

(3) Other tenants in the building, if applicable;

f) Coordinate with community emergency responders, and ensure proper personal protective equipment (PPE), to locate and remove the suspicious item, and decontaminate the area if needed;

g) If needed, coordinate with human resources staff for post-exposure evaluation of employees and complete related employee injury paperwork; and

h) Document actions in an incident report as required by DOC Policy 300.300.

C. Suspicious incoming mail and packages

1. Department staff handling incoming mail and packages identified as suspicious must wear disposable gloves and other PPE deemed appropriate. Staff must remove PPE and wash hands before proceeding to other tasks or handling equipment such as computers and telephones.

2. Department mailrooms must have the following supplies available to respond in the event of a suspected biological incident:

a) Single use, non-latex, disposable gloves;

b) National Institute for Occupational Safety and Health (NIOSH)-approved filtering face piece with minimum filtering efficiency of N-95;

c) Safety glasses or face shield;
d) Disposable body suits or clothing and shoe covers;
e) Large clear zipper/re-sealable plastic bags;
f) Red biohazard waste bags;
g) Clear garbage-size bags for clothing and other personal belongings; and
h) Biohazard stickers.

3. All mail must be carefully inspected by staff before being opened. Staff must not open any item appearing suspicious, including:
   a) Items with a powdery substance, oily stains, discolorations, residue, or crystallization on the outside of the envelope or package;
   b) Items with excessive wrapping, tape, or string;
   c) Rigid, uneven, irregular, or lopsided packages;
   d) Packages with soft spots, bulges, or excessive weight; or
   e) Packages with protruding wires or aluminum foil.

4. If an item appears suspicious, the discovering staff person must:
   a) Alert others in the area and make note of who is present;
   b) Not shake or empty the contents of the suspect envelope or package;
   c) Isolate the item and not let others handle it;
   d) Follow these procedures, depending on the nature of the item; and
   e) Make note of the color, odor, what the substance looks like (e.g., granular, powder, solid), and the physical makeup of the substance.

5. Unopened suspect mail or package
   The discovering staff person must:
   a) Not open the item;
   b) Place the item in a clear zipper/re-sealable plastic bag and then inside another clear bag;
   c) Evacuate the room and lock the door;
   d) Wash hands thoroughly with soap and water; and
   e) Notify the appropriate supervisor.

6. Opened suspect mail or package containing threats but no substance
   The discovering staff person must:
   a) Notify the appropriate supervisor;
   b) Place the item in a clear zipper/re-sealable plastic bag and then inside another clear bag; and
   c) Wash hands thoroughly with soap and water.

7. Opened suspect mail with some type of substance
   The discovering staff person must:
   a) Not attempt to clean up any powder or spilled substance;
   b) Isolate the area and not let others enter;
   c) Cover the item with anything readily available (e.g., paper, or a trash can);
   d) Turn off any fans in the room;
   e) Notify the appropriate supervisor;
   f) Evacuate the room and lock the door;
   g) Wash hands thoroughly with soap and water;

h) Follow decontamination procedures as directed by community emergency responders if the substance is spilled or splashed onto an individual;
i) Place potentially contaminated clothing that must be washed and worn again in clear plastic bags and label them, if no biohazard is found; Place contaminated PPE and other disposable items in red biohazard bags; and
k) Do not remove from the area personal belongings (e.g., purse or coat) that may be contaminated; place these items in clear plastic bags, affix biohazard stickers, and leave them in the area until cleared by community emergency responders.

8. Packages suspected to contain explosive or radioactive materials
The discovering staff must:
a) Not open the package;
b) Evacuate the immediate area (see also Procedure F, below); and
c) Notify the appropriate supervisor.

9. The supervisor, watch commander, or incident commander must:
a) Activate the incident command system (ICS);
b) Call 911 to activate community emergency responders;
c) Secure the area where the suspicious item is located;
d) Notify central office, office services unit, or field services building management to shut off any ventilation in the potentially contaminated area;
e) Notify the OSI director or assistant director;
f) Notify the department safety manager and other managers, as directed;
g) Compile a list of all persons in contact with the suspicious item;
h) Coordinate with community emergency responders, and ensure proper PPE, to remove the suspicious item and decontaminate the area, if needed;
i) If appropriate, coordinate with human resources staff for post-exposure evaluation of employees and completion of related employee injury paperwork; and
j) Document actions in an incident report as required by DOC Policy 300.300.

D. Suspicious items/vehicles discovered on premises
1. Staff must be alert to suspicious items on department or office grounds, paying special attention to areas accessible to the public and items that appear out of place, such as unattended briefcases, backpacks, parcels, and suspicious vehicles.

2. Staff must not approach a suspicious item or vehicle. Instead, staff must attempt to quickly determine if there is a simple explanation for the item's presence by asking other staff or authorized visitors in the area. If the person responsible for the suspicious item or vehicle cannot be located after a reasonable effort, staff must notify the appropriate supervisor.

3. If a threat has been received by the department or office and a suspicious item or vehicle is discovered, staff must immediately:
a) Activate the ICS;
b) Evacuate the area (see also Procedure F, below); and
c) Prevent others from entering the area.

4. Supervisor/Watch commander/Incident commander responsibilities
a) If a suspicious item or vehicle has been located and remains unexplained, but no threat has been received by the department or office, the supervisor, watch commander, or incident commander must:

(1) Evacuate and secure the area (see also Procedure F, below);
(2) Notify the local law enforcement at the non-emergency number; and
(3) For central office, notify the OSI director or assistant director.

b) If a threat has been received by the department or office and a suspicious item or vehicle is located, the supervisor must:
(1) Immediately evacuate and secure the affected area and initiate an ICS if at central office (see also Procedure F, below);
(2) Call 911;
(3) Notify the central office, office services unit or field office building management to shut off any ventilation to the potentially contaminated area, if applicable;
(4) Notify the OSI director or assistant director;
(5) Notify the department safety manager and other managers as directed;
(6) Compile a list of all persons who came in contact with the suspicious item or vehicle;
(7) Coordinate with community emergency responders, and ensure proper PPE, to remove the suspicious item or vehicle from the office grounds and decontaminate the area if needed;
(8) If needed, coordinate with human resources staff for post-exposure evaluation of employees and completion of related employee injury paperwork; and
(9) Document actions in an incident report as required by DOC Policy 300.300.

E. Additional supervisory notifications

1. For any incident suspected to involve a terrorist act, notify the local law enforcement agency and the Minnesota duty officer at (651) 649-5451 (metro area) or (800) 422-0798 (greater Minnesota).

2. For suspicious/contaminated letters/packages received via US Mail, notify OSI. OSI notifies the US Postal Inspection Service at (877) 876-2455 (say "Emergency").

3. For suspected explosive devices, notify the local law enforcement agency and the Minnesota duty officer at (651) 649-5451 (metro area) or (800) 422-0798 (greater Minnesota).

4. For packages/items suspected of containing radioactive materials, notify the local law enforcement agency and the Minnesota duty officer at (651) 649-5451 (metro area) or (800) 422-0798 (greater Minnesota).

5. In the event of staff fatality, or an event causing one or more employees' hospitalization, also notify the Minnesota Occupational Safety and Health Administration (OSHA) at (651) 284-5050 or (800) 470-6742 within 8 hours of the occurrence. After normal business hours, notify the federal OSHA at (800) 321-6742. (See also Policies 105.125, "A Workplace Accident and Injury Reduction Program (AWAIR)," and 103.241, "Workers' Compensation," for additional notification requirements.)

F. Potential terrorist incident response

1. If the department or an office receives a threat, staff must evacuate and secure the area surrounding the suspicious item/device/vehicle and minimize any exposure to the hazardous item/substance, using cover as available.
   a) Unprotected emergency responders must not enter the secured area.
   b) The size of the isolation zone depends upon factors such as the nature of the hazard, wind direction, and building ventilation routes as determined by the community emergency responder incident commander.

2. Staff must always be alert to the possibility of multiple incidents, traps, or additional explosives intended to harm emergency responders.

3. Evacuation considerations
   a) For effective evacuation, there must be sufficient time for staff notification, preparation, and movement. If there is insufficient time to evacuate, see Procedure E.4, "Shelter in place considerations."

   b) Priority for evacuation is given to individuals nearest the hazard area and those individuals outdoors in direct view of the hazard area. As additional assistance arrives, individuals in areas that are downwind and crosswind of the outdoor hazard area are evacuated.

   c) Evacuees must be sent to a specific place, using a specific route, and far enough away so that they do not have to evacuate again. Decontamination considerations may also impact the evacuation location.

   d) Potentially contaminated individuals must be isolated and decontaminated as soon as possible.

4. Shelter in place considerations
   a) When there is insufficient time to evacuate, or when safe evacuation is impossible, staff must shelter in place.

   b) Staff must not shelter in place if:
      (1) Flammable vapors are suspected;
      (2) It may take a long time to clear the area of a hazardous gas; or
      (3) The building cannot be closed tightly.

   c) When sheltering in place, staff must remain indoors, close all doors and windows, and shut off all ventilation, heating and cooling systems. Staff must stay away from windows if danger of fire or explosion is present.

   d) Staff who shelter in place must have a means of outside communication.

   e) If sheltering in a building is not possible, staff may shelter in place using vehicles with windows closed and ventilation systems shut off.

INTERNAL CONTROLS:

A. All incident reports are retained at the site of the incident.

ACA STANDARDS: 4-212

REFERENCES: Minn. Stat. § 241.01, subd. 3a
Policy 301.160, "Emergency Plans"
Policy 301.140, "Incident Command System"
Policy 301.180, "Terrorist Incident Response – Facilities"
Policy 105.125, "A Workplace Accident and Injury Reduction Program (AWAIR)"
Policy 103.241, "Workers' Compensation"
Minnesota Emergency Operations Plan (MEOP), Minnesota Department of Public Safety
Minnesota Department of Public Safety, Homeland Security and Emergency Management
Comprehensive Preparedness Guide (CPG) 101: Developing and Maintaining Emergency Operations Plans, November 2010, FEMA

REPLACES: Policy 301.170, "Terrorist Incident Response – Central and Field Offices," 3/31/15. All facility policies, memos, or other communications whether verbal, written, or transmitted by electronic means, regarding this topic.

ATTACHMENTS: None

APPROVALS:
Deputy Commissioner, Community Services
Deputy Commissioner, Facility Services
Assistant Commissioner, Operations Support
Assistant Commissioner, Facility Services