



HEPBURN  
LIBRARY OF NORFOLK

## Disaster Policy

Adopted September 16<sup>th</sup>, 2020

- ALWAYS: Assess patron/employee safety and act accordingly. Elicit help from a co-worker or another person in the area. Act to protect lives, then physical property. Familiarize yourself with the building, these plans and escape routes.

### Fire

At the first indication of smoke or flames, clear the building. Do not panic, but do not underestimate the potential danger to patrons or staff represented by a fire. Investigate the situation to determine location and extent of the fire. If the fire can obviously be contained and extinguished quickly and safely by staff, proceed to do so. However, if there is any doubt about whether the fire can be controlled, immediately call 911.

Clear the building by:

- Calmly announce to patrons that they must evacuate the building and instruct them to walk to a safe distance away.
- Walk through the library and check the bathrooms to be sure everyone has exited the building. If a second employee is present, have that person clear the Community Room and report back to you.

The time to think about fires is before they happen. Familiarize yourself with the type, location, and application of the fire extinguisher(s) in the building. Orient all staff and volunteers to this information.

### Health emergencies including infectious disease

Staff members should exercise caution when administering first aid of even a minor nature because of the safety of the injured individual and the potential liability of the staff member. Without specialized training it is not advisable for staff to undertake more than keeping the sick or injured patron comfortable and protected from needless disturbance until medical help can be obtained. Since each case is unique, staff members should use their own judgment to do what is prudent and reasonable.

The Rescue Squad/Police (911 if available) should be called immediately in the event of any serious problem. No medication, including aspirin, should ever be dispensed to the public.

Outbreak/Pandemic and infectious disease: It is the policy of the Hepburn Library of Norfolk to protect our patrons and staff in a community emergency. Infectious diseases, for purposes of this policy, are serious diseases that are capable of being transmitted to other individuals through the air or by direct physical contact between individuals or contaminants.

The Hepburn Library of Norfolk will close due to pandemic or other local emergency in the event of an order or recommendation for closure issued by government officials on the local, county, state or federal level. At the discretion of the Library Director or the Library Board President, the Hepburn Library of Norfolk may close, reduce operating hours, or limit services temporarily in the event that there is not sufficient staff to maintain normal service levels. In addition, appropriate or recommended mitigation methods will be employed by the

library in the case of a pandemic or emergency. Notifications of reduced services or closure will be posted to the libraries website, to local news agencies and to library social media.

The library will not discriminate against any customer or employee based on the individual having an infectious disease. Customers and employees shall not be denied access to the library solely on the grounds that they have an infectious disease. The library will comply with all applicable statutes and regulations that protect the privacy of persons who have an infectious disease. Every effort will be made to ensure procedurally sufficient safeguards to maintain the personal confidence about persons who have infectious diseases

#### Flooding and water leaks

If an area is found to be flooded, clear the area and secure it from entry to prevent the possibility of electric shock. Notify the Director and the Custodian. If it is a large leak, it may be necessary to notify the town. Small leaks are also to be reported. Immediate action may be taken to protect library material if the threat of electric shock is not present.

#### Bomb threats

Keep the caller on the line as long as possible. Ask the caller to repeat the message and try to write down every word spoken by the person. If the caller does not indicate the location of the bomb or the time of possible detonation, ASK FOR THIS INFORMATION. Record the phone number from the caller ID. Pay particular attention to peculiar background noises such as motors running, background music and any other sounds, which may indicate where the location from which the call is originating. Listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments. Immediately after the caller hangs up, call the police, clear the building. The police will handle the actual bomb search.

#### Suspicious Package

A suspicious package may have no return address, excessive postage, stains, strange odor, strange sounds, unexpected delivery, be poorly handwritten, contain misspelled words, incorrect titles, foreign postage, or restrictive notes; and may be left unattended in a restroom, under a desk, in a corner or on a shelf. Do not touch or move a suspicious package. Notify the Director and if the Director is unavailable, notify the police

#### Dangerous Person(s) in the Building

If there is a dangerous person(s) in the building, discreetly notify staff to secure patrons as quickly and quietly as possible to a safe location that can be locked. Employees should ask/signal patrons to cease talking and sit quietly in their space until library staff, police or other official unlocks the door to release them. Meanwhile, any employee who has phone access should immediately call 911.

#### Electric Shock

Do not approach the victim if the hazard of shock is still present. Secure the area. Attempt to remove the source of the shock if possible with insulated material (dry, wooden broom handle, etc.) or open the electrical circuit at the main breaker. Summon medical assistance via 911. Notify the Director.

#### Toxic Fumes (Real or suspect) including Gas leaks

Evacuate the area and summon the fire department. Remove any affected person to a ventilated area and summon medical assistance. Notify the Director.

#### Drug and psychiatric emergencies

Don't argue with anyone who appears to be experiencing a drug or psychiatric crisis. Be alert to the possibility of violence. One staff member should engage the person in conversation and patiently listen while another calls the police and the Director. A lone staff member should call the police and the Director and attempt to continue talking with the person until help arrives. Notify the Director.

### Power Outage

In the event of a power outage at the Library, staff, headed by the Director, is to observe the following procedure: during daylight hours, library staff should plan to remain open for one hour in the eventuality that power is restored within that timeframe, and full service may be resumed. The Director will call National Grid at 1-800-465-1212 using a cell phone to advise them of the outage and to determine if power will be restored shortly (or if possible, look at National Grid's online outage map). During nighttime hours or overcast winter hours, when staff and the public are solely dependent on battery-powered emergency lights, staff are to begin the closing and lock-up procedures immediately and usher all patrons and meeting attendees from the building.

### Snowstorms

The Library will follow the recommendation and actions of the city (or village and take into consideration school closings) between 8:30 a.m. and 5:00 p.m., Monday through Friday. Closing during other days and hours will be at the discretion of the Library Director.

\*\* Any emergency closures will be indicated on the Hepburn Library of Norfolk website whenever possible, as well as social media and in any available local news sources. \*\*

### General Issues and preparedness

Every library staff member is responsible for observing the surroundings and reporting problems with the building to the Library's Director and/or Board of Trustees. Particular attention should be paid to leaks, obstructions, unstable shelving, broken equipment and other potential safety hazards. Employees should:

1. Have a flashlight available and check flashlight batteries bi-annually.
2. Be aware of the posted Building Emergency Plans location.
3. Be aware of the fire extinguishers locations.
4. Emergency evacuation procedures.

### **MAKE THE FOLLOWING PHONE CALLS in the order shown:**

Type of Emergency:	Who to call
Fire	Fire Department-911
Injuries	EMT/EMS-911
Water	Town: 315-384-4911
Electrical	National Grid: To report a gas emergency, call 1-800-892-2345 or 911. To report an outage, call 1-800-867-5222.
Police	315-384-4200
ALL EMERGENCIES	Board President/Library Director