



Richmond
Public Library

POLICIES & PROCEDURES MANUAL

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Facilities Policies

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Policy 1: Emergency Response Plan

Effective Dates: [Insert Effective Date]
Reviewed and Revised Dates: [Insert Reviewed/Revised Dates]

Section 1: Purpose and Scope

Purpose

The [ORGANIZATION] commits to safeguarding its patrons, staff, and facilities through a structured and comprehensive Emergency Response Plan.

[ORGANIZATION]’s Person In Charge (PIC) on shift is designated as the primary coordinator for executing emergency response measures. By having an on-site leader trained in emergency management, [ORGANIZATION] enhances its capability to make quick, informed decisions that uphold the safety of patrons, staff, and volunteers.

Scope

The Emergency Response Plan is comprehensive, covering all [ORGANIZATION] locations and addressing the various emergency situations that may arise in the library’s public spaces, administrative areas, and storage facilities. This plan applies to all [ORGANIZATION] personnel, including staff, volunteers, and any third-party partners engaged in activities at [ORGANIZATION] locations.

Key emergency response areas include:

Each section of the plan contains detailed, step-by-step procedures that serve as a ready reference for all [ORGANIZATION] staff, supporting immediate action, compliance with safety standards, and a consistent response across library locations.

Responsible Party

The [ORGANIZATION]'s Safety Officer administers this Emergency Response Plan, providing oversight, updates, and training to all personnel. The Safety Officer works in close coordination with the Director of Operations, who ensures that the plan remains up-to-date and that all staff are adequately trained in its procedures.

The **Person In Charge (PIC)** assumes the on-site leadership role during emergencies, coordinating efforts among staff, volunteers, and patrons. Supported by the **Emergency Response Team (ERT)**, the PIC oversees each step of the emergency response, ensures that all safety protocols are followed, and communicates directly with emergency services.

Integration with the City of Richmond's Emergency Operations Plan (EOP):

- 1. Framework for Coordination:**
[Redacted]
- 2. Communicaring:**
[Redacted]
- 3. ****
[Redacted]
- 4. Legal and Organizational Basis:**
[Redacted]

5. Response to Specific Hazards:

Section 2: Emergency Roles and Responsibilities

The structure provides for designated leaders, specialized team members, and support personnel trained to manage various scenarios, prioritizing the safety and security of all patrons and staff. Each role is essential to maintaining order, executing emergency procedures, and ultimately ensuring the library's swift recovery post-incident.

Person In Charge (PIC)

Role:

The Person In Charge (PIC) is the designated on-site leader in emergencies, serving as the central authority responsible for immediate decision-making and response coordination. As the primary point of contact, the PIC's role is critical in liaising with external emergency responders, delegating tasks, and making swift decisions that align with [ORGANIZATION]'s emergency protocols and city regulations.

Responsibilities:

- **Direct Communication with Emergency Services:**

- **Evacuation Management:**

- **Lockdown and Recovery Oversight:**

- **Delegation of Tasks:**

Training Requirements:

To ensure readiness, the PIC completes all [ORGANIZATION] emergency management training programs, with annual reviews to maintain current knowledge and skills.

Emergency Response Team (ERT)

Role:

The ERT is a specialized team of [ORGANIZATION] staff members trained to provide hands-on support during emergencies. [REDACTED]. Their comprehensive training in first aid, emergency equipment usage, and evacuation protocols makes the ERT a crucial component of the emergency response framework.

Responsibilities:

- **Evacuation Support:** [REDACTED]
[REDACTED]
[REDACTED]
- **Headcounts and Accountability:** [REDACTED]
[REDACTED]
[REDACTED]
- **Basic Medical Aid:** [REDACTED]
[REDACTED]
[REDACTED]

Training Requirements:

ERT members participate in bi-annual emergency drills and maintain up-to-date first aid certifications. These drills focus on evacuation scenarios, emergency medical response, and emergency equipment usage, such as fire extinguishers and AEDs.

Communication Officer

Role:

The Communication Officer's role is to manage all communications, both within the library and with external emergency teams, ensuring accurate information flow. [REDACTED]
[REDACTED]

Responsibilities:

- **Internal Updates:** [REDACTED]
[REDACTED]
[REDACTED]
- **External Communication with City Emergency Management:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Training Requirements:

The Communication Officer undergoes annual training in communication tools and emergency procedures. This training includes [REDACTED]
[REDACTED]

Facilities Manager

Role:
The Facilities Manager ensures that all safety equipment is operational, emergency supplies are maintained, and that the library infrastructure is in optimal condition for emergency scenarios. This role requires comprehensive knowledge of [ORGANIZATION]'s facility layout, equipment, and safety systems.

- Responsibilities:**
- **Monthly Inspections:** [REDACTED]
 - **Coordination of Repairs and Replacements:** [REDACTED]
 - **Supply Management:** [REDACTED]

Training Requirements:
To stay updated on emergency management protocols, the Facilities Manager completes periodic refresher courses covering [ORGANIZATION]'s facility infrastructure, safety equipment, and protocols, ensuring they can respond effectively in various scenarios.

Volunteer Coordinator

Role:
The Volunteer Coordinator organizes and manages volunteer support during emergencies, providing direction and ensuring volunteers understand their roles. This position is essential for delegating additional support and reinforcing staff efforts.

- Responsibilities:**
- **Orientation for Volunteers:** [REDACTED]
 - **Supervision of Volunteer Actions:** [REDACTED]

Training Requirements:
The Volunteer Coordinator receives quarterly briefings on emergency protocols and participates in all relevant drills and simulations. [REDACTED]

Section 3: Emergency Policies and Procedures

The [ORGANIZATION] has developed a comprehensive set of emergency policies and procedures to address various scenarios that may pose risks to patrons, staff, and library assets.

3.1 Fire Safety Procedures

Policy Statement

The [ORGANIZATION] is dedicated to ensuring the highest standards of fire safety to protect its patrons, staff, and property. [ORGANIZATION]'s fire safety protocols focus on three core areas: fire prevention and detection, safe evacuation, and post-evacuation measures. Each procedure is designed to minimize fire hazards, ensure clear evacuation paths, and enable an organized response in case of a fire emergency.

Procedures

The fire safety procedures are divided into three primary phases: **Prevention and Detection**, **Evacuation Protocols**, and **Post-Evacuation Protocols**.

1. Prevention and Detection

Effective fire prevention and early detection are essential for maintaining a safe environment in [ORGANIZATION]. These measures reduce the risk of fire incidents and ensure swift action if a fire does occur. The Facilities Manager plays a critical role in overseeing these tasks, ensuring compliance with fire safety standards, and coordinating any necessary maintenance.

- **Weekly Inspections:**
 - **Fire Alarms and Extinguishers:**
 - [Redacted]
 - [Redacted]
 - [Redacted]
 - [Redacted]
 - [Redacted]
 - **Documentation and Maintenance Reporting:**
 - [Redacted]
 - [Redacted]
 - [Redacted]
 - [Redacted]
 - [Redacted]
- **Fire Drills:**
 - **Bi-annual Drills for Staff and Patrons:**
 - [Redacted]
 - [Redacted]
 - [Redacted]
 - [Redacted]
 - [Redacted]
 - [Redacted]
 - **Special Accommodations for Vulnerable Individuals:**
 - [Redacted]
 - [Redacted]

2. Evacuation Protocols

During a fire, an organized and efficient evacuation is critical. [ORGANIZATION]'s evacuation protocols provide clear guidelines for staff and patrons, helping to ensure a safe and orderly exit from the library. Staff are trained to recognize and use these routes effectively and to provide calm, clear guidance to patrons throughout the evacuation.

- **Evacuation Routes:**

- **Signage and Route Familiarization:**

[REDACTED]

- **Staff Guidance:**

[REDACTED]

- **Assistance for Individuals with Disabilities:**

- **Designated Support Staff:**

[REDACTED]

- **Evacuation Chairs and Accessibility Aids:**

[REDACTED]

3. Post-Evacuation Protocols

Once everyone has safely exited the library, the post-evacuation protocols are implemented to ensure all individuals are accounted for and that emergency services have a clear understanding of the situation.

- **Headcounts:**

- **Conducted by PIC:**

[REDACTED]

- **Assistance from ERT Members:**

[REDACTED]

- **Communication with Emergency Services:**

- **Initial Report by PIC:** [REDACTED]
- **Injury Reporting and Coordination:** [REDACTED]
- **Facility Status Updates:** [REDACTED]

Additional Fire Safety Measures

- **Fire Prevention Training for Staff:**

- [REDACTED]

- **Fire Safety Equipment Maintenance:**

- [REDACTED]

- **Documentation and Post-Incident Review:**

- [REDACTED]

Section 3.2: Earthquake Response

Policy Statement

[ORGANIZATION] acknowledges the seismic vulnerabilities in its geographic location and has developed robust earthquake response protocols to protect patrons, staff, and library assets.

Earthquake preparedness at [ORGANIZATION] focuses on three primary areas: training and preparation, response actions during an earthquake, and post-earthquake safety assessments and evacuations. These protocols not only prioritize immediate safety but also ensure that [ORGANIZATION] can respond efficiently and systematically to restore normalcy. Through annual drills, clear procedures for protective actions, and post-earthquake assessments, [ORGANIZATION] aims to mitigate the impact of earthquakes and reinforce a culture of preparedness across its facilities.

Procedures

The earthquake response protocols are divided into three main sections: **Preparation and Training**, **During the Earthquake**, and **Post-Earthquake Actions**. Each section includes detailed guidelines for staff and patrons to follow, ensuring an organized response at every stage of an earthquake event.

1. Preparation and Training

Preparation is the cornerstone of [ORGANIZATION]'s earthquake response strategy. To minimize risks and enhance safety during an earthquake, [ORGANIZATION] has implemented extensive training programs and structural assessments. These measures ensure that both staff and patrons are well-prepared to react appropriately during seismic events.

- **Annual Earthquake Drills:**

- **Drill Structure and Frequency:**

[REDACTED]

- **Focus on Protective Actions:**

[REDACTED]

- **Safe Zones Identification:**

[REDACTED]

- **Structural Safety Assessment:**

- **Annual Review by Facilities Manager:**

[REDACTED]

- **Inspection of Building Safety Features:**

[REDACTED]

- **Safe Area Identification and Documentation:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

2. During the Earthquake

When an earthquake occurs, immediate protective actions are crucial. [ORGANIZATION]'s procedures emphasize calm, systematic responses that help minimize panic and reduce injury risks. Staff are trained to lead patrons in effective protective measures and are positioned throughout the library to provide clear guidance.

- **“Drop, Cover, and Hold On” Protocol:**

- **Drop:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Cover:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Hold On:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- **Avoidance of Hazards:**

- **Clear from Windows and Heavy Furniture:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Use of Safe Zones:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Communication During the Event:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

3. Post-Earthquake Actions

After the shaking stops, [ORGANIZATION]'s post-earthquake actions focus on assessing the safety of the building, accounting for all individuals, and evacuating if necessary. The Person In Charge (PIC) and the Emergency Response Team (ERT) play central roles in executing these procedures.

- **Safety Assessment:**

- **Immediate Evaluation by PIC:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Hazard Reporting to ERT Members:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Decision to Evacuate:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- **Evacuation if Necessary:**

- **Designated Evacuation Routes:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Assistance for Individuals with Disabilities:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Assembly Point Headcounts:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Communication with Emergency Services:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- **Aftershock Precautions:**

- **Continued Vigilance by Staff and Patrons:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Re-entry Protocols:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Additional Earthquake Preparedness Measures

- **Earthquake Emergency Kits:**

- [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Post-Incident Debriefing and Documentation:**
 - [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Section 3.3: Flood Protocol

Policy Statement

Flooding poses a significant risk to [ORGANIZATION] facilities, given the geographical characteristics and weather patterns in the region. [REDACTED]
[REDACTED]

[REDACTED] These protocols are designed to minimize potential hazards, protect library assets, and ensure the safety of patrons and staff during flood events. [ORGANIZATION]'s Flood Protocol emphasizes thorough flood risk assessments, clearly marked evacuation routes, prompt utility management, and efficient recovery processes. This policy aims to reduce flood impact while maintaining the safety and operational continuity of [ORGANIZATION]'s services.

Procedures

The Flood Protocol is divided into three main sections: **Preparation**, **During Flooding**, and **Post-Flood Recovery**. Each section includes detailed steps for staff and volunteers, led by the Person In Charge (PIC) and supported by the Facilities Manager, to ensure that flood situations are managed safely and efficiently.

1. Preparation

Preparation is essential to reducing risks and ensuring a swift response if flooding occurs. [ORGANIZATION]'s preparation measures include regular flood risk assessments, proactive asset protection, and the establishment of safe evacuation routes to higher ground.

- **Flood Risk Assessments:**
 - **Semi-Annual Risk Evaluations:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - **Asset Protection Strategy:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- **Routine Review of Emergency Supplies:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- **Evacuation Routes to Higher Ground:**

- **Route Identification and Marking:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- **Staff Training on Evacuation Procedures:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

2. During Flooding

When a flood occurs, the immediate focus is on safely evacuating patrons and staff, shutting down utilities to prevent hazards, and implementing measures to reduce damage. The PIC, supported by the Facilities Manager and Emergency Response Team (ERT), coordinates these actions to ensure a prompt and orderly response.

- **Immediate Evacuation:**

- **Evacuation Protocol Initiation by PIC:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- **Guidance by Staff and ERT Members:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- **Crowd Control and Safety Monitoring:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- **Utility Shutdown:**

- **Responsibility of the Facilities Manager:** [REDACTED]
[REDACTED]

- **Coordination with Emergency Services:**

- **Water Valve and Sewer Management:**

3. Post-Flood Recovery

Once floodwaters recede, [ORGANIZATION]'s focus shifts to recovery efforts, which include assessing damage, communicating with emergency services, and coordinating repair and cleanup operations. This phase is crucial for restoring the library's operational capacity and ensuring the safety of patrons and staff upon reopening.

- **Damage Assessment:**

- **Initial Walkthrough by Facilities Manager:**

- **Documentation of Damage:**

- **Health and Safety Hazards Identification:**

- **Coordination of Repair Efforts:**

- **Engagement with Repair and Restoration Services:**

- **Furniture and Equipment Restoration:**

- **Communication with Local Emergency Services:**

- Regular Updates by PIC: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- Coordination of Re-entry and Reopening Plans: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- Post-Incident Debriefing and Documentation:
 - Staff Debrief and Feedback Collection: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - Protocol Review and Improvement: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Additional Flood Preparedness Measures

- Regular Staff Training on Flood Response:
 - [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - [REDACTED]
[REDACTED]
- Emergency Flood Kits:
 - [ORGANIZATION] maintains emergency flood kits in accessible locations throughout the library. These kits include items such as waterproof flashlights, first aid supplies, plastic sheeting, towels, and other materials that can be used to manage water ingress and support immediate evacuation efforts. [REDACTED]
[REDACTED]

Section 3.4: Power Outage Procedures

Policy Statement

[ORGANIZATION] recognizes that power outages can significantly impact library operations and patron safety. To minimize disruption, [ORGANIZATION] has established comprehensive power outage procedures aimed at maintaining critical functions, ensuring a safe environment, and communicating effectively with patrons. These procedures focus on immediate safety assessments,

the use of backup power systems, and post-outage evaluations to ensure a smooth transition back to full operational capacity. By proactively managing power outages, [ORGANIZATION] demonstrates its commitment to providing continuous service and safeguarding both patrons and staff.

Procedures

The Power Outage Procedures are organized into three key areas: **Immediate Response**, **Use of Backup Systems**, and **Post-Outage Protocol**. Each section contains detailed protocols for staff, led by the Person In Charge (PIC) and supported by the Facilities Manager and Communication Officer, to ensure a safe and effective response during power disruptions.

1. Immediate Response

During a power outage, the primary focus is on assessing immediate safety risks and maintaining clear communication with patrons. These protocols guide staff through the initial stages of managing a power loss, ensuring that patrons and staff remain safe and informed.

- **Assessment of Safety Risks:**

- **Responsibility of the PIC:**

[REDACTED]

- **Identification of Hazardous Areas:**

[REDACTED]

- **Temporary Barriers:**

[REDACTED]

- **Communication with Patrons:**

- **Initial Announcements:**

[REDACTED]

- **Clear Information on Service Adjustments:**

[REDACTED]

- **Availability of Staff Assistance:**

[REDACTED]

2. Use of Backup Systems

[ORGANIZATION]'s facilities are equipped with backup systems to maintain essential lighting and sustain critical functions during power outages. The protocols for activating and using these systems are designed to ensure continuity of service and safety in the library until full power is restored.

- **Emergency Lighting:**

- **Automatic Activation:**

[REDACTED]

- **Routine Maintenance by Facilities Manager:**

[REDACTED]

- **Lighting in Designated Safe Areas:**

[REDACTED]

- **Backup Generators:**

- **Activation for Critical Operations:**

[REDACTED]

- **Coordination with Utility Providers:**

[REDACTED]

- **Regular Generator Maintenance:**

[REDACTED]

3. Post-Outage Protocol

Once power is restored, [ORGANIZATION]'s protocols focus on inspecting systems for potential damage, verifying operational stability, and updating patrons and staff on the status of services. These post-outage procedures ensure a safe return to normal operations and minimize any residual effects of the power disruption.

- **Systems Check:**

- **Inspection by Facilities Manager:**

[REDACTED]

- **Testing Backup Systems:**

[REDACTED]

- **Assessment of Digital and Communication Systems:**

[REDACTED]

- **Patron Service Updates:**

- **Communication by the Communication Officer:**

[REDACTED]

- **Clearance of Restricted Areas:**

[REDACTED]

- **Documentation and Post-Incident Review:**

- **Incident Reporting by PIC:**

[REDACTED]

- **Debrief and Feedback from Staff:**

[REDACTED]

- **Protocol Updates:**

[REDACTED]

Additional Preparedness Measures

- Annual Training on Power Outage Protocols:

[REDACTED]

- Emergency Kits for Extended Power Outages:

[REDACTED]

Section 3.5: Elevator Outage Procedures

Policy Statement

The [ORGANIZATION] is committed to providing safe, accessible environments for all patrons, including those with limited mobility or disabilities. In situations where elevator malfunctions occur, [ORGANIZATION] has developed a structured protocol that ensures immediate assistance for those who rely on elevators, minimizes inconvenience, and coordinates with maintenance services to promptly restore functionality. This policy underscores [ORGANIZATION]'s commitment to inclusivity, focusing on organized assistance for patrons needing mobility support, clearly marked alternative routes, and timely communication throughout the outage. By adhering to these procedures, [ORGANIZATION] can mitigate risks and maintain its operational standards, prioritizing the well-being and safety of both patrons and staff.

Procedures

[ORGANIZATION]'s Elevator Outage Procedures are designed to address both **Mobility Assistance** and **Maintenance Coordination**. Each section outlines steps to guide staff in managing elevator malfunctions with safety and efficiency, led by the Person In Charge (PIC) and supported by the Facilities Manager, Communication Officer, and trained Emergency Response Team (ERT) members.

1. Mobility Assistance

When an elevator outage occurs, the primary concern is to provide alternative solutions for patrons and staff who may have difficulty using stairs. The Mobility Assistance protocols ensure that patrons with mobility impairments or other disabilities receive prompt and effective assistance.

- Evacuation Plan for Patrons with Mobility Impairments:

- Role of Trained Staff: [REDACTED]

- **Check-In and Communication with Patrons:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Use of Evacuation Chairs:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Alternate Routes and Signage:**
 - **Clear, Accessible Signage for Alternate Routes:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - **Guidance from Staff and ERT Members:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - **Accessible Route Maps and Availability:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

2. Maintenance Coordination

Effective coordination with maintenance services is critical for restoring elevator functionality as swiftly as possible and minimizing disruption for patrons and staff. Maintenance Coordination protocols cover emergency contacts for elevator repair, post-outage inspections, and transparent communication about repair progress.

- **Emergency Contact with Elevator Maintenance Services:**

- **Immediate Reporting by Facilities Manager:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- **On-Site Monitoring and Support During Repairs:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Continuous Updates to PIC and Staff:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Safety Verification and Post-Outage Inspections:**
 - **Thorough Safety Check by Maintenance Team:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - **Final Inspection by Facilities Manager:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - **Documentation of Maintenance and Safety Checks:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Additional Procedures and Considerations

- **Elevator Safety and Maintenance Training for Staff:**
 - **Hands-On Training for Facilities and ERT Staff:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - **Periodic Drills and Refresher Courses:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Routine Elevator Maintenance and Inspection Schedule:**

- **Regular Inspections by Facilities Manager:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Quarterly Safety Drills for Elevator Entrapment:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Communication and Assistance for Patrons During Extended Outages:**
 - **Alternative Service Solutions:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - **Outage Updates and Notices:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Incident Documentation and Review:**
 - **Comprehensive Incident Reports:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - **Post-Outage Debrief and Review Session:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Section 3.6: Active Attacker Response

Policy Statement

The [ORGANIZATION] prioritizes the safety and security of its patrons and staff, recognizing the critical importance of rapid response and effective communication in the event of an active attacker incident. This policy establishes structured protocols to ensure swift lockdown procedures, secure hiding zones, and efficient communication with law enforcement. [ORGANIZATION] is committed to a prepared and practiced response that emphasizes organized safety measures, minimizing risk, and maintaining calm. These protocols are designed to safeguard all individuals within library facilities during high-risk incidents, ensuring that staff are equipped to manage their responsibilities with clear directives and maintaining a coordinated approach to safety.

Procedures

The Active Attacker Response protocols are organized into two main sections: **Lockdown Procedures** and **Communication with Law Enforcement**. Each section provides detailed steps that staff, led by the Person In Charge (PIC) and supported by the Communication Officer and the

Emergency Response Team (ERT), must follow to protect patrons and themselves effectively during an active attacker event.

1. Lockdown Procedures

When an active attacker threat is identified, [ORGANIZATION]'s primary response is to initiate a lockdown to secure the premises and protect all individuals on-site. Lockdown procedures focus on securing entrances, directing individuals to designated safe zones, and implementing safety measures designed to maximize concealment and security.

- **Securing Entrances and Exits:**

- **Responsibilities of Assigned Staff:**

[REDACTED]

- **Evacuation Prioritization:**

[REDACTED]

- **Use of Barricades:**

[REDACTED]
feasible.

- **Directing Patrons and Staff to Safe Zones:**

- **Identification of Safe Zones:**

[REDACTED]

- **Guidance by ERT Members:**

[REDACTED]

- **Assistance for Patrons with Mobility Challenges:**

[REDACTED]

- **Concealment and Maintaining Silence:**

- **Securing the Safe Zone:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Emergency Supplies and Communication Devices:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Preparation for Extended Lockdown:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

2. Communication with Law Enforcement

Effective communication is essential during an active attacker incident, facilitating a rapid response from law enforcement and providing crucial updates to staff within the building. [ORGANIZATION]'s communication protocols focus on timely contact with law enforcement, continuous internal updates to staff, and maintaining situational awareness for all individuals on-site.

- **Immediate Contact with Law Enforcement:**

- **Responsibility of the Communication Officer:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Real-Time Updates to Authorities:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- **Internal Announcements for Staff:**

- **Continuous Updates:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Reinforcing Lockdown Protocols:** [REDACTED]
[REDACTED]

- **Discreet Communication During Sensitive Moments:**

Post-Incident Protocols and Follow-Up Procedures

Once law enforcement has resolved the situation and issued an all-clear, [ORGANIZATION] follows a structured post-incident protocol to ensure the safe release of patrons, address any injuries, and conduct a comprehensive review of the response.

- **Controlled Evacuation and Release:**

- **Gradual Release of Patrons from Safe Zones:**

- **Assistance for Injured Individuals:**

- **Verification of Accountability:**

- **Debriefing and Staff Support:**

- **Post-Incident Debriefing for Staff:**

- **Counseling and Support Services:**

- **Review and Update of Active Attacker Protocols:**

- **Comprehensive Incident Analysis:**

- **Updates to Procedures and Training:**

Additional Procedures and Considerations

1. Integration of Enhanced Security Measures

- **Security Drills and Regular Assessments:**

- **Physical Security Enhancements:**

2. Training and Professional Development for Staff

- **Annual Active Threat Training:**

- **Stress Management and Response Techniques:**

- **Advanced Communication Skills:**

3. Communication and Coordination with External Agencies

- **Established Contacts with Law Enforcement and Emergency Services:**

- **Community Collaboration and Response Drills:**

4. Incident Documentation and Post-Incident Analysis

- **Detailed Incident Documentation:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Data Analysis and Lessons Learned:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Updating Emergency Protocols and Sharing Findings:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

5. Psychological Support and Community Outreach

- **Immediate Access to Psychological Support:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Long-Term Support and Recovery Programs:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Community Reassurance and Transparency:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Section 3.7: Outbreak/Pandemic Procedures

Policy Statement

The [ORGANIZATION] is committed to safeguarding the health and well-being of its patrons and staff, particularly during periods of infectious disease outbreaks or pandemics. This policy establishes comprehensive infection control measures that focus on enhanced hygiene practices, readily available personal protective equipment (PPE), increased cleaning protocols, and adaptable service options. By implementing these procedures, [ORGANIZATION] aims to minimize infection risks while maintaining accessible library services, allowing patrons to continue utilizing resources and participating in library activities in a safe and flexible environment. This commitment to health and safety aligns with public health recommendations and supports the community's trust in [ORGANIZATION] as a safe, welcoming space.

Procedures

[ORGANIZATION]'s Outbreak/Pandemic Procedures are divided into two main categories: **Infection Control** and **Service Adjustments**. Each section provides detailed steps that staff, led by the Person In Charge (PIC) and supported by the Facilities Manager, Communication Officer, and trained

Emergency Response Team (ERT), must follow to maintain a hygienic, safe, and adaptable environment during public health crises.

1. Infection Control

During outbreaks or pandemics, rigorous infection control practices are essential to prevent the spread of disease within the library. [ORGANIZATION]'s infection control protocols focus on sanitization, PPE availability, physical distancing, and monitoring of health guidelines to ensure a clean and safe space for both patrons and staff.

- **Hand Sanitizer Stations:**

- **Placement of Stations:**

[REDACTED]

- **Signage Encouraging Use:**

[REDACTED]

- **Monitoring and Maintenance:**

[REDACTED]

- **Enhanced Cleaning and Disinfection Protocols:**

- **Increased Frequency of Cleaning:**

[REDACTED]

- **Use of EPA-Approved Disinfectants:**

[REDACTED]

- **Workspaces and Equipment Sanitization:**

[REDACTED]

- **Availability and Use of Personal Protective Equipment (PPE):**

- **PPE Distribution for Staff:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Optional PPE for Patrons:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **PPE Disposal Stations:** [REDACTED]
[REDACTED]
[REDACTED]
- **Physical Distancing and Space Reconfiguration:**
 - **Floor Markings and Barriers:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - **Reconfiguration of Seating Arrangements:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - **Group Activity Limitations:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Monitoring of Staff Health and Wellness:**
 - **Health Screenings for Staff:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - **Encouragement of Sick Leave:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - **Isolation Protocol for Ill Patrons:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

2. Service Adjustments

To meet the needs of patrons who may wish to avoid close contact or in-person visits during outbreaks or pandemics, [ORGANIZATION] has developed adaptable service options that provide access to library resources and programs in safe, alternative formats.

- **Curbside Pickup Service:**

- **Online Reservation and Scheduling:**

[REDACTED]

- **Contactless Pickup Process:**

[REDACTED]

- **Special Accommodations for High-Risk Patrons:**

[REDACTED]

- **Virtual Programs and Online Resources:**

- **Transition of In-Person Programs to Virtual Platforms:**

[REDACTED]

- **On-Demand Digital Content:**

[REDACTED]

- **Virtual Assistance and Reference Services:**

[REDACTED]

- **Flexible Borrowing Policies:**

- **Extended Loan Periods:**

[REDACTED]

- **Waiving of Late Fees:**

[REDACTED]

- **Book Return Protocol Adjustments:**

- **Contactless Book Return Bins:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Quarantine of Returned Materials:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Enhanced Digital Literacy Support for Remote Services:**
 - **Guided Tutorials for Online Resources:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - **Librarian-Led Virtual Assistance:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Post-Outbreak Evaluation and Policy Review

Following an outbreak or pandemic period, [ORGANIZATION] conducts a comprehensive evaluation of its infection control and service adaptation measures, assessing the effectiveness of each protocol and identifying opportunities for improvement.

- **Staff Feedback and Incident Reporting:**
 - **Feedback Collection from Staff:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - **Review of Incident Reports and Health Data:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Community Input and Adaptation:**
 - **Soliciting Patron Feedback:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- **Community Health Partnerships:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Updating Outbreak Protocols and Staff Training:**
 - **Procedure Updates Based on Findings:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - **Annual Outbreak Preparedness Training:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Community Education and Health Resources:**
 - **Public Health Awareness Initiatives:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - **Continued Access to Virtual Programs and Online Resources:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Section 3.8: Bomb Threat Response

Policy Statement

The [ORGANIZATION] is dedicated to the safety and security of its patrons, staff, and facilities. In the event of a bomb threat, [ORGANIZATION] has developed a series of protocols to ensure a swift, organized response. This policy prioritizes clear communication with law enforcement, rapid evacuation procedures, and rigorous safety checks, allowing the library to handle such incidents with maximum efficiency while safeguarding all individuals on site. These protocols provide a structured response that minimizes potential risks, ensures proper coordination with emergency responders, and fosters a sense of calm and control during a high-stress situation.

Procedures

The Bomb Threat Response procedures are organized into three primary sections: **Initial Assessment**, **Evacuation**, and **Coordination with Law Enforcement and Post-Evacuation Safety**

Checks. Each section provides detailed steps that staff, led by the Person In Charge (PIC) and supported by the Communication Officer, Emergency Response Team (ERT), and Facilities Manager, must follow to ensure a well-coordinated response during a bomb threat incident.

1. Initial Assessment

The initial assessment stage is critical in establishing the credibility of a bomb threat and taking appropriate precautions. This phase involves the identification of potential threats, immediate communication with law enforcement, and alerting staff to be vigilant while maintaining calm.

- **Identification of Threats:**

- **Role of the Person In Charge (PIC):** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Training Staff to Recognize Suspicious Items:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Safe Distance Protocol:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- **Communication with Authorities:**

- **Immediate Law Enforcement Notification:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Details to Share with Law Enforcement:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- **Law Enforcement Guidance on Evacuation:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

2. Evacuation

If evacuation is deemed necessary, [ORGANIZATION] follows a clear, structured evacuation process designed to move patrons and staff safely and efficiently out of the building. This process involves

designated evacuation routes, guiding patrons to assembly points, conducting headcounts, and coordinating with law enforcement upon their arrival.

- **Clear Evacuation Routes:**

- **Pre-Established Evacuation Paths:**

[REDACTED]

- **Role of Emergency Response Team (ERT):**

[REDACTED]

- **Assistance for Individuals with Mobility Impairments:**

[REDACTED]

- **Guiding Patrons to Assembly Points:**

- **Pre-Designated Assembly Locations:**

[REDACTED]

- **Maintaining Calm at Assembly Points:**

[REDACTED]

- **Headcounts and Accountability:**

[REDACTED]

3. Coordination with Law Enforcement and Post-Evacuation Safety Checks

Once all patrons and staff are evacuated and accounted for, [ORGANIZATION] focuses on supporting law enforcement efforts to secure the premises, assess the threat, and ensure that it is safe to re-enter the building. This phase also includes post-evacuation safety checks to verify that all areas have been cleared and that normal operations can resume safely.

- **Law Enforcement Coordination and Information Sharing:**

- **On-Site Coordination with Law Enforcement:**

[REDACTED]

- Continuous Communication Updates: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- Safety Precautions for Staff: [REDACTED]
[REDACTED]
[REDACTED]
- Post-Evacuation Safety Checks:
 - Building and Property Inspections: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - Verification of Safety Equipment Functionality: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - Documentation and Reporting: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Additional Training and Preparedness Initiatives

To maintain readiness for bomb threats, [ORGANIZATION] integrates regular training and preparedness exercises into its safety protocols, ensuring that staff remain capable of handling such incidents with confidence and precision.

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