

DIXIE REGIONAL LIBRARY DISASTER PLAN

IMMEDIATE EMERGENCY RESPONSE

- Check out your own safety and act accordingly.
- If needed, ask for help from a co-worker or another person nearby.
- Remember: Act to protect lives, then physical property. Do not attempt to save your possessions at the risk of personal injury.
- Follow the branch's Emergency Preparation Plan notification procedures.

In an Emergency Contact: 911

In your building, know the location of:

- ▶ Main Utilities Shutoff valves or switches: Water, Electrical, Gas
- ▶ Fire Extinguishers and/or Fire Alarm Pull Boxes
- ▶ Smoke and/or Heat Detectors
- ▶ Weather Radio
- ▶ Branch's Emergency Kit that contains a First Aid Kit
- ▶ Other emergency supplies (plastic, water, flashlights)

Staff Emergency Procedures

Employee Evacuation Procedure

In advance, each staff person and volunteer should:

1. Understand the branch's evacuation plan.
2. Know at least two ways out of the building from your regular work space.

When you are told to evacuate the building:

1. Remain calm - Leave quickly.
2. The person in charge is responsible for pulling the fire alarm (if you have one) to alert the building of evacuation and insuring all members of his/her branch evacuates the area. In addition, employees should check that all others in the work space are leaving as instructed.
3. As you exit, quickly check nearby rest rooms, offices, closets, etc.
4. Accompany and help handicapped personnel, visitors, and any co-workers who appear to need direction or assistance.
5. Take with you: your car keys, purse, briefcase, etc. Do not attempt to take large or heavy objects.
6. Shut all doors behind you as you go. Closed doors can slow the spread of fire, smoke, and water.
7. Proceed as quickly as possible, but in an orderly manner. Do not push or shove. Hold handrails whenever you are walking on stairs, down ramps, etc.
8. Once out of the building, move away from the building. Go to the pre-determined designated "safe" area for staff.
9. Do not return to the building until cleared to do so by emergency personnel.
10. **Call the Director.** Then contact the Branch Manager.
11. Promptly fill out an Incident Report to be filed with the Branch Manager and Headquarters (Director and Business office).

Bomb Threat

If you receive a **telephone threat** about a bomb located in the library:

1. Remain calm.
2. Immediately write down the exact time of call and what the caller says.
3. Listen carefully. Be polite and show interest. Try to keep the caller talking and ask the following information.
 - a. Who or what are you threatening?
 - b. If a bomb threat:
 - i. When is the bomb going to explode?
 - ii. Where is the bomb?
 - iii. What does it look like?
 - iv. What kind of bomb is it?
 - v. What will cause it to explode?
 - vi. Did you place the bomb?
 - c. Why?
 - d. Where are you calling from?
 - e. What is your address?
 - f. What is your name?
4. When the call is finished make notes about the call.
 - a. Was the caller's voice: Calm, Disguised, Nasal, Angry, Broken, Stuttering, Slow, Have a Lisp, Rapid, Giggling, Crying, Squeaky, Excited, Stressed, Accent, Loud, Slurred
 - b. If the voice was familiar, who did it sound like?
 - c. Were there any background noises?
5. Call 911.
6. Proceed quickly to evacuate the library in an orderly fashion. The person in charge should pull the fire alarm to alert everyone in the building to leave.
7. **Contact the Director.** Then contact the Branch Manager as soon as possible.
8. As soon as the incident is over, the person in charge should fill out an Incident Report to be filed with the Branch Manager and Headquarters (Director and Business office). Attach a copy of the police report if possible.

WRITTEN THREAT | SUSPICIOUS PACKAGE

If you receive / find a **written threat**, a **suspicious package** or **object** on the premises:

1. Keep staff and patrons from handling it or going near it.
2. Notify the person in charge immediately.
3. Call 911.
4. If the threatening note was handed to you – try to remember anything distinguishing about the person who gave you the note. Do not handle note any more than needed – it is evidence for the police.
5. Remain calm. Do not discuss the threat with other staff members.
6. If evacuation is ordered, the person in charge should pull the fire alarm to alert everyone to leave the building.
7. Write down as much as you can about the incident (copy for the Incident Report); Give report to the police along with the threatening note.
8. **Call the Director.** Then contact the Branch Manager as soon as possible.
9. Promptly fill out an Incident Report to be filed with the Branch Manager and Headquarters (Director and Business office).

Earthquake

First – Know the Terms:

- **Aftershock** - An earthquake of similar or lesser intensity that follows the main earthquake.
- **Earthquake** - A sudden slipping or movement of a portion of the earth's crust accompanied and followed by a series of vibrations.
- **Epicenter** - The place on the earth's surface directly above the point on the fault where the earthquake's rupture began. Once fault slippage begins, it expands along the fault during the earthquake and can extend hundreds of miles before stopping.
- **Fault** - The fracture across which displacement has occurred during an earthquake. The slippage may range from less than an inch to more than 10 yards in a severe earthquake.
- **Magnitude** - The amount of energy released during an earthquake, which is computed from the amplitude of the seismic waves. A magnitude of 7.0 on the Richter Scale indicates an extremely strong earthquake. Each whole number on the scale represents an increase of about 30 times more energy released than the previous whole number represents. Therefore, an earthquake measuring 6.0 is about 30 times more powerful than one measuring 5.0.
- **Seismic Waves** - Vibrations that travel outward from the earthquake fault at speeds of several miles per second. Although fault slippage directly under a structure can cause considerable damage, the vibrations of seismic waves cause most of the destruction during earthquakes.

During an Earthquake

- **Drop, Cover and Hold On.** Minimize your movements. Stay in your covered position until the shaking has stopped and you are sure exiting the building is safe.
If in the Library:
- **DROP** to the ground; take **COVER** by getting under a sturdy table or other piece of furniture; and **HOLD ON** until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Do not exit a building during the shaking. (Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave while the earth is still shaking.)
- Do not use the elevators.
- Be aware that the electricity may go out and/or fire alarms may turn on.

If Outdoors:

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

If in a Vehicle:

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged.

If Trapped Under Debris:

- Do not light a match.
- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so rescuers can locate you. Use a whistle. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

After an Earthquake

- When the shaking stops, look around to make sure it is safe to move. Then exit the building, helping patrons to also exit the building.
- Expect aftershocks. These secondary shockwaves are usually less violent than the main quake but can be strong enough to do additional damage to weakened structures and can occur in the first hours, days, weeks, or even months after the quake.
- Help injured or trapped patrons. Give first aid where appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.
- Look for and extinguish small fires. Fire is the most common hazard after an earthquake.
- Listen for emergency information (Code-red alerts, weather radio, etc.)
- Use the land line only for emergency calls. Cell phones may be useless for making calls – try texting.
- Stay away from damaged areas - unless your assistance has been specifically requested by police, fire, or relief organizations.
- Be careful when driving; anticipate traffic light outages.

Clean up

- Return to the Library only when authorities say it is safe.
- Personal safety should be your primary priority in clean up and recovery.
- Wear long pants, a long-sleeved shirt, sturdy shoes and work gloves to protect against injury from broken objects.
- Open cabinets cautiously. Beware of objects that can fall off shelves.
- Clean up spilled flammable liquids immediately (cleaner, bleach, etc.) Leave the area if you smell gas or fumes from other chemicals.
- Inspect utilities. Unnoticed damage could lead to a fire.
- Check for gas leaks. If you smell gas or hear blowing or hissing noise, open a window and quickly leave the building. Turn off the gas at the outside main valve if you can; call the gas company.
- Look for electrical system damage. If you see sparks, broken or frayed wires, or smell hot insulation, turn off the electricity at the main circuit breaker. **DO NOT** step in water to get to the fuse box or circuit breaker. Call an electrician for advice.
- Check for sewage and water lines damage. If you suspect sewage lines damage, avoid using the toilets and call a plumber. If water pipes are damaged, contact the water company and avoid using water from the tap.

Explosion

1. Remain calm and call 911 immediately.
2. Be prepared for possible further explosions.
3. Crawl under a table or desk.
4. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
5. Once it has been determined that the situation is safe enough for all staff and patrons to leave the branch, the person in charge should pull the fire alarm (if you have one) to alert everyone in the building. Then everyone should go to the pre-determined designated "safe" area
6. Do not move seriously injured persons unless they are in obvious, immediate danger (because of fire, building collapse, etc.).
7. Open doors carefully. Watch for falling objects.
8. Do not use elevator, if your branch has one.
9. Do not use matches or lighters.
10. Do not use your branch's land line, as those lines should be kept free for emergency rescue operations; Cell phone usage is okay IF cell towers are still standing and operational. Texting is usually possible.
11. **Contact the Director immediately.** Then contact the Branch Manager.
12. When the incident appears to be over, the person in charge should fill out an Incident Report to be immediately filed with the Branch Manager and Headquarters (Director and Business office).

Fire

1. Remain calm.
2. Call the Fire Department or 911
 - a. Report location of fire and what type: Electrical, grease, etc.
 - b. Report whether an actual fire was seen or just smelled, or smoke seen
 - c. Report any hazardous material stored nearby the fire
 - d. Report whether anyone is trapped or if everyone is accounted for.
3. If the fire is small, attempt to put it out with a fire extinguisher. However, do not jeopardize your personal safety.
4. Never allow the fire to come between you and an exit.
5. Disconnect electrical equipment that is on fire if it is safe to do so (pull the plug or throw the circuit breaker).
6. Notify the person in charge of the location and extent of the fire.
7. Evacuate your area if you are unable to put out the fire. Close doors and windows behind you to confine the fire. The person in charge should pull the fire alarm to alert everyone in the building and go to the predetermined designated area away from the building.
8. Do not break windows. Oxygen feeds a fire.
9. Do not open hot doors. Before opening any door, touch near the top. If the door is hot or if smoke is visible, do not open the door.
10. Do not use elevator, if your branch has one.
11. Do not attempt to save possessions at the risk of personal injury.
12. Do not return to your work area/branch until cleared to do so by emergency personnel.
13. **Contact the Director immediately.** Then contact the Branch Manager as soon as possible.
14. As soon as the incident is over, the person in charge should fill out an Incident Report to be immediately filed with the Branch Manager and Headquarters (Director and Business office).

Flooding | Water Damage

If a water leak or any type of flooding occurs within the Library:

1. Remain calm.
2. Notify person in charge. Give the exact location and severity of the leak. Indicate whether the collection or equipment is involved or may be in imminent danger.
3. Do not walk in standing water which may have contact with wiring as it may be electrified. If there are electrical appliances or electrical outlets near the leak, use extreme caution. If you sense danger, evacuate the area.
4. If you know the source of the water and are confident of your ability to stop it (unclog the drain, turn off the water, etc.), do so cautiously.
5. Be prepared to help as directed in protecting collection materials that are in jeopardy. Take only those steps needed to avoid or reduce immediate water damage: cover shelf ranges with plastic sheeting; carefully move materials out of the water-damaged area. Do not remove already wet books from shelves.
6. **Contact the Director immediately.** Then contact the Branch Manager as soon as possible.
7. When the incident is over, the person in charge should fill out an Incident Report to be filed with the Branch Manager and Headquarters (Director and Business office).

Medical Emergencies: Patron(s)

When an employee or volunteer observes a patron who appears to be ill or injured:

1. Notify the person in charge immediately.
2. Render minimum first aid and call 911 if the patron appears to need additional treatment.
3. When speaking to emergency services know (if possible)
 - a. Location of patron and the type of incident/accident
 - b. Age and sex of patron
 - c. What type of injuries & severity (bleeding, broken bones, etc) and whether or not the patron victim is conscious and responsive
 - d. If a child, whether the parent is on scene or has been called
 - e. If injuries are from an assault or fight
 - i. Whether you witnessed or just heard about the incident
 - ii. Suspect information (age, color, race, clothes, accent, etc.)
 - iii. Direction and type of travel
 - iv. Any weapons involved
 - v. Whether suspects are still present, etc.
4. Do not attempt to move a person who has fallen and who appears to be in pain.
5. Avoid unnecessary conversation with or about the ill or injured person or members of his/her party. You might add to the person's distress or fears, increasing the risk of medical shock. Limit your conversation to quiet reassurances.
6. Do not discuss the possible causes of an accident or any conditions that may have contributed to the cause.
7. Under no circumstances should a staff member or volunteer discuss any information about insurance with patrons.
8. **Call the Director immediately.** Then contact the Branch Manager as soon as possible.
9. When the incident is over, the person in charge should fill out an Incident Report to be filed with the Branch Manager and Headquarters (Director and Business office).

Medical Emergencies: Staff

If a staff member or volunteer is seriously ill or injured:

1. Notify the person in charge immediately.
2. Render minimum first aid; call 911 if the employee seems to need additional treatment.
3. When speaking to emergency services know (if possible)
 - a. Exact location of staff member & type of incident/accident
 - b. Age and sex of staff member
 - c. What type of injuries & severity (bleeding, broken bones, etc) and whether or not the staff member is conscious and responsive.
 - d. If injuries are from an assault or fight.
 - i. Whether you witnessed or just heard about the incident
 - ii. Suspect information (age, color, race, clothes, accent, etc.)
 - iii. Direction and type of travel
 - iv. Any weapons involved
 - v. Whether suspects are still present, etc.
4. Do not attempt to move a person who has fallen and who appears to be in pain.
5. Avoid unnecessary conversation with or about the ill or injured person. You might add to the person's distress or fears, increasing the risk of medical shock. Limit your conversation to quiet reassurances.
6. As soon as the incident is over, remain available to help the person in charge with pertinent information for an Incident Report to be immediately filed with the Business office and a Workers' Compensation report (must be filed within 24 hours).
7. **Contact the Director immediately.** Then contact the Branch Manager as soon as possible.
8. As soon as the incident is over, the person in charge should fill out an Incident Report to be filed with the Branch Manager and Headquarters (Director and Business office).
9. Contact Business office if there are any questions concerning Workers' Compensation.

Power Outage

If a power outage occurs:

1. Remain calm.
2. Provide assistance to patrons and staff in your immediate area.
3. Wait for a period of at least ten minutes before doing anything differently, as the power outage may be a temporary brown out – and the lights may come back on quickly.
4. If you are in an unlighted area, proceed cautiously to an area that has emergency and/or natural lighting.
5. If there is enough daylight, circulation can continue on paper. If not circulation is suspended until either closing time or until power returns.
6. Person in charge should call the Director for instructions if the power outage persists. **Only the Director can close a branch early.**
7. If power outage occurs because of a tornado or other violent weather, please refer to that situation in this document.

Robbery

During the Robbery

1. **Remain calm. Give the robber anything and everything he or she wants and do it quickly. Do not risk your life, or another person's life, for property.**
2. While you should cooperate with robbers, don't volunteer any assistance. Don't give all the money if the robber only asks for \$10's, for example. Don't give checks voluntarily.
3. Watch the robber's hands. If the robber is not wearing any gloves, anything he touches might leave good fingerprints.
4. Be systematic in your observations. Look the robber over carefully. Mentally note as many details as possible until you can write them down. Compare the robber with yourself. Is the robber taller, heavier, older?
5. Notice the type and description of any weapons used. Glance at the weapon only long enough to identify it as a gun or knife or whatever. Look at the robber from then on. Make no sudden moves and **do not be heroic.**
6. If it can be done safely, observe the direction the thief takes in leaving the scene. Where a vehicle is involved, concentrate on the make, model, year, color, license plate number and issuing state.

After the Robbery

1. Notify the Person in Charge
2. Call 911.
3. Do not touch anything the robber may have touched.
4. **Call the Director.** Then contact the Branch Manager as soon as possible.
5. Do not discuss what happened with any other witnesses. Your own impressions should be kept untainted until you have talked with authorities.
6. As soon as the incident is over, the person in charge should fill out an Incident Report to be filed with the Branch Manager and Headquarters (Director and Business office). Attach the police report to this document if at all possible.

Terrorist Attack or Threat

► If you overhear a conversation within the Library that leads you to conclude that the threat of a terrorist attack is imminent, notify your supervisor right away. **If your supervisor is not present, call 911 immediately.**

During an Attack

- Get under a sturdy table or desk if things are falling around you. When they stop falling, leave quickly, watching for obviously weakened floors and stairways. As you exit the building, be especially watchful of falling debris.
- Leave the building as quickly as possible. Crawl low to the floor if there is smoke. Do not stop to retrieve personal possessions or make phone calls.
- Do not use elevators.
- Check for fire and other hazards.
- Once you are out, do not stand in front of windows, glass doors or other potentially hazardous areas.
- Move away from sidewalks or streets to be used by emergency officials or others still exiting the building.
- If you are trapped in debris, use a flashlight, if possible, to signal your location to rescuers.
- Tap on a pipe or wall so rescuers can hear where you are.
- If possible, use a whistle to signal rescuers.
- Shout only as a last resort. Shouting can cause a person to inhale dangerous amounts of dust.
- Avoid unnecessary movement so you don't kick up dust.
- Cover your nose and mouth with anything you have on hand. (Dense-weave cotton material can act as a good filter. Try to breathe through the material.)

After an Attack

The following things can happen after a terrorist attack:

- There can be significant numbers of casualties and/or damage to buildings and the infrastructure.
- Law enforcement involvement at local, state and federal levels follows a terrorist attack due to the event's criminal nature.
- All resources in your city or town can be strained to their limits during this kind of an emergency. Be patient.
- Extensive media coverage, strong public fear and international implications and consequences can continue for a prolonged period.
- All libraries, workplaces and schools may be closed in the area for a time, and there may be restrictions such as curfews established by local police.
- Clean-up may take many months.

Tornado | Violent Thunder Storms

First – Know the Terms

- **Tornado Watch** - Tornadoes are possible. Remain alert for approaching storms. Watch the sky and stay tuned to online reports or Weather Radio.
- **Tornado Warning** - A tornado has been sighted or indicated by weather radar. Take action by encouraging patrons to follow you to the branch’s designated safe area.

Before the storm:

- Listen closely for the latest weather information – online, radio, TV, or Weather Radio. In any emergency, always listen to the instructions given by local emergency management officials.
- Be alert to changing weather conditions. Look for approaching storms.
- Look for the following danger signs:
 - Dark, often greenish sky
 - Large hail
 - A large, dark, low-lying cloud (particularly if rotating)
 - Loud roar, similar to a freight train.
- If you see approaching storms or any of the danger signs, be prepared to take shelter immediately.

When the siren sounds:

IF YOU ARE IN:	THEN:
The Library	<ul style="list-style-type: none"> • Go to a pre-designated safe area and encourage all patrons within the building to accompany you (do not force anyone to do anything – just suggest strongly). • Do not open windows or go near glass windows or glass doors of any kind.
A Vehicle	<ul style="list-style-type: none"> • Try to drive to the closest sturdy shelter. • If your vehicle is hit by flying debris while you are driving, pull over and park. • Stay in the car with the seat belt on. Put your head down below the windows; cover your head with your hands and a blanket, coat or other cushion if possible. • If you can safely get noticeably lower than the level of the roadway, leave your car and lie in that area, covering your head with your hands. • Do not get under an overpass or bridge. You are safer in a low, flat location. • Never try to outrun a tornado in congested areas in a vehicle. Instead, leave the vehicle immediately for safe shelter. • Watch out for flying debris – the cause of most tornado fatalities and injuries.

After the Tornado Passes

As soon as the initial danger surrounding this kind of natural disaster has passed, the person in charge should first CALL THE DIRECTOR, and then the Branch Manager.

Texting may be possible even when the cell signal is low.

After the storm is over and it has been determined that it is safe to return to what might be left of your branch, REMEMBER: your safety should be your primary priority as you begin clean up and recovery.

Wear long pants, a long-sleeved shirt, sturdy shoes and work gloves to protect against injury from broken objects. Be aware of hazards from exposed nails and broken glass.

NEVER touch downed power lines or objects in contact with downed lines. Report all electrical hazards to the police and to the utility company.

If you smell gas, call the gas company.

Because tornadoes often damage power lines, gas lines or electrical systems, there is a risk of fire, electrocution or an explosion.

Check to see that sewage lines are intact (if possible) before running water or flushing toilets.

Fill out an Incident Report to be filed with the Branch Manager and Headquarters (Director and Business office).

Injuries from a tornado

- Check other staff members and patrons for injuries. Please know that injuries may result from the direct impact of a tornado or may occur afterward when people walk among debris and enter damaged buildings.
- Do not attempt to move seriously injured patrons unless they are in immediate danger of further injury.
- Request medical assistance immediately if at all possible by calling 911.
- If someone has stopped breathing, begin CPR if you are trained to do so.
- Stop a bleeding injury by applying direct pressure to the wound.
- Have any puncture wound evaluated by a physician.