

James Blackstone Memorial Library Emergency Preparedness and Disaster Plan

Prepared by:
James Blackstone Memorial Library
Branford, CT

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Table of Contents

Responding to and Reporting an Emergency	3
Evacuation and Assembly	3
Evacuation of Special Needs Persons	4
Emergency Closing Procedure	5
Responding to News Media and Public Inquiries	5
LIBRARY EMERGENCIES	6
Medical Emergency	6
Facility Issues	6
Fire Emergency	8
Security Threats	9
Natural Disasters	11
Location of Emergency Systems and Evacuation Maps	12
Utilities	15
Fire Suppression	15
Master Keys	15
Door Alarms/keys	15
Panic Buttons (always active)	15
Personal Alarms	16
First Aid Kits	16
Defibrillator	16
Flashlights	16
Emergency Contact List	17
Blackstone Library Emergency Response Call List	18
APPENDIX A – INCIDENT REPORT	19
APPENDIX B – ALARM SYSTEM POINT NUMBERS	21

Responding to and Reporting an Emergency

All staff members of the Blackstone Library are empowered to call 911 without a supervisor's permission.

An employee witnessing an emergency event in or near the Blackstone Library should:

- Secure your immediate safety.
- If possible, ensure the safety of nearby staff and patrons and elicit help from others.
- **Call 911.**
 - Provide as much information and detail as possible about the following:
 - Incident
 - Location
 - Injuries
 - Current situation
 - Address and telephone of the Blackstone Library:
758 Main Street Branford, CT, (203) 488-1441
- Act to protect lives, then physical property.
- If necessary, leave the area.
- Notify the Library Director of the incident, providing as much detail as possible.
 - Notify by email and/or complete and submit an incident report (appendix A).
 - Follow all instructions of the Director.

Evacuation and Assembly

In the event an evacuation is necessary, the Library Director or the supervisor available should instruct all patrons and staff to leave through the nearest exit.

Make an announcement via the phone "PAGE" function – every phone in the building will broadcast the announcement. Staff should do a sweep of their immediate area, including restrooms and meeting rooms to make sure all patrons are evacuated from that floor, and communicate with other staff on that floor to ensure all areas are cleared.

Staff should make every reasonable effort to guide anyone unable to use the stairs to an Area of Refuge (located in Flex/Development Office or Computer Lab/Conference Room emergency exit stairway area) and ensure the location is as safe and secure as possible. If staff deems it safe to remain with patrons, they may do so. Other staff should be aware that people are in the Area of Refuge so they can alert emergency personnel.

Circulation staff should take the posted staff schedule outside with them to confirm all staff are accounted for.

Staff should guide patrons out of the building and direct them to the designated meeting place, at the **flagpole** in front of the building. Staff and patrons should WALK, DO NOT RUN. In the event of a fire, check doors for heat before opening. In the event of a power outage, use flashlights to illuminate exit paths as necessary.

Once gathered at the designated meeting place, the Library Director or supervisor available should take a headcount to ensure everyone is out of the building and all staff are accounted for.

If any persons remain in the Areas of Refuge, let emergency personnel and the Library Director or supervisor available know.

Stay in the designated meeting place until permission is given to return to the building.

Evacuation of Special Needs Persons

In the event an evacuation is necessary, a staff member should serve as a “buddy” to any individuals with special needs if these individuals do not have a designated caregiver. Prior to giving assistance, staff should ask the individual with disabilities how they can help.

For hearing impaired individuals, alert the individual to an emergency and assist with their evacuation.

For visually impaired individuals, alert the individual to an emergency and assist with their evacuation. Do not grasp a visually impaired person’s arm; ask if he or she would like to hold onto your arm as you exit. Give verbal instructions about the evacuation route using estimated distances and directional terms (ex. ten feet forward, turn left).

For disabled or injured individuals, consider all options before an evacuation attempt. Do not make an emergency worse. Waiting with the individual with a disability for first responders would likely be a last choice when there is an imminent threat to the building.

If unable to exit the building from the top floor, patrons can be directed to the Area of Refuge in the Flex/Development Office or Computer Lab/Conference Room emergency exit. Chairs on casters may be used to transport any patron physically unable to exit without assistance.

Emergency Closing Procedure

Staff person in charge may contact the Library Director to determine the need for an emergency closing. If unable to contact the Director, or the situation does not allow sufficient time to do so, the staff person in charge will determine the need for an emergency closing. The following criteria may be used to determine if an emergency closing is necessary.

- Does the situation pose a risk to patron/staff health and/or safety?
- Is it safer to remain in the building during this situation?
- Could travel to/from the building be hazardous for patrons and staff?
- Will the situation affect the staff's ability to perform essential operations? If so, for how long?

Power outages of more than two hours' duration may necessitate an emergency closing.

In the event that the library must be closed due to inclement weather, give patrons in the library at least 15 minutes' notice. If the building closure is due to an emergency, staff should notify all patrons in their area that the library is closing and they must evacuate the building. If it is safe to do so, post signs indicating that the library is closed. When safe to do so, post a notice that the library is closed on the website and social media accounts.

Supervisor or person in charge should contact any staff who are scheduled for a later shift to inform them that the library is closed.

If the library cannot receive deliveries, please contact the LION office.

Responding to News Media and Public Inquiries

The Library Director and the President of the Board of Trustees are the only persons authorized to release information and statements on behalf of the Blackstone Library. In an emergency, staff should immediately contact the Director to coordinate information sharing and release with law enforcement, emergency responders, and Branford officials as required.

During and after an emergency, library employees:

- Should NOT respond to media or public information requests.
- Will refer all public and media inquiries and information requests to the Director or the President of the Board of Trustees.
- Will refer inquiries to emergency responders, as appropriate, if the Director and Board President are unavailable.
- Will NOT discuss or speculate on the cause, consequences, events, impact, or personnel involved in the situation. This includes communicating via social media.

LIBRARY EMERGENCIES

Medical Emergency

The library is equipped with first aid supplies such as bandages, gauze, cold packs, and antibiotic ointment in the following locations:

- Ground Floor: Circulation Desk; Youth Services Desk
- First Floor: Reference Desk
- Second Floor: Computer Lab; Staff Break Room

Minor Injury

Administer any first aid assistance that you are able to safely provide, using appropriate personal protective equipment. Otherwise, do not attempt to treat the injured. This includes giving aspirin or other medications.

Major Injury

- Call 911
 - Provide the 911 dispatcher with any information that he/she requests.
 - Follow the dispatcher's directions and do not hang up until directed to do so.
- CPR-certified staff may perform CPR when indicated and continue until emergency personnel arrive.
- When in doubt about the nature and/or severity of a medical problem, staff should call 911 immediately. Staff may contact family members as appropriate.
- Staff should clear the area around the injured person(s), keeping onlookers away, and maintaining a clear entrance to the building for emergency personnel.
- If needed, or if advised by emergency personnel, staff will evacuate and/or close the library to the public until the medical emergency is resolved.

At the conclusion of the event, staff should prepare an incident report for the Library Director (see Appendix A).

Facility Issues

Alarm Malfunction

Building Alarm: Alarm Systems 860-669-2321

- How to set/disarm system: enter 4-digit code, then press On/Off.
- When/how to bypass alarm (see Alarm Point Codes, APPENDIX B): if alarm shows an error for a zone, you can bypass that zone by entering the Alarm Point code, press Bypass button, then enter 4-digit code, then On.

Elevator Malfunction

Determine if the elevator is occupied. If so, or suspected, DO NOT reset. Call 911 and wait for the fire department. Attempt to maintain voice contact near where the elevator is located.

If the elevator is not occupied, attempt to reset. Go to the Elevator Room near the Staff Entrance. Shut main (larger) switch off, then on. Push elevator call button to test (may need to try different floors). If unable to reset, post Out of Order sign and call Schindler Elevator: 800-225-3123.

Gas

If you smell gas, do NOT switch lights on or off, leave the area immediately. Call Southern Connecticut Gas Company: 800-513-8898

Heating/Cooling System Malfunction

In the event the heating or cooling system is not working correctly, call Controlled Air: 203-809-1873; after hours: 203-481-3531 (leave message)

Power Outage/Blackout

Direct patrons to calmly exit the building using the nearest stairway. DO NOT USE ELEVATOR. Staff should be stationed at the top and bottom of stairs with flashlights to assist in evacuation, if necessary.

Unplug electrical equipment, especially computers, to reduce power load.

Determine whether the power outage is internal or external. If internal, notify Library Director or supervisor in charge, check circuit breakers, reset if tripped. Call All-Brite Electric: 203-937-7211. If external, contact Eversource: 800-286-2000.

If outage is expected to last more than 2 hours, the Library Director or supervisor available should consider closing the library, following Evacuation and Assembly protocols.

Internet/Computer Outage:

- Reset Wifi: see instructions at Reference or call LION
- Wifi Router locations:
 - Second floor: Computer Lab; Conference Room
 - First floor: Nonfiction Mezzanine; Lucy Hammer Room; Reading Room; Auditorium
 - Ground floor: Youth Services Desk; Self-Checkout Desk, Circulation Desk (window)
- Reset PC Lab security software (Envisionware/Deep Freeze): see instructions in Flex/Development Office

Fire Emergency

Fire Emergency

In the event of a fire, pull the nearest fire alarm and call 911 (See Locations of Emergency Systems and Evacuation Maps).

Fire Alarm

IMPORTANT: Any time you hear the fire alarm, assume it is NOT a test. Evacuate immediately and meet at the designated meeting place.

- Staff should assist patrons out of the building, following Evacuation and Assembly protocols. DO NOT USE ELEVATOR.
- If there is smoke, crawl or stay as low to the floor as possible. Use a wet cloth, if possible, to cover your nose and mouth.
- Always check doors for heat before opening. Use the back of your hand to feel the upper, lower, and middle parts of closed doors. If the door is not hot, brace yourself against it and open slowly. If the door is hot, do not open it. Look for another way out.
- If your clothes catch fire, STOP-DROP-AND-ROLL to put out the fire.

Never go back into a burning building. Once at the designated meeting place, the Library Director or supervisor available should notify the fire department, police department, etc.

Follow Emergency Closing Procedure if the building must be closed.

Security Threats

Bomb Threat

If a bomb threat is received by telephone:

- Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
- Press button on phone to RECORD the conversation.
- Listen carefully. Be polite and show interest.
- Try to keep the caller talking to learn more information:
 - Where is the bomb located?
 - 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 or no?
 - Why?
 - What is your name?
- If possible, write a note to a colleague to call the authorities and follow their instructions.
- Immediately upon termination of the call, DO NOT HANG UP, but from a different phone, contact authorities with information and await instructions.

If a bomb threat is received by handwritten note:

- Call 911.
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call 911.
- Do not delete the message.

Contamination: Chemical, Biological, Radiological

Biological threats may include chemical, biological, and radiological substances. Upon finding a biological threat, evacuate the library, following Evacuation and Assembly protocols.

Call 911. Call the Postal Inspectors at 877-876-2455 if the item was received in the mail.

Explosion

In the event of an explosion, evacuate the library immediately, following Evacuation and Assembly protocols.

Call 911, giving the approximate location of the explosion and indicate if there are any patrons and/or staff trapped in the immediate area.

Suspicious Package

Signs of a suspicious package include:

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

If you are unable to verify mail contents with the addressee or sender, do not open the package. Isolate the package and call 911 and the Postal Inspectors at 877-876-2455.

DO NOT use a two-way radio or cellular phone. DO NOT touch or move the package, if possible. List all individuals who have touched the package, including contact information. All individuals who have touched the package should wash their hands with soap and water.

Unruly Patrons

Staff should never engage patrons in a shouting match or become involved in a physical altercation. Remain calm, don't argue, and speak slowly and quietly no matter how loud or confrontational the patron becomes.

- Alert the most senior staff member and ask them to handle the situation. Assess the individual's volatility and call the police if necessary.
- If attempts to defuse the situation fail, ask them to leave. If the individual does not leave, walk away and contact the police.

Workplace Violence and Active Attacker

In the event of workplace violence, remove yourself from the area where the confrontation is occurring and call 911 when it is safe to do so. Push the panic button if available.

Contact the Library Director to report the incident and let supervisors know that you are safe.

In the event of an active attacker, choose one of the following actions:

- Evacuate: make every reasonable effort to evacuate patrons in your area/on your floor as you evacuate, have an escape route and plan in mind, leave your belongings, and keep your hands visible.
- Hide: Staff should move patrons to rooms in the building where their visibility to a threatening person is minimized (away from doors and windows) and where doors can be secured from within. Turn out all lights and caution all to remain COMPLETELY QUIET. Do not allow individuals to leave the safe room.

- Take Action: As a last resort and only when your life is in danger, attempt to incapacitate the shooter. Act with physical aggression and throw items at the shooter.

Call 911 when it is safe to do so. Attempt to provide the following information:

- Location of the shooter
- Number of shooters
- Physical description of the shooters
- Number of potential victims at the library
- Follow all instructions from law enforcement

When evacuating, remain calm, keeping hands visible and avoiding quick movements. Do not stop to ask officers for help or direction when evacuating.

Natural Disasters

Snow (Extreme Cold, Blizzard, Freezing Rain, etc.)

Monitor WTNH for information. If weather conditions deteriorate, close the library.

- In cases of heavy snowfall, the safety of staff traveling from home to work and back is of great importance. The Library Director or supervisor available is responsible for evaluating weather conditions and deciding when to close the library.
- A decision to close the library before the workday begins should be made by the Library Director or designee. The Director will notify department heads and department heads will notify their staff.
- The Library Director or designee will notify WTNH and WFSB emergency closing system.
- If conditions require closing the library during the day, follow Emergency Closing Procedures.
- If caught in a blizzard or other extreme conditions, consult with city officials (Police and Fire Departments), consider allowing patrons to take shelter in the library.

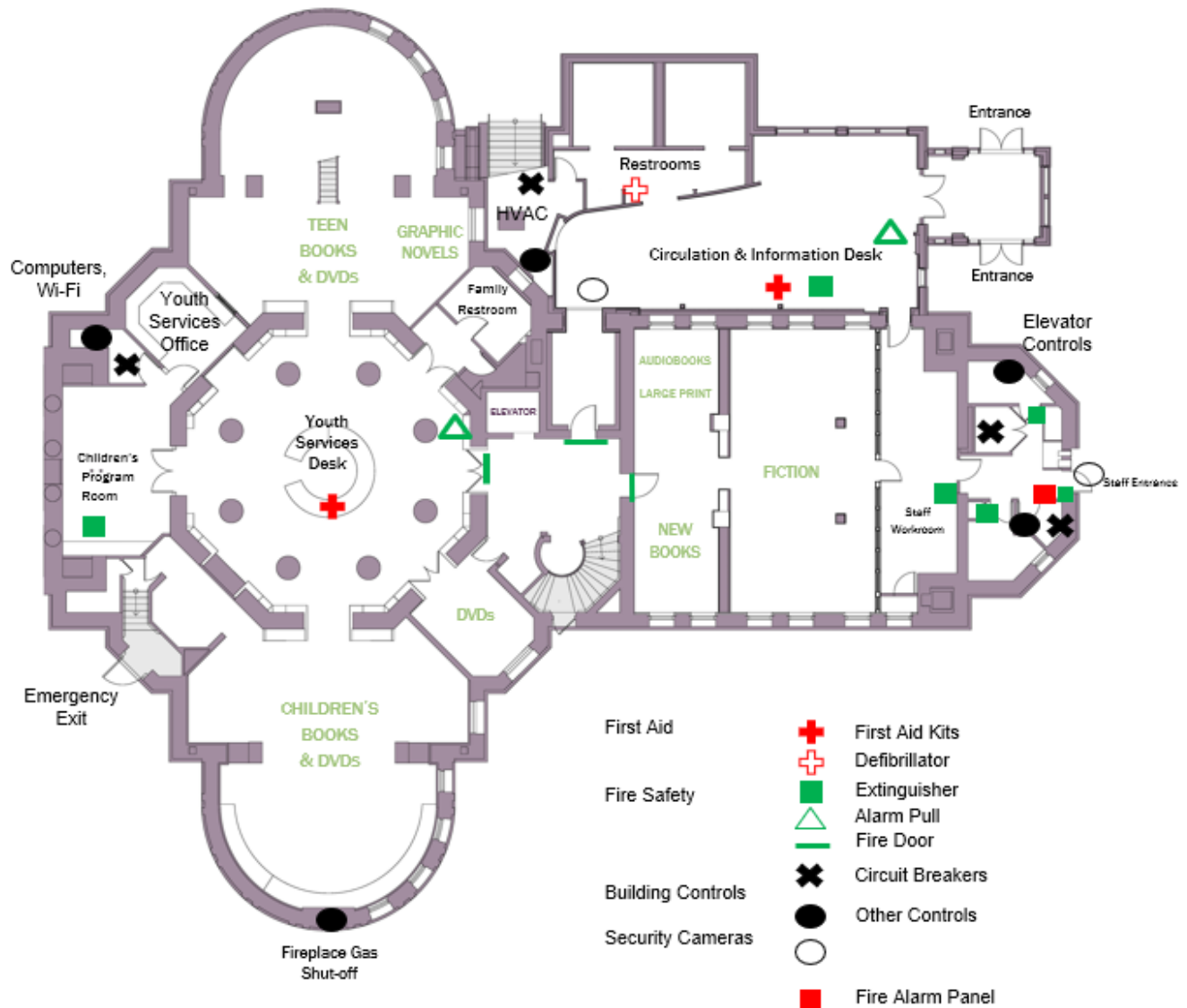
Severe Storms (Hail, Lightning, Tornados, etc.)

Monitor WTNH for information.

- Keep away from phones, electrical equipment, water faucets, and sinks. DO NOT USE ELEVATOR.
- In the event of a tornado, move patrons and staff to an inner wall area or basement, away from windows and glass.
- In the event of an earthquake, instruct patrons and staff to drop to the ground or take cover under sturdy furniture until the shaking stops. After the earthquake, evacuate the building, following Evacuation and Assembly protocols.
- In the event of flooding or flash flooding, disconnect electrical equipment, if not wet. Evacuate the building following Evacuation and Assembly protocols and close the building according to Emergency Closing Procedures.

Location of Emergency Systems and Evacuation Maps

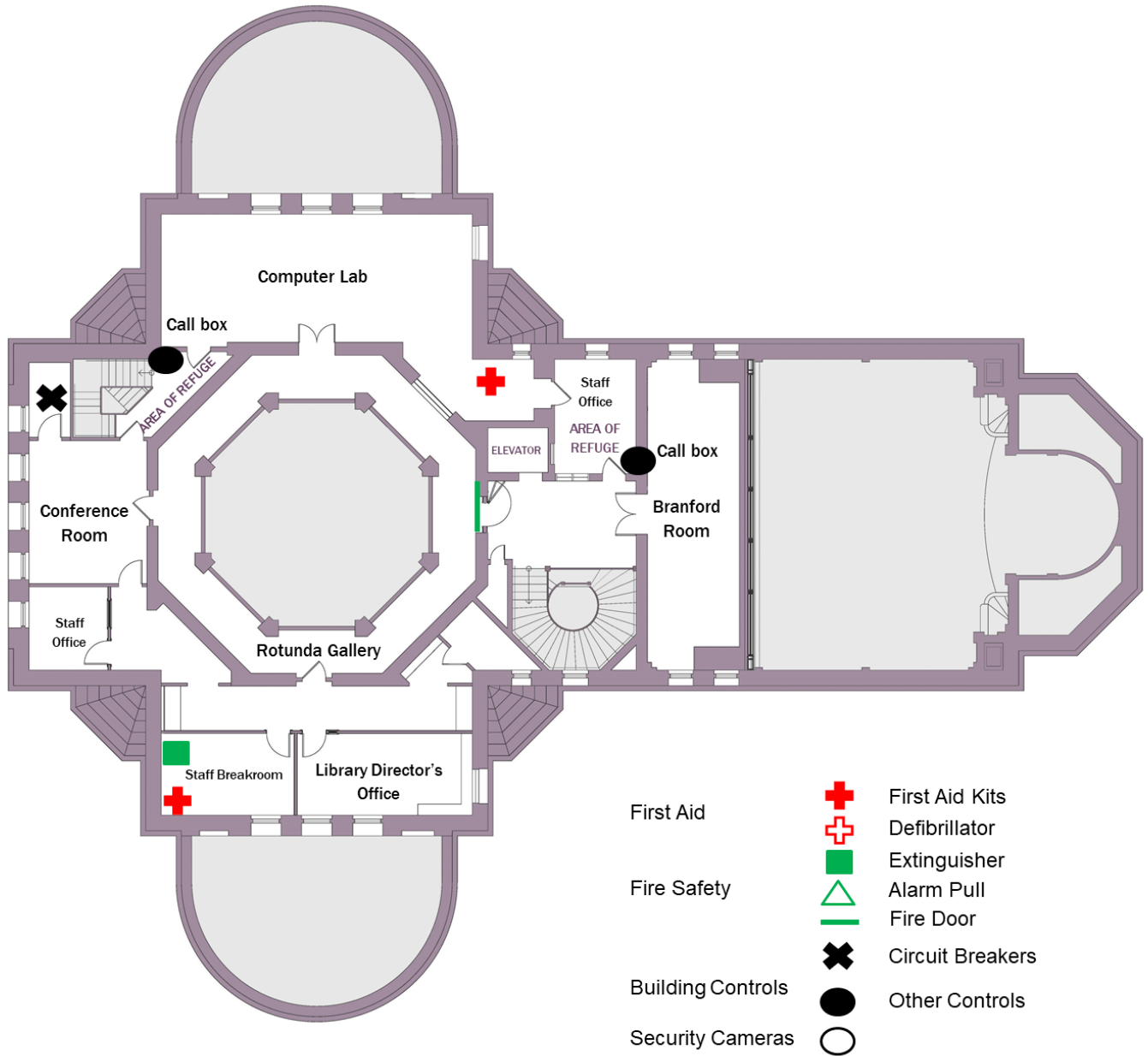
GROUND FLOOR



FIRST FLOOR



SECOND FLOOR



Utilities

Main Electrical Cut-off Switch: Electrical Closet near Staff Entrance; Lower Mechanicals room in Garage, to left of door

Main Water Shut-off Valve: Lower Mechanicals room in Garage, inside right of door

Main Gas Shut-off: Pipes outside of Garage, right-hand side if facing Garage

Fire Suppression

- Extinguishers
 - Ground Floor: Youth Services Program Room; Circulation Desk & Back Office
 - First Floor: Auditorium; exit to the Terrace; Reference Desk
 - Second Floor: Staff Break Room
- Automatic door closers - doors are open with magnets, doors shut with fire alarm
 - Fiction Room to elevator lobby, first floor elevator lobby to main rotunda, second floor elevator lobby to upper rotunda
- Fire alarm pull boxes (see device list)
- Smoke detectors (device list attached)

Master Keys

All service desks; Fire Department key box outside staff entrance; elevator emergency key at Circulation Desk

Door Alarms/keys

All service desks with instructions

Panic Buttons (always active)

When button is pressed, Police will respond.

- | | | |
|----|---------------------------|--------------|
| -1 | Circulation Desk (#33) | Ground Floor |
| -2 | Computer Lab Desk (#34) | Second Floor |
| -3 | Reference Desk (#35) | First Floor |
| -4 | Youth Services Desk (#42) | Ground Floor |

Personal Alarms

When button is pressed, loud noise will sound.

Devices available at Computer Lab Desk, Reference Desk, Circulation Desk, and Youth Services Desk.

First Aid Kits

- **Ground Floor:** Circulation Desk; Youth Services Desk
- **First Floor:** Reference Desk
- **Second Floor:** Computer Lab; Staff Break Room

Defibrillator

Located on wall outside Women's Restroom (Ground Floor Lobby). When activated, unit will give automatic step-by-step audio instructions.

Flashlights

Each month, check flashlights to ensure proper working order.

- **Ground Floor:** Circulation Desk & Back Office; Youth Services Desk & Office
- **First Floor:** Reference Desk & Office
- **Second Floor:** Computer Lab; Staff Break Room

Emergency Contact List

All numbers begin with "9" to dial out

IN CASE OF EMERGENCY 911

Fire Department - non-emergency: 203-488-7266

Police - non-emergency: 203-481-4241

Frank: During his working hours: 203-654-1427; home: 203-483-1823 (only if necessary)

Katy: 203-278-6314

LION pager number: 860-874-6624 LION office: 860-347-1704

Maintenance/Utilities

Alarm Systems: 860-669-2321 (password is BOOK)

Cleaning Service: (Auntie Bella's, Andres) 475-202-3033

Electrician: All-Brite Electric (Paul Borelli, owner) 203-937-7211

Electric Utility: Eversource 800-286-2000

Elevator Malfunction: Schindler Elevator 800-225-3123

Heating/Cooling: Controlled Air 203-809-1873; after hours: 203-481-3531 (leave message)

Gas Utility: Southern Connecticut Gas Company 800-513-8898 (emergency); 800-659-8299 (customer care)

Plumber: Fitzgerald & Wood (Tom Shanley) 203-640-0888

Snow Removal & Landscaping:

Nardella's Turf Care, Office: 203-488-1199, Anthony Cell: 203-996-3716

Water Utility: Regional Water Authority 203-562-4020

Insurance

Insurance Company: Anderson-Krause (Agent)

Agent/Contact: Michael Krause 203-488-6386

STAFF DOOR ALARM CODE: 7589 ALARM PASSWORD: "BOOK"

Blackstone Library Emergency Response Call List

Staff: Watch WTNH for Storm Closings

NAME	CALL	PHONE
Katy McNicol		
(203) 278-6314	Kathy Oxsalida	(203) 494-5964
	Deirdre Santora	(203) 298-2085
	Tina Strell	(203) 362-9310
	Debby Trofatter	(203) 314-2366
	Frank Zdunek	(203) 483-1823 or (203) 654-1427
Emily Yates	Carol Capezzone	(203) 488-2776 or (203) 752-6599
(336) 469-3502	Laura Gunneson	(203) 506-5194
	Nicolette Pavain	(203) 448-6807
Deirdre Santora	Barbara Barrett	(203) 481-5377 or (203) 640-9084
(203) 298-2085	Erin Byrne	(203) 231-5363
	Moira Healey	(475) 227-4945
	Alondra Lopez	(602) 403-9600
	Kayla McInnis	(203) 931-5816
	Angela Meikle	(203) 376-2029
	Jared Torello	(203) 298-2894
Debby Trofatter		
(203) 314-2366	Jenna Anthony	(203) 907-6052
	Stephanie Carvin	(203) 710-4519
	Christina Kondziela	(203) 859-2160
	Jordan Nolan	(860) 951-8216

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APPENDIX A – INCIDENT REPORT

James Blackstone Memorial Library

Accident/Incident Report

Date _____

Staff Member Reporting: _____

Name(s) of person(s) involved: _____

Address (if known): _____

Telephone (if known): _____

Detailed description of accident or incident:

Staff signature: _____

APPENDIX B – ALARM SYSTEM POINT NUMBERS

Alarm System Point Numbers (each unit has a sticker with its number)

<u>Point #</u>	<u>Name</u>	<u>Location</u>	<u>Description</u>
1	Fire Panel Alarm	(Ground Floor)	Panel on wall near staff entrance
2	Fire Panel Trouble	(Ground Floor)	Panel on wall near staff entrance
9	Staff Entry Door	(Ground Floor)	Staff door
10	Staff Work Room Motion	(Ground Floor)	Back Office motion
13	Maintenance Bldg. Entry Door	(Garage)	Garage has its own key pad, same code
14	Maintenance Bldg. L/L Door	(Garage)	Boiler Room, lower level
15	Maintenance Bldg. Motion	(Garage)	Interior motion
17	DVD Room	(Ground Floor)	Inside door from elevator lobby
18	Teen Room 360 Motion	(Ground Floor)	On ceiling near windows
19	Children's Room Fiction Motion	(Ground Floor)	On wall in back of DVD room
25	Front Entry Left Door	(1st Floor)	Left side from rotunda
26	Front Entry Right Door	(1st Floor)	Right side from rotunda
27	Front Entry Stairwell Door	(1st Floor)	Emergency exit from Computer Lab & Conference Room
28	Side Door to Terrace	(1st Floor)	Cedar Street doors
29	Rotunda Motion	(1st Floor)	Near doors to main staircase
30	DVD Room	(Ground Floor)	On wall near window
31	Inactive		Stored in cabinet outside business office
32	New Lobby Motion	(Ground Floor)	On the right coming through interior doors
36	Branford Room Door	(2nd Floor)	History Room
37	Top of Stairs 2nd Fl Motion	(2nd Floor)	Left of the elevator
38	Reference Area Motion	(1st Floor)	Outside Reference Office
39	Fire Door to Elevator Lobby	(Ground Floor)	Between lobby and elevator area
40	Door On Stairs	(Gr-1st Floor)	Main staircase
41	Auditorium Exit Door	(1st Floor)	Left of stage

PANIC BUTTONS

(always active)

33	-1	Circulation Desk	Ground Floor
34	-2	Computer Lab Desk	Second Floor
35	-3	Reference Desk	First Floor
42	-4	Children's Desk	Ground Floor

Alarm Systems: (860) 669-2321

Note:

If you accidentally set off the alarm, the monitoring station will call and ask for a passcode: "BOOK"