



# Newark Public Library

## Disaster Recovery Manual

Approved by the Board of Trustees **August 13, 2015**

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## INTRODUCTION

### **Purpose of the Disaster Recovery Manual:**

This Disaster Recovery Manual should serve as a guideline for all staff to follow in the event of an emergency. The manual serves to ensure that consistent procedures are followed to best provide safety and security for all Library patrons and staff. The manual cannot cover all situations and circumstances but should be used as a guide whenever possible.

### **What is Included in the Disaster Recovery Manual:**

The Disaster Recovery Manual includes a listing of the contact information for all members of the Newark Public Library Disaster Recovery Team as well as the contact information for Emergency Services and other facilities and safety-related Library partners.

The manual includes General Evacuation Procedures for the Library as well as procedures for specific emergencies including, but not limited to, Water and Fire Emergencies, Power Outages, and Suspicious Items or Patrons. The manual also includes Floor Plans for the building, relevant Staff Forms, and an Inventory of all Disaster Supplies.

### **Updating the Manual:**

Updates to the Disaster Recovery Manual must be approved by the Disaster Recovery Team or by the Library Director. Updates can be made to the manual at any time as long as they have been approved. All information and procedures outlined in the Disaster Recovery Manual will be reviewed for updating purposes by the Disaster Recovery Team and Board of Trustees once per year. *See title page for the last update date.*

**Disaster Supplies are kept in the In the basement Staff Room underneath the lockers. Certain supplies are also kept at every floor's desk, which will be noted in the relevant procedures in this manual.**

## DISASTER RECOVERY TEAM MEMBERS

*If you discover an emergency, first follow immediate actions steps documented under the specific procedures for that emergency listed in this manual and when applicable, follow general evacuation procedures.*

*At that point, please call Team Members using the list below until someone is contacted!*

- **Shawn McConnell - Library Director, Disaster Recovery Coordinator, Cell: 585-412-8752**
- **Krystina Hardter - Asst. Disaster Recovery Coordinator & 1<sup>st</sup> Floor Materials Manager, Cell: 315-416-1117**
- **Peg Pelletier - 2<sup>nd</sup> Floor Materials Manager, Cell: 315-573-9598**
- **Carol Rosenthal – Disaster Recovery Team, Home: 315-331-2257**
- **Doug Townsend - Facilities Manager (Village), Cell: 315-952-0529**
- **Nancy Brevet - Finance Clerk, Ext. 107, Cell: 315-573-2161**

## **Team Responsibilities**

### **Recovery Coordinator- Shawn McConnell Cell: 585-412-8752**

- Assesses damages to materials in conjunction with floor-specific Team Member.
- Determines scope of salvage operation & sets timetable for recovery.
- Identifies outside vendors as required.
- Assigns specific tasks to specific Disaster Team Members.
- Determines costs for recovery of damaged items.
- Determines personnel needs.
- Approves all expenditures and personnel needs.
- Determines need to close Library or specific floors due to damage/danger in coordination with Disaster Recovery Team

### **Backup Recovery Coordinator- Krystina Hardter, Cell: 315-416-1117**

- Serves as backup for all duties of Recovery Coordinator in case of absence.

### **Second Floor Materials Manager- Peg Pelletier, Cell: 315-573-9598**

- Assesses damage to second floor materials.
- Coordinates transportation & relocation activities to remove and return 2nd floor materials.

### **First Floor Materials Manager- Krystina Hardter, Cell: 315-416-1117**

- Assesses damage to first floor materials.
- Coordinates transportation & relocation activities to remove and return first floor materials.

### **Facilities and Maintenance Manager - Doug Townsend Cell: 315-952-0529**

- Determines supply and equipment needs in conjunction with the Disaster Recovery Team.
- Determines post salvage clean-up needs.

# Immediate Action Fire Emergency

Use the acronym **R.A.C.E.**

1. Rescue, if you can **without risk**.
2. Alert others by pulling the fire alarm.
  - **NEAREST FIRE ALARM IS \_\_\_\_\_**
3. Confine the fire by closing but not locking all doors.
4. Evacuate the building from the nearest safe exit

**After evacuating call 911 from the designated Flight Sight (pg7)**

If you are confronted with a **SMALL** fire (e.g. trash can fire) and you have been trained to use a fire extinguisher, remember the acronym **P.A.S.S.:**

1. Pull the pin out,
  2. Aim at the base of the fire
  3. Squeeze the handle, keep extinguisher upright &
  4. Sweep from side to side
- NEAREST EXTINGUISHER FOR YOUR AREA IS \_\_\_\_\_**

**NEVER ATTEMPT TO EXTINGUISH A LARGE FIRE!**

## GENERAL EVACUATION

### Procedure

# REMAIN CALM

1. Alert Others
2. Leave the building at the nearest safe exit
3. Call 911 from a **safe location**
4. Congregate outside at flight site
  - a. **Our Flight Site is The Corner of Mason Street and West Miller Street**
5. DO NOT re-enter the building until emergency crews instruct you to do so.

## GENERAL EVACUATION

### STAFF SPECIFIC PROCEDURES

#### DISASTER TEAM PROCEDURES

1. Put on orange vests. Available at each circulation desk.
2. Meet at command post location (see below).
3. Disaster Team Coordinator will assign members to post at each exit to direct patrons and staff to flight site
  - a. Disaster Team will take count of all staff at flight site and compare with staff schedule
4. Library Director or Disaster Team Coordinator will coordinate with Emergency Services
5. Command Post Location:
  - If Evacuation Required: High St. Entrance Lobby or by Outside Bookdrop
  - If Evacuation Not Required: Desk on the floor of the emergency OR Second Floor Desk when full building issue

#### ALL STAFF PROCEDURES

- **WHEN SAFE TO DO SO**, staff members are responsible for making sure their floor has been cleared of patrons
  - **Second Floor:** When two or more staff members present, desk staff clears computer users and stacks, while the other person clears the DVD and Music areas.
    - **If 3 or more staff present-** One clears computer users, one clears the back areas and stacks, while the other person clears the DVD and Music areas.
  - **First Floor:** When there are only two staff members present downstairs, the teen desk staff clears bathrooms, office, and the community room then guides patrons to exits, Children's desk staff will clear the Children's & teen room and guide the patrons to the exits.
    - **If 3 or more staff present-** additional member clears the Community Room and office.

■ **GRAB STAFF SCHEDULE AND EMERGENCY BINDER FROM DESK-** USED TO GATHER STAFF HEADCOUNT AT FLIGHT SITE

#### AREAS OF RESCUE FOR PHYSICALLY CHALLENGED PATRONS

<http://www.concordnc.gov/LinkClick.aspx?fileticket=TfBCh6hZMAQ%3D&tabid=166&mid=540>

**When possible, staff should make an effort to help physically challenged patrons out of the building. Elevators may be used when issues are NOT related to electrical or fire.**

**BUT SHOULD NOT LIFT PATRONS IN WHEELCHAIRS DOWN STAIRS**

**Instead, in situations where patrons cannot reach exits or be escorted out of the building they should be placed in the following AREAS OF RESCUE**

- **SECOND FLOOR**: at the top of the front High St., outside staircase or Mason St. stairwell with room to pass
- **FIRST FLOOR**: High Street or rear stairwell with room for others to get by
- **If comfortable, exceptions may be made for carrying wheelchair down or upstairs - USE CAUTION**

## WATER EMERGENCY

### Immediate Action

Again, **REMAIN CALM!**

## **DO NOT ENTER A FLOODED AREA UNTIL THE ELECTRICITY HAS BEEN DISCONNECTED**

**Newark Fire Department** is responsible for turning off the water supply and disconnecting electricity.

**1. Identify the source of the water, if safe.**

**2. Call to have the water and/or electricity shut off.**

**3. Alert the Disaster Team (page 4)**

- If the area is safe, **cover materials and equipment with plastic**. Plastic is located in the **in the emergency kit in the staff room downstairs underneath the lockers**. DO NOT keep plastic in place for more than 48 hours. ● *Ladders located in ground floor in the closet next to Mason St. stairs, Boiler room, and in the staff kitchen closet* ● Use **trash cans** to collect water drips.
- **Move materials** to designated safe area. The designated safe area for electronic materials on this floor is \_\_\_\_\_. For books it is \_\_\_\_\_.
- **Vacuum standing water**. The wet/dry vac is located in the 1<sup>st</sup> floor closet. Call SERVPRO at 585-393-0310 if volume of water is too great for Library to vacuum.
- **Turn on the air conditioning and/or fans**. Ideally, you want 65-70 degrees F and 45-50% rH. Open doors and windows. Turn off the heat (unless it's freezing outside). Contact **the Village at 315-331-6199**.
- **Assess and record what has been damaged**. Use Disaster forms found at the end of the manual. Prioritize materials based on Materials Salvage Priority List (**page 16**).
- **Freeze wet materials** within 48 hours. Contact **Document Reprocessors (585-554-4500)**.

## WATER EMERGENCY

### RECOVERY OF WATER-DAMAGED BOOK

#### MINOR WATER EMERGENCIES

##### Immediate Steps:

The following steps should be taken in the event of an emergency that does not pose a threat to physical safety, and when library materials will be air dried. *This usually involves fewer than 100 volumes.*

**\*\*DO NOT ENTER AN AREA THAT IS FLOODED UNTIL FIRE DEPARTMENT OR NYSEG (1-800-572-1131) HAS DISCONNECTED THE ELECTRICITY.**

**\*\*\*LEAKS FROM THE HVAC SYSTEM MAY CONTAIN GLYCOL IN ADDITION TO WATER. MATERIALS SAFETY DATA SHEET INCLUDED AT EACH DESK. AVOID CONTACT TO EYES AND MOUTH AND FOLLOW SAFETY PRECAUTIONS AS ADVISED BY DATA SHEET.**

#### **EXTREME DANGER OF SHOCK.**

1. Notify Disaster Recovery Coordinator and contact individuals on Disaster Recovery Team (pg. 4)

**Disaster Recovery Coordinator:** Shawn McConnell

2. If leak involves HVAC equipment, contact the Village and Locate Disaster Recovery Supply Kit located in 1<sup>st</sup> Floor Staff Room near the lockers.
3. Once it is safe to enter the area, cordon it off to prohibit the public from entering
4. **Cover library materials with plastic, regardless of the source of water**
5. Refer to Salvage Priorities List (**pg. 16**) for materials that require immediate attention
6. Protect library materials as appropriate

##### **For water coming from above:**

- Cover stacks with plastic sheeting located in Disaster Recovery Supply Kit **THEN**
- Move dry, at-risk books off shelves, including adjacent library materials or property that might be damaged to a clean, dry area.

- Begin removing wet books. Keep them separate from dry or undamaged materials. If needed, move materials to designated drying zone on specific floor
  - **Second Floor**: Small Meeting Room
  - **First Floor**: Community Room

**For water coming from below:**

- Move books off shelves to another location OR move books higher on shelves when space is available.

**MAJOR WATER EMERGENCIES**

**\*\*DO NOT ENTER AN AREA THAT IS FLOODED UNTIL FIRE DEPARTMENT OR NYSEG (1-800-572-1131) HAS DISCONNECTED THE ELECTRICITY. THERE IS EXTREME DANGER OF SHOCK.**

**\*\*\*LEAKS FROM THE HVAC SYSTEM MAY CONTAIN GLYCOL IN ADDITION TO WATER. MATERIALS SAFETY DATA SHEET INCLUDED AT EACH DESK. AVOID CONTACT TO EYES AND MOUTH AND FOLLOW SAFETY PRECAUTIONS AS ADVISED BY DATA SHEET.**

**Immediate Steps:**

**First and foremost, take appropriate action to protect the safety of staff and patrons.**

- 1. Do not start removing materials until you make a general plan of action.**
- Alert Disaster Recovery Coordinator and contact individuals on Disaster Recovery Team; name a meeting point.
- Coordinate with emergency services (Fire Department, and Police and Emergency Medical Team if needed) to determine when and where it is safe to enter the building.
- If leak involves HVAC equipment, contact the Village at 315-331-6199.
- Take action to protect the materials (see steps in **MINOR WATER EMERGENCIES** above).
- Reduce relative humidity and ensure good air circulation to control mold growth. DO NOT TURN OFF HEAT IF EXPERIENCING FREEZING OUTDOOR TEMPERATURES. KEEP AIR CONDITIONING ON, if possible. Use fans, open windows, etc. to keep air circulating.

- a. Large commercial dehumidifiers may be brought into the facility if needed.  
They are available from SERVPRO (585-393-0310)

7. Monitor temperature and relative humidity throughout the recovery process.

#### **ADDITIONAL STEPS:**

1. Assess nature and extent of damage; **take detailed notes and photographs** for record purposes.
2. Set up disaster command post at specific floor desk or Main Floor desk if building wide issue. Make sure there are necessary telephones, desks, and supplies for directing the recovery effort.
3. Make plans to remove materials to be frozen. Decisions must be made and action taken quickly; mold can start growing on wet materials within 48 hours.

### **PROCEDURES FOR AIR-DRYING DAMAGED MATERIALS**

#### **A. STAFF LOGISTICS AND ORGANIZATION**

This section includes preparatory steps to be taken **before** air drying materials on site.

1. **Staff.** Gather Disaster Recovery Team (**page 4**). A general rule is that two staff members, working as a team, can handle and dry up to 100 volumes.
2. **Space.** A clean, dry secure area with good air circulation and low temperature and humidity is necessary for air drying books.

*Note: Air drying can take anywhere from one day to a full week, so the area chosen should be available for that amount of time.*

In choosing areas for air drying, consider:

- Accessibility (e.g., for wheeled carts or trucks)
- Clear path to a loading area in case moving the collection is required
- Proximity to collection
- Air circulation and potential for controlling the environment (windows, separate AC units, electrical outlets, etc.)
- Availability of open, flat surfaces
- Security

3. **Environment.** Reduce the relative humidity of the affected area.

- Do **NOT** turn off heat in winter, or pipes may freeze.
- Do turn on air conditioner, or open windows to vent area. Do **NOT** raise the temperature in an attempt to dry the area.
- Bring fans or dehumidifiers to the scene to help lower the humidity and prevent mold growth. Be sure they are electrically grounded.

#### **4. Equipment and Supplies**

**LOCATION OF WATER EMERGENCY SUPPLIES: BASEMENT STAFF ROOM**

#### **B. DESIGNATED AREAS FOR DRYING MATERIALS**

Location A: Ground Floor Community Room

Location B: Ground Floor Children's Area

Location C: Second Floor Small Meeting Room

Location D: Second Floor CD/DVD Area

### **INSTRUCTIONS FOR AIR DRYING**

#### **1. AIR DRYING BOOKS**

The main objective in the air drying of books is to remove water as quickly as possible and at the same time, contain structure distortion. Structure distortion (excessive swelling of the fore-edge, concavity of the backbone) can be avoided if staff properly judge when the book should be opened.

The following procedure assumes that the covers are in good condition and still attached to the book. If the covers must be removed (because of delamination, color running out of the binding materials, board swelling, and warping. etc.) the book should be stood on edge as described below, but supported by loose pieces of binder board, wood, or bookends.

#### **A. Thoroughly Wet Books**

**Do not attempt to open. Do not attempt to fan leaves. Do not remove covers.**

1. Place book in a closed position (with boards slightly open) standing up on sheets of absorbent paper.

2. To permit water to drain efficiently, place small pieces of binder board or something else flat and water resistant at the fore edge.
3. Place paper towels between the text block and binding.
4. Change paper on the table as it becomes wet.

Providing that the books are placed in a moving current of air, they should dry to the point where they may be opened for the next step.

### **B. Partially Wet Books**

1. Books may be carefully opened slightly and interleaved with paper towels. Paper towels are ideal for this purpose because they will wick out moisture.
2. Lay the books on the table. Beginning at the back of the book, interleave every 20 or so leaves. Given good drying conditions, the book may be left flat until the interleaving material has absorbed some of the water, probably after one hour..
3. Change interleaf materials periodically until book is slightly damp, then go to step C.

### **C. Damp Books**

Books that are damp should be stood on edge, slightly fanned, and allowed to dry in a current of air. If the binding is more damp than the text, place paper between the boards and the book. When almost dry, go to step D.

### **D. Nearly Dry Books**

Lay the book flat and push the back and boards gently into position. Place the book under a light weight and leave in this position overnight. Open again and check for dampness. Allow to dry open for a few hours and then close again.

Repeat until thoroughly dry.

## LIBRARY SALVAGE PRIORITY LIST (completed at physical copies at desk)

List in order of priority those materials and collections which should be salvaged first. When you complete this form, consider what you would salvage if you had only a half a day or less. Briefly describe the type of material (e.g. book, film); and state how much material is in the collection.

### FLOOR: SECOND FLOOR

DATE: 6/3/2015

| Collection/Item                    | Location  | Type of Material | Quantity |
|------------------------------------|---|------------------|----------|
| Local History and Rare Books       | Local History Room & Reference Area               | Historical Books |          |
| Computers/ Other Electronic Equip. | Next to the Stacks                                | Electronics      |          |
| New Books                          | Along wall in South-East Section along North wall | Books            |          |
| Books: Adult Collection            | Stacks in North-East Section                      | Books            |          |
| Adult Graphic Novels               | Along Wall in South-East Section along East wall. | Books            |          |
| Audiobooks                         | 2 <sup>nd</sup> Floor, South & South-West Shelves | Audiobooks       |          |
| DVDs                               | 2 <sup>nd</sup> Floor Near High St. Entrance,     | Videos           |          |
| Microfilm                          | Local History Room                                | Microfilm        |          |
| Music CDs                          | Center of the room in the South-East Section      | CDs              |          |

### FLOOR: FIRST FLOOR

| Collection/Item        | Location                      | Type of Material | Quantity |
|------------------------|-------------------------------|------------------|----------|
| Computers/ Electronics | Children's/Teen Desks, Office | Electronics      |          |

|  |   |             |  |
|--|---|-------------|--|
| Audiobooks   | Children's Room/Teen Room   | Audiobooks  |  |
| New Books/In-Process New Items                         | Children's Room/Teen Room, Office                                       | Books       |  |
| Children's and Teen Fiction (incl. PIC FIC and Series) | Children's Room   | Books       |  |
| Children's and Teen Graphic Novels                     | Children's Room/Teen Room   | Books       |  |
| Children's and Teen Non Fiction                        | Children's Room/Teen Room   | Books       |  |
| Children's and Teen Magazines                          | Children's Room/Teen Room   | Periodicals |  |
| Spanish  | Children's Room   | Books       |  |
| Office and Craft Supplies                              | Office, Hallway Cabinets, Children's and Teen Service Desks, Staff Room | Supplies    |  |
| Backup Technology Equipment                            | Technology Storage Room   | Electronics |  |
| Toys/Puzzles/Games                                     | Children's Room/Teen Room   | Toys        |  |

## MOLD OUTBREAKS

**Health and safety come first! Wear Personal Protective Equipment (PPE), including respirators, disposable plastic gloves, & aprons, protective eyewear, & long sleeved clothing. WASH ANY NON-DISPOSABLE CLOTHING IN HOT WATER.**

**SOME PEOPLE ARE ALLERGIC TO MOLD.** If you are unsure if you are allergic, there is no need to risk your health. Members of the Disaster Team will coordinate the mold cleanup.

### WHAT TO LOOK FOR

- Musty odor, mites or book lice, white powdery mold spores (mycelium), black spots, wet or damp books

### WHAT TO DO

**ALWAYS ISOLATE THE MATERIALS AS SOON AS POSSIBLE AND TAKE PHOTOS**

**If less than 20 volumes:**

### **If the volumes are NOT from Local History**

- Throw the volumes away and attempt to contain the outbreak
  - Record barcodes before disposal
- Take an inventory of titles and consult with librarian and staff member in charge of

ordering materials to consider repurchase

### **If the volumes are from Local History**

- consult Reference Librarian and Newark-Arcadia Historical Society to gauge value
- look to see if there are duplicates we own or in the system
- Select items that should be cared for using the **Cleaning Procedure** below

#### **If greater than 20 volumes:**

- Isolate the books if possible
- Contact **Document Reprocessors (585-554-4500)** for consultation

#### **If complete mold takeover:**

- Isolate the books if possible
- Contact **Document Reprocessors (585-554-4500)** for consultation
- Consult with Library Director and Disaster Team about need to close floor or Library to contain problem and to maintain health of patrons and staff **Cleaning Procedure**  
<http://www.library.cornell.edu/preservation/librarypreservation/mee/management/mold.html>

1. Isolate the materials in a room away from other books
  - a. **Community Room, Board Room, Ground Floor Maintenance Area**
2. Turn off the lights
3. Lower the humidity; turn off the heat in area, turn on the AC (if possible)
4. A good arrangement is to stand the books on edge with the boards slightly opened have a fan blow across them through an open window
  - a. If possible, take the books outdoors and place in the sun and a mild breeze for a short time, and if possible, remove the mold outdoors.
  - b. When the books are dry, a HEPA filter vacuum cleaner should be used to remove as much of the inactive mold as possible from the covers of the books.
5. If the library does not have a HEPA filter vacuum, activated dusters (dusters with an electrostatic charge, or containing a mild adhesive) can be used. The dusters should be laid over the infected area and the mold spores gently picked up.
6. When the soft mold has been removed, the outside of book covers can be wiped with a solution of ethyl alcohol. This acts as a mild solvent to remove some of the outer staining. Care must be taken not to wet the area too much.
7. The inside of the books can now be examined. In many cases, mold stains will be seen on the inside of the binding, near the joints and at the head and tail. The stains can be gently swabbed with ethyl alcohol. **DO NOT USE CHEMICAL BLEACH.**

***DO NOT add moldy books back into the collection unless properly cleaned.***

## OTHER EMERGENCIES

### TELEPHONE BOMB THREAT

1. If another person is present, discretely alert that individual to listen in on the conversation.
2. Listen carefully and immediately write down as much information as possible, including:
  - The exact words the caller used.
  - The time you received the call & the time caller hung up.
  - A description of caller (male/female, accent, calm/agitated, familiar, age).
  - Background noise.
  - Phone number on which the call was received.
3. If the caller does not give details, **ask the following questions just as they are phrased below.** Try to record the answers *exactly* as given.
  - **"When** is the bomb going to explode?"
  - **"Where** is the bomb now?"
  - **"What kind** of bomb is it?"
  - "What does it **look like**?"
  - **"Why** did you place the bomb?"
4. If no one has done so, call 911. Give nature and location of threat.
5. Notify immediate Supervisor.
6. Notify no one else unless there is an obvious, immediate danger to personnel.
7. It is not your responsibility to risk your life or that of any other staff member by searching for a bomb. At an individual's own risk, s/he may volunteer or agree to assist Emergency Responders to look for suspicious objects. This may prove very helpful since the Library staff can more readily spot unusual objects/circumstances due to familiarity with the building.
8. Complete an Incident Report

### WRITTEN BOMB THREAT

1. Call 911 & give the following information:
  - Nature & location of the threat.
  - Your name & phone number.
  - **Unless it is unsafe to do so**, remain at that location with the written threat until Emergency Responders arrive.

- 2. Follow Emergency Responders' instructions.** Notify no one else unless there is an obvious, immediate danger to personnel or patrons.
- 3. Handle the written note as little as possible before giving it to Emergency Responders.**
- 4. Notify immediate Supervisor.**
- 5. Complete an Incident Report**

### **SUSPICIOUS LETTER OR PACKAGE**

*More information, New York State Health Department, Bureau of Communicable Disease Control: 518-473-4439 (day); 866-881-2809 (after hours)*

### **DO NOT ATTEMPT TO OPEN OR MOVE PACKAGE!**

#### **What is a suspicious letter or package?**

Authorities now cite some of these indicators: letters that are hand-addressed, perhaps with misspellings; with no return address; with a return address that doesn't match the postmark. Other causes for concern are wires protruding from a package or envelope, an oily stain on the outside; an oddly shaped package or one of unusual weight given its size; powder or granules in or on an envelope or package; excessive postage.

### **LOCATION OF SUSPECTED BOMB**

- 1. Do not touch or move it.**
- 2. Call 911 & give the following information:**
  - Exact location of suspected bomb (address, floor, room). Be prepared to give directions.
  - Your name & phone number.
- 3. Notify immediate Supervisor.**
- 4. Follow Emergency Responders' instructions.** Notify no one else unless there is an obvious, immediate danger to personnel and patrons.
- 5. Complete an Incident Report**

#### **Procedure:**

##### **For All Suspect Envelopes/Packages:**

- 1. DO NOT OPEN THE ENVELOPE OR PACKAGE.**
- 2. LEAVE it and EVACUATE the room.**

**a. EVACUATE the building to FLIGHT SITE IF WIRES PROTRUDING OR POWDER OR MIST PRESENT**

3. KEEP others from entering.
4. NOTIFY your supervisor, who should call 911 or the local law enforcement authorities.
5. **Complete an Incident Report**

**For Packages That Are Opened and Which Contain Suspicious Material**

**DO NOT PANIC**

Anthrax organisms can cause skin infection, gastrointestinal infection or pulmonary infection. To do so, the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. All forms of disease are generally treatable with antibiotics.

Anthrax cannot be easily aerosolized (dispersed into air) out of an envelope or package containing powder. The same facts and conditions are generally true for other bacteria likely to be considered as biological weapons.

**Contain the Exposure**

1. Close off the room (doors and windows), do not allow anyone other than qualified emergency personnel to enter.
2. Close the package or envelope to limit additional exposure. Do not clean powder up; keep others away.
3. Do not touch your eyes, nose or any other part of your body.
4. If possible, wash your hands thoroughly with soap and water.
5. If clothing is heavily contaminated, don't brush vigorously.
6. If possible, close down the buildings heating/air conditioning/ventilation system.
7. Make a list of all people who had actual contact with the powder for investigating

**Immediately contact:**

- 911 or your local law enforcement authorities,
- your local FBI field office ((585) 546-2220) and your local health department ((315) 7893030)

## SUSPICIOUS ODOR

If you detect a suspicious odor (may be gas odor, chemical odor):

1. Calmly evacuate the immediate area or floor if area cannot be contained
  - a. **If safe to do so**, close all doors and windows to isolate area
2. **Call 911** from a safe, isolated location
  - a. Be prepared to describe as much as possible about odor and location of odor to Emergency Services
  - b. If possible, have another staff member add signage to quarantined areas **IF SAFE TO DO SO**
3. Report information to Disaster Team Member
4. Ensure staff member is located at Library entrance(s) to guide Emergency Crew
5. Do not re-enter the quarantined zone until okayed by Emergency Services
6. **Complete Incident Report**

## VIOLENT INCIDENT/BUILDING TAKEOVER

**IF POSSIBLE, FOLLOW THE GENERAL EVACUATION PROCEDURE:**

1. **Alert Others**
2. **Leave the building at the nearest safe exit**
3. **Call 911 from a **safe location****
4. **Congregate outside at flight site**
  - a. **Our Flight Site is The Corner of Mason and W. Miller Streets.**
5. **DO NOT re-enter the building until emergency crews instruct you to**
6. **Complete an Incident Report**

**WHEN NOT POSSIBLE TO EXIT THE BUILDING, CONSIDER THE FOLLOWING:**

1. **CALL 911.** Be prepared to tell Emergency Services as much information as possible.
  - a. **what is happening**
  - b. **the location**
  - c. **who is involved**
  - d. **type of weapon(s) involved, if any**
  - e. **your name and address.**

2. Informing the public that an incident is in progress prevents others from inadvertently coming into danger.
  - a. Use cell phones when possible. Use low tech strategies - calling trees, window signs if you cannot use phone.
3. Your primary response should be lockdown.
  - a. Seek a lockable room, bar the door, hide under a desk, and wait for the police to arrive. Close blinds and turn off cell phone ringers. **DO NOT OPEN DOORS FOR ANYONE.**
4. Lockdown may not always be the safest measure. You may need to fight back.
  - a. If confronted directly with assailant, shouting and throwing objects of any kind at them can distract the assailant and change the sense of who is in control.
  - b. If assailant is close, attempt to tackle assailant. **USE MULTIPLE PEOPLE TO TACKLE IF POSSIBLE**

### **ANIMAL BITES**

1. **IF ANIMAL HAS CLEARED THE IMMEDIATE AREA**, intervene between animal and person(s) that have been bit/attacked
2. If animal is still a threat or still in the building, clear patrons and staff from area
  - a. **Clear building and report to Flight Site if necessary**
3. **CALL 911** and report the incident
4. Call the Newark Animal Control Officer, Bob Howard at 331-0637 and report the incident
5. If possible, try to identify the type of animal and look for signs of rabies
  - a. **DO NOT TRY TO CAPTURE OR KILL THE ANIMAL**
6. Refer to Care Procedures below
7. **Complete an Incident Report**

### **Signs of Rabies in Animals**

Rabies virus causes acute encephalitis in all warm-blooded hosts and the outcome is almost always fatal. The first symptoms of rabies may be nonspecific and include lethargy, fever, vomiting, and anorexia. Signs progress within days to cerebral dysfunction, cranial nerve dysfunction, ataxia, weakness, paralysis, seizures, difficulty breathing, difficulty swallowing, excessive salivation, abnormal behavior, aggression, and/or self-mutilation.

([http://www.cdc.gov/rabies/specific\\_groups/veterinarians/clinical\\_signs.html](http://www.cdc.gov/rabies/specific_groups/veterinarians/clinical_signs.html))

## CARE PROCEDURES

<http://www.mayoclinic.com/health/first-aid-animal-bites/FA00044>

Animal bite guidelines:

- **For minor wounds.** If the bite barely breaks the skin and there's no danger of rabies, treat it as a minor wound. Wash the wound thoroughly with soap and water. Apply an antibiotic cream to prevent infection and cover the bite with a clean bandage.
- **For deep wounds.** If the animal bite creates a deep puncture of the skin or the skin is badly torn and bleeding, apply pressure with a clean, dry cloth to stop the bleeding and see your doctor.
- **For infection.** If you notice signs of infection, such as swelling, redness, increased pain or oozing, see your doctor immediately.
- **For suspected rabies.** If you suspect the bite was caused by an animal that might carry rabies — including any wild or domestic animal of unknown immunization status, particularly bats — see your doctor immediately.

Domestic pets cause most animal bites. Dogs are more likely to bite than cats. Cat bites, however, are more likely to cause infection because they are usually puncture wounds and can't be thoroughly cleaned. Bites from nonimmunized domestic animals and wild animals carry the risk of rabies. Rabies is more common in bats, raccoons, skunks and foxes than in cats and dogs. Rabbits, squirrels and other rodents rarely carry rabies.

The Centers for Disease Control and Prevention recommends that children or adults exposed to bats, or who are sleeping and discover bats present, seek medical advice, even if they don't think they've been bitten. This is because bat bite marks can be hard to see.

## INSECT/PEST INFESTATION

1. If you see a pest (bats, rats, mice, squirrels, etc.) or an outbreak of insects call:  
**All Season Pest Control (315-789-0258)**
  - a. If necessary, first clear patrons from area
  - b. **DO NOT ATTEMPT TO CAPTURE THE PEST OR CONTAIN THE OUTBREAK**
  - c. Use your best judgment about what constitutes a valid outbreak- **always err on the side of caution**
2. Alert a member of the Disaster Team or your immediate supervisor about issue.
3. Complete Incident Report
4. Disaster Team Member or Supervisor will alert staff with updates and resolution.

## MEDICAL EMERGENCIES & FIRST AID

### In the case of a medical emergency:

#### 1. Contact 911

- a. Identify yourself as a staff member and provide as much information about the emergency and location of library/patron as possible
- b. Do not hang up until dispatcher has hung up

#### 2. 1 – 2 people should stay with the individual. Provide immediate care if appropriate

- a. The following staff are trained in CPR: **Peg Pelletier,**
- b. Do not move the injured or distressed patron unless absolutely necessary

#### 3. Send staff to the building entrances to wait for Emergency Services

#### 4. Clear patrons and other staff from area to provide privacy and clear access for emergency crews

#### 5. Notify Library Director or Disaster Team member

#### 6. Available staff should direct patrons away from the patron or incident

- a. **Prevent children from seeing the incident-** direct them out ground floor exit when appropriate

#### 7. Wait for clearance from Emergency Services before reopening the area

#### 8. Complete Incident Report

### In the case of a non- emergency medical issue:

#### 1. First aid kits are available on both floors

- a. **Wear rubber gloves when there is blood or whenever possible when assisting.**
- b. **USE CAUTION** and err on the side of contacting Emergency Services when unsure

#### 2. Call 911 if the **Newark Arcadia Volunteer Ambulance** is needed

#### 3. Complete Incident Report

## **MENTAL HEALTH EMERGENCIES AND HEALTH CRISES**

### **MENTAL HEALTH EMERGENCY**

A mental health emergency is a life threatening situation in which an individual is imminently threatening harm to self or others, severely disoriented or out of touch with reality, has a severe inability to function, or is otherwise distraught and out of control.

#### **Examples of a Mental Health Emergency include:**

- Acting on a suicide threat
- Homicidal or threatening behavior
- Self-injury needing immediate medical attention
- Severely impaired by drugs or alcohol
- Highly erratic or unusual behavior that indicates very unpredictable behavior and/or an inability to care for themselves.

#### **Mental Health Emergency Procedure**

- 1. DO NOT ATTEMPT TO MOVE PATRON. FOCUS ON MOVING OTHERS AWAY FROM AREA**
- 2. IF SAFE FOR YOU TO DO SO, CALL 9-1-1.**
3. Contact Library Director and Disaster Team Coordinator
4. Send a staff member to wait for Emergency Services at Library entrance(s)
5. Attempt to keep patron as calm as possible but **DO NOT** touch patron
- 6. Complete Incident Report** after patron and Emergency Services have left building

### **MENTAL HEALTH CRISIS**

A mental health crisis is a non-life threatening situation in which an individual is exhibiting extreme emotional disturbance or behavioral distress, considering harm to self or others, disoriented or out of touch with reality, has a compromised ability to function, or is otherwise agitated and unable to be calmed.

#### **Examples of a Mental Health Crisis include:**

- Talking about suicide threats
- Talking about threatening behavior

- Self-injury, but not needing immediate medical attention
- Alcohol or substance abuse
- Highly erratic or unusual behavior
- Eating disorders
- Not taking their prescribed psychiatric medications
- Emotionally distraught, very depressed, angry or anxious

### **Mental Health Crisis Procedure**

1. **CALL 9-1-1** and be able to provide as much information about the issue as possible (patron's name, suicidal ideation, drug or alcohol impairment, behavior signs, etc.)
2. **If safe to do so**, attempt to move patron to a safe spot away from patrons to wait for emergency crew
  - a. **ALWAYS HAVE MORE THAN ONE STAFF MEMBER STAY WITH PATRON**
3. Contact Library Director and Disaster Team Coordinator
4. Send a staff member to wait for Emergency Services at Library entrance(s)
5. Attempt to keep patron as calm as possible but **DO NOT** touch patron
6. **Complete Incident Report** after patron and Emergency Services have left building

### **ELEVATOR MALFUNCTION OR FAILURE**

**If someone is stuck on the elevator, start at Step 1. If no one stuck, start at Step 2**

1. Advise patron that help is on the way and to remain calm
2. **Call 911**
3. Call our Elevator Repair Company, Access Lifts, at **585-247-1210**
4. **DO NOT** attempt to repair elevator yourself
5. Place "Elevator Out" signs at all elevator entrances and send out page alerting staff and patrons in building about the issue.
6. Desk staff direct patrons to stairs as needed

7. Wait for Emergency representatives or Access to signal that it is okay to operate elevator
8. Send out page to alert all staff and patrons and remove signs

### **ELECTRICAL OUTAGE**

Flashlights are located at every desk

#### **If the outage is contained to a subsection of the library:**

1. Clear the area or advise patrons to use caution
2. **DO NOT ATTEMPT TO REPOWER ON YOUR OWN**
3. Report the outage to your supervisor or to the Disaster Team Committee Leader
4. A supervisor will contact **NYSEG (1-800-572-1131)** to alert them of the issue
5. Create signage for entrances around immediate area that is without power

#### **If the outage is for the entire library:**

1. **REMAIN CALM**
2. Emergency lights should remain lit.
3. Use General Evacuation Plan (**page 6**) to evacuate building
4. Contact 911
  - a. use cell phone if necessary
5. Contact **NYSEG (1-800-572-1131)**
6. Disaster Team will consult with the Library Director about whether the Library should close for the day based on the information provided by local representatives at 911 and NYSEG.
7. **DO NOT RETURN TO BUILDING UNLESS OKAYED BY EMERGENCY SERVICES OR MEMBER OF DISASTER TEAM**

## WATER OUTAGE

### **If the outage is contained to a subsection of the library:**

1. Contact the Facilities Manager or your supervisor
2. A supervisor will contact the **village (315-331-6199)** to alert them of the issue
3. Create signage for bathroom, drinking fountain, etc.

### **If the outage is for the entire library:**

1. Contact the Facilities Manager or your supervisor
2. A supervisor will contact the **village (315-331-6199)** to alert them of the issue
3. Create signage for each exit and each public bathroom and drinking fountain
4. **If the water does not come back on within 3 hours, the library must be closed until the water is once again working.**
  - a. Contact the Executive Director who will initiate the closing procedures

## EMERGENCY ALERT PROCEDURES

Staff members should always know who is on their floor. In case of an emergency, call the other staff member(s) over for help, or if none are available on your floor, use the phone to call another floor for help.

In the event that a staff member has called for help, all available staff members that hear the alert should locate the staff member in need of assistance and follow the associated procedures outlined in this manual.

## HAZARDOUS MATERIALS COMMUNICATION POLICY

### Scope:

This policy provides for the communication of potential hazards to full-time and part time employees who work with or are exposed to hazardous chemicals in the Library.

### Responsibilities

- Exposure to hazardous materials is unique to each staff member and based on their essential job duties. The Library Director or immediate supervisor is responsible for educating and training staff about exposure to hazardous materials, the proper handling of those materials, and procedures for reporting illnesses workplace violations.

The Library shall develop, maintain, and implement written hazard communication training programs in conjunction with New York State Department of Labor's guidelines and review our Hazardous Materials Communication Policy and Procedures yearly. The Library provides clear information about the hazardous chemicals in our buildings and grounds chemicals through:

- Ensuring containers are properly labelled      Ensuring Safety Data Sheets are available
- Providing yearly training to all and training to new hires and for new job assignments

### Safety Data Sheets

Safety Data Sheets (SDSs, formerly Material Safety Data Sheets or MSDSs) for each chemical used in the workplace are maintained and accessible to all Library staff members via the Disaster Recovery Manual Binders at each information desk and on the Library's Google Drive Account. Electronic copies are also stored in the Library Director's files.

### Training

Training is required for new Library employees within the first two weeks of hiring and for all Library employees on a yearly basis at the October Staff Development Day. In addition, training and Safety Data Sheets are provided to any staff members tasked with new duties involving potential exposure to hazardous substances.

Training is conducted in conjunction with the New York State Public Employee Safety and Health Bureau.

Training topics include:

- Library policies and procedures
- Task specific training provided by an employee’s supervisor, the Library Director, or an outside agency.

**Contacts**

|  |                           |                |
|--|---------------------------|----------------|
| Public Employee Safety and Health Bureau | Rochester District Office | 585-258-4570   |
| Department of Labor                      | Newark Office             | (315) 789-1771 |

**Definitions**

**Safety Data Sheets**

Safety Data Documents which provide detailed information about a chemical’s Sheets hazards and how to work with each chemical safely. Each chemical (SDS) manufacturer or importer is required to provide a SDS for each of their chemicals. The Library will provide copies of Safety Data Sheets upon request.

**Hazardous Chemical**

Any chemical, substance or product which is known to be present in the workplace in such a manner that employees may be exposed under normal conditions of use or in foreseeable emergency.

**Current Safety Data Sheets in Disaster Recovery Manual Binder**

- Sevin 5
- Lock Ease
- WD40
- Old Dutch Cleanser
- Ortho Max Poison Ivy and Tough Brush
- Clorox Bleach
- Krylon Fusion For Plastics
- Acid Free Binding Adhesive (polyvinyl acetate)
- Ethylene Glycol

## APPENDIX A

### INVENTORY OF DISASTER SUPPLIES

Updated 6/10/2015

Disaster Recovery Supply Kit Location: **1<sup>st</sup> Floor Staff Room underneath the lockers.**

**Supplies Manager: Carol Rosenthal**

The Supplies Manager will take stock of and update the materials in the Disaster Recovery Supply Kit on a quarterly basis or as needed.

**Current Supplies Inventory (all listed are required):**

| <b>Supply Name</b>           | <b>Quantity</b>                       | <b>Supply Name</b>        | <b>Quantity</b>       |
|------------------------------|---------------------------------------|---------------------------|-----------------------|
| <b>Extra Disaster Manual</b> | 1                                     | <b>Multi Outlet Strip</b> | 1                     |
| <b>Digital Camera</b>        | iPads or Director's phone can be used | <b>50' Extension Cord</b> | 1                     |
| <b>Plastic Sheeting</b>      | 10ft. X 25ft, 4mil.                   | <b>Fans</b>               | 3 closet under stairs |
| <b>Paper Towels</b>          | Maintenance closet                    | <b>Wet Vacuum</b>         | 1                     |
| <b>Dust Masks</b>            | 10                                    | <b>Gloves, Aprons</b>     | Maintenance Closet    |
| <b>Flashlights</b>           | 3 (1 at each desk)                    | <b>Duct Tape</b>          | Maintenance closet    |
| <b>Extra Batteries</b>       | (downstairs office)                   | <b>Caution Tape</b>       | 1                     |
| <b>Safety Vests</b>          | 5                                     | <b>Trash Bags</b>         | Maintenance Closet    |

## DISASTER SERVICES AND SUPPLIERS (Two Pages)

| Category               | Company   | Contact Number  | Contract Number    |
|------------------------|---|---|--------------------|
| <b>Emergency</b>       |   | <b>911</b>  |                    |
| Non-Emergency Services | Police Dept.<br>Fire Dept.<br><i>(private alarm or test)</i><br>Public Info. Officer of<br>Fire Dept.<br>Newark Arcadia<br>Volunteer<br>Ambulance | 911<br>315-331-1451<br><br>315-331-0414<br><br>315-331-0660 |                    |
| Animal Control         | Newark Animal<br>Control<br>Wayne Co. Humane<br>Society   | 315-331-0637<br><br>315-946-3389                            |                    |
| Clock Museum           | Eric Hooker<br>Paul Rubery,<br>Hoffman Foundation   | 585-414-7513  |                    |
| Copiers                | Toshiba   | 800-618-4444  | Acct 1307013       |
| Electrical             | NYSEG   | 800-572-1131  | Acct 1001-0657-426 |
| Elevator               | Access Lifts and<br>Ramps   | 585-247-1210  |                    |
| Freeze Books           | Document<br>Reprocessors  | 585-554-4500  |                    |
|                        | Cornell Library Annex<br>Freezer  | Barbara Elden or<br>Michele E. Brown<br>607-225-2484        |                    |
|                        | Polygon   | Kelly Cressy<br>732-306-4065<br>800-422-6379                |                    |
| General Repair         | Bill Dawson   | 315-331-0559  |                    |
| Glass Repair           | Village of Newark<br>Dept. of Public Works  | 315-331-6199  |                    |
| Gutters                | Village of Newark<br>Dept. of Public Works  | 315-331-6199  |                    |
| HVAC                   | Village of Newark<br>Dept. of Public Works  | 315-331-6199  |                    |
| Insurance              | Ely & Leene   | Sue Sullivan<br>315-331-1432                                |                    |
| Internet               | Pioneer Library<br>System   | 585-394-8260  |                    |

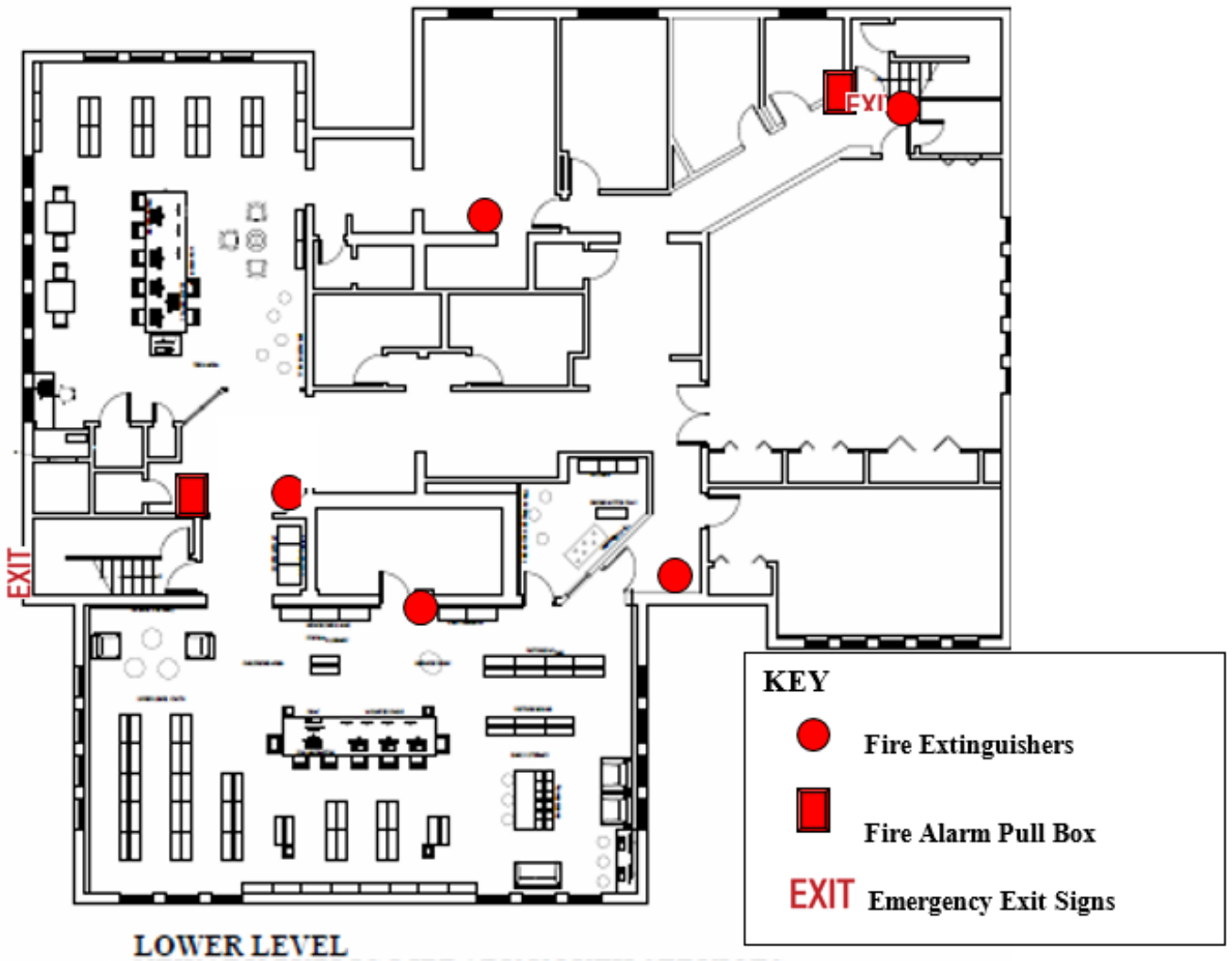
|                            |  |                                    |  |
|----------------------------|--|------------------------------------|--|
| Locks and Doors            | Village of Newark<br>Dept. of Public Works | 315-331-6199                       |  |
| Pest Control               | Village of Newark<br>Dept. of Public Works | 315-331-6199                       |  |
| Plumbing                   | Village of Newark<br>Dept. of Public Works | 315-331-6199                       |  |
| Security                   | Doyle Security<br>(for alarm)              | 585-442-9450<br>or<br>585-461-6566 |  |
| Snow Removal and<br>Mowing | Village of Newark<br>Dept. of Public Works | 315-331-6199                       |  |
| Telephones                 | Broadview<br>CPE                           | 800-276-2384<br>607-734-7988       |  |
| Telephone Service          | Broadview                                  | 800-276-2384                       |  |
| Water Damage               | SERVPRO                                    | 585-393-0310                       |  |

## APPENDIX B

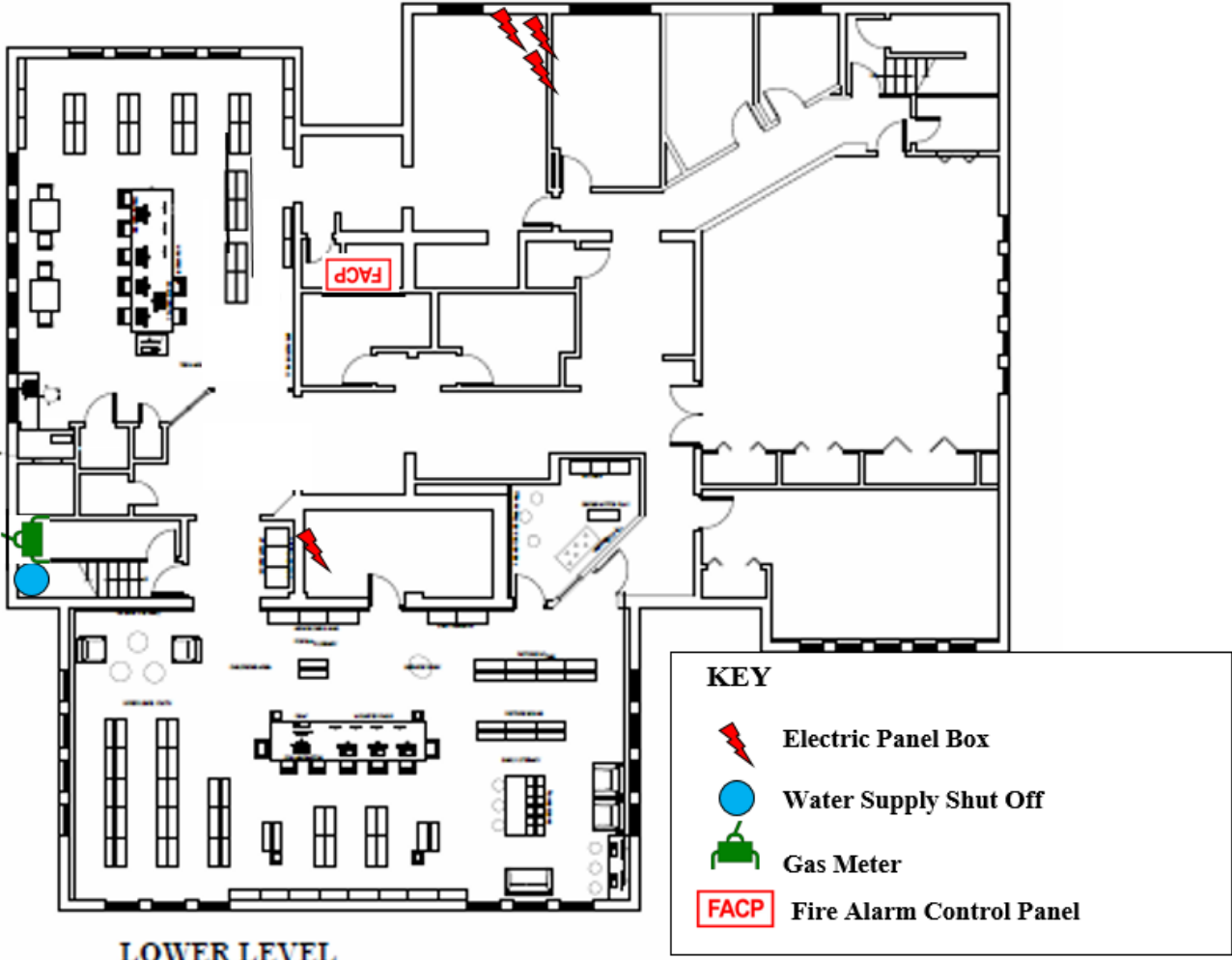
### LIBRARY FLOOR PLANS

#### FIRST FLOOR

##### Fire Extinguishers and exits



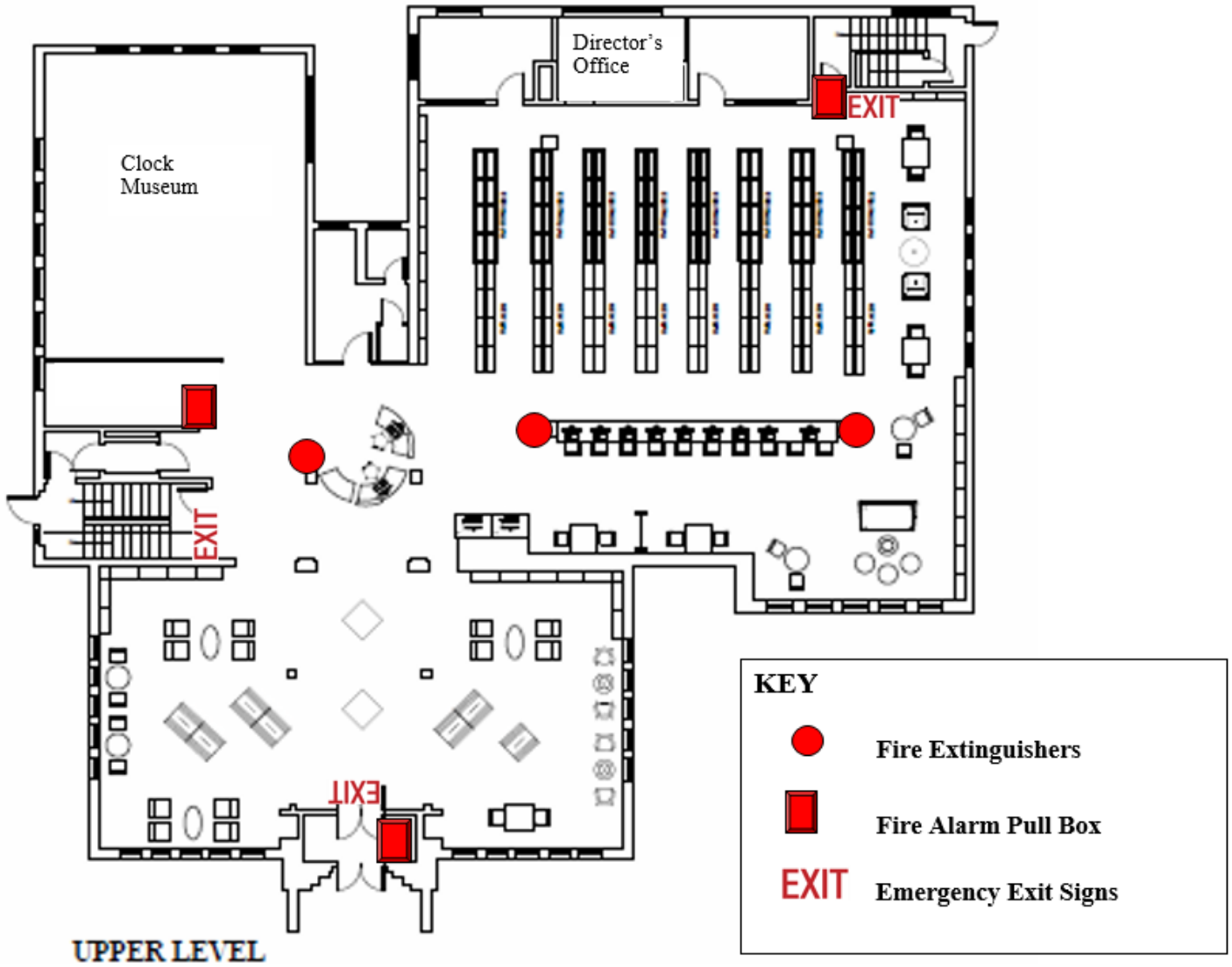
Electric, Gas, and Water



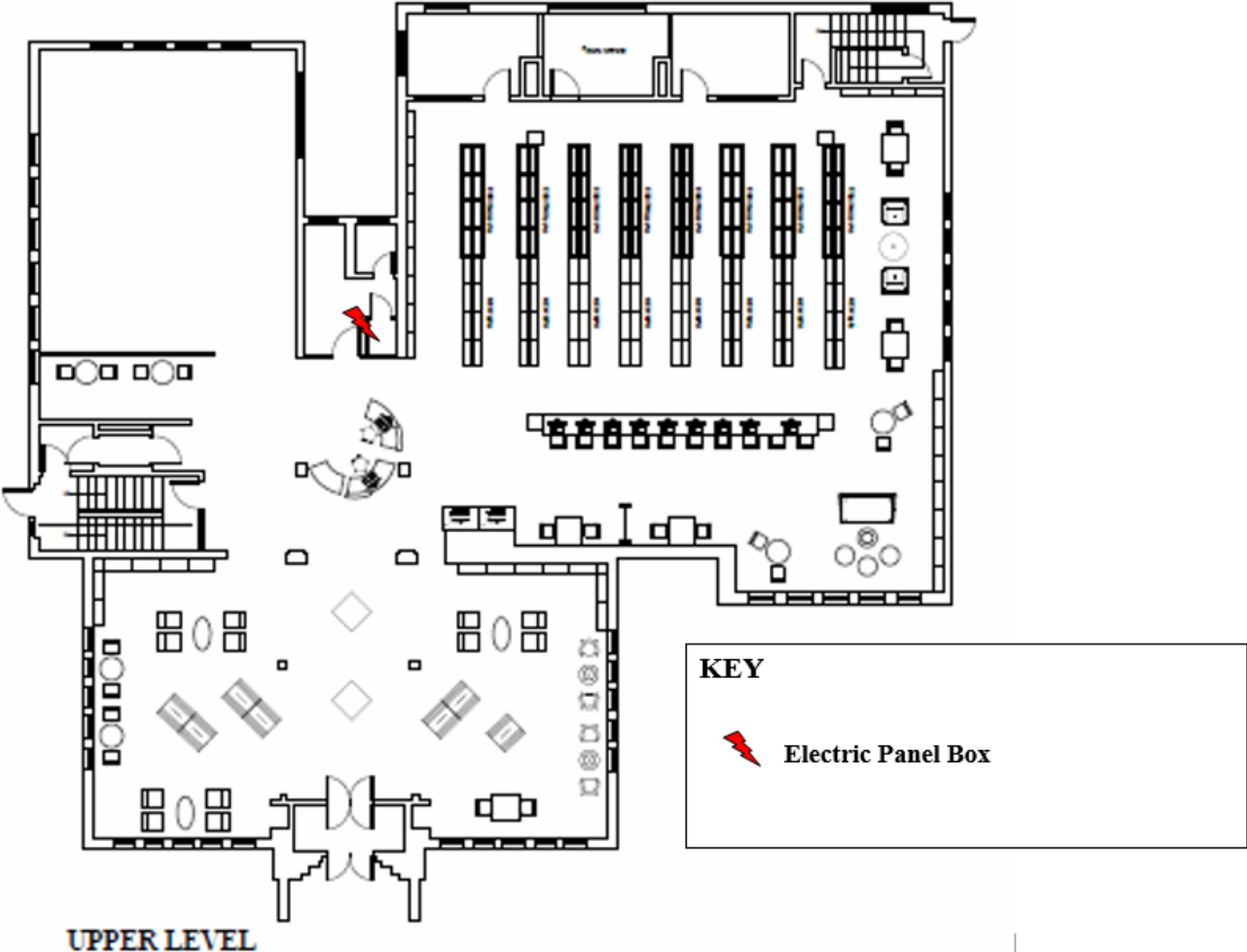
LOWER LEVEL

# SECOND FLOOR

## Fire Extinguishers and Exits



Electric, Gas, and Water



## APPENDIX C

Copies of the Damage Evaluation Form, Post Disaster Report Form, and Incident Report Form are behind the circulation desk and digitally in our shared folders. In addition, copies of the forms can be printed from this page:

### Damage Evaluation Form

**Date:** \_\_\_\_\_ **Location of Damage**(floor/area): \_\_\_\_\_

**Type of Damage** (circle all that apply):

|                    |      |                  |
|--------------------|------|------------------|
| Water (flood/leak) | Mold | Other (specify): |
| Fire               | Pest |                  |

Approximate total number of items involved: \_\_\_\_\_

Notes:

**Type(s) of material(s) damaged and quantity of each:**

|         |              |                  |
|---------|--------------|------------------|
| Books:  | Microfilm:   | Audio:           |
| Videos: | Electronics: | Other (specify): |

Notes:

**Environmental Conditions**(at time of damage):

|             |      |        |        |      |
|-------------|------|--------|--------|------|
| <b>Temp</b> | >50F | 50-70F | 70-90F | 90F< |
|-------------|------|--------|--------|------|

Notes:

**Conditions of Surrounding Area:**

|                   |                  |                  |
|-------------------|------------------|------------------|
| Wet carpets/walls | Damaged shelving | Other (specify): |
| Soot/smoke damage | Mud              |                  |

Notes:

**Personnel Involved:** \_\_\_\_\_

**Form Prepared by:** \_\_\_\_\_

## Post-Disaster Report Form

**Date of Disaster:**

**Location of Damage (floor/area):**

**Type of Disaster:**

|                    |      |                  |
|--------------------|------|------------------|
| Water (flood/leak) | Mold | Other (specify): |
| Fire               | Pest |                  |

Notes:

**Source of Problem:**

|              |            |             |                  |                  |      |
|--------------|------------|-------------|------------------|------------------|------|
| <b>Water</b> | Pipe(s)    | Drain(s)    | Sink/Toilet      | Fire Suppression | Roof |
| <b>Fire:</b> | Electrical | Waste Paper | Other (specify): |                  |      |

Notes:

**Approximate total number of items involved:**

**Type(s) of material(s) damaged and quantity of each:**

|         |              |                  |
|---------|--------------|------------------|
| Books:  | Microfilm:   | Audio:           |
| Videos: | Electronics: | Other (specify): |

Notes:

**Recovery Options Used** (list approximate number of items for each):

|                     |             |                  |
|---------------------|-------------|------------------|
| Air Dry/Interleave: | Freezing:   | Other (specify): |
| Replacement:        | Throw Away: |                  |

Notes:

**Personnel Involved:** \_\_\_\_\_

**Form Prepared by:** \_\_\_\_\_

# Newark Public Library Incident Report

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

Time of day when the incident occurred: \_\_\_\_\_ AM or PM (circle one)

Where (in the building or on the grounds) did the incident take place? \_\_\_\_\_

\_\_\_\_\_

Name of staff person(s) reporting the incident: \_\_\_\_\_

List all staff on duty at the time of incident: \_\_\_\_\_

\_\_\_\_\_

Name or other identifier of other individuals involved: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Nature and extent of injuries arising from the incident: \_\_\_\_\_

\_\_\_\_\_

Names of witnesses: \_\_\_\_\_

\_\_\_\_\_

Events leading up to the incident and how the incident ended: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Was Body Substance Isolation used (latex gloves, mask etc.)?

\_\_\_\_\_

Was any contamination suspected?

\_\_\_\_\_

*\*See note on following page (or on back if printed as one sheet)*

*\*Note: If the incident is a "privacy concern case," remove the name of the employee who was the victim of the workplace violence and enter "PRIVACY CONCERN CASE" in the space normally used for the employee's name. Privacy concern cases include incidents involving any of the following:*

- *Injury or illness to an intimate body part or to the reproductive system*
- *Injury or illness resulting from a sexual assault*
- *Mental illness*
- *HIV infection*
- *Needle stick injuries and cuts from sharp objects that are or may be contaminated with another person's blood or other potentially infectious material*
- *Other injuries or illnesses if the employee independently and voluntarily requests that his or her name not be entered on the report*