

Westhampton Free Library Approved Emergency Procedures



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STATEMENT

- The Westhampton Free Library Safety Committee will strive to maintain a safety and health program conforming to the best practices of public libraries. To be successful, such a program must embody the proper attitudes toward injury and illness prevention on the part of supervisors and employees. It also requires cooperation in all safety and health matters, not only between supervisors and employees but also between employees and their co-workers. Only through such a cooperative effort can an effective safety and health program be established and preserved.
- The safety and health of every employee and patron is a high priority. Management accepts responsibility for providing a safe working environment and employees are expected to take responsibility for performing work in accordance with safety standards and practices. Safety and health will only be achieved through teamwork. Everyone must join together in promoting safety and health and taking every reasonable measure to assure safe working conditions in the library.
- Signed or anonymous safety concerns can be written and placed in the designated box in the staff lounge or via an email link on the right column of the staff blog.

The safety committee, as directed by the Library Director, is creating this document and policies to:

1. Ensure the physical protection of both library staff and library patrons. The responsibility includes, but is not limited to, the development and integration of protection programs for emergencies, as well as fire, floods, earthquakes, and other natural disasters.
2. Ensure library staff is informed of and instructed in their obligations in safety and security matters, for example, the obligation to protect lives and collections, to provide aid to disaster victims, etc.
3. Recommend an audit of the library’s protection systems on a regular basis in collaboration with the fire department, and police department.

Safety Committee Members

Jan Camarda	Cindy Ilardi	Jay Janoski	Dave Jones	Carole Mayo
Andrea Roberts	Sonja Roese	Lisa Toner	Sara Zarowin	

EMERGENCY PREPAREDNESS IN PUBLIC LIBRARIES

1. Act if a specific incident is causing harm to the library.
2. Libraries should always file an internal incident report to track issues to have an accurate count of problems when conferring with another entity.
3. Police can only act if there is an imminent threat to health or safety.
4. Domestic incidents: call the police as they can become volatile rather quickly.
5. Provide opportunities for training in the awareness of mental health issues and how to read signs of such. With problem patrons create boundaries (i.e. limit number of questions and/or interruptions from such a patron)

CONTACT LIST

Danielle Waskiewicz	Director
Jay Janoski	Assistant Director
Dave Jones	Head of Computers and Digital Services
Sonja Roese	Head of Youth Services
Juliana Podd	Head of Circulation and Technical Services
Jan Camarda	Head of Outreach

BOARD OF TRUSTEES

Barbara Matros	Thomas Moore	Susan Rosenberg	Robert Santucci
	Mitchell Schecter	Stephen Wisnoski	Mary Anne Yutes

Westhampton Beach Police Department:

Westhampton Beach Fire Department:

Westhampton War Memorial Ambulance Association:

Village Fire Marshall:

Automatic Doors:

Cesspool:

Electric:

Elevator:

Fire Alarms/Security Alarms:

Fire Suppression Sprinklers:

Plumbing:

GENERAL/ENVIRONMENTAL SAFETY

ONGOING RECOMMENDATIONS:

1. Westhampton Police will conduct a crime prevention services program once per year (recommend making it mandatory for employees to attend).
2. The local fire department will conduct instruction on fire extinguishers and fire safety procedures once per year (recommend making it mandatory for employees to attend).
3. Training during Staff Development Day.
4. The safety committee will go over personal safety procedures and instruction on safety procedures.
5. Supervisors of every department will receive an emergency contact list of important contact numbers.
6. New employees will receive an orientation to the workplace violence prevention program within the probation period.
7. Announced or unannounced fire drills twice per year.
8. The safety committee team will create a binder that will include a copy of the All Hazards Emergency Plan and additional resources.

WORKPLACE VIOLENCE

Training for all employees, including managers and supervisors, will be repeated every year.

1. A review and definition of workplace violence
2. A full explanation and a full description of our program (all employees are given a copy of this program)
3. Instructions on how to report all incidents including threats and verbal abuse.
4. Methods of recognizing and responding to workplace security hazards
5. Training on how to identify potential workplace security hazards (such as no lights in the parking lot while leaving late at night, unknown person loitering outside the building)
6. Review of measures that have been instituted in this organization to prevent workplace violence including:
 1. Use of security equipment and procedures

2. How to attempt to defuse hostile or threatening situations (see HOW TO DEAL WITH DIFFICULT PEOPLE)
3. How to summon assistance in case of an emergency or hostage situation (see SECURITY PROCEDURE)
4. Post-incident procedures, including medical follow-up and the availability of counseling and referral.

At the end of each training program, employees will be asked to evaluate the session and make suggestions on how to improve the training.

Workplace violence prevention training will be given to new employees as part of their orientation.

A general review of this program will be conducted every year. Our training program will be updated to reflect changes in our workplace prevention program.

INCIDENT REPORTING AND INVESTIGATION:

All incidents must be reported immediately to a supervisor. An “[incident report form](#)” (see Page 26) will be completed for all incidents and given to administration. One copy will be forwarded to the safety committee for their review and a copy will be filed with the [Business Office](#).

Each incident will be evaluated by the safety committee. The team will discuss the causes of the incident and will make recommendations on how to revise the program to prevent similar incidents from occurring. All revisions of the program will be put into writing and made available to all employees.

LIBRARIAN-IN-CHARGE IN CASE OF AN EMERGENCY:

ROLES & RESPONSIBILITIES IN AN EMERGENCY

During a building-wide emergency, a command post will be established by the Librarian in Charge on the ground floor or outside the building in a safe area (for a fire alarm you shall exit the building and not remain inside the building) to facilitate emergency response. First responders, police, fire or EMS, should be made aware of the location of the building command post and efforts should be made to establish a unified command structure.

During an **evacuation** the librarian-in-charge shall:

- Direct orderly flow to the rally point / Point out the safest path of evacuation
- Departments ensure all occupants staff/ public have been evacuated. Conduct a final sweep if safe to do so.

- Notify emergency personnel of any difficulty evacuating their area, if evacuation is complete, or if there are patrons/staff still unaccounted for.
- Maintain order at the predetermined rally point.
- Await notification for the “All Clear” signal to reoccupy the building and notify personnel.

A Shelter in place is a protective strategy designed to protect building occupants by having them remain within the building. Shelter in place should be employed under certain limited circumstances, specifically when:

- Sheltering in place is safer than having the occupants leave the building.
- There is some type of exposure hazard if the occupants leave the building.
- Occupants may spread a hazard if they are allowed to leave the building.
- There is or may be a threat along the evacuation route that makes sheltering a better option, such as severe weather conditions, hazardous material releases and active shooter incidents.

During a shelter in place condition the librarian-in-charge shall:

- Expedite the safe movement of personnel into predesignated shelter locations.
- Direct the orderly flow of personnel during actual emergency situations and drills.
- Coordinate accountability to ensure that all occupants of their area have in fact been sheltered.
- Coordinate the efforts of all team members in their area or floor.
- Coordinate proper, timely communication between their floor or area and the building command post.
- If safe and possible, conduct a final sweep of their floor or area to ensure that all personnel has sheltered as directed.
- Remain sheltered until advised otherwise.
- Determine if there are any special needs individuals in their department to ensure their safety.

Work Buddies – (monitors for Special Needs Staff) shall:

Generally, there should be one Work Buddy assigned to each special needs staff member.

- Work Buddies will assist their assigned partner during the activation of the emergency plan and remain with them, if possible until they have been evacuated
- If elevator use is restricted, the designated buddy will advise the librarian-in-charge that a special needs staff member needs to be evacuated – use of the elevator may be authorized by fire personnel or the individual may be carried down the stairs by first responders after all other occupants have been evacuated

- Should it become necessary for the buddy to evacuate without their designated partner it will be their responsibility to notify the librarian-in-charge of the need for assistance
- Once the assigned special needs staff member has been evacuated, the Work Buddy will advise the librarian-in-charge

FIRE DRILLS

PURPOSE

The purpose of fire drills is to ensure the efficient and safe exit of the Library in the case of an emergency. Proper drills ensure an orderly exit under control and prevent panic. Order and control are the primary purposes of the drill. Speed in emptying buildings, while desirable, is not in itself an objective, and should be made secondary to the maintenance of proper order.

GENERAL GUIDELINES

Drills shall include suitable procedures to make sure that all persons in the building, or all persons subject to the drill, actually participate. If a fire drill is considered merely as a routine exercise from which some persons may be excused, there is a grave danger that in an actual fire, the drill will fail in its intended purpose.

Any alarm not preceded by a plan or announcement shall be treated as an actual fire condition. Fire drills shall be held two times per year to familiarize staff with the drill procedure and to have the conduct of the drill a matter of established routine.

Drills should be carefully planned to simulate actual fire conditions. Not only should they be held at varying times, but different means of exit should be used based upon the assumption that if some given stairway is unavailable by reason of fire or smoke, all occupants must be led out by some other route. Fire exit drills should be designed to familiarize staff with all available means of exits, particularly emergency exits that are not habitually used.

DISCOVERY OF A FIRE

UPON THE DISCOVERY OF A FIRE IN THE BUILDING YOU SHALL:

- Notify occupants in the area of the fire
- Notify the fire department by activating the fire alarm pull box and by calling 911
- Activate the building evacuation plan
- Attempt to extinguish an incipient (small) fire if you have been trained on the use of a fire extinguisher

- If you are unable to extinguish the fire, evacuate immediately.

ACTIVATION OF THE FIRE ALARM

UPON THE ACTIVATION OF THE FIRE ALARM SYSTEM:

- Implement the building fire evacuation plan
- Follow all orders given by the Librarian-In-Charge / emergency personnel.
- Evacuate to the most accessible predesignated rally point outside the building

EVACUATIONS

Building evacuations may be required for a variety of threats. The specific methods to be followed during a building evacuation depend upon the nature of the emergency.

FIRE EVACUATIONS

In the event of a fire the following procedures will be followed:

All Employees will:

- Stop all work immediately
- Collect personal articles of importance that are at your desk, do not delay the evacuation process
- Follow the librarian-in-charge instructions and proceed to the designated exit
- Once outside the building, proceed to the designated rally points and remain there for further instructions.

All Employees must not:

- Run
- Lag behind the group
- Scream or make unnecessary noise
- Stop to use restrooms or return to work stations to collect additional articles

- Re-enter the building until they have been formally notified by the librarian-in-charge, that an “all clear” for the building has been authorized by the Fire Chief or his/her designee.

During Evacuation:

Elevators must not be used. All employees will be directed to use the stairwells to evacuate. All routes to the exits must be kept clear of any storage or debris. Should a power failure occur, the Library is equipped with emergency lighting that will provide adequate illumination for employees to proceed out of the building.

In the event of a medical emergency during an evacuation, the Librarian-In-Charge will notify the appropriate emergency services personnel of any employee(s) who might require medical attention.

Once employees have exited the building and gathered at their rally point, the Librarian-In-Charge will conduct a headcount to ensure that all employees within his/her group have safely exited the facility.

Rally Points - Assembly Areas

Three rally points - assembly areas are designated for employees and visitors to report to upon evacuating the building.

Staging Area:

Rite Aid / Walgreens parking lot (determined by the fire marshall.)

The Fish Market parking lot.

The public parking lot by the stairs leading to Funchos.

Employees should rapidly move to these areas. Employees should not congregate in or block access to the road or fire lanes around the building.

FIRE AND EVACUATION PLAN

In the event of a fire alarm several things will occur:

1. The fire alarm system will sound with a temporal pattern of three claxon type sounds.
2. The strobe lights will initiate throughout the building.
3. The Fire Department and Police Department will automatically be called through the Fire Alarm system. A second call to the 911 system should be generated to ensure the call gets out as soon as possible.

When this occurs, the Librarian-In-Charge will proceed to the location of the fire alarm panel and locate the area of origin. The Librarian-In-Charge is to place a second call to the 911 system. He/she will meet the first responding Fire Chief in front of the building and will inform as to the exact location of the alarm.

Whoever is in charge of each library department will immediately assist in the evacuation of the building. No one is to remain in the building during the alarm. When the Police arrive they will help in the evacuation of the building.

A safe zone is established at the Rite Aid / Walgreens parking lot. This will keep the front of the building clear for all responding Police and Fire apparatus.

The Fire Alarm system SHALL NEVER be reset. This is to be done by the Fire Department only and only after the building has been checked out and cleared by the Fire Chief or officer in charge.

EVACUATION DRILLS

Bi-annually planned yet unannounced emergency evacuation drills will be conducted. The performance of the drills will be observed and critiqued by management and members of the local fire department. Upon completion of the drill, a meeting will be held with the aforementioned groups to discuss the performance of the drill and what improvements, if any, need to be made to the evacuation plan.

OTHER EVACUATIONS

Evacuations for other types of emergencies will follow procedures similar to those used during a fire evacuation, with the following notable exceptions.

CARBON MONOXIDE ALARMS

When the carbon monoxide alarm sounds it will emit a beeping sound in a pattern of four beeps. When this occurs, evacuate the building immediately.

The Fire Department and Police will respond automatically. The Librarian-In-Charge is to place a second call to the 911 system and report the carbon monoxide alarms are going off at your location to ensure the call gets out as soon as possible. He/she will meet the first responding Fire Chief in front of the building and will provide a list of employees currently working.

NO ONE IS TO REMAIN IN THE BUILDING DURING A CARBON MONOXIDE INCIDENT. NO EXCEPTIONS.

- Do not open any windows or doors to air out the building.
- The evacuation plan for a fire must be followed.
- The Fire Department will check the building and remove any contaminants that remain.

- When the building has been deemed safe the Fire Chief or Officer in charge will let you return into the building.

SUSPICIOUS POWDER INCIDENTS:

During an evacuation triggered by the receipt of mail containing a suspicious powder, any staff members who have been directly exposed to this material should be segregated from other employees and should be the last to evacuate the building. Once outside they should be kept isolated to prevent cross-contamination with those who were not exposed. Alternatively, they could be sequestered within the building in an area removed from the suspect material until hazardous materials personnel arrive to assess the situation.

Elevators may be utilized during the evacuation unless prohibited by police or fire personnel. Persons with special needs will be given priority for use of the elevators.

SHELTER IN PLACE PROCEDURES

Sheltering in place is a protective strategy designed to protect building occupants by having them remain within the building. Shelter in place should be employed under certain limited circumstances, specifically when:

- Sheltering in place is safer than having the occupants leave the building.
- There is some type of exposure hazard if the occupants leave the building.
- Occupants may spread a hazard if they are allowed to leave the building.
- There is or may be a threat along the evacuation route that makes sheltering a better option, such as an active shooter.

Incidents that may necessitate a shelter in place include severe weather conditions, hazardous material releases and active shooter incidents. Shelter in place strategies will vary to some degree depending upon the precipitating factors.

SEVERE WEATHER EVENTS

Sheltering in place for short notice severe weather events should be done in the core of the building away from windows.

HAZARDOUS MATERIAL EVENTS

Sheltering in place during events where hazardous materials have been released outside of the building should be done in a manner to prevent exposure to hazardous substances. Windows should be closed, HVAC should be shut down and doors should be sealed to prevent outside air infiltration.

SPECIFIC EMERGENCY PROCEDURES NOT RELATED TO FIRE

BOMB THREATS

Government buildings have been both the target of unfounded bomb threats as well as founded attacks utilizing improvised explosive devices. Despite the fact that the vast majority of bomb threats are unfounded, all bomb threats must be taken seriously and properly vetted to determine if there is a threat to the occupants of the building. Those staff members who regularly receive phone calls from members of the public should be provided with a copy of the bomb threat checklist (see a copy on page 24 of this document.) All bomb threats should be immediately reported to the police. Making this type of threat is a serious crime and significant efforts will be made to identify and apprehend those that have made them. Any relevant information regarding the threat should be recorded and provided to the police to assist with their investigation.

Should a building evacuation be determined to be required as a result of a bomb threat, the fire alarm system should not be utilized. The building occupants should be informed that the evacuation is the result of a threat to the building. Due to the possibility of initiating an explosion, occupants should be advised to refrain from using wireless communication devices until they have exited the building. Communications should be conducted utilizing wired phone lines only.

Explosive devices may be intentionally concealed within innocuous-looking packages, such as a laptop case or purse. Consideration should be given to not only what the item looks like, but also the conditions under which or the location where the item is found. For example, an unattended item in a stairwell may be suspicious due to its placement in this area. No item that has been deemed to be suspicious should be handled or moved, but rather people should be promptly moved away from the item and evacuation routes altered accordingly.

Should an evacuation be conducted due to a bomb threat, authorized personnel will perform a search of the building to determine if any hazard exists. The results of the search should be reported back through the building's command structure and a decision to reoccupy should be made.

Any building occupant who receives a bomb threat against the building should make every effort to document the details of the threat and the individual making the threat. This can be facilitated by the use of the bomb threat checklist on [Page 16](#). Every effort should be made to complete the bomb threat checklist form. Copies of the form should be made available to employees who receive outside calls and the form should be kept near these phones. Employees who receive bomb threats should remain calm and attempt to acquire as much information about both the threat and the caller as is possible. Efforts should be made to capture the exact wording of the caller and how it is said. Inflections, accents and other unusual speech characteristics are important. Background or other extraneous noise is important as well. If caller ID is available it should be noted. Employees who receive bomb

threats should not hang up the phone, even if the caller terminates the call, this may allow the police to more rapidly trace the call.

The person who receives the threat should promptly notify the Westhampton Beach Police Department by calling 911 **via landline phone other than the one that the call came in on**. Notification should also be made to the Librarian-In-Charge who may initiate the building emergency plan, if necessary.

Bomb threats received via email should be left open on the screen and a printed copy should be generated.

Bomb threats that are received in writing, whether by mail or otherwise, should not be handled more than necessary to preserve evidence and assist the police investigation.

During an evacuation triggered by a bomb threat, efforts should be made to ascertain that the designated evacuation route and rally point(s) are free from any suspicious packages. Should a suspicious item be noted in a designated evacuation route or at the rally point, an alternative route should be utilized until the item can be cleared by the Westhampton Beach Police Department's Emergency Service Section.

Wireless devices, such as cellular phones should not be utilized during this type of evacuation as RF energy can trigger explosive devices to detonate. Doors, windows, and lights should be left in the existing configuration.

Elevators may be utilized during the evacuation unless prohibited by police or fire personnel. Persons with special needs will be given priority for use of the elevators.

Due to the threat posed by parked automobiles that may contain explosive devices, evacuation rally points should not be near parked automobiles.

HAZARDOUS MATERIALS

Should hazardous materials be accidentally released within the building the area should be isolated and employees moved away. A partial evacuation may be necessary. Notifications should be made to the police and the fire department.

Any employee who has been exposed to a hazardous material should be promptly decontaminated. Medical first aid should be supplied until the arrival of EMS.

SUSPICIOUS MAIL, POWDERS AND OTHER ITEMS

Government buildings and government employees have been a frequent target of threatening mail. A common tactic has been to claim that the letter or package contains a harmful material, such as Anthrax or Ricin, often adding a powdered material to add credibility to this threat. While most of these threats do not, in fact, involve harmful materials, a small percentage has included hazardous powders or liquids, most notably Anthrax. Regardless of whether the letter contains hazardous material, mailings of this type are illegal and the police should be notified even if the credibility of the threat is low.

Should an item be discovered and deemed to be suspicious, whether it is found unattended or delivered to the building, it should be left in place and employees should be moved away. The police department should be contacted by calling 911 from a landline phone in an area removed from the item. The use of wireless or cellular devices should be prohibited in the vicinity of the item due to the possibility of radiofrequency energy initiating an explosion.

Some common characteristics of suspicious packages and letters include the following:

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name of the addressee
- Misspellings of common words
- Oily stains, discolorations or odors
- No return address
- Excessive weight
- Lopsided or uneven envelopes
- Protruding wires or aluminum foil
- Excessive security material, such as masking tape or string, etc.
- Visual distractions
- Ticking or unusual sounds
- Marked with restrictive endorsements, such as “personal” or “confidential”
- Shows a city or state in the postmark that does not match the return address
- Use of threatening language

If a letter or package **has not been opened** but contains a threatening message indicating the presence of a harmful material:

- Do not shake or empty the contents of the envelope or package
- Place the envelope or package down and promptly leave the immediate area, closing the door behind you
- Prevent others from entering this area while awaiting police

- Wash your hands with soap and water and refrain from touching your face
- Segregate yourself from other employees as much as possible
- Report the incident to police by calling 911
- Notify the librarian-in-charge to implement this emergency plan
- Attempt to list all people who were also in the immediate vicinity of or may have handled the item in question

If a letter or package that contains a suspect material **has been opened or spilled**:

- Do not attempt to clean up any spilled material
- Carefully place the envelope or package down and promptly leave the immediate area, closing the door behind you
- Prevent others from entering this area while awaiting police
- Wash your hands with soap and water and refrain from touching your face
- Remove clothing that may be contaminated with the material and place them into a plastic bag, if possible
- If possible shower with soap and water
- Segregate yourself from other employees as much as possible
- Report the incident to police by calling 911
- Notify the librarian-in-charge to implement this emergency plan
- Attempt to list all people who were also in the immediate vicinity of or may have handled the item in question

ACTIVE SHOOTER ATTACK

An active shooter is an armed individual who has used deadly physical force against others and continues to do so, and it is reasonably believed that the shooter has unrestricted access to additional victims. The Suffolk County Police Department has adopted a rapid deployment model to respond to active shooter events, meaning that the first patrol officers on the scene have been trained to immediately take action. Officers will move to the vicinity of the attacker to engage and neutralize them. The overall goal of sheltering during an active shooter event is to prevent the shooter from having access to any potential victims until the police can arrive to address the situation.

Should an active shooter event occur in the building employees should attempt to:

- Immediately contact the Westhampton Beach Police using 911, supplying as much detailed information about the event as possible. Also, hit a panic button if one is nearby.
 - Number of attackers
 - Most recent location of the attacker
 - Number and type of weapons being used
 - Description of the attacker
 - Name of the attacker, if known
 - Number injured
 - Location of the injured
- Avoid the attacker by
 - Leaving the building if it can be done safely without encountering the shooter
 - Isolating themselves in a secure area
 - Locking or barricading themselves in a secure room. Ideally, the room should have door locks or a door that can be barricaded. There should be no interior windows or viewing panels that would allow the attacker to look into the room.
 - Silencing cell phones
 - Turning out lights
 - Keeping out of sight
- As a last resort and the ultimate final measure of self-defense, violently fighting the suspect to attempt to disarm them.
- Panic buttons can be found at the Circulation Desk, Adult, Children’s, and Teen Reference desks, Meeting Room A, Downstairs Staff Bathroom, and Downstairs Staff Room.

MEDICAL EMERGENCIES IN BUILDINGS

These procedures apply to all employees working in owned and rented buildings. These procedures provide a means for obtaining emergency medical service assistance in situations where employee or visitor becomes ill or is injured on Library property.

1. An employee in the area where illness or injury is discovered should call 911 and request an ambulance. The employee should be prepared to provide the following information:
 - a. Nature of the emergency;
 - b. The address: **7 Library Avenue, Westhampton Beach, New York, one block south of Main Street.**
 - c. Name of the person making the call, and telephone number the call is being made from.
 - d. Whenever possible, an employee shall respond at the entrance to meet responding emergency personnel and escort them to the victim.
2. Employees in the vicinity of the illness or injury should communicate with each other and work together to provide comfort to the ill or injured party. Employees are encouraged to provide first aid to the degree possible, based on training, knowledge and available supplies and equipment. Care should be exercised to avoid contact with a victim's blood or other bodily fluids.
3. Employees in the vicinity of the illness or injury shall communicate with each other to ensure that the appropriate supervisor is notified.
4. In cases of sudden collapse and unconsciousness, employees should communicate with each other to ensure that an Automated External Defibrillator (AED) is retrieved from its storage location and brought to the victim's side. If indicated, Cardio-Pulmonary Resuscitation (CPR) should be initiated and the AED applied.
5. For cases where Library employees are traveling together and the medical emergency occurs during travel, outside the workplace, the employee who is not ill or injured shall either pull over and call 911 for an ambulance; or drive directly, obeying all traffic signals, to the closest hospital depending on location and severity of illness or injury.

NOTE: in cases where multiple employees concurrently become sick with similar signs and symptoms, the building shall be immediately evacuated, and efforts shall be made to evacuate incapacitated employees. Evacuated employees shall take shelter in an area of refuge away from the affected area and await further assistance and direction from first responders.

EARTHQUAKES

- Drop to the ground; take cover by getting under a sturdy table or another piece of furniture, and hold on until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.

- Do not use a doorway except if you know it is a strongly supported, load-bearing doorway and it is close to you. Many inside doorways are lightly constructed and do not offer protection.
- Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- Do not use the elevators.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.
- When the shaking stops, look around to make sure it is safe to move. Then exit the building.

SEVERE WEATHER

Hurricane

- If you are unable to evacuate, go to a wind-safe room – a bathroom or stairwell.
- Stay indoors during the hurricane and away from windows and glass doors.
- Keep curtains and blinds closed.
- Take refuge in an interior room, closet or hallway on the lowest level.
- Lie on the floor under a table or another sturdy object.
- Avoid elevators.
- If there is a lull; it could be the eye of the storm – winds will pick up again.
- Listen to the radio or TV for information.

Thunderstorms and Lightning

- Avoid contact with corded phones and devices including those plugged into electric for recharging. Cordless and wireless phones not connected to wall outlets are OK to use.
- Avoid contact with electrical equipment or cords.
- Electrical items such as computers not connected to UPS should be unplugged. Power surges from lightning can cause serious damage.
- Avoid contact with plumbing. Plumbing and bathroom fixtures can conduct electricity.
- Stay away from windows and exterior doors.
- Do not use elevators.

Tornado

- Go to the center of an interior room on the lowest level (closet, interior hallway)
- Do not open windows
- Stay away from corners, windows, doors, and outside walls.
- Put as many walls as possible between you and the outside.
- Get under a sturdy table and use your arms to protect your head and neck.
- Do not use elevators.
- Do not leave the building until you have been directed to by librarian-in-charge
- When leaving the building be aware of debris and downed power lines.

DIFFICULT PATRONS

Recommend **all** staff view this Blackbelt Librarian video: <https://vimeo.com/85462023>

1. UNDERSTAND how to deal with difficult situations when they arise.
2. STAY CALM. It's fine to feel a little nervous, especially in a confrontational situation, but keep your composure and avoid emotional responses. If this specific instance is something you can't handle, get help.
3. TAKE A DEEP BREATH AND PAUSE. Collect your thoughts, know what you want to say before speaking
4. REMEMBER SAFETY FIRST. Don't end up alone with an angry or irrational patron. alert your supervisor.
5. SHARE INFO AND USE TEAMWORK If you know a particular patron is likely to cause problems, get your coworkers involved and make a plan to head the patron off
6. LISTENING IS THE KEY The most overlooked skill in conversation is listening.
7. SPEAK CLEARLY Simple and direct words work better than those vocabulary builder words! Take a moment to think about the message you want to send BEFORE speaking. Stick to the point and make sure the patron understands your explanation
8. IT'S HOW WE SAY IT, NOT WHAT WE SAY. Some frequently used statements:
 - 1) That's not my jobSHOULD BE... I don't know, but I'll find out for you
 - 2) I don't know.....SHOULD BE.... I think that should be handled by the (state the department), let me check

- 3) I don't make the rules, I just do as I'm told.....SHOULD BE... I don't have the authority to change the rules but you can speak with my supervisor
 - 4) We have always done it that way....SHOULD BE.....That's our current policy, but you can fill out a comment card for the Director's review And of course, Is there anything else I can do for you? Thank you
 - 5) A POSITIVE statement will have a better chance of getting positive results
9. *****SMILE WHEN YOU SPEAK*****

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

*** Refer to your local bomb threat emergency response plan for evacuation criteria**

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- 911
- Follow your local guidelines

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov



Homeland Security

2014

BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE CALL RECEIVED:

Ask Caller:

- Where is the bomb located? (building, floor, room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No _____
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (background/level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Male	<input type="checkbox"/> House noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen noises	<input type="checkbox"/> Taped message
<input type="checkbox"/> Angry	<input type="checkbox"/> Street noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Coughing	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	
<input type="checkbox"/> Deep	<input type="checkbox"/> Clear	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Static	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Excited	<input type="checkbox"/> Local	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Long Distance	
<input type="checkbox"/> Lisp		
<input type="checkbox"/> Loud	Other Information:	
<input type="checkbox"/> Nasal	_____	
<input type="checkbox"/> Normal	_____	
<input type="checkbox"/> Ragged	_____	
<input type="checkbox"/> Rapid	_____	
<input type="checkbox"/> Raspy	_____	
<input type="checkbox"/> Slow	_____	
<input type="checkbox"/> Slurred	_____	
<input type="checkbox"/> Soft	_____	
<input type="checkbox"/> Stutter	_____	



PRIOR TO THREAT

- Plan and prepare
- Develop a Bomb Threat Response Plan
- Provide Bomb Threat Response Plan training to all personnel



IF THREAT IS RECEIVED

- Conduct threat assessment
- Execute appropriate actions outlined in Bomb Threat Response Plan

1. Planning and Preparation

Planning Considerations

- Coordinate with local law enforcement and first responders to ensure smooth handling of a bomb threat
- Develop clear cut primary and alternate levels of authority (referred to in this document as 'Site Decision Maker(s)')
- Select Evacuation Teams and Search Teams
- Develop training Plan
- Determine search procedures
- Designate control center locations
- Plan for emergency assistance (police, fire, etc.)
- Establish primary and alternate evacuation routes and assembly areas
- Establish evacuation signal(s)
- Develop a communications plan
- Determine procedures for accessing/shutting off and reactivating utilities

Preparation Considerations

- Control building access
- Implement strict master key control
- Inspect incoming parcels
- Safeguard confidential material
- Keep exits unobstructed
- Ensure adequate internal/external emergency lighting
- Utilize electronic surveillance

2. Emergency Toolkit Contents

Items you may want to consider including in your Emergency Toolkit that will be taken to the Incident Command Post.

Building Facility

- Complete set of master keys: coded to rooms and corresponding with a printed key list
- Blueprints and floor plans or site map of building
- Video, photographs, or CD depicting building interior and exterior

Emergency Response Plans

- Copies of the Site Crisis Response Plan, Bomb Threat Plan and Crisis Management Plan
- A list of the following phone numbers:
 - Site Decision Maker(s)
 - Police/Fire/Emergency Medical Services (EMS)
 - Federal Bureau of Investigation (FBI)
 - Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)
 - Postal Inspector
 - Nearest hospital
- Facility emergency names and phone numbers

Personnel Information

- Building emergency response team member contact information and assignments
- List of personnel trained in CPR and/or first aid
- Updated list, with pictures if possible, of all staff/personnel
- Staff/supervisors sign-in/out sheets that include names and dates; include provision for staff/supervisors transported to medical facilities
- List of staff with special needs and description of need
- Contact information for neighboring/contiguous buildings

Additional Emergency Action Resources

- Reflective vests for building emergency response team members with identifying marks
- Bulbhorn with charged batteries
- AAM/FM portable radio
- Flashlights and batteries
- Local street and zone maps
- Clipboard
- Writing materials (legal pads, pens, pencils, markers)
- Plastic red/yellow tape for cordoning off areas

3. Receiving a Threat

Phoned Threat

- **Remain calm and DO NOT HANG UP**
- If possible, signal other staff members to listen and notify Site Decision Maker(s) and authorities
- If the phone has a display, copy the number and/or letters on the window display
- Write down the exact wording of the threat
- Keep the caller on the line for as long as possible and use the Bomb Threat Checklist to gather as much information as you can
- Record, if possible
- Fill out the Bomb Threat Checklist immediately
- Be available for interviews with the building's emergency response team and law enforcement

Verbal Threat

- If the perpetrator leaves, note which direction they went
- Notify the Site Decision Maker(s) and authorities
- Write down the threat exactly as it was communicated
- Note the description of the person who made the threat:
 - Name (if known)
 - Race
 - Gender
 - Body size (height/weight)
 - Hair and eye color
 - Distinguishing features (Voice (loud, deep, accent), etc.)

Written Threat

- Handle the document as little as possible
 - Notify the Site Decision Maker(s) and authorities
 - Rewrite the threat exactly as is on another sheet of paper and note the following:
 - Date/time/location document was found
 - Date/time/location document was found/delivered
 - Full names of any personnel who saw the threat
 - Secure the original threat. **DO NOT** alter the item in any way
 - If small/removable, place in a bag or envelope
 - If large/stationary, secure the location
- Emailed Threat**
- Leave the message open on the computer
 - Notify the Site Decision Maker(s) and authorities
 - Print, photograph, or copy the message and subject line; note the date and time

4. Threat Assessment

All threats should be carefully evaluated. One must consider the facts and the context, and then conclude whether there is a possible threat.

Low Risk

- **Lacks Realism:** A threat that poses a minimum risk to the victim and public safety. Probable motive is to cause disruption.
- Threat is vague and indirect;
- Information contained within the threat is inconsistent, implausible, or lacks detail.
- Caller is definitely known and has called numerous times.
- The threat was discovered instead of delivered (e.g., a threat written on a wall).

Medium Risk

- **Increased Level of Realism:** Threat that could be carried out, although it may not appear entirely realistic.
- Threat is direct and feasible
- Wording in the threat suggests the perpetrator has given some thought on how the act will be carried out
- May include indications of a possible place and time
- No strong indication the perpetrator has taken preparatory steps, although there may be some indirect reference pointing to that possibility.
- Indication the perpetrator has details regarding the availability of components needed to construct a bomb
- Increased specificity to the threat (e.g., "I'm serious" or "I really mean this").

High Risk

- **Specific and Realistic:** Threat appears to pose an immediate and serious danger to the safety of others.
- Threat is direct, specific, and realistic; may include names of possible victims, specific time, and location of device
- Perpetrator provides his/her identity
- Threat suggests concrete steps have been taken toward carrying out the threat
- Perpetrator indicates they have practiced with a weapon or have had the intended victim(s) under surveillance.

Location of Incident Westhampton Free Library 7 Library Ave., Westhampton Beach, NY 11978		Date & Time of Incident	Date & Time Reported
Complainant's Name		Address (street, city, state, zip)	
Date Of Birth	Telephone Number	Sex	Social Security #
Occupation	Employer Name & Address		
Complainant Description of Incident (attach complainant statement)			
Complainant Description Of Injuries			
Description of Damaged Property (if any)			
Employee Witness (attach witness statement)			
Address & Telephone Number			
Non-Employee Witness (attach witness statement)			
Address & Telephone Number			
Name of Ambulance		Name of Hospital	
Location of Incident <input type="checkbox"/> In Library <input type="checkbox"/> Front Steps <input type="checkbox"/> Walkway to Front Steps <input type="checkbox"/> Other _____		Location Description	
Weather Conditions Clear Windy Snow Dry Rain Ice		Complainant Activity Standing Running Other Walking Reaching	
If Other, Explain			
Director's/Supervisors' Signature		Date	