

## **Emergency and Safety Policy**

The purpose of this emergency policy is for the protection and safety of all employees and Library visitors in case of an emergency situation.

### **How to Report an Emergency:**

All staff members of the Morton-James Public Library are empowered to call 911. An employee witnessing a safety, security or medical-related incident in or near the Library should:

1. Secure your immediate safety.
2. If possible, ensure the safety of those around you.
3. If necessary and possible, leave the area.
4. **Call 911**
  - a) Provide as much information and detail as possible about:
    - i. Incident description
    - ii. Location
    - iii. Injuries
    - iv. Current situation
    - v. Address and telephone of Library: **923 1<sup>st</sup> Corso 402-873-5609**
  - b) Follow the dispatcher's instructions. Do not hang up until directed to do so by the dispatcher.
5. **Immediately** notify the Library Director of the incident. In the absence of the Library Director notify the Assistant Director or the senior staff member on duty.

### **Other Emergency Information:**

- Elevators have an “emergency only” phone in the event the elevator malfunctions. The call connects the user to the Otoe County 911 dispatcher.
- Every employee should be aware of all building exits and vacate the building if the fire alarm goes off.
- Do not use elevators in an emergency situation.
- All employees of the Morton-James Public Library are expected to carry out the emergency instructions.
- When an emergency situation requires Library visitors to seek shelter in a secure location they must comply with staff instructions or leave the Library premises.
- The Emergency & Safety Procedure Manual:
  - ❖ Contains specific responsibility information
  - ❖ Contact instructions.
  - ❖ How to deal with news media and public inquiries following an emergency.
  - ❖ Steps on how to contact an interpreter.

## Medical Emergency

The library is equipped with a small, basic first aid kit containing items such as bandages, gauze, cold packs, and antibiotic ointment. The kit is located in the main workroom upstairs.

The building is equipped with an automated external defibrillator (AED) and related supplies.

The AED is located in the main workroom upstairs.

### In the event of a medical emergency:

- Administer minor first aid as the need dictates.
- Dispense no medication, including pain reliever to the public.
- When in doubt about the nature and/or severity of a medical problem, staff should call 911 immediately.
- **When a 911 call is made:**
  - Provide the 911 dispatcher with any information that he/she requests.
  - Follow the dispatcher's directions.
  - Do not hang up until directed to do so by the dispatcher.
- Staff should clear the area around the injured person(s), keep onlookers away, and maintain a clear entrance to the building for emergency personnel.
- CPR-certified staff will perform CPR when indicated, and must continue until emergency personnel arrive. A minimum of two staff members will stay with the victim once CPR has been started.
- All staff members involved in an incident will complete the appropriate accident/incident form and give to the Library Director within 24 hours.

### Fire Evacuation:

1. If time and safety permit quickly gather personal belongings - especially car keys, pocketbook, prescription medicines, coat, etc.
2. Instruct everyone to leave by way of the nearest exit, using stairs - not the elevator, to the predetermined meeting place outside. Refer to the Emergency and Safety Procedure Manual for assembly location.
3. If there are guests or library patrons in the building, the employees should guide them out in a calm and orderly manner.
4. If you notice or cause a fire, pull the nearest fire alarm. The fire alarm automatically notifies 911 services.
  - a. If there is smoke: Crawl or stay as low to the floor as possible. Use a wet cloth, if possible, to cover your nose and mouth.
  - b. Always check doors for heat before opening. Use the back of your hand to feel the upper, lower, and middle parts of closed doors.
  - c. If the door is not hot, brace yourself against it and open slowly.
  - d. If the door is hot, do not open it. Look for another way out.
  - e. If your clothes catch fire, do not run. **STOP-DROP-AND-ROLL** to put out the fire
  - f. Never go back into a burning building.
5. Exit through the nearest doorway. If exit is blocked, use the next closest exit situated away from the emergency.
6. Do not use the elevator.
7. Once at the Assembly Area, a head count should be taken to make sure staff is out of the building and accounted for. The Library Director, Assistant Director or senior staff member on duty will notify firemen, police officers, etc.
8. Stay in the Assembly Area until permission is given to return to the building.

## **Tornado**

The following are steps to be taken in the event of a tornado and the city tornado sirens go off:

- Evacuate Library patrons to the designated location. Refer to the Emergency and Safety Procedure Manual for assembly location.
- Staff should take flashlights and a radio to use in the event power goes out.
- Stay away from windows.
- Avoid using the elevator.
- Do not call your local fire or police departments for information.
- Continue to monitor your Emergency Alert Station (EAS) and other news media for official warnings, messages, and instructions.
- Normal routine may resume when the all-clear signal is given.

## **Assisting impaired/disabled person/persons in an emergency:**

People with disabilities may require assistance from others.

- Always ask someone with a disability how you can help before attempting any rescue technique or giving assistance.
- Ask how he or she can best be assisted or moved, and whether they have any special considerations.
- Evacuating a disabled or injured person yourself is a last resort. Consider your options and risks of injuring yourself and others in an evacuation attempt.
- Do not make an emergency situation worse. Evacuation may be difficult and uncomfortable for both the rescuers and the people being assisted.
- Waiting with the person with the impairment for first responders would likely be a last choice when there is an imminent threat to people in the building. There is no way to predict how long any given area will remain a safe haven under emergency conditions.

## **Unruly Patrons**

What to do:

- Stay calm.
- Never become involved in a physical altercation.
  - a. Assess the situation and assess the person's degree of volatility. Call the police if you believe the person will "snap."
  - b. Try to diffuse the situation; if appropriate, empathize and apologize; ask them what the problem is or what they want.
  - c. Give a polite warning; remind them they are in a Library.
  - d. If this does not work, ask them to leave. Be polite, but be firm. If the person(s) do not leave, walk away and contact the police.
  - e. If an unruly patron does not calm down, becomes abusive, or is getting/acting violent:
    - Back away. The best way to deal with a violent person is to get out of the situation as fast as possible without causing a big scene.
    - Say as little as possible to avoid making the person angrier.
    - Do not try to apprehend the person yourself.
    - Call the police (911), and then ensure the safety of other patrons and employees.
  - f. Immediately report the incident to the Library Director, Assistant Director or senior staff member.

## **Vandalism**

Vandalism is the willful or malicious destruction or defacement of public or private property.

If you observe willful malicious actions or notice damage that you determine to be vandalism:

- Report it immediately to the Library Director, Assistant Director or senior staff member
- Provide as much information as possible.
- Report it to the police.

## **Lockdown**

Lockdown is a response when there is an immediate threat to anyone in the building. The purpose of a lockdown is to keep staff and visitors safe.

- Staff and visitors are secured in a designated location within the building and are not allowed to leave until the situation has been resolved.
- In the event of a lockdown the outside doors will be locked so no one can enter the building until the situation has been resolved.
- Caution and common sense should prevail.
- Note: Due to the proximity of the Nebraska City Public Middle School the Library will go into lockdown when notified that the school has gone into lockdown.

Library Director or designee will:

- Verbally direct library staff to evacuate to the designated location. Refer to the Emergency and Safety Procedure Manual for assembly location.
- Call 911 and inform them that a lockdown procedure is underway and the reason. Do not hang up until directed to do so by emergency personnel. If the Library is going into lockdown because of a school issue an additional 911 call does not need to be made.
- Call City Hall and notify the City Administrator that the Library is in lockdown.
- Move to a safe area.

Staff will:

1. Comply immediately with a request to lockdown the building.  
Move patrons to a part of the building where their visibility to a threatening person is minimized (away from doors and windows) and where doors can be secured behind them. Refer to the Emergency and Safety Procedure Manual for assembly location.
2. In the event of violent activity:
  - i. Lock the room door immediately. Do not open the door for any reason.
  - ii. Turn all lights out (including monitors, projectors).
  - iii. Help everyone remain calm and caution them to remain COMPLETELY QUIET.
  - iv. If possible, do not let anyone leave the room.
3. Staff and patrons will remain in safe location until emergency personnel or the Library Director or designee tells them the situation has been resolved.

## **Workplace Violence**

- Avoid or discreetly remove yourself from the area where the confrontation is occurring.
- Call 911 when it is safe to do so.
- Immediately report the incident to the Library Director, Assistant Director or senior staff member.

## **Active Shooter**

In the event of an active shooter situation, one of the following actions is recommended:

1. EVACUATE (RUN)
  - a. Have an escape route and plan in mind – leave your belongings behind.
  - b. Keep your hands visible.
2. HIDE OUT (HIDE)
  - a. Hide in an area out of the shooter's view.
  - b. Block entry to your hiding place and lock the doors.
  - c. Silence your cell phone.
3. TAKE ACTION (FIGHT)
  - a. As a last resort and only when your life is in imminent danger.
  - b. Attempt to incapacitate the shooter.
  - c. Act with physical aggression and throw items at the shooter.

In the event of an active shooter situation you should provide to law enforcement or the 911 operator the following information:

- Location of the active shooter.
- Number of shooters.
- Physical description of shooters.
- Number and type of weapons held by shooters.
- Number of potential victims at the location.

How to respond when law enforcement arrives:

- Remain calm and follow instructions.
- Put down any items in your hands (i.e., bags, jackets).
- Raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid quick movements toward officers such as holding on to them for safety.
- Avoid pointing, screaming or yelling.
- Do not stop to ask officers for help or direction when evacuating.

Call 911 when it is safe to do so. After the threat has passed, let the Library Director know that you are okay.

## **Bomb Threat**

**If you receive a bomb threat by telephone:**

- Keep the caller on the line as long as possible so that the call may be traced.
- DO NOT transfer the call or interrupt the caller.
- Notify the Library Director or designee.
- Call or have someone nearby call 911. Do not hang up until directed to do so by emergency personnel.

**If you are informed about a bomb threat:**

- Evacuate immediately. Refer to Emergency Procedure Manual for evacuation location.
- Call the police or have someone call the police by dialing 911.
- Do not hang up until directed to do so by emergency personnel.

## **Suspicious Package or Mail**

### **Signs of a suspicious package:**

- No return address
- Misspelled words
- Strange odor
- Restrictive notes
- Poor handwriting
- Stains
- Foreign postage
- Unexpected delivery
- Excessive postage
- Incorrect titles
- Strange sounds

### **For suspicious packages and letters:**

If you are unable to verify mail contents with the addressee or sender:

- Do not open it.
- Treat it as suspect.
- Isolate it—don't handle it.
- Ensure that all persons who have touched it wash their hands with soap and water.
- Notify your supervisor immediately.
- Call the police department by dialing 911.
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail.

## **Contamination: Chemical, Biological, or Radiological**

### **Biological threats may include the following substances:**

- Chemical: Any substance designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals, or their precursors, such as mustard gas, nerve agents, and sarin gas.
- Biological: Any substance involving a disease organism, such as smallpox, botulism toxin, anthrax, and ricin.
- Radiological: Any substance designed to release radiation.

### **For chemical, biological, or radiological contamination:**

- Isolate it—don't handle it.
- Evacuate the area or building. Refer to Emergency Procedure Manual for evacuation location.
- Wash your hands with soap and warm water.
- Call the police or have someone call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
- Otherwise call or have someone call the fire department and hazmat unit.
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail.

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