

CORDELIA A. GREENE LIBRARY: EMERGENCY & DISASTER PLAN

PURPOSE

The Cordelia A. Greene Library 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.

The primary goals of Cordelia A. Greene Library'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.

ADMINISTRATION

The In-House Emergency Team, led by the 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 Director is unable or unavailable to lead the team, administrative authority shall be passed to Board President.

The In-House Emergency Team will include the Director and Board President.

COMMUNICATION METHODS

Communication methods used will be website, social media, radio, traditional news press (Print & TV) and Library's outgoing phone message. How/What that needs communicated will dictate which outlets will be used.

RISK ASSESSMENT

Risk Assessment is the determination of potential events, emergencies, and disasters that could cause service interruptions. The Director 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.

Activities include:

- Identify possible hazards
- Analyze strengths, weaknesses, and vulnerabilities of the library's ability to handle emergencies and disasters
- Engage in preventive building maintenance
- Inventory collection, equipment, furniture, electronics, and supplies
- Implement thorough cleaning and disinfecting procedures
- Implement consistent opening and closing procedures
- Provide regular staff training on key locations of building turn offs and items listed below

Parts of the Risk Assessment activities may include consultation with Letchworth Central School, insurance agent, Pioneer Library System staff, and other local experts and stakeholders.

STAFF TRAINING

Regular staff training may help reduce the risk of an emergency or disaster. Training prepares the staff to safely and appropriately respond to an emergency or disaster to minimize damage or injury should an emergency or disaster occur.

Staff training will include an annual review of this Emergency & Disaster Plan. Staff training may also include, but is not limited to, the following topics:

- CPR Training
- First Aid Training
- Drills
 - Fire
 - Active Shooter
 - Lockdown
- Formal response and recovery workshops
 - Handling wet and damaged collections
 - Workplace health and safety
 - Proper use of PPE
 - Exposure to hazardous materials/mold
- Mental Health

RESPONSE & RECONSTRUCTION

In general, the 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.

- Address emergency or imminent danger to the library's facility, materials, staff, or community
- Notify appropriate personnel
- Assess the extent of the damage
- Document in detail
 - Complete incident report with as much witness detail as possible
 - Take inventory of materials, items, supplies, or equipment
 - Take pictures of materials, items, equipment, or facilities
 - Record the sequence or timeline of events before, during, and after the event
- Prepare for recovery
 - Determine which steps need to be taken
 - Delegate to Emergency Response Team, library staff, and/or volunteers
 - Determine a command post or temporary work site if library facility is not accessible
 - If there is physical damage, decide what can be salvaged and what will be discarded
 - Gather supplies and arrange for services
- Draft a press release or statement to the public
 - The Library Director or the Director's designee will be the spokesperson for the library
 - Keep messaging transparent and consistent
 - Communicate across all appropriate methods
- Recovery
 - Plan for:
 - Limited services or service points
 - Limited hours of operation
 - Virtual programming and services
 - Reduced staff
 - Plan for reopening/full resumption of services
 - Draft/amend related procedures
 - Amend/adopt related policies

TYPES OF EMERGENCIES & DISASTERS

This Emergency & Disaster Plan was made with the health and safety of the library staff and community as the top priority. The assumption should never be made that a situation is a drill or a false alarm.

If the Director is not in the building when an emergency or disaster occurs, the staff should contact the Director immediately. The 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 to do so.

General Guidelines for Building Evacuation

- Call 911
- Communicate to all staff and patrons in a calm, clear manner
- Staff should go to designated assembly area (Community Center) for instructions

Non-Emergency Situations (Weather Events, Loss of Utilities: Power, Water, Heat, Air Conditioning, Pets, Bugs, or Infestation)

- Determine whether to close the library to the public
- If closing, escort patrons out of the building
- Contact the utility company/exterminator/etc
- Use appropriate communication methods

Emergency Situations (Gas Leak/Suspected Gas Leak, Fire, Water Damage/Flood, Hazardous Spill)

- Call 911
- Evacuate the building
- Use appropriate Communication Methods (if possible)
- Building cannot reopen/staff re-enter until instructed to do so by emergency personnel

Sudden Illness & Injury

- Call 911
- Clear the immediate area
- Do not move the ill or injured person

- Only staff members who have been certified in First Aid, CPR, or similar emergency measures should administer direct aid
- Stay with the person until medical help arrives
- Complete an incident report

Bomb Threat

- Call 911
- Evacuate patrons from the building
- Keep the caller on the line as long as possible and try to write down every word spoken
- Staff must evacuate the building
- Building cannot reopen/staff re-enter until instructed to do so by emergency personnel

Active Shooter

- Call 911
- Barricade the doors if possible
- Take appropriate cover
- Silence all cell phones
- Leave all personal belongings behind
- Building cannot reopen/staff re-enter until instructed to do so by emergency personnel

Lockdown

When notified by authorities/emergency personnel that there is a true or imminent external threat in the vicinity of the library, the library will initiate lockdown procedures.

- Communicate the situation to any patrons inside the building in a calm, clear manner
- All windows and doors will be locked from the inside
- Turn off all lights and close the blinds or curtains
- Instruct all staff and patrons to stay low and away from the windows and doors
- Staff will monitor the situation and keep open communication with local authorities/emergency personnel
- No one may enter or exit the building until the lockdown is cancelled by local authorities/emergency personnel

Pandemic 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 a pandemic or serious illness.

- Determine whether to close the library to the public
- Determine whether staff will continue to report to work or telecommute in accordance with the library's Emergency Closing Policy and local, state, and federal mandates
- Communicate with the local Department of Health
- Communicate with Letchworth Central School District
- Communicate with Pioneer Library System regarding the continuance of system services
- Communicate all changes in hours of operation and services to the public
- Implement plans for limited and/or online/virtual services
- Monitor the situation and adjust plans accordingly
- Plan for reopening when permitted under local, state, and federal guidelines

Other Emergencies

Some emergencies or disasters may occur that cannot be planned for. The 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.

An Incident Report Form should be completed following all emergency situations.

IN-HOUSE EMERGENCY TEAM

Director: Erin Robinson
Office Phone: 585-493-5466
Cell Phone: 585-750-6976

EMERGENCY SERVICES & UTILITIES

List the name and phone number for each

Fire Department: 911/ 585-493-2850

Police Department: 911/ 585-786-2255 (Sheriff) 585-786-5152 (Troopers)

Ambulance: 911 / 585-493-2850

Wyoming County Emergency Services: 585-786-8867

Town of Castile: 585-493-2233

Village of Castile: 585-493-2233

Wyoming County Department of Health: 585-786-8890

Department of Public Works: 585-493-2233 x1008

Plumber: Hardings 585-237-5561

Gas Company: National Fuel 1-800-444-3130

Electric Company: 585-493-2233 x1008

Water Utility: 585-493-2233

Electrician: Beardsley 585-493-5709

Locksmith: Ferrero Locksmith (585) 729-1637

Phone Company: Frontier

Internet Provider: Spectrum

Letchworth Central School District: 585-493-5150

Insurance Company: Tompkins Insurance

Agent/Contact: Michael Hardie 585-591-0444 ext 40221 (Cell 716-474-7203)

Pioneer Library System: 585-394-8260

PLS Tech Support: 585-394-8260

PLS After-Hours Tech Support: (Evergreen : 585-394-7976) (Internet: 877-256-1946)

Back-up Documents (kept in a secure location off-premises):

- A copy of this Emergency & Disaster Plan
- Contact list for all library staff, volunteers, and Trustees with Emergency Contacts for each
- A copy of the library's Bylaws

Questions or concerns regarding Cordelia A. Greene Library's Emergency & Disaster Plan should be directed to the Director.