

Policy: 428
Subject: Emergencies
Reviewed: 11/10/2011, 02/09/2012
Approved: 03/08/1993
Revised: 03/27/2012

- 1) Fire
 - a) Do not panic.
 - b) Call 911.
 - c) Calmly ask patrons to evacuate the building.
 - d) Refer to the Evacuation of Building plan attached.
 - e) Familiarize self with placement of fire extinguishers.
- 2) Health or First Aid Emergencies
 - a) Staff members should exercise caution because of the potential danger of a lawsuit.
 - b) No medication (even an aspirin) should ever be dispensed to the public.
 - c) Do not provide first aid with the exception of utilizing the AED, if necessary.
 - d) In the event of a serious problem, staff will call 911.
 - e) Ill or injured patrons should be made comfortable and protected from needless disturbance.
 - f) In the case of a staff member, make the Medical Alert form available to the first responders.
 - g) An Incident Report Form must be completed and forwarded to the Director.
- 3) Disruptive Behavior (Refer to Policy 403.1)
 - a) If a patron engaging in disruptive behavior does not cooperate with staff and agree to cease behavior or leave the library, this is an emergency situation and 911 will be called.
 - b) If any patron engages in an act of violence, 911 will be called.
 - c) An Incident Report Form must be completed and forwarded to the Director.
- 4) Suspicious Packages
 - a) Avoid contact with item. Keep library staff and patrons away from the package.
 - b) Call 911.
 - c) Inform the Director, a Department Head, or the Person in Charge.
 - d) Write down any details you can remember about finding the suspicious item.
 - e) Discuss the threat only with appropriate library or emergency personnel.
 - f) List all persons who have come in contact with the item.
 - g) In the event that you suspect that the item is a biohazard, people who have come in contact with the item should wash affected areas immediately.
 - h) An Incident Report must be completed and forwarded to the Director.
 - i) Evacuate the building if directed to do so by Emergency personnel.
- 5) Bomb Threats
 - a) 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.
 - b) If the caller does not indicate the location of the bomb or time of possible detonation, **ask for this information.**

- c) Pay particular attention to peculiar background noises such as motors running, background music and any other noises which may indicate where the call is originating from.
 - d) Listen closely to the voice (e.g. male or female), voice quality (e.g. calm or excited), accents and speech impediments.
 - e) Immediately after the caller hangs up, call 911. The police will want to talk to the person who received the call. Notify the Director, a Department Head, or the Person in Charge.
 - f) Calmly ask patrons to evacuate the Library.
 - g) The police will handle the actual bomb search unless they specifically request library personnel to identify any unusual objects.
 - h) An Incident Report Form must be completed and forwarded to the Director.
- 6) Tornadoes
- a) At issuance of Tornado Warning, staff will notify patrons that they must take shelter.
 - b) Staff will guide people to restrooms, all storage areas and the kitchenette area of the Community Room.
 - c) Library patrons in the building will be allowed to remain until the all clear is sounded.
 - d) Unattended minors will be asked to stay in the building until a patron or legal guardian picks them up or until the all clear is sounded.
 - e) Place sign in Library door (e.g. "Tornado Warning now in effect. Library will reopen when Warning is lifted").
- 7) Power Outage
- a) When the power goes out, all lights except emergency lights will not operate. The paging system, the automatic doors, automatic bathroom fixtures and computers are inoperable.
 - b) Attempts should be made to contact the Director, a Department Head, or Person in Charge. DTE Energy should also be informed of the situation by calling 1-800-477-4747.
 - c) The decision to close the building will be made by the Director. In cases where the Director is unreachable, the staff member in charge must consult with a member of the Board of Trustees prior to closing the facility.
 - d) If the decision is made to close, staff members should inform patrons that the library is closing. Patrons should be escorted from the building via the front doors, which can be opened by pushing the red emergency bar. Staff should check all areas of the building to verify that all patrons have left.
 - e) Lock the front doors when the library has been evacuated.
 - f) Place the appropriate signage on the front door and place the phone system in Emergency mode.
- 8) Loss of Water
- a) The water supply is an essential component to running the building. If fresh water is not available for an extended period of time, the building cannot operate.
 - b) The Director, Department Head, or Person in Charge should be alerted.

- c) The decision to close the building will be made by the Director. In case the Director is unreachable, the Person in Charge must consult with a member of the Board of Trustees prior to closing the facility.
 - d) If the decision is made to close, staff members should inform patrons that the library is closing. Patrons should be escorted out of the building via the front doors.
 - e) Lock the front doors when the library has been evacuated.
 - f) Place the appropriate signage on the front door and place the phone system in Emergency mode.
- 9) Flooding/Water Damage
- a) If flooding or water damage occurs, the Director, Assistant Director or a Department Head or staff member in charge should be alerted.
 - b) If possible, library materials should be removed from the area and wastebaskets placed under any leaks. Do not touch or attempt to unplug any computers or other electrical equipment in the area.
 - c) Keep staff and patrons away from the affected area.
 - d) The decision to close the building will be made by the Director. In case the Director is unreachable, the staff member in charge must consult with a member of the Board of Trustees prior to closing the facility.
 - e) If the decision is made to close, staff members should inform patrons that the library is closing. Patrons should be escorted out of the building via the front doors.
 - f) Lock the front doors when the library has been evacuated.
 - g) Place the appropriate signage on the front door and place the phone system in Emergency mode.
10. Lost or Missing Children
- a) If a Parent/Guardian approaches a staff member and reports a child missing, a detailed description of the child is needed:
 - 1) Ask for name, age, hair color, eye color
 - 2) Approximate weight and height
 - 3) What the child is wearing, like the color and type of clothing
 - 4) Shoe color and style is very important to note
 - a) Ask the Circulation Staff to use the phone paging system to announce "Code Adam" with a description of the child.
 - b) A staff member needs to remain at the library entrance/exit door to monitor everyone who leaves the library.
 - c) All available staff members need to assist with a search of all areas of the library, restrooms and staff workrooms.
 - d) If the child is not found within 10 minutes, call the police.
 - e) If the child is found and appears to have been lost and unharmed, reunite the child with the parent or guardian.
 - f) If the child is found accompanied by someone other than the parent or guardian:
 - 1) Use reasonable efforts to delay the departure of the adult accompanying the child, but do not put yourself or the people around you at risk.
 - 2) Call the police and describe the person accompanying the child.

- g) Conclude the incident by announcing "Code Adam Cancelled" on the paging system.
- h) An Incident Report form must be completed and forwarded to the Director.