

# Disaster Plan

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Should an emergency arise, the following policies and procedures shall be followed to handle the situation at hand. The overriding concern shall be the safety of as many individuals as possible. Order is needed throughout any such event.

Staff members shall be familiar with the layout of the building, evacuation procedures and any potentially hazardous materials. They should know the location of fire extinguishers, first aid kits, and emergency numbers. Security checks should be done at closing to ensure all exits and windows are locked, all equipment is turned off, and all patrons have exited the building.

Staff members are required to complete an Incident Report following any disasters or occasions where first aid is administered.

## Evacuation

### During an Evacuation:

1. Patrons and staff should evacuate the library using the fastest route possible. Follow the signs and maps that lead to the nearest exit.
2. Staff should make an announcement to evacuate the library as soon as the need arises. Staff members will approach patrons calmly and direct them to the nearest exit.
3. Staff will sweep the children's area, adult area, and bathrooms on their way out the door.
4. All staff and patrons will meet in the vacant lot across the street from the library and make sure everyone is accounted for while waiting for emergency personnel to arrive.

# Maroa Public Library District

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## Tornado

Maroa, IL is located in one of the nation's most tornado-prone regions. During April, May, and June, we must be very aware of weather conditions as these are the months most likely to produce a tornado. Tornadoes are characterized by funnel-shaped clouds, excessive wind, hail, and severe thunderstorm conditions.

### During a TORNADO WATCH:

1. Listen to WSOY 1340 AM radio station for weather advisories
2. Prepare to move to safety

### During a TORNADO WARNING:

1. Staff shall direct patrons to seek shelter in the men's restroom, which is located near the center of the library and away from bookshelves and windows.
2. Staff and patrons shall seek shelter away from exterior walls and windows because of the danger of falling walls and shattering glass.
3. Lie low with hands covering the back of your head to reduce neck injury.

This passage will be shown to those who are hearing impaired:

**"A Tornado Warning is in effect. Please proceed to the Men's Restroom for shelter. Lie low and cover your hands covering the back of your neck until the warning has expired."**

## Fire

In the event of a fire, staff should remain calm. All staff should be familiar with fire extinguisher operating procedures in advance. The fire extinguisher is located on the south wall next to the main interior exit doors.

### During a Fire:

1. Call 911
2. Alert patrons and assist them in exiting the building
3. If reasonable, a staff member will use fire extinguisher to contain the fire

While outside, keep all patrons and staff at a safe distance until emergency personnel arrive.

This passage will be shown to those who are hearing impaired:

**" We have a FIRE, we need you to follow everyone outside and meet in the vacant lot across the street."**

# Earthquake

Earthquakes often strike without any warning signs. The first indication we may have of a strong earthquake is a violent jolt accompanied by a low rumbling noise that sounds like thunder.

Staff should be aware of the following situations and take measures to avoid the danger caused by them:

- Freestanding cabinets, bookshelves, desks, etc... may fall over
- Wall mounted objects may shake loose
- Ceiling fixtures may fall
- Doors may jam shut
- Windows may break, sending flying glass into the room
- Intense noise level may cause distress to patrons, especially children

In the event of an earthquake, the director will announce and show this passage to those who are hearing impaired:

**"We are experiencing an earthquake. Please drop to the floor and cover your head. Face away from the windows. Stay in this position until the shaking stops."**

## **During an Earthquake:**

1. Crawl beneath a sturdy table.
2. Place head between knees and cover with arms.
3. Wait until staff or emergency personnel has checked the area for safe exit.

## **Preceding an Earthquake:**

1. Evacuation will be accomplished as soon as possible. Everyone should proceed with caution in the event of extensive or dangerous structural damage.
2. General first aid will be provided.
3. Small fires shall be extinguished with the fire extinguisher.
4. Gas, water, and electrical hook ups should be turned off when convenient and safe to do so.
5. Account for staff and patrons.
6. Be prepared for aftershocks by following the procedure stated above.
7. Listen to WSOY 1340 AM to monitor important safety alerts.

## First Aid

**If someone has been seriously injured, please call 911.**

1. Inform the dispatcher of your location
2. Report the problem
3. Send someone out to meet emergency personnel and direct them to the location of the victim
4. Check the victim for any "Medical Alert" identification, such as: a wristband, necklace, or wallet card.

Point this out to emergency personnel.

Two first aid kits are available in the library. One for minor injuries and one for major blood/fluid spills.

**In case of emergency:**

1. Call for help
2. Give the victim the first aid kit to administer self-care first aid

First aid kit is located at the circulation desk and contains basic first aid materials including but not limited to:

- Band-Aids
- Alcohol prep pads
- Cold compress
- Gloves
- Gauze pads
- Basic ointments and medications

If any additional bodily fluids are left to be cleaned up, staff should use the Bloodborne Pathogens approved kit located in the back storage room.

## 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.
- Follow the instructions on the Bomb Threat Call Procedures on the next page.

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

- Evacuate immediately.
- Call the police or have someone call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail.

# BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

## If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

## If a bomb threat is received by handwritten note:

- Call \_\_\_\_\_
- Handle note as minimally as possible.

## If a bomb threat is received by email:

- Call \_\_\_\_\_
- Do not delete the message.

## Signs of a suspicious package:

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

## DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

## WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police  
1-877-4-FPS-411 (1-877-437-7411)
- 911

# BOMB THREAT CHECKLIST

Date:  Time:

Time Caller Hung Up:  Phone Number Where Call Received:

## Ask Caller:

- Where is the bomb located?  
(Building, Floor, Room, etc.) \_\_\_\_\_
- When will it go off? \_\_\_\_\_
- What does it look like? \_\_\_\_\_
- What kind of bomb is it? \_\_\_\_\_
- What will make it explode? \_\_\_\_\_
- Did you place the bomb? Yes No \_\_\_\_\_
- Why? \_\_\_\_\_
- What is your name? \_\_\_\_\_

## Exact Words of Threat:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Information About Caller:

- Where is the caller located? (Background and level of noise) \_\_\_\_\_
- Estimated age: \_\_\_\_\_
- Is voice familiar? If so, who does it sound like? \_\_\_\_\_
- Other points: \_\_\_\_\_

### Caller's Voice

- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Female
- Laughter
- Lisp
- Loud
- Male
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

### Background Sounds:

- Animal Noises
- House Noises
- Kitchen Noises
- Street Noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long distance

### Threat Language:

- Incoherent
- Message read
- Taped
- Irrational
- Profane
- Well-spoken

### Other Information:

\_\_\_\_\_

\_\_\_\_\_



Homeland Security

## 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
- 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.

## Unruly Patrons

Unruly patrons can be not only bad for the library, but they can also pose a danger to staff and other patrons. The following provides guidance for unruly patrons.

### Important:

Under no circumstances should library staff engage patrons in a shouting match or become involved in a physical altercation. Defuse or walk away from a potentially violent situation and call the police.

Throughout the event, don't lose your cool; remain calm and keep your composure. Don't argue. Speak slowly and quietly no matter how loud or confrontational the patron becomes.

Don't take anything an angry patron says personally! It's never about you. Stay calm.

### What to do

1. Inform another employee of the situation
2. Get {security or} the most senior person available to deal with the situation
3. Assess the situation and assess the person's degree of volatility. Call the police if you believe the person will "snap."
4. Try to diffuse the situation; if appropriate, empathize and apologize; ask them what the problem is or what they want
5. Give a polite warning; remind them they are in a Library where peace and quiet are necessary
6. 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.
7. If an unruly patron does not calm down, becomes abusive, or is getting/acting violent:
  - Turn the other cheek and 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. Some people get violent when things aren't going the way they had planned.
  - Say as little as possible to avoid making the person angrier.
  - Do not try to apprehend this person yourself.
  - Call {security and/or} the police (911) then ensure the safety of other patrons and employees.

## Sabotage/Vandalism/Theft

Sabotage is the destruction of Library property (buildings, materials, books) or other treacherous action intended to obstruct, hinder, or defeat normal operations

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

Theft is the intentional and fraudulent taking of library or personal property, without permission or consent.

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

- Report it immediately to the Library Director
- Include as much information as possible
- If the Director is unavailable, consider reporting it to the police.