

APALACHIN LIBRARY ASSOCIATION DISASTER/EMERGENCY PLAN

1. Purpose: This policy is to protect the staff, patrons, and property of the Apalachin Library. The intent is to ensure that emergency, security, or medical-related incidents within the library are dealt with in a safe and effective manner and that they are reported to the appropriate personnel within the library and to the proper authorities.

It will be the responsibility of the Library Director and the Board of Trustees to ensure compliance to this policy. The Library Director and the Board of Trustees will update the policy and procedures as the need arises with the approval of the Board of Trustees.

A printed copy of the plan will be available at the circulation desk for all staff to reference. A copy is posted to the library website.

2. The scope of this policy covers:

External Emergencies

- Hurricane/ Tornado
- Flooding
- Water Leaks
- Sewer System Backup
- Extended Power Outage
- Public Health Emergencies- Spread of disease
- Gas Leaks
- Hazardous Material Spills

Internal Emergencies

- Fire
- Suspicious Package
- Theft, Robbery, Vandalism
- Missing Child or Older Adult
- Agitated Patrons/ Inappropriate Behavior
- Active Shooter
- Bomb Threat
- Injured or Ill Patron or Staff Member
- Poisoning
- Electric Shock
- Toxic Fumes
- Drug or Psychiatric Emergencies, Homeless Issues
- Pest Infestations
- Mold Infestations
- Biohazards

Emergency Contact Protocols

Accident/Incident Report

3. General Guidelines for Action:

In an emergency, it is the first responsibility of the library staff present to insure the safety of patrons and staff. Remember: People First, Property Second. Each emergency is different, so always use common sense and the guidelines in this policy when deciding your course of action. Here are some basic tips:

- a. KEEP CALM
- b. Quickly gather as much information as possible.
- c. Evacuate the area if danger is imminent and secure the area from all but trained emergency personnel.
- d. Summon the appropriate emergency agency (police, fire, or ambulance) by calling 911 and be ready to direct

them when they arrive.

e. Contact the Library Director

f. After the incident, file any reports as required by the situation. These may include incident, Accident reports, damage evaluations forms, and/or police reports. Keep accurate notes for the Library Board and Director. This will be valuable for any further action.

g. If the Library Director is not in the building, the person working at the time is designated to handle the situation.

h. A central meeting place for emergencies will be the pavilion. If the building has to be evacuated and people need to wait for emergency instructions, direct them to the pavilion.

4. Basic Procedures for the External Emergencies Listed above

HURRICANES/TORNADOS

If authorities instruct the public to shelter in place:

- Remain indoors and advise patrons to do likewise.
- Close external doors, close and lock windows.
- Assemble all patrons and staff in an area with the fewest windows and doors: bathrooms, patron computer areas, young adult area, etc. Make sure no one is in the Book Barn.
- Monitor the situation with a cell phone.
- Locate battery-operated flashlights in a drawer behind the circulation desk.
- Remain inside until authorities have declared the danger over.

FLOODING IN THE BUILDING

- Evacuate patrons from the affected area and block entrance to the area.
- When entering the affected area, be aware of the possibility of electric shock if water has encountered electric items or electrical outlets. To turn off the electric, turn off main switch in the breaker box in the basement.
- Call the Fire Department if necessary at 911.
- Call NYSEG at 1-800-572-1111.
- If safe to do so, take action to contain water in the smallest area possible.
- If safe to do so, move library collections and other materials that are at risk.
- Open as many windows and doors as possible to increase air circulation and prevent mold growth.
- After the Fire Department has deemed it safe, the Library Director should call Serve Pro to assess damage and decontaminate affected area.
- Have carpeting professionally cleaned as necessary. Use fans to speed the drying process.
- The Library does not have a sump pump.

WATER LEAKS:

- always notify the Library Director who will consult with the maintenance person.
- Broken pipes: locate the pipe that is leaking. Turn off the source of the water if possible.
- Air conditioner leaks: turn off the unit.
- Roof Leak: check ceilings and identify the source of the leak if possible.
- Toilet/ Sinks: turn off water valves. Put an "Out of Order" sign on the bathroom door.

The maintenance person will access what has happened, make repairs, or call professionals.

SEWER SYSTEM BACKUP

- Our sewer system was rerun and newly installed in February 2020.
- If bathroom toilets back up, notify the Library Director who will call the maintenance person to assist.
- Until the overflow can be dealt with, turn off the water supply valve. Put an "out of order" sign on the door. Thoroughly document the situation for the Library Director and Board.
- Wear waterproof gloves and wash your hand thoroughly during this process.
- Open doors and windows to increase air circulation and help with drying.

- When the emergency is over, have the bathroom thoroughly cleaned. The bathroom should stay out of use until this happens.

POWER OUTAGE

- Battery Operated flashlights are available behind the circulation desk in the labeled drawer.
- Verify that no one in the building is in distress.
- Report the outage to NYSEG 1-800- 572-1111.
- Report the outage to the Library Director who will determine if the library should close.
- If the library is closing:
 - + Clearly announce to patrons that the library is closing due to the power outage.
 - + Allow exiting patrons to check out materials by writing down the patron's name and barcodes of what the person is taking.
 - + Before staff leaves, they should check bathrooms, the upstairs rooms and the Book Barn to insure that there is no one left on the premises.
 - + Follow the usual closing procedures as best you can.
 - + The Library Director should update the website and Facebook to let people know that the library is closed.
 - + The Library Director will contact the building Maintenance Person for assistance.
 - + The Library Director will notify the Board of Trustees.

PUBLIC HEALTH EMERGENCY- Spread of Disease

- During any kind of severe outbreak, the Library Director and the Board of Trustees will make decisions about reduction of hours of operations, reduction of services, or closures. In case of closure the Library Director and Board will make decisions about having staff work from home. The Director will communicate with the staff via email, text and phone.
- For any kind of pandemic situation, the Board of Trustees and the Library Director will follow guidance provided by the Finger Lakes Library System, Local government, and State government.
- The following guidelines are general guidance for a widespread flu outbreak.
 - + Post health department posters and flyers in the building.
 - + Post a notice regarding use of disinfectant wipes by patrons and staff.
 - + If any staff have flu-like symptoms, they should stay home until 24 hours after fever is gone.
 - + Encourage patrons not to come to the library with flu symptoms.
 - + Wash hands and clean surfaces in the library often.
 - + Increase professional cleaning as warranted.
- See Appendix 1- Pandemic Policy 2020

GAS LEAKS: The Apalachin Library uses propane. If we have a furnace malfunction or a propane line break, shut off the valve on the outside tank.

- Do not use cell phones or other phones inside the building. Call 911 from outside the building.
- Do not turn electrical switches on or off.
- Evacuate the building.
- Evaluate evacuees for lightheadedness or nausea. Get medical help as needed.

HAZARDOUS MATERIAL SPILLS

In the event of an exterior hazardous materials spill near the library, follow all instructions by emergency responders. In general:

- + all doors and windows should remain closed.
- + heating and air conditioning units should be shut off.
- + Staff and patrons should stay in the library until authorities declare all clear.

FIRE

- to report a fire, call 911.
- begin the evacuation process.
- a fire extinguisher is located near the circulation desk. If you have to use the fire extinguisher, remember PASS: Pull the pin on the extinguisher handle.
 - Aim low at the base of the fire
 - Squeeze the handle
 - Spray from side to side
- if there is smoke, crawl or stay as low to the floor as possible. Use a wet cloth to cover nose and mouth.
- always check doors for heat before opening.
- if your clothes catch fire, stop-drop-and roll to put out the fire.

SUSPICIOUS PACKAGE: a package that may have no return address, stains, a strange odor, or strange sounds. If you come upon one, do not touch or move the package. Notify the Library Director who will call 911. Follow evacuation procedures if you think that is safe. Wash your hand if you touched the package.

THEFT, ROBBERY, BREAK INS, VANDALISM

- + Report any suspicious acts to the police (call 911) and the Library Director as soon as possible.
- + Theft is the stealing of items.
- +Robbery is stealing of items using force or intimidation. In case of robbery, cooperate with the robber; your focus should be on the safety of yourself and others. Call 911 as soon as it is safe to do so.
- + Vandalism includes intentionally damaging or defacing the library building, furniture, equipment, or collection materials. Do not confront a vandal. Keep the vandal in sight. call 911 as soon as possible.
- + In cases of minor damage to library property, the Library Director will decide the next step.
- + If a patron reports the theft of personal items and wishes to call the police, cooperate. Ask the victim and any witnesses to wait until the police arrive or leave contact information.

MISSING CHILD OR ADULT: If a child or adult, who is under someone else's care, cannot be located by the guardian/caregiver, staff should help to locate the person. If the missing person is not immediately located:

- +Call out in the building for the person.
- +Secure the doors to avoid the person from leaving the building or being taken from the building.
- + Once all the doors are secured, staff should search the building. If the person is still not found, call 911.

ILLEGAL AND IMPROPRIATE BEHAVIOR

- +If a person is engaging in illegal conduct such as using or dealing drugs, viewing child pornography or threatening or committing violence against staff or patrons, immediately call 911.
- +If a person is engaging in types of disorderly conduct such as creating unreasonable noise, using abusive or obscene language, or disturbing others, follow these steps:
 - Ask the person to stop the behavior in a calm, quiet, respectful way.
 - Listen to the person's point of view and do not argue.
 - Give options: "I have to ask you to either stop doing this or leave the library."
 - If the behavior continues, ask the person to leave the library.
 - If the person does not leave the property, call 911. You can ask another person to call 911 for you if you feel unsafe.
 - Notify the Library Director immediately and document all details for future use.

WEAPONS AND ACTIVE SHOOTER: Weapons of any kind are not allowed in the library. If someone brings a weapon into the library and uses it in a threatening manner:

- Remove yourself from the area where the confrontation is occurring.
- Call 911
- Move staff and patrons away from a confrontation as best you can.
- Keep everyone calm, alert and quiet.

BOMB THREATS: Most bomb threats are received by phone. If someone calls:

- Try to remain calm.
- Do not hang up. Listen carefully and show interest. Call 911 away from the building.

ACCIDENTS/INJURIES/MEDICAL EMERGENCIES: A written report must be made for all accidents, injuries and medical emergencies. Forms for reporting are in the “form drawer” behind the desk. Notify the Library Director as soon as possible.

Accidents:

- +First aid supplies are located in a labeled cupboard across from the circulation desk. Ice is in the freezer in the downstairs freezer or in the freezer in the upstairs kitchen. Single use ice bags are in the first aid cupboard.
- + If blood is involved, be sure to use disposable gloves.
- + Do not give any medication to patrons.

Major injuries/medical emergencies

- + Notify the Library Director.
- + call 911 as soon as possible.
- + If a person is unresponsive AND you are trained in CPR, proceed to administer care. Supplies are located in the labeled cupboard across from the circulation desk. We do not have an AED.
- + Do not attempt to move a person who is injured.
- + Clear the area to provide privacy for the person and space for medical responders.
- + Ask for the person’s name and the names of any witnesses. Gather information.
- + Let the person call their family members.
- + Follow directions of emergency personnel.
- + Document everything.
- + If the person is experiencing an allergic reaction, call 911 immediately. If they have an Epipen or other drug, help them administer.

POISONING: Ingesting, inhaling, or coming into eye or skin contact with chemical substances can result in poisoning. Use these steps:

- + If a person is unconscious, has a seizure or has trouble breathing, call 911.
- + If you are trained, give first aid.
- + Get fresh air into the area.

ELECTRIC SHOCK: Do not touch a person if they are still in contact with electrical current or you may electrocute yourself as well. Breakers for the downstairs of the building are in the basement. Breakers for the upstairs are in the front bathroom. Call 911 for emergency assistance.

TOXIC FUMES: The library has carbon monoxide detectors. If a CO detector goes off, ventilate the area and evacuate the building. Call 911 for anyone exhibiting symptoms.

DRUG OR PSYCHIACTRIC EMERGENCIES: Patrons who are having a drug or psychiatric crisis may be exhibiting emotional disturbance. To handle the situation:

- + Stay calm, speak firmly.
- + Don’t argue with the person.
- + Try to move the person away from others. Call 911 and be alert to possibility of violence.
- + The library does not have Narcan. Call 911.

Occasionally, staff at the library are dealing with community members who are homeless and/or looking for help from what they consider a community resource. This section is to help staff know what to do.

1. If the person is male, they can potentially stay at the Mission in Owego. In order to get in at the Mission, he must first go to the Owego Police Department for a background check. If the person is female, they cannot stay at the Mission.
2. The first call could be to the Owego Police Department (687-2233) to let them know that someone homeless is coming to them. There is not usually an officer in the station and they have to let an officer know. The police department is located at 90 Temple Street.
3. The next call would be to DSS in Owego (687-8403 or 687-8312) any time, any day from 8am-5pm. After 5 pm, call 911 and let them know that it is not an emergency. Dispatchers can help an indigent person get transportation through DSS. They can help with transportation to Owego. They can also sometimes put females up at the Deep Well Motel until they can help them further. (Please do not tell the person that right away)
4. Blankets are on shelving in the maker space room. Blankets may be given to people in need. If you give away a blanket, please let Cathy know so that we can restock.
5. Do not take anyone to Owego in your car. It is not safe. It is sometimes difficult to know if a person is taking drugs or mentally ill from a short conversation.
6. If the person seems disoriented, call 911 for an ambulance.

PEST INFESTATIONS can include rodents, bed bugs, termites, bees, ants, etc. The Apalachin Library has a monthly visit from Burke Pest Control. For issues that come up in between visits, please alert the Library Director who will call.

MOLD OUTBREAK: Active mold and mildew can spread quickly and can damage collection materials or create health concerns. Be alert for visible mold growth or musty odors. If you find mold, never touch it. Alert the Library Director so he/she can get the situation mitigated.

BIOHAZARDS: Biohazards can include bodily fluids and waste (blood, urine, feces, vomit, etc.). and drug paraphernalia. Take precautions as indicated by the situation to avoid direct contact.

General guidelines: Alert the Library Director immediately.

If assisting in first aid involving bodily fluids

- Wear disposable gloves located in the first aid cupboard or in the janitorial closet.
- After assisting, place any paper towels, bandages, etc. in garbage bags. Remove gloves, add to garbage bags and seal bags. Wash hands thoroughly.

Removing of bodily fluids from flooring and other areas:

- Wear disposable gloves
- Find the absorbent called Smelleze in the first aid cupboard. Sprinkle liberally on vomit or other fluid. Follow directions on the package.
- Disinfect the area as best you can such as spraying with Lysol.
- Open windows for ventilation

Needles:

- Do not touch the item.
- Block off the area with hazard tape or other obstructions.

Emergency Contacts:

Electrician: Rogers Electric
Plumbing: AJ Leto 607-321-1741
Library Director: Cathy Sorber, 607-727-2823
Maintenance Person: Dirk Sorber, 607-727-3877
Board President: Sheryl Head 607-972-3557
NYSEG: 1-800-572-1111
Propane: Scott Smith and Sons: 607-687-1803

ServePro: 722-2262
Call 911 for police, fire, or ambulance

Supply List and Locations:

1. Cold Packs are located in the cupboard labeled First Aid.
2. CPR equipment is located in the First Aid cupboard.
3. The Fire Extinguisher is located near the circulation desk. It is attached to the post.
4. Disposable gloves are located in the janitorial cupboard.
5. Batteries are in a drawer behind the desk.
6. Flashlights are in a drawer behind the desk.
7. The propane tank is outside behind and to the right of the book barn. The valve to shut it off is there.
8. The Breakers for the downstairs of the library are in the basement. The key to the basement is hanging behind the circulation desk.
9. The Breakers for the “apartment” are located in the bathroom nearest the front door.
10. Smelleze is in the first aid cupboard.
11. Blankets are upstairs in the Maker Space Room.

The Official site for gathering during an emergency is the pavilion.

The Board of Trustees adopted this policy on
November 17, 2020.

