

Sacramento Public Library Authority

Agenda Item 3.3: Disaster Preparedness Plan

TO: Sacramento Public Library Authority Board Members

FROM: Don Tucker, Director of Facilities

RE: Sacramento Public Library Disaster Preparedness Plan

RECOMMENDED ACTIONS:

- 1. Acknowledge the work that has been done to review and revise the Disaster Preparedness Plan for the Central Library.
- 2. Approve the Emergency Preparedness Policy that has been developed for use in the branch libraries (see the attached sample for the Sylvan Oaks Library Attachment A).
- 3. Direct staff to meet with the employees in each of the branches and provide appropriate emergency preparedness training.
- 4. Direct staff to work with the employees in each of the branch libraries to conduct emergency preparedness evacuations drills.

FISCAL IMPACT

The review and revisions to the Emergency Preparedness Plan for the Central Library, and the preparation of the plans for each of the branch libraries has been performed by staff from the Facilities Department without incurring any additional costs.

REASONS FOR RECOMMENDATIONS:

These items were a part of the 302 Recommended Action items that were included in the Assessment presented to the Sacramento Public Library Authority Board on January 22, 2009:

- 4. Update the Library's Disaster Preparedness Plan by:
- 4a. Evaluating and updating the Library's current Disaster Preparedness Plan (Tucker Feb 2009)
- 4b. Writing and implementing evacuation plans for each branch library (Tucker Jan 2009)

The current Library Disaster Preparedness Plan included a detailed emergency response document for the Central Library but no such document for the branch locations. A team of several Central Library staff members, in collaboration with Reed Dahlberg, Library Security Supervisor, updated and distributed the new



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emergency response plan for Central. A practice evacuation of the Central Library was held on December 22, 2008 and the new plan was found to be very effective.

Detailed emergency response plans were then written for each branch based on the Central Library model. The new branch plans were distributed to Branch Supervisors on February 3, 2009. A key component of each plan was the designation of a specific "rally point" outside the building where staff could gather and account for one another while remaining within sightlines of the branch entrance. In addition, branches with special circumstances such as elevators or those on school campuses, were given specific information on those items. A sample plan for the Sylvan Oaks Library is attached for reference (see Attachment A).

Practice evacuations drills will be scheduled within each branch during the next 60 days. Feedback from branch staff will be sought following the drills to fine-tune each plan. Additional assessment updates will be brought to the Board as they occur.

ATTACHMENTS:

Attachment A: Sylvan Oaks Emergency Response Plan



Disaster Preparedness

Sylvan Oaks Library Emergency Policies and Procedures

Revised Jan 2009

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Policy

Employee, tenant and library user safety in an emergency is a priority for the Sacramento Public Library. This document outlines the Library Building emergency procedures that insure employee, tenant and Library user safety.

Roles

In developing emergency plans for facilities, it is necessary to identify a clear authority structure in emergencies. The structure for this building is as follows:

| Assignment | Who | Responsibilities during emergencies |
|--|---|---|
| Building Manager | Branch Supervisor SPL Facilities Superintendant | Decision and evacuation responseBuilding utility operations |
| Area Manager for Staff and Public areas | Circ Supervisor Designated backup | Safety of all employees, tenants and library users in the assigned area Emergency supplies Fire extinguishers (operate if needed) |
| Security Supervisor | Lead security guard (if any) SPL Security Supervisor | Assist in evacuation of all library users Security staff secures all entrances and exits Coordination with Law Enforcement agencies. |

Evacuations

The fire alarm system is the primary method of evacuating the building. When an alarm sounds, <u>all</u> employees, tenants and library users should assume the alarm is valid and exit the building immediately.

| If you | see a fire, | hear a fire alarm, | need quick evacuation, | need not hurry evacuation, |
|-----------|-----------------------|-----------------------|--------------------------------------|---|
| then, | activate a fire pull | assist in evacuation | activate a fire pull alarm | notify Building Mgr/Security Supervisor |
| and, | call 9-911 | | tell Security the reason to evacuate | listen for public announcement |
| and, | assist in evacuation | | assist in evacuation | follow instructions |
| or, | leave by nearest exit | leave by nearest exit | leave by nearest exit | |

Evacuation Procedures

In the event of an emergency that requires evacuation of the building:

- Stay calm.
- Do not take personal belongings that are not readily at hand. If possible, take personal car and house keys.
- Do not use the elevators, if any.
- Exit via nearest marked exit route.
- Meet in designated rally point. (See map)
- Remain at the rally point until situation is assessed or the building is cleared for reentry by authorities.
- Cooperate with authorities if they are on the scene.

Area Manager Duties

Area Managers are assigned in public and in staff-only areas.

Staff and Public Area Managers will:

Make sure employees and library users know they must leave immediately and all materials not checked out must be left in the library.

Direct public to exit via the marked exits

Make sure that all library users, employees and tenants have left the building.

Make sure employees report to their designated rally point.

Security Duties in Evacuations

Security staff (if any) will:

- Secure all public entrances/exits to make sure that no one reenters the building until it is safe to do so.
- Suggest to library users that they leave the general vicinity of the building upon exiting.
- Conduct sweep of all areas.
- o Remain at rally point to assist emergency personnel as requested.

Damage Assessment

The Building Manager will begin assessment of the building as soon as it is clear. In the event of a citywide disaster, the Building Manager will contact the County Office of Emergency Services at (916) 874-4670 or 875-6900 to determine extent of damage and recommended action.

Re-entry

Re-entry is through the staff door. The Building Manager will determine when employees are able to re-enter the building, and will tell Security to assist in notifying staff. If the building is open to the Public at the time of the evacuation, employees and tenants will be allowed to re-enter the building **ten minutes** before library users will be allowed to return.

Evacuation of Disabled Persons

Employees/tenants should not attempt to assist disabled employees, tenants or library users in exiting the building.

For wheelchair or walker assisted:

- Guide them to the nearest exit, after the crowd has thinned.
- Explain that rescue personnel will arrive soon to assist them.
- Stay with them only if they are anxious **and** danger is not immediate.

For visually impaired:

- Guide them to the nearest exit, after the crowd has thinned.
- If they wish, accompany them to a place of safety outside of the building.

For hearing impaired:

- Communicate the need to evacuate by speaking slowly (to allow lipreading), by sign language, or by writing a note.
- If they wish, accompany them to a place of safety outside of the building.

Specific Emergencies

Different emergencies call for different responses. The following potential emergencies are outlined in this document:

- Bomb Threat
- Civil Disturbance
- Earthquake
- Elevator Entrapment
- Fire
- Flood
- Power Outage
- Robbery
- Toxic incident
- Weapons
- Explosion

Bomb Threat

The building may be evacuated in the event of a bomb threat.

There is a "Bomb Threat Checklist" form that details what actions to take in the event of a bomb threat. (See attached)

If received by telephone, fax or other medium:

- Listen carefully, keep caller on line as long as possible, fill out Bomb Threat Checklist.
- Get the attention of a co-worker to initiate building evacuation by pulling fire alarm or activate it yourself as soon as the conversation is complete.
- Call 9-911 to report the threat.
- Report immediately to the Building Manager and Central Security Supervisor.

If received by note or in person:

- Follow directions, if person is there.
- If person does not leave, Security staff may secure him/her.
- Activate fire alarm after person has left the area.
- Call 9-911 to report threat.
- Report immediately to Building Manager and Central Security Supervisor.

Civil Disturbance

If a civil disturbance occurs outside the building:

- Contact police at 9-911 (if not on scene) and contact Building Manager.
- Building Manager makes a public announcement regarding events.
- Security staff shall secure all entrances for safety of Public and employees.
- Employees are to remain in building until the disturbance is under control.
- Urge the public to remain in the building for their own safety.

If civil disturbance occurs inside of building:

- Contact police at 9-911. Give them as much information regarding the incident as possible and contact the Building Manager.
- Building Manager evacuates public/employees from the area of disturbance.

Earthquake

During the quake:

- Stay in the building.
- Get people out of stack areas.
- Get people away from windows and exterior walls.
- Get people under tables and desks to protect them from falling objects.

When shaking stops:

- Facilities or General Services turns off utilities if there is any possible danger.
- Evacuate only when there is danger from structural damage or at the direction of emergency personnel.

Fire

When a staff member sees or is informed of fire:

- Activate a pull fire alarm
- Call 9-911.
- Inform Building Manager of fire.
- If it is safe to do so, use a fire extinguisher on the fire.
- Make sure that the building is being evacuated while using the extinguisher.

If fire is an electrical fire:

- Turn off equipment.
- Building Manager turns off circuit breakers.

Flood

If you discover flooding in the building:

- Assess the situation immediately.
- Clear the area of employees or public except those who are working on the problem. Block off the area to keep everyone out until problem has been corrected.
- Inform Building Manager of flooding. Building Manager will coordinate cleanup with City assistance or other help as required.

If flooding is imminent in the community:

 Building Manager will establish a flood watch and contact County Emergency Services (916) 874-4670 or 875-6900 for information.

Power Outage

When the power fails:

- Security Staff or branch staff check all restrooms and window-less areas of building.
- Building Manager calls the utility company to report outage.
- Building Manager determines if evacuation is necessary. If power failure occurs at night, evacuate building until power returns.
- If the building is evacuated, try to turn off all computers, lights, etc.
- Learn the location of flashlights prior to power failure. Check batteries monthly.

Robbery

If a robbery occurs:

- Stay calm
- Follow directions that may be given by robber.
- Do not hesitate to give all contents of cash register or cash drawer to the robber.
- Observe the robber as closely as possible.
- Call 9-911 as soon as possible after incident.
- Inform supervisor and Security of incident.
- Write down all details of incident as soon as possible.

Toxic Incident/ Chemical Agent

Chemical agents are poisonous gasses, liquids or solids that have toxic effects on people, animals or plants. Severity of injuries depends on the type and amount of the chemical agent and the duration of exposure.

- Inform Building Manager if toxic incident is suspected.
- If toxicity is limited to a specific area, clear the area of staff, tenants and library users.
- If there is a general chemical attack, authorities will instruct citizens to either seek shelter where they are and seal the premises or evacuate immediately.
- Building Manager will contact 9-911 and, if necessary, shut off utilities.
- Do not reenter area until the Building Manager gives an all clear.

Weapons

Weapons are not allowed in the Library (except those carried by law enforcement personnel).

If an employee brings a weapon to work and uses it in a threatening manner:

- Leave the area.
- Call 9-911.
- Notify Security and your supervisor immediately.

If a library user comes in the library with a weapon and uses it in a threatening manner:

- Leave the area.
- Call 9-911.
- Activate alert button if possible.
- Notify Security and your supervisor immediately.

If a library user comes in the library wearing a weapon:

Notify Security immediately.

Explosions

During an explosion in or near the building:

- If items are falling off bookshelves or from the ceiling, get under a sturdy table or desk.
- Exit the building as quickly as possible.
- If there is fire, stay low to the floor and cover nose and mouth with wet cloth.
- Check door for heat before opening. Do not open any door that feels hot.
 Find an alternate route out.
- Heavy smoke and poisonous gases collect first along the ceiling. Stay below smoke at all times.

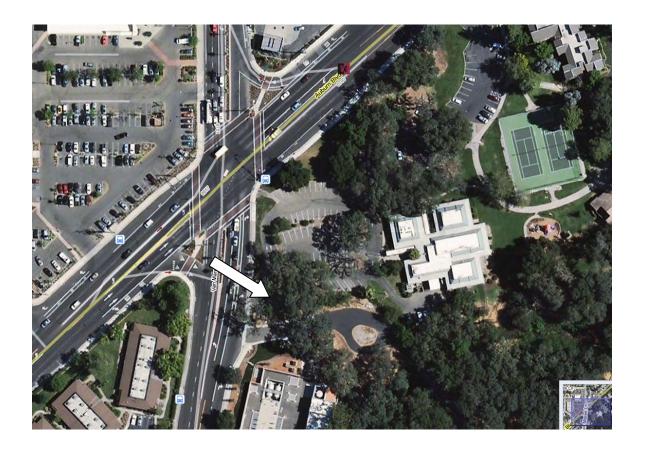
After an explosion – if you are trapped in debris:

- Use a flashlight
- Stay in your area so that you do not kick up dust. Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so that rescuers can hear where you are. Us a
 whistle if one is available. Shout only as a last resort shouting can
 cause a person to inhale dangerous amounts of dust.

Assisting Victims:

 Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency people to arrive.

SYL Rally Point



Bomb Threat Checklist

Be calm. Be courteous. Listen. Do not interrupt caller.

| Date: | | Time: | Time: | | | |
|--|--|---|--|--|--|--|
| Caller's exact words: | | | | | | |
| Voice □ Loud □ High Pitched □ Raspy | Accent Local Foreign Race | Manner □ Calm □ Rational □ Coherent | Background □ Factory Machines □ Bedlam □ Music | | | |
| □ Intoxicated □ Soft □ Deep □ Pleasant □ Familiar □ Other | □ Not Local □ Region Speech □ Fast □ Distinct □ Stutter | Deliberate Righteous Angry Irrational Incoherent Emotional Laughing | □ Office Machines □ Mixed □ Street traffic □ Trains □ Animals □ Quiet □ Voices | | | |
| Language Excellent Fair Good Poor Other | Slurred Slow Distorted Nasal Lisp Other | Familiarity with Threatened Facility Much Some None | □ Airplanes □ Party Atmosphere | | | |
| Questions to ask the 1. When is the bomb of 2. Where is the bomb' | going to explode? | | | | | |
| 3. What does it look lik | | | | | | |
| 4.What kind of bomb i | s it? | | | | | |
| 5. What will cause it to | explode? | | | | | |
| 6. Did you place the b | | | | | | |
| 7. Why did you place t | | | | | | |
| Where are you calli What is your addres | 87/a | | ž. | | | |
| 10. What is your name | | % | | | | |

Dial 9-911 immediately to report the call: notify Building Manager and Security Supervisor ASAP.



Bomb Threat/Suspicious Object

If you receive a telephone bomb threat:

- Listen carefully. Be polite and show interest. Try to keep the caller talking so that you can gather more
 information about the device, the validity of the threat, or the identity of the caller. Listen carefully for
 background noises.
- 2. Note the phone number of the caller if your telephone has a display.
- 3. Gather as much information as possible. If possible, use the <u>Bomb Threat Checklist</u> to question the caller in a polite and non-threatening manner.
- 4. Upon completion of the call, immediately dial 9-911 to report the threat. Then complete the <u>checklist</u> while the call is still fresh in your memory.
- 5. Report the threat to the Central Building Manager or Security Supervisor.
- 6. Remain available to answer questions.
- If the threat was received by another individual and he/she is relaying information to you, use the <u>Bomb Threat Checklist</u> to gather as much information as possible.
- 8. Note also: If the voice is familiar, whom did it sound like?

A suspicious object is defined as any package, parcel, container, or other object that is suspected of being an explosive device because it is out of place or unusual for that location and cannot be accounted for, or because a threat has been received.

If you find a suspicious object:

- 1. Do not touch the object.
- Move people away from the object.
- 3. Do not use portable radio equipment within 100 feet of the suspicious object.
- 4. Dial 9-911.
- 5. Follow police instructions precisely.
- 6. Notify Security staff and the Central Building Manager.
- 7. Do not attempt to evacuate the building without the authorization or assistance of emergency personnel. Current emergency management guidelines caution against automatic evacuation. In most cases, people are likely to be more secure in their offices, laboratories, or classrooms than in hallways that have not been searched or outdoors where an actual threat may be even more likely to exist.
- 8. If a search of the building is conducted, you and other staff may be asked to accompany Police officers since you are more likely to notice something out of the ordinary in your own area or facility.