

MEMORANDUM

DATE: 9 March 2012

TO: Town Hall Staff

FROM: Bonnie Reemsnyder, First Selectman

SUBJECT: Updates/ improvements/concerns/Safety

It has now been nearly four months since we have been working together, and I feel that we have gotten off on a positive note. While I envisioned having more immediate interaction with each of you, I am finding out that time is my most precious commodity and in great demand. The meetings I have had with department heads have been informative and productive, and the staff meetings were also helpful. Since beginning this job, there have been some concerns that have come to my attention through the traditional "grapevine" method, which complicates how I am able to address things. I ask that if you have specific concerns, please take the time to meet with me and explain them. I hope that you have already formed the opinion that I am your advocate, and will work to resolve issues as quickly as possible. Direct contact helps me to fully understand concerns, and allows me the best opportunity to follow up appropriately.

At the staff meeting we discussed a few things, which I want to follow up on:

- **WEB CUSTOMER SURVEY:** I suggested that some might be willing to help develop this. Michele Hayes-Finn and Eileen Coffee have expressed a desire to work on this, so we will set up a meeting in the very near future.
- **ONGOING STAFF MEETINGS:** the consensus was that we should have regular staff meetings to improve communication, planning, etc. The suggestion was for twice a year, but I would like to know if you feel we should have another meeting in May, then go to every six months? Please also share with me what you would like to see on the agenda.
- **ONGOING DEPT. HEAD MEETINGS:** We talked about having quarterly dept. head meetings as well. Should we shoot for an April meeting, which would really count as our first? Please share your thoughts on what should be on the agenda.
- **EVALUATIONS:** We also talked about evaluations. I have received some samples from CCM, and would like volunteers to help me review these and work towards some fair evaluations. We will also look at historical formats. Please let me know if you are interested in helping.
- **REMINDER:** On Mar. 22, you will receive your last Thursday paycheck, and on Mar. 30, you will receive your first FRIDAY paycheck. You will be reminded of this in your Mar. 22 pay envelope.
- **OTHER:** Since our meeting, we have addressed some issues:

- **SAFETY COMMITTEE:** The newly formed Safety Committee has already met twice under the leadership of Don Bugbee. They have hit the ground running and I anticipate seeing some great things happen with the formation of this committee. *Please see the attached document on handling of suspicious packages, which just came out due to some delivery of suspicious packages in Connecticut.*
- **FACILITIES COMMITTEE:** Because of the issues with heat over the past several weeks, I have realized that we do not have adequate oversight of our facilities, so I will be forming a Facilities Committee that will meet regularly to meet our growing needs. I do not want this committee to be too large, but I think it is essential to have the right combination of people who will help make sure our facilities are properly maintained. John Flower has agreed to serve, and Ed Adanti will obviously be a part of this. Please let me know if you feel you have the time to help, and any expertise that might come in handy. We would likely meet during the regular work day.
- **SALARY STUDY:** Randi Frank, Salary consultant is wrapping up the work on the study that she has been engaged to complete. I will be meeting with her and the Salary committee members to review her recommendations. This will be taken into account when we discuss salaries for FY 2013. I thank you for your assistance on all of this and your patience.

Please also give me feedback on the following:

1. What do you feel is the most pressing need at this time in regards to your job:
2. What do you feel is the most pressing need in regards to town hall:
3. Do you have any concerns that you feel I should be aware of?

Again, I ask for your cooperation as we move forward in working together. Your help and guidance in my first months on this job has been invaluable, and I thank you in advance for your ongoing efforts to keep me on the right track in the future.

HOW TO HANDLE SUSPICIOUS MAIL

March 7, 2012

Suspicious mail and letters containing powder and/or purporting to contain a chemical or biological threat may be received by mail from time to time in Connecticut and other states. To prevent potential exposures and subsequent infection, all employees handling mail should know how to recognize a suspicious package or envelope and take appropriate steps to protect themselves and others.

If a package or envelope appears suspicious, **NON-EMERGENCY PERSONNEL SHOULD NOT OPEN OR TOUCH IT.** Emergency personnel should limit direct contact with the package. Ideally, only those with hazardous material training should proceed to handle the package, when cleared by a bomb technician or other appropriate emergency personnel, and only when it is deemed necessary.

The following are guidelines to respond to suspicious mail with perceived threats:

Some characteristics of suspicious packages and envelopes include the following:

- Actual threat message in or on the package
- Inappropriate or unusual labeling
 - excessive postage
 - handwritten or poorly typed addresses
 - misspellings of common words
 - strange return address or no return address
 - incorrect titles or title without a name
 - not addressed to a specific person
 - marked with restrictions such as "Personal," "Confidential," "Do not x-ray"
 - marked with any threatening language
 - postmarked from a city or state that does not match the return address
- Appearance
 - powdery substance felt through or appearing on the package or envelope
 - oily stains, discolorations, or odor
 - lopsided or uneven envelope
 - excessive packaging material such as masking tape, string, etc.
- Other suspicious signs
 - excessive weight
 - ticking sound
 - protruding wires or aluminum foil

If a package or envelope appears suspicious, **DO NOT OPEN IT.**

Handling of suspicious packages or envelopes:

Step 1: Do not panic

Step 2: Report the incident to your supervisor

Step 3: Turn off the local air conditioner or fan

Step 4: Cover the item

Step 5: Secure the room and prevent others from entering

Step 6: Wash hands with soap and water or use bacterial wipes

Step 7: Move to an isolated room nearby, if possible—if not, stay at the site

Step 8: Obtain names and phone numbers of all persons in the area

Step 9: Wait for further instructions

Instructions for Supervisors, Human Resources, Security:

Step 1: Do not panic

1. Handle any item suspected of contamination with care.
2. Do not shake, bump or move it.
3. Do not open, smell or taste it.
4. Do not pull the fire alarm.

Step 2: Report the incident to your supervisor

1. Notify your supervisor and describe the incident in detail.
2. Your supervisor will immediately contact the appropriate security and human resources entities as called for in your emergency plan.
3. Appropriate authorities should be called for help.

Step 3: Turn off the local air conditioner or fan.

1. Turn off the local air conditioner or fan, if possible.
2. Law enforcement/first responders will advise whether the entire ventilation and heating system should be shut down.
3. If so, the property manager should handle this.

Step 4: Cover the item.

1. Do not walk or pass the item around. Do not call co-workers to the area.
2. If you have already handled the item, put it in a drawer.
3. If you have not handled it, cover it with anything (e.g. clothing, paper, trashcan, etc.) if this can be done safely. Do not remove the cover.

Step 5: Secure the room and prevent others from entering.

1. The area should be secured to prevent others from entering.
2. Cordon off the room/cubicle; obtain help from building security to do this, if necessary.

Step 6: Wash hands with soap and water or use bacterial wipes.

1. If there is a sink in the room, anyone who touched the item should wash their hands with soap and water.
2. If there is no sink, wipe hands with bacterial wipes.
3. As soon as practical, shower with soap and water.

Step 7: Move to an isolated room nearby, if possible – if not, stay at the site..

1. If you can leave the area and move to an alternate room nearby that is isolated, you should do so.
2. Anyone who touched the item or was in the vicinity should move to this room and wait for further instruction.
3. If no room is available, remain at the site until you receive instructions from emergency response personnel.

Step 8: Obtain names and phone numbers of all persons in the area.

1. List all persons who have touched the item or are in the immediate vicinity.
2. Include contact information, such as phone numbers.
3. Have this information available for law enforcement authorities and other emergency responders.

Step 9: Wait for further instructions.

1. If a determination is made by law enforcement authorities or emergency responders that anyone was exposed, you will be provided with further directions.
2. Once officials arrive, necessary decontamination procedures will be determined.
3. Follow-up testing for potential contamination may take between 24-48 hours.

HANDLING OF EMERGENCIES IN OLD LYME TOWN HALL:

Until the Safety Committee has been able to fully develop a procedure, please note the following:

One of the complications of accounting for all employees in the case of an emergency is the mobility of many of our staff, but in an emergency, it is essential that we account for all people in the building. This includes staff and the general public. For that reason, you should always be aware of the general public in the building. In the case of an emergency, it is best to have one person take on the responsibility for accounting for all. For that reason, each floor will have a Floor Captain:

- Lower Level – Don Bugbee, Park and Rec
- First Floor – Cathy Frank, Selectman's Office
- Second Floor – Kathy Hall, Building Office

We will need a list of all employees on each floor, and the Floor Captain will have that list readily accessible. If there is an emergency, the Floor Captain should be notified, and either proceed to gather people in a safe location, or evacuate the building. Please note the safe gathering areas on each floor. In the case of a suspicious package, if the need is to get to a safe room, please go into the VFW room on the second floor, the meeting room on the first floor and the conference room on the lowest level. In the case of an evacuation, all staff should gather in front of town hall and proceed south on the sidewalk, away from the building. Once gathered, each Floor Captain will account for their staff.

Pending arrival of outside resources, the Floor Captain should be able to inform emergency responders if the floor has been evacuated, if any or all of the staff and general public on the floor is accounted for, and if there is any emergency or concern on the respective floor.

If on sight, the person in charge, in order of priority would be:

Dave Roberge, Fire Marshal
Don Bugbee, Safety Cte. Chair
Bonnie Reemsnyder, First Selectwoman
Cathy Frank, 1st Floor Captain

As this plan for emergency is being developed rather quickly, please feel free to make suggestions and we will adapt as we go along. As the Safety Committee continues to meet over the next few months, we will standardize procedures and publish for all. Thank you for your patience.