

ONTARIO PUBLIC LIBRARY

Emergency and Disaster Plan

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Overview

The Ontario Public Library (OPL) has adopted this Emergency & Disaster Policy to ensure precautionary, response, and recovery measures to an emergency or disaster threatening to impact or immediately impacting the Library's facilities, materials, staff, or community members.

The primary goals of the Library's Emergency & Disaster Policy are to establish:

- The roles and responsibilities during all phases of an emergency or disaster
- Preparedness activities and response measures
- Coordination and decision-making processes

The Emergency & Disaster Policy is designed to preserve the continuity of core Library resources and services as best as possible, minimize economic loss, and achieve recovery.

Administration

The Disaster Recovery Team, led by the Director, administers the Emergency & Disaster Policy. This includes activating the policy, establishing an internal communications network, and coordinating all recovery activities. If, for any reason, the Director is unable or unavailable to lead the team, administrative authority shall be passed to the Librarian, or Library Assistant. Adoption and Review of the Plan is by the Trustees of the Ontario Public Library

The Disaster Recovery Team will include the Director, Board President, Library Assistant, Librarian II, Town Supervisor, and Building Inspector.

Risk Assessment

Risk Assessment is the determination of potential events, emergencies, and disasters that could cause service interruptions. The Director and Disaster Recovery Team will periodically evaluate the Library and its facilities to minimize the threat of emergency or disaster and to formulate response plans to emergencies or disasters.

Activities include:

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

Parts of the Risk Assessment activities may include consultation with the Town of Ontario, the insurance agent for the Town and Library, Pioneer Library System (PLS/OWWL) staff, and other local experts and stakeholders.

Staff Training

Regular staff training prepares the staff to safely and appropriately respond to an emergency or disaster to minimize damage or injury should an emergency or disaster occur. All staff should be included in training activities.

Staff training will include an annual review of this Emergency & Disaster Plan and the Library's Disaster Recovery and/or Continuity Plan. Staff training may also include, but is not limited to, the following topics:

- CPR /AED Training
- First Aid Training
- Narcan Training
- Tourniquet Training
- Formal response
 - Fire
 - Active Shooter
 - Lockdown

Response and Reconstruction

In general, the Director and Disaster Recovery Team will respond to an emergency or disaster according to the following outline. Some circumstances will require deviation from this sequence in order to best serve the safety and health of the Library staff and community.

- Address an emergency or imminent danger to the Library's facility, materials, staff, or community
- Notify appropriate personnel
- Assess the extent of the damage
- Document in detail
 - Complete incident report with as much witness detail as possible
 - Assess integrity of Internet connections, including telephone system, and computing technology. Contact PLS/OWWL and internet service provider (ISP) to report incident.
 - Take inventory of materials, items, supplies, or equipment
 - Take pictures of materials, items, equipment, or facilities
 - Record the sequence or timeline of events before, during, and after the event
 - Determine which steps need to be taken for Recovery
 - Delegate to Emergency Response Team, Library staff, and/or volunteers
 - Determine a command post or temporary work site if Library facility is not accessible
 - If there is physical damage, decide what can be salvaged and what will be discarded
 - Gather supplies and arrange for services
- Draft a press release or statement to the public
 - The Director or designee will be the spokesperson for the Library.
 - Keep messaging transparent and consistent
 - Communicate across all channels
 - Traditional news press (print and TV)
 - Social Media
 - Library website
 - Library's outgoing phone message
- Recovery: Plan for:
 - Limited services or service points
 - Limited hours of operation
 - Virtual programming and services
 - Reduced staff
 - Contact PLS/OWWL and ISP internet service provider to report connection needs.
 - Plan for reopening/full resumption of services
 - Draft/amend related procedures
 - Amend/adopt related policies

Types of Emergencies and Disasters

This Emergency & Disaster Plan was made with the health and safety of the Library staff and community as the top priority.

If the Director is not in the building when an emergency or disaster occurs, the staff should contact the Director immediately. The Director is empowered by the Board of Trustees to address imminent dangers or threats to the Library's facility, materials, staff, or community and will convene the Disaster Recovery Team as soon as it is safe and reasonable to do so.

Non-Emergency Situations of Note

- Loss of Utilities, i.e. Power, Water, Heat, Air Conditioning
- Pests, Bugs, or Infestation
- Determine whether to close the library to the public
- If closing, escort patrons out of the building
- Contact the utility company/exterminator/etc.
- Post information about the temporary closure on the library's entrance, social media, and the library's website

Emergency Situations

The assumption should never be made that a situation is a drill or a false alarm.

General Guidelines for Building Evacuation

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

Severe Weather

- OPL Policy 4000 provides guidelines for when to close the library to the public for weather related reasons. Director or her representative shall contact a Library Trustee for permission to close the library for weather-related purposes.
- The Library will be closed when the Town Hall is officially closed for a weather event.
 - When closing, patrons are escorted out of the building
 - Building is secured.
 - Information about the temporary closure shall be posted on the library's entrance, then on social media, and website from a safe distance or personal residence,

Fire/Explosion

A fire may include visible flames, smoke, or strong odors of burning. An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices.

The appropriate emergency action is for persons to evacuate the building quickly and safely and notify the Fire Department by dialing 911.

- Activate nearest fire alarm pull station.
- Evacuate; if smoke is present, stay low to the floor.
- Watch out for falling debris; take cover and protect head.
- If you become trapped, tap on a wall or pipe to alert rescuers.
- Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.
- Call 911 when safe to do so.

For occupants of the building:

- Close, but do not lock the doors to your immediate area as you leave
- EVACUATE the building via the nearest exit. Assist others in exiting the building
- Avoid smoke-filled areas

For persons evacuating from the immediate fire area:

- Feel door from top to bottom with the back of your hand. If it is hot, DO NOT proceed; go back.
- If door is cool, crouch low and open the door slowly. Close door quickly if smoke is present so you do not inhale it.
- If no smoke is present, exit the building via the nearest exit.

The responding Fire Department Incident Commander will control and make decisions at the scene of the fire. The Fire Department will decide when to turn control of the scene back to Ontario Public Library

Bomb Threat

A bomb threat may come to the attention of the receiver in various ways. It is important to compile as much information as possible.

- DO NOT attempt to notify or evacuate an entire building as this could consume valuable time that would be better used to gather important information.
- Keep in mind that the vast majority of bomb threats are false and are primarily intended to elicit a response from the building occupants.
- In the case of a **written threat**,
- it is vital that the document be:
 - handled by as few people as possible, as this is evidence that should be turned over to the Police.
- If threat should come **via email**, make sure information saved on computer.

Most bomb threats are transmitted **over the telephone**; thus, the following instructions are provided with that assumption.

- Remain calm and if able, if applicable, pay attention to your telephone display and record the information shown in the display window
- The objective is to keep the caller on the line as long as possible to attempt to gather as much information as possible. Try not to anger the caller at any time
- While engaging the caller, pay attention to any background noise and distinctive sounds(machinery, traffic, other voices, music, television, etc.)
- Note any characteristics of the caller's voice (gender, age, education, accent, etc.)
- **Immediately after the caller has ended the call, notify Police at 911**
- If the threat was left on your **voice mail, do not erase**
- Notify the immediate supervisor within your work area
- If evacuated, the building cannot reopen or staff re-enter until instructed to do so by emergency personnel

The decision to evacuate the facility shall be made after a thorough evaluation of the information available, including but not limited to:

- Nature of the threat
- Specificity of location and time of detonation
- Circumstances related to the threat
- Discovery of a device or unusual package, luggage, etc.

The police unit will dispatch a search team and will organize the search. Other emergency units will be alerted to the threat and asked to stand by for further instructions. Persons leaving the building should report to a specified location for further instructions.

Violent Incident/Active Shooter

Violent incidents, including but not limited to: active shooter, assaults, or other incidents of workplace violence can occur with little or no warning.

The following information regarding law enforcement response will enable you to take appropriate protective actions for yourself. **Try to remain calm as your actions will influence others.**

The following instructions are intended for incidents that are of an emergent nature (i.e., imminent or in progress).

Immediate Action

- RUN: Evacuate if a safe route is available.
 - Leave all belongings behind
- HIDE: If it is unsafe to escape, hide in an area out of view.
 - Barricade the doors if possible
 - Turn off lights and computers, silence cell phones.
- FIGHT: Prepare to defend yourself if necessary.
- Call 911 when safe to do so or activate the Panic Button

Lockdown

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

All windows and doors will be locked from the inside

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

Missing child or Vulnerable adult

If someone approaches you with information that a child or vulnerable adult under their care is missing, follow these steps:

- To secure entrances , “Call all hands of deck”
 - Staff person to Main Door
 - Staff person stand at display case in corridor to watch both building entrances
- Other staff quickly search the library , the restrooms, and open town hall areas.
- Staff at Circulation Desk collect the following information about the missing individual:
 - Name
 - Age
 - Sex
 - Skin color
 - Hair color
 - Height
 - Weight
 - Clothing
 - Location last seen, with another, or others
 - Are any recent pictures of the missing individual readily available?
- **If child not located immediately, call 911.**
- Explain the situation and relay the information that you have collected.
- Follow directions provided by law enforcement personnel.

If you encounter a child or vulnerable adult that seems to be lost or unsure of their surroundings, follow these steps:

- Talk to the individual to see if they are truly lost.
- Ask the individual for parent or caregiver contact information. If they can provide that information, then use it to contact the parent or caregiver.
- Call 911 if the individual is not able to provide you with contact information for a parent or caregiver, or if you do not make quick contact with a parent or caregiver.
- Stay with the individual until law enforcement personnel, a parent, or caregiver arrives.

Medical Emergency

- Call 911
- Clear the immediate area
- Do not move the ill or injured person
- Only staff members who have been certified in First Aid, CPR, or similar emergency measures should administer direct aid
- Stay with the person until medical help arrives
- Complete an incident report

Infrastructure failure

- If a critical incident is experienced relating to water, electricity, heating and/or cooling systems, call Director & Building Inspector
- If a critical incident is experienced relating to telephone systems, call _____
- If a critical incident is experienced relating to computer systems, call PLS/OWWL, Technical Support 1-800-441-5564 x1110

The Code Enforcement Officer or Town Supervisor or Library Trustee shall decide if the library shall be closed due to an infrastructure failure.

Suspected Gas Leak/Hazardous Spill

- Call 911
- Close the library
- Evacuate the building
- The building cannot reopen or staff re-enter until instructed to do so by emergency personnel

Miscellaneous

Location(s) of Equipment for Use in Library Emergencies

Fire extinguishers: 1/27/2022

1. Staff Office by south Staff exit door
2. Children's room on wall at entrance from Main Room
3. Community Room by south west Fire exit door
4. Main Room by east Fire exit door
5. Main Room north west door to Town Hall and Fire Exit

Fire alarm pull boxes: 1/27/2022

1. Staff Office by south exit door
2. Office by back exit door
3. Children's room by back exit door
4. Community Room by west exit door

First Aid Kits: located in the Staff Breakroom 1/27/2022

Wet Vac: Lower Storage Cupboard

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

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

ADOPTED by the Ontario Public Library Board of Trustees 05/17/2022

Appendix A Ontario Public Library Pandemic Response Plan

PURPOSE

The Ontario Public Library has adopted this Pandemic Response Plan in compliance with New York State Labor Law §27-c to implement operational plans in the event of certain declared public health emergencies including, but not limited to, novel coronavirus (COVID-19) or other communicable disease or pandemic illness.

The primary goal of Ontario Public Library's Pandemic Response Plan is to establish:

- The roles and responsibilities during all phases of a public health emergency
- Preparedness activities and response protocols
- Coordination and decision making for the continuation of operations

The Pandemic Response Plan is designed to ensure precautionary, response, and recovery measures to a public health emergency involving a communicable disease threatening to impact or immediately impacting the Library's staff, trustees, volunteers, and/or community members.

ADMINISTRATION

The Director as authorized by the Board of Trustees administers the Pandemic Response Plan. This includes activating the plan, establishing an internal communications network, and coordinating all response and recovery activities. If, for any reason, the Director is unable or unavailable to administer the plan, administrative authority shall be passed to The Library Assistant.

DEFINITIONS

The following terms are hereby defined for the purposes of this policy:

- **Personal Protective Equipment (PPE):** Equipment worn to minimize exposure to communicable disease or pandemic illness as mandated by local, state, or federal law and/or any Executive Orders related to the public health emergency or mandates issued by federal agencies including the Center for Disease Control (CDC) and the Occupational Safety and Health Administration (OSHA).
- **Employee:** Any person employed by the Ontario Public Library regardless of job classification or title.
- **Contractor:** Any individual performing paid services for the Library but not an employee of the Ontario Public Library.
- **Essential:** Designation made to an employee or contractor whose duties require them to be physically present at the Ontario Public Library to perform their job, OR tasks that are vital or necessary to the safety or operational needs of the Library.
- **Non-essential:** Designation made to an employee whose duties do not require them to be physically present at the Ontario Public Library, or tasks that are not vital or necessary to the safety or operational needs of the Library.
- **Communicable disease:** Illness caused by an infectious agent that occurs through the direct or indirect transmission of the infectious agent or its byproducts or via inanimate environment or object to a susceptible person or persons.
- **Retaliatory Action:** The discharge, suspension, demotion, penalization, discrimination, or other adverse employment action taken against any employee.

ESSENTIAL EMPLOYEES OR DUTIES

In the event of a state-ordered reduction of in-person workforce, the Director shall be designated as an Essential Employee and is permitted to be physically present at the Ontario Public Library to perform tasks essential to their job or the operations of the Library including, but not limited to, maintenance to the facilities that could otherwise threaten or pose a risk to the Library's facilities if not performed; bookkeeping such as accounts payable, accounts receiving, and processing payroll; and/or accepting, sorting, and opening postal mail or packages.

These essential tasks may be delegated to a specific employee or contractor at the discretion of the Director. This employee or contractor is permitted to be physically present at the Ontario Public Library to perform only the designated essential tasks as assigned.

TELECOMMUTE/WORK FROM HOME

In the event of a state-ordered reduction of in-person workforce, the Ontario Public Library's Working Remotely Policy (P. 2061) will be implemented.

All employees whose duties and routine tasks require the use of a computer and/or internet will be provided Library-issued equipment necessary to perform those duties and tasks.

The Director will provide instructions for downloading/installing any software for employees to perform their duties remotely. The Director will also provide instructions for transferring office phone lines to personal cell phones as applicable to the employee's job description.

IN-PERSON REPORTING

The Director will coordinate the schedule for employees and contractors reporting to the Library in-person to perform essential tasks so that the Ontario Public Library remains in compliance with the state-ordered reduction of in-person workforce. No employee or contractor is permitted to report to the Ontario Public Library without authorization from the Director.

PERSONAL PROTECTIVE EQUIPMENT

PPE as required by local, state or federal laws or Executive Orders will be provided by the Ontario Public Library. As per OSHA guidelines, employees are not financially responsible for mandated PPE. Employees may provide their own PPE if they desire and if it complies with all local, state, or federal laws, or Executive Orders, CDC, and OSHA regulations.

The Ontario Public Library will provide any necessary training for mandated PPE including proper use and disposal.

The Ontario Public Library will keep a supply of PPE in storage in the event a public health emergency is immediately declared. All employees will be aware of the storage location of PPE. The Director will monitor PPE supply levels and replenish the supply as needed in accordance with the Library's Procurement Policy.

Failure to comply with PPE mandates may result in disciplinary action.

EXPOSURE TO COMMUNICABLE DISEASE

If required by local, state or federal laws or Executive Orders, mandatory, continuous health screening practices will be implemented for all employees.

In the event an employee is exposed to a known case of the communicable disease that is the subject of the public health emergency, exhibits symptoms of such disease, or tests positive for such disease, the following procedures will be immediately implemented:

- The employee must not report to the Library or they must leave the premises immediately, if already at work, and notify the Director.
- The Director will notify both local and state health departments and will follow guidance specific to workplaces with a suspected or positive case.
- The Director and the employee will determine which other staff members were in close contact and possibly exposed to the communicable disease.
- The Director and the employee will determine which areas of the Library are now considered “contaminated” and need to be immediately closed.

Cleaning Contaminated Areas

- The Library will immediately close off contaminated area(s).
- The area(s) will be quarantined for a length of time determined by local or state health departments.
- Working with the Town of Ontario Building Department staff or other town representative, fans, ventilation, HVAC Systems will be temporarily turned off the area so that particles will not circulate throughout the facility.
- After the determined length of time, the area(s) used by the employee will be cleaned, vacuumed, and disinfected including staff work areas, bathrooms, common areas including library stacks, shared electronic equipment like computers, tablets, keyboards, and other office supplies.
- The area(s) will be cleaned as proscribed by the Town of Ontario officials using OSHA, CDC or State recommended cleaning protocols and EPA disinfectants by individuals wearing appropriate PPE.
- Once the area(s) have been appropriately disinfected, they shall be opened for use as allowed by federal, state and/or local officials including the Trustees of the Ontario Public Library in recommendation with the Director.
- The Library will continue routine cleaning and disinfecting and logging these activities as recommended.

Contact Tracing

The Director will adhere to local and state guidance regarding Contact Tracing which may include reporting or contacting other employees, contractors, visitors, and patrons who voluntarily supplied their information for the purpose of Contact Tracing who may have been in close contact with the employee suspected or confirmed to have the communicable disease. The Director and appointed staff representative will keep the health status of employees confidential.

Compensation

The Ontario Public Library will adhere to all local, state, or federal laws or Executive Orders regarding sick leave or expanded family and medical leave for specified reasons related to this communicable disease.

Returning to Work

- If an employee is exposed to the communicable disease or exhibits symptoms of the communicable disease, they must follow all local and state health department directives which may include being tested for that communicable disease and/or quarantining for a specified amount of time at home.
- If an employee has a suspected or confirmed case they must not report back to work until they have met all of the following criteria in consultation with a healthcare provider and in accordance with local, state, and/or federal criteria specific to the communicable disease.
- All other employees will be provided instructions for returning to work dependent on the determination of risk of exposure by the local or state health department during Contact Tracing.

Mitigating Risk

Reporting to work following a known-exposure to the communicable disease, having symptoms consistent with the communicable disease, or following a positive test without being medically cleared to return to work as defined above will be considered a violation of this plan adopted by the Board of Trustees and may result in disciplinary action.

The Ontario Public Library will not take any retaliatory action for employees not reporting to work due to a suspected or confirmed case of the communicable disease. Employees must follow the established protocols outlined in the Ontario Public Library Policy Attendance and Leave (P. 2060) for reporting an absence.

CONTINUATION OF OPERATIONS

In the event of a declared public health emergency involving a communicable disease, the Director will address operations according to the following outline. Some circumstances will require deviation from this sequence in order to best serve the safety and health of the Library staff and community.

- Assess the emergency declaration as it relates to the Library's facilities, materials, staff, or community.
- Notify the appropriate persons including employees and the Board of Trustees.
- Determine the next steps, with the information available, regarding:
 - Services or service points
 - Hours of operation
 - Personnel
- Draft a press release or statement to the public
- Document in detail the sequence or timeline of events before, during, and after the declared public health emergency.
- Prepare for recovery.

COMMUNICATION

Once approved by the Board of Trustees, this Pandemic Response Plan will be published in a clear and conspicuous location at the Ontario Public Library and on the Library's website. A copy will be provided to all employees.

Appendix B: Emergency Contact Numbers

IN-HOUSE EMERGENCY TEAM

Director: [Redacted]
Office Phone [Redacted]

Board President [Redacted]

Board Vice-President: [Redacted]

Library Assistant/Treasurer [Redacted]

Town Supervisor [Redacted]

EMERGENCY SERVICES & UTILITIES

Fire Department: 911

Police Department: 911 or 315-986-4208 Williamson

Ambulance: 911

Town of Ontario, Building Inspector: [Redacted]

Security Company: Casco Security: [Redacted]

Gas Company: RGE 800-743-2110

Electric Company: National Grid 1-800-465-1212

Phone Company: _____

Internet Provider: Spectrum 1-866-892-4249

OWWL Library System: 1-800-441-5564 [Redacted]

Appendix C

Recommendation checklist for maintaining secure and effective facility

Adopted with exception: Information and/or advice to be provided herein by Town of Ontario

General inspection of building and grounds to identify problems:

Daily

- Windows
- Doors
- Doorways
- Pathways

Monthly

- Roof
- Electrical Panel
- Phone Systems
- Fire Extinguishers

Yearly

- Heating Systems
- Cooling Systems
- Smoke Detectors
- Casco Library Front Desk Security Panic Button
- Casco Library Personal Fob Panic Button
- Emergency Lights
- Emergency Supplies (Flash lights, First Aid kit)