

# Small Town Library

1 Main Street      Small Town, ME 04000  
207-555-3000

## DISASTER PLAN

### Preparation:

- The Disaster Plan is on clipboard at desk behind computer and also in the Volunteer Notebook.
- The Disaster Plan will be reviewed and updated at least yearly.
- Keep internal fire doors closed. This is the Furnace Room door.
- Maintain fire alarms (3: a hard-wired one on both floors, a battery-operated carbon monoxide/smoke alarm in back area) and fire extinguishers (kitchen and Children's Room near sink). Keep access to exits, fire equipment (kitchen and Children's Room), and electrical panels (behind Librarian's Desk and Children's Room in storage area, behind Easy books near kitchen) accessible.
- Valuable records/materials will be stored in fire/waterproof areas. The Library has a box at the Town Office in a secured room.
- Keep storage cabinets doors/drawers closed when not in use.
- A First Aid Kit and a Biohazard Kit are available in bathroom cabinet over toilet. Biomedical waste is any solid or liquid waste contaminated with blood or other body fluids that may present a threat of infection to humans and should be disposed of in a safe manner. Follow the safety procedures in kit.

### Phone Numbers:

Director:	Barbara Smith	555-0000
President:	Barb Smith	555-0000
Town Office:	Barbi Smythe	555-0000
Police/Sheriff:		555-0000
Fire:		911
Electrical:	Barbara Smythe	555-0000
Heating:	Maritime Energy	555-0000

### Building Evacuation:

The building should be evacuated whenever remaining in the building becomes dangerous or upon the request of government agencies.

The official Evacuation Location of the Library is the **front porch of Small Town Store**. Please notify all patrons when evacuating to the designated location.

- When evacuating persons with disabilities, ask how you can help before giving assistance. Ask how he or she can best be assisted or moved, and whether there are any special considerations or items that need to come with the person.
- Get the attention of a person with a hearing disability by touch and eye contact. Clearly state the problem. Gesture and pointing are helpful, but be prepared to write a brief statement.
- Do not grasp a visually impaired person's arm. Ask if they would like you to hold onto your arm as you exit.
- Check the restroom.
- When the Library is safely evacuated, call the Library Director or Library Board President.

## **Fire Emergency:**

At the first indication of smoke or flame or if the fire alarm should sound (a manual pull box is located to the right of the front door if needed):

- **Call 911**
- Evacuate the Library to the Small Town Store front porch, checking the restroom.
- Close the doors and windows if it can be done safely.
- Wait at the Small Town Store front porch for the Fire Department.
- Do not re-enter the Library until the Fire Department says it is safe to return.
- Call the Library Director or Library Board President.

## **Power Outage:**

Flashlight is located under the printer/fax machine next to the Librarian desk. Turn off all lights etc. that were on when the power went out. Shut down any computers still on and turn off monitors to save battery back-ups. If you are able, make a sign on the door the Library is closed. During daylight hours, you can still sign-out books using the "Sign-Out" sheet beside the computer. Stack book returns on the desk to be checked-in, when able. If you are at the Library when the power is restored, the Internet should become available within a few minutes. If it is not, call the Library Director.

## **Health Emergency:**

Volunteers should exercise caution when administering first aid, even of a minor nature, because of the safety or the injured individual and the potential liability of the volunteer. It is not advisable for volunteers to undertake more than keeping a sick or injured person comfortable until medical help arrives. You can provide band-aids and a cold pack. No medication, including aspirin or Tylenol, should be dispensed to patrons. Use rubber gloves for blood injuries and to clean up any biomedical waste. Follow procedure in kit.

- **Call 911.**
- Call parent/guardian if a minor.
- Call the Library Director or Library Board President.
- Fill out an Incident Report.

## **Snow Emergency:**

- Library is closed when school is called off due to snow.
- Use your own discretion - if a volunteer does not want to drive to the Library during inclement weather, call the Library Director or Library Board President and let them know the Library will be closed.

## **Severe Storms:**

- Close all exterior windows.
- Shut down all computers and turn off monitors.

## **Flooding/Broken Water Pipe/Leaking Roof:**

- Shut off the water valve by flipping the switch. The switch is in the fuse box to the left of the Librarian's desk. It is marked as '**water pump**'.
- Put bucket or trash can under any drips
- Mop up as much standing water, as possible.
- Call the Library Director or Library Board President.

## **Bomb Threat:**

- If by phone, keep the caller on the line as long as possible.

### Questions to Ask:

- When is the bomb going to explode? Did you place the bomb?
- Where is the bomb right now? What does it look like?
- What kind of bomb is it? What will cause it to explode?
- What is your name? What is your address?

### Take notice:

- Caller's voice
- Background sounds
- Language, i.e. well-spoken, incoherent, foul, message read?
- Caller description, i.e. sex, age, race
- Call 911
- Evacuate the building- go to the designated meeting place-**Small Town Store's porch**

## **Biohazard:**

- Leave the suspicious substance where it was found.
- Do not take any action that might spread it to another area.
- Call 911.
- Evacuate the building to the **Small Town Store's porch**.

## In case of accidental swallowing of cleaning supplies -

- **Call Poison Control: (800) 222-1222**
- **MSDS Sheets:** All items the Library uses for cleaning have an MSDS (Material Data Safety Sheet) in a notebook on the Librarian's Desk. It is labeled on the spine of the notebook. Please refer to the item that has been digested.
- Call the Library Director or Library Board President.

## Local/National Emergencies

- Call the Library Director or Library Board President.
- Monitor the news and follow any instructions given.
- Evacuate the building or remain in a safe area of the building.

## Dealing with an Angry Person:

- Avoid becoming angry yourself. It is likely the person isn't angry with you personally. Responding in a loud voice or trading insults can escalate the situation.
- Try to diffuse the situation by saying, "Tell me about what has happened and then I'll see how we can help you." Or "I'm sorry, it looks like you are having a tough time." "What do you see as the solution?" Empathize if possible (it does not mean that you agree).
- Try to get the person to sit down and talk about the problem.
- If the person is crying, give them time to compose themselves.
- If attempts to calm the individual are unsuccessful, if your threshold for abusive behavior is crossed, if threats are made, or if you have any reason to believe your safety and that of others in the Library are in jeopardy, **call 911**. Do what the situation requires to ensure everyone's safety.
- Fill out Incident Report when able; your memory will be best as soon as possible after the incident.
- Call the Library Director or Library Board President.

## Dealing with Substance Abuse:

- Can you get a cognitive response?
- Avoid touching the person as it may cause them to become agitated.
- Can you help them? Can the person who has drunk too much alcohol sit in the Library and sober up without disturbing or endangering others?
- Do you fear for that person's safety (or the safety of others) when s/he walks out of the Library? There are privacy issues but you can call the police as a private citizen. If they get in a car, note the direction travelling, get the color and make of the car, and a license plate number, if possible.
- Methamphetamine abusers often have sores from their elbow to their hands. Confronting someone who is high on Meth can be dangerous, as users can become agitated and psychotic. Stay an arms length or kick length away.
- You cannot reason with a person with acute psychosis (whites show under eyes). Dim the lights, decrease distractions, and get people away. Sit down and try to get person to sit down also.
- Try not to let them see you **call 911**.
- Fill out Incident Report when able.
- Call the Library Director or Library Board President.

# Small Town Library Incident Report

Name of Volunteer: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

Time of Incident: \_\_\_\_\_

Name (s) of Person(s) Involved: \_\_\_\_\_

\_\_\_\_\_

Describe Incident: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Was Director Notified: \_\_\_\_\_

Was President Notified: \_\_\_\_\_

Were Authorities (Police/Sheriff) Notified: \_\_\_\_\_

Library Remain Open: \_\_\_\_\_

Was there Damage to the Library: \_\_\_\_\_

If yes, please explain: \_\_\_\_\_

\_\_\_\_\_

Volunteer Signature: \_\_\_\_\_

Director Signature: \_\_\_\_\_

President Signature: \_\_\_\_\_