

## OPERATIONS - EMERGENCY PANDEMIC

### Red Jacket Community Library Emergency & Disaster Plan (REDACTED)

I. **STATEMENT:** The Red Jacket Community Library (RJCL) has adopted this Emergency & Disaster Plan to ensure precautionary, response, and recovery measures to an emergency or disaster threatening to impact or immediately impacting the library's facilities, materials, staff, or community members.

II. **PURPOSE:** The primary goals of RJCL's Emergency & Disaster Plan are to establish:

- The roles and responsibilities during all phases of an emergency or disaster
- Preparedness activities and response measures
- Coordination and decision-making processes

The Emergency & Disaster Plan is designed to preserve the continuity of core library resources and services as best as possible, minimize economic loss, and achieve recovery.

### III. PROCEDURE

#### A. ADMINISTRATION

1. The In-House Emergency Team, led by the Library Director, administers the Emergency & Disaster Plan. This includes activating the plan, establishing an internal communications network, and coordinating all recovery activities. If, for any reason, the Library Director is unable or unavailable to lead the team, administrative authority shall be passed to Board President and Facilities Committee Chair.
  - a. The In-House Emergency Team will include the Library Director, the Board President and Facilities Committee Chair.
  - b. The Board President may choose to appoint another trustee to serve in their stead, if appropriate.

#### B. RISK ASSESSMENT

1. Risk Assessment is the determination of potential events, emergencies, and disasters that could cause service interruptions. The Library Director, Facilities Committee, and In-House Emergency Team will periodically evaluate the library and its facilities to minimize the threat of emergency or disaster and to formulate response plans to emergencies or disasters.
2. Activities include:
  - a. Identify possible hazards
  - b. Analyze strengths, weaknesses, and vulnerabilities of the library's ability to handle emergencies and disasters
  - c. Engage in preventive building maintenance
  - d. Inventory collection, equipment, furniture, electronics, and supplies
  - e. Implement thorough cleaning and disinfecting procedures
  - f. Implement consistent opening and closing procedures

3. Parts of the Risk Assessment activities may include consultation with Manchester-Shortsville Central School District (MSCSD), insurance agent, Pioneer Library System staff, and other local experts and stakeholders.

In partnering with the MSCSD to prevent disasters, MSCSD has taken the roles of:

- a. Making needed repairs to HVAC equipment, wiring, plumbing, gas, generator, roof, windows, awnings and doors
- b. Upgrading carpeting, repairing broken or uneven flooring
- c. Evaluating routine maintenance procedures – improve weak areas
- d. Evaluating building security – improve as needed
- e. Maintaining property insurance for the building. (Contents of library are covered by RJCL insurance)

#### C. STAFF TRAINING FOR DISASTERS OR EMERGENCIES

1. Regular staff training may help reduce the risk of an emergency or disaster. Training prepares staff to safely and appropriately respond to an emergency or disaster to minimize damage or injury should an emergency or disaster occur.
2. This will include, but is not limited to, an annual review of this Emergency & Disaster Plan for all staff.
3. The Library Director or President of the RJCL Board will be offered expanded training during an emergency.

#### D. RESPONSE & RECONSTRUCTION

1. In general, the Library Director and In-House Emergency Team will respond to an emergency or disaster according to the following outline. Some circumstances will require deviation from this sequence in order to best serve the safety and health of the library staff and community.
  - a. Address emergency or imminent danger to the library's facility, materials, staff, or community
  - b. Notify appropriate personnel
  - c. Assess the extent of the damage
2. Document in detail in
  - a. Complete incident report with as much detail as possible. Use the Incident Report Form
  - b. Take inventory of materials, items, supplies, or equipment
  - c. Take pictures of materials, items, equipment, or facilities
  - d. Record the sequence or timeline of events before, during, and after the event
3. Prepare for recovery
  - a. Determine which steps need to be taken
  - b. Delegate to Emergency Response Team, library staff, and/or volunteers
  - c. Determine a command post or temporary work site if library facility is not accessible
  - d. If there is physical damage, decide what can be salvaged and what will be discarded
  - e. Gather supplies and arrange for services

4. Draft a press release or statement to the public
  - a. The Library Director or designee will be the spokesperson for the library
  - b. Keep messaging transparent and consistent
  - c. Communicate across all channels
    - (1) Traditional news press (print and TV)
    - (2) Social media
    - (3) Library website: <https://redjacket.owwl.org/>
    - (4) Library's outgoing phone message
5. Recovery
  - a. Plan for:
    - Limited services or service points
    - Limited hours of operation
    - Virtual programming and services
    - Reduced staff
  - b. Plan for reopening/full resumption of services
  - c. Draft/amend related procedures
  - d. Amend/adopt related policies

#### E. TYPES OF EMERGENCIES & DISASTERS

1. This Emergency & Disaster Plan was made with the health and safety of the Library staff and community as the top priority.
2. If the Library Director is not reachable when an emergency or disaster occurs, the staff should contact the Youth Services Librarian immediately.
3. The Library Director is empowered by the Board of Trustees to address imminent dangers or threats to the library's facility, materials, staff, or community and will convene the In-House Emergency Team as soon as it is safe and reasonable.
4. The assumption should never be made that a situation is a drill or a false alarm.
5. General Guidelines for Building Evacuation
  - a. Call 911
  - b. Communicate to all staff and patrons in a calm, clear manner
  - c. Staff should go to designated assembly area for instructions
  - d. Staff will assist with evacuation of all patrons
  - e. If safe to do so, staff should bring the Disaster Kit and EAD outside during evacuation
6. Non-Emergency Situations (Weather Events; Loss of Utilities, i.e. Power, Water, Heat, Air Conditioning; Pests, Bugs, or Infestation)
  - a. Determine whether to close the library to the public
  - b. If closing, escort patrons out of the building
  - c. Contact the Manchester Shortsville Central School District (MSCSD).
  - d. Post information about the temporary closure on the library's entrance, social media, and the library's website

7. Severe Weather or Flood Emergency

- a. The Library Director will monitor our locations' weather and local media which provides continuing coverage via broadcast or the internet.
- b. The Library Director or President of the Board may choose to close and evacuate the library if a warning has been issued.
  - It may be in the best interest of staff and patrons to close the library in the event of severe weather. The Library Director and President of the Board will alert employees, other interested parties and media of closing or delayed openings via Pioneer Library System (PLS) or by phone.
  - Once the closure notification has been sent, the Director or highest-ranking staff member is responsible for putting the information online. Refer to Policy: 400-1 HOURS AND CLOSING

8. Tornado Warning with damaging winds

- a. RJCL is not a designated tornado shelter.
- b. The Library Director or designee will verify that a tornado warning is in effect for (our portion) of Ontario County
- c. The Library Director and staff will be responsible for evacuating and assisting patrons.
- d. If there is enough time, evacuate and allow patrons and staff to go home. Otherwise, aim to have everyone take cover in restrooms or small offices without windows.
- e. The Library Director or designee may choose to close the library if given enough warning of an approaching storm so that staff and patrons may seek shelter elsewhere. Refer to policy 400-1 HOURS AND CLOSING if closing the library.

9. Power Outage during a blackout:

- a. Remain calm and get flashlights
- b. If you are in an unlighted area, proceed cautiously to an area that has emergency lights
- c. Staff should immediately assist persons as needed, especially patrons who require assistance or who may be unfamiliar with the space
- d. Check the restrooms and all other rooms in the library
- e. Await further instructions

10. Missing Child or Abducted Child:

- a. Staff should announce "Missing Child" immediately upon urgent notification by the parent or caregiver that a child is missing
- b. Calm the parent or caregiver as much as possible, letting them know that we are doing everything possible to find and protect the child
- c. Call the Library Director or President of the Board's phone
- d. The Library Director or designee should speak with the parent or caregiver, getting as detailed a description of the child as possible. The Library Director or President of the Board should call 911, report the incident and give the description of the child.
- e. Upon hearing "Missing Child" the staff should act immediately and prevent any adult with a child or children, or an unaccompanied child, from leaving the premises while the incident is under investigation or until cleared by the Library Director or President of the Board or police.

- f. RJCL staff members will stand guard at doors (three doors leading out of the library). Staff will guard main entrance from the inside and the parking lot and both school exits from the outside
  - g. RJCL staff members will close and lock all meeting rooms which have windows that open
  - h. Report findings at the Circulation Desk and await instructions
  - i. The Library Director or Senior Staff member verifies that all entrances are monitored, giving the description to those standing guard
  - j. The Library Director or senior staff member onsite relays this and other relevant information to the police as they arrive
  - k. Repeat "Missing Child" every two minutes or send a "Cancel Announcement" message when the child is found or instructed by police to do so
11. Fire Alarm
- a. If there is no prior warning you must assume that the fire alarm is not being tested. Follow procedure for fire.
  - b. Fire Alarm Test: The alarm itself periodically needs to be tested by those in charge of the facilities. An announcement will be made on the public address system prior to the test and a call placed to the Library Director or designee.
  - c. Staff will remain calm and inform all patrons that it is only a test.
  - d. Fire Alarm Drill: Both the behavior of the people in the building and the mechanical aspects of the system are given a trial run to improve and identify problems with the emergency plan. In order to gauge the effectiveness of the plan, fire alarm drills may not necessarily be announced publicly.
12. Emergency Situations (Gas Leak/Suspected Gas Leak, Fire, Water Damage/Flood)
- a. Call 911
  - b. Evacuate the library and assist patrons as needed
  - c. Close the library
  - d. Post information about the temporary closure on social media and the library's website. Refer to policy 400-1 HOURS AND CLOSING
  - e. The building cannot reopen or staff re-enter until instructed to do so by emergency personnel
13. Hazardous Materials/Spill - A hazardous materials incident may be a spill or release of chemicals, radioactive materials or biological materials inside a building or to the environment.
- a. Call 911
  - b. Evacuate the library
  - c. Close the library
  - d. Post information about the temporary closure on social media and the library's website. Refer to policy 400-1 HOURS AND CLOSING
  - e. The building cannot reopen or staff re-enter until instructed to do so by emergency personnel
14. Blood borne Pathogens/Body Fluids
- a. Call MSCSD janitorial at x3900 to assist as needed with cleanup and disposal. Document the request by email or the electronic work order system.

- b. Use a spill kit for larger fluids
- c. Always wear gloves and other personal protective equipment as needed
- d. Use appropriate disinfectants and follow manufacturer instructions
- e. Proper disposal according to manufacturer's instructions

15. Workplace Violence

- a. Always remain calm and use common sense
- b. Remain alert for situations that may become dangerous or life-threatening
- c. Trust your instincts
- d. Do not hesitate to call 911
- e. In general, put as many barriers between you and the danger as possible
- f. Immediately report calls from local police or emergency management personnel to the Library Director or Senior Staff member
- g. The Library Director or Senior Staff member will be responsible for evacuating staff and assisting patrons
- h. Utilize the Harassment Complaint Form if necessary

16. Angry/Disorderly Individual

- a. Use the 'safety in numbers' approach when dealing with angry individuals.
- b. Using non-threatening language, talk calmly to the person, explaining that we cannot help unless they behave rationally and within the guidelines from policy. Follow policy 400-14 LIBRARY SAFETY AND PATRON CONDUCT
- c. Call 911 or the Library Director or President of the Board by phone to alert them of the situation, if necessary

17. If violence occurs in the building or there is an immediate threat of violence

- a. Leave the area immediately if possible. If this is not possible, try to lock yourself in a secure area.
- b. Call 911
- c. Immediately lock doors as possible and appropriate to isolate the disturbance.
- d. Take steps to protect your own safety and the safety of other staff & patrons. Encourage people to leave the area.
- e. Complete an incident report

18. Sudden Illness & Injury

- a. Call 911
- b. Clear the immediate area
- c. Do not move the ill or injured person
- d. Only staff members who have been certified in First Aid, CPR, or similar emergency measures should administer direct aid
- e. Stay with the person until medical help arrives
- f. Complete an incident report

19. Outbreak or Serious Illness - If there is a serious infectious disease outbreak, public health measures may include social/physical distancing measures and quarantining which can impact library hours and services. In addition, the library must plan for staff being unable to report to work. The library will adhere to all local, state, and federal mandates and Executive

Orders when making determinations regarding library operations during an outbreak or serious illness.

- a. Determine whether to close the library to the public
- b. Determine whether staff will continue to report to work or telecommute in accordance with the library's 300-3 Working Remotely Policy and local, state, and federal mandate
- c. Communicate with the local Department of Health
- d. Communicate with MSCSD
- e. Communicate with Pioneer Library System regarding the continuance of system services
- f. Communicate all changes in hours of operation and services to the public
- g. Implement plans for limited and/or online/virtual services
- h. Monitor the situation and adjust plans accordingly
- i. Plan for reopening when permitted under local, state, and federal guidelines

#### 20. Pandemic Outbreak- see Pandemic/Emergency Procedures

- a. In the event of a Pandemic, or other contagious outbreak the library will play a key role in protecting employees' health and safety as well as limiting the negative impact to the community.
- b. Education of the staff in advance of an epidemic will be a priority.
- c. During an outbreak, the library will align with recommendations from The World Health Organization, The United States Federal Government, The Centers for Disease Control, The New York State Department of Health, and, ultimately, Ontario County Public Health/Emergency Management.

#### 21. Other Emergencies

- a. Some emergencies or disasters may occur that cannot be planned for
- b. The Library Director will handle such situations in accordance with this Emergency & Disaster Plan and will coordinate response efforts with the In-House Emergency Team in the best interests of the library facility, staff, and community.
- c. An Incident Report Form should be completed following all emergency situations. Incident report form can be found at: <https://redjacket.owwl.org/about-us/policies/>  
The Library Director should update the Emergency Contact Form. Both a digital and a printed copy will be kept in the library and off-site.

#### F. TYPES OF EMERGENCIES & DISASTERS - INTERNAL POLICIES & PROCEDURES

**SECTION REDACTED** - This section provides details of intended RJCL response to situations resulting from malevolent intent. This section should be treated as confidential information and not be accessible to the public. If a FOIL request is made, individual names and telephone numbers should be redacted.

#### G. IN-HOUSE EMERGENCY TEAM

**SECTION REDACTED** - This section should be treated as confidential information and not be accessible to the public. If a FOIL request is made, individual names and telephone numbers should be redacted.

H. EMERGENCY SERVICES & UTILITIES:

Fire Department	Shortsville Citizen's Hose Manchester Fire Department	911/585-289-4485 911/585-289-4030
Police Department	Ontario County Sheriff	911/585-394-4560
Ambulance	Finger Lakes ambulance	911/315-462-5701
Department of Health	Ontario County Public Health	585-396-4343 M-F 8:30am-5pm After hours call Dispatch 585-394-4560
Department of Public Works	MSCSD	585-289-2150
Janitorial/Cleaning Service	MSCSD	585-289-2150
Plumber	MSCSD	585-289-2150
Gas Company	NYSEG 800-572-1121 Also notify MSCSD	585-289-2150
Electric Company	RG&E 800-743-1701 Also notify MSCSD	585-289-2150
Water Utility	MSCSD	585-289-2150
Electrician/Locksmith	MSCSD	585-289-2150
Carpenter	MSCSD	585-289-2150
Exterminator/Pest Control	MSCSD	585-289-2150
Phone Company	MSCSD	585-289-2150
Internet Provider	Spectrum (through Pioneer Library System)	833-267-6094
Municipal/School District Contact	MSCSD	585-289-2150
Legal Advisor	Ellen Bach (Library Advice) Whiteman, Osterman & Hanna, LLP	518-487-7736
RJCL Insurance Company: Building, Liability, D&O, Worker's Comp, Disability, etc.	Anderson-Van Horne Agent: Frank Stowell	315-462-7474
EAP	ESI Total Care EAP through Pioneer Library System	<a href="https://www.theeap.com/totalcare-eap">https://www.theeap.com/totalcare-eap</a>
Pioneer Library System	Including PLS Tech Support	585-394-8260 After Hours Tech support: <a href="mailto:evergreen@pls-net.org">evergreen@pls-net.org</a>

I. FACILITIES & EQUIPMENT RESPONSIBILITIES:

Main water shut-off valve	MSCSD
Main electrical cut-off switch	MSCSD
Main gas shut-off	MSCSD
Fire extinguishers	MSCSD
Fire alarm pull boxes	MSCSD and Library
Smoke/heat detectors	MSCSD and Library
Sprinklers	MSCSD and Library
Video Surveillance cameras	MSCSD
Dehumidifier	MSCSD
Industrial Fan	MSCSD
Portable Generator	MSCSD
Wet Vac	MSCSD
Sump Pump	MSCSD
Key box	Library

J. Disaster kit(s) are in place for staff.

1. An RJCL Disaster Kit is located at the circulation desk..
2. The Kit contains: An unredacted copy of this RJCL Disaster Plan with list of contact numbers and names of RJCL employees who need to be informed of any library disaster, First Aid supplies, fire extinguisher(s) and flashlight(s).
3. Kits are inspected and evaluated annually in January by the Library Director via visual inspection.

K. First Aid Kits are located in the library and contents are:

1. Sterile gloves
2. Sterile dressings
3. Antibiotic towelettes
4. Antibiotic ointment
5. Burn ointment
6. Adhesive bandages
7. Eye-wash solution
8. Thermometer
9. Tweezers
10. Ice Pack
11. Mylar blanket

L. BACK-UP DOCUMENTS (On Google Drive) and online

1. Policies and Procedures
2. A copy of this Emergency & Disaster Plan
3. Contact list for all library staff, volunteers, and Trustees with Emergency Contacts for each
4. A copy of the library's Charter
5. A copy of the library's Bylaws
6. A copy of the library's insurance policy
7. A copy of all vendor contacts

M. ONGOING USE EVALUATION

1. The Emergency & Disaster Plan will be evaluated yearly and updated as needed.
2. Questions or concerns regarding RJCL's Emergency & Disaster Plans should be directed to the Library Director.

Revision History	
11/2021	Annual review and approval with minor edits