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# Grosse Pointe Public Library

# Emergency Procedures

July 23, 2024

Contents

[1. General Guidelines 3](#_Toc172623509)

[2. General Emergency Procedures 4](#_Toc172623510)

[3. General Evacuation Locations and Procedures 5](#_Toc172623511)

[4. Specific Threat Responses 7](#_Toc172623512)

[5. Active Shooter and Lockdown Procedures 10](#_Toc172623513)

[6. Child Endangerment 13](#_Toc172623514)

[7. Elevator Malfunction 14](#_Toc172623515)

[9. Safe Room Supply Checklist 16](#_Toc172623517)

### General Guidelines

The purpose of this Manual is for the protection and safety of every employee in case of an emergency. It was created to protect you as a valued employee, our library patrons, and library property. The intent of these procedures is to ensure that emergency, security, or medical-related incidents within the Library are dealt with in a safe and effective manner and that they are reported to the appropriate personnel within the Library and to the proper authorities. In all cases, human safety is more important than that of objects or property.

Note that each situation is different. Always use common sense when following these procedures.

**Chain of Command:**

* Branch Manager/Librarian on Duty
* Operations Manager
* Assistant Director
* Director

**All Employees:**

* Employees are **not** expected to place themselves in imminent danger or risk their lives to carry out these procedures
* Know where the “panic buttons” are
* Know where the fire alarm boxes and fire extinguishers are located and how to use them
* Know what to do when a fire alarm is heard
* Know the layout of the building itself in order to evacuate to safety
* Know where to shelter safely inside the building
* Know where to assemble in case of building evacuation or if the building is rendered unavailable
* Do not use the elevators
* Know where flashlights are in each department
* Know where the safe room is and where the safe room supplies are kept

The procedures in this Manual apply to all employees. All personnel are expected to carry out these procedures as instructed. If the branch manager or librarian on duty are unable to respond the senior staff member is expected to initiate the proper procedure.

### General Emergency Procedures

All staff members of the Grosse Pointe Public Library are empowered to call 911 or activate the “panic button” without a supervisor’s permission when the safety of staff and/or patrons is threatened.

An employee witnessing a safety, security, or medical related incident in or near the library should:

1. Secure your immediate safety
2. If possible, ensure the safety of those around you
3. If necessary and possible, leave the area, assemble at the evacuation location
4. Call 911
   1. Provide as much information as possible about
      1. Incident description
      2. Location
      3. Injuries
      4. Current Situation
5. Follow the dispatcher’s instructions. Do NOT hang up until directed to do so
6. If someone is injured do not attempt to move them
7. Notify the Branch Manager and/or Operations Manager
   1. Provide information and detail as per the list above
   2. Follow the instructions of Admin
   3. Complete the Library Accident/Incident Report within 24 hours and submit a copy to the Operations Manager

**Emergency Contact Numbers:**

* Emergency 911 (don’t need to dial 9)
* Grosse Pointe Farms Non-Emergency 313-885-2100
* Grosse Pointe Park Non-Emergency 313-822-7400
* Grosse Pointe Woods Non-Emergency 313-343-2400
* Parcells Middle School 313-432-4600

Staff Emergency Contact Numbers

Jessica Keyser, Library Director 248-259-1024

Darlene Dery, Assistant Director 313-283-5723

Kim Hart, Operations Manager 313-289-0074

Steve French, Technology Coordinator 248-949-9445

Mary Short, Marketing & Programming Coor. 313-378-7839

Mary Lynn Martin, Central Branch Manager 313-303-2734

Jessie Schenk, Woods Branch Manager 313-433-9646

Chris Mueller, Ewald Branch Manager 313-820-8991

### General Evacuation Locations and Procedures

**Evacuation Locations**

Central – Staff Parking Lot

Ewald – Across the parking lot, near the front door of the Park Municipal Bldg.

Woods – At the end of the Vernier parking lot, near Sunningdale Drive

The branch manager or senior staff member must take a head count of staff and notify emergency personnel if staff or patrons are unaccounted for.

Weekly schedules are sent via email for easy access. Use them to count staff and to notify staff who may report later in the day to avoid the area. Contact ADMIN if you are unable to access the weekly schedule.

**Evacuation Procedures**

Circumstances will vary. However, when possible, follow these general guidelines when evacuating the building.

1. Announce that everyone must leave the building
2. Call 911 or the non-emergency number in your area depending on the emergency
3. Do a complete walk around to find and alert patrons in remote areas of the building
   1. If possible, do not go alone
4. Exit the building as quickly as possible
5. Do NOT use elevators during any evacuation. Check the elevator before leaving the building and make sure no one is stuck
6. Do not take time to turn off lights or gather personal items
7. Leave the doors unlocked so Emergency Personnel can enter quickly
8. Gather as a group at the designated areas
9. Do a head count of all staff, notify emergency personnel if anyone is missing
   1. Notify Admin, once you have established a head count
10. Do Not re-enter the building until given permission by emergency personnel

**Evacuation of Disabled Patrons and Staff from the Second Floor**

1. Ask the person how you may help
2. If the person cannot be safely assisted down the stairs, move them to a fire stair landing
3. Contact emergency personnel to advise them of exactly where the patron is located
4. If you are unable to leave the area, let someone know where you are so they can send help

### 4. Specific Threat Responses

**Fire or Smoke**

Floor plan maps with fire alarms and fire extinguisher locations are at the back of this manual.

1. If you notice or cause a fire, pull the nearest fire alarm
2. Call 911
3. If the fire is small enough, attempt to put it out with a fire extinguisher
   1. P.A.S.S.
      1. Pull the Pin on the extinguisher handle
      2. Aim low at the base of the fire
      3. Squeeze the handle
      4. Spray from side to side
4. Evacuate patrons and staff through the nearest exit without using the elevator
   1. Assist any patrons who may need help using the stairs
   2. Alert the fire department if there are people on any floor that need help evacuating
5. If there is smoke, stay as low to the ground as possible
6. Always check doors for heat before opening. Use the back of your hand to feel the upper, lower, and middle parts of the doors
   1. If the door is not hot, brace yourself against it and open slowly
   2. If the door is hot, do not open it. Look for another way out
7. Assemble all staff and patrons at the Evacuation Location
8. Never go back into a burning building
9. Once at the Evacuation Location, the senior staff person must take a head count to make sure everyone is out of the building and accounted for. Notify emergency personnel if anyone is unaccounted for
10. Stay in your Evacuation Area until you receive further instructions
11. Inform Administration once everyone is out of the building and safe
12. File appropriate reports when time allows

**Bomb Threat**

1. Keep the caller on the line for as long as possible
2. If the number is on the caller ID write it down
3. Signal another staff member for assistance and have them call 911
4. Use Bomb Threat Checklist, located in the back of the binder
5. Evacuate patrons and staff as soon as possible
6. Don’t touch anything as you’re leaving the building: including objects, light switches, computers, phones, etc.
7. Meet at Evacuation Location: The branch manager or senior staff member on duty must take a head count of staff and notify emergency personnel if staff or patrons are unaccounted for
8. Inform Administration once everyone is out of the building and safe
9. Await further instruction from emergency personnel/Admin
10. File appropriate reports when time allows

**Explosion**

1. Evacuate the building – do not use elevators
2. Gather at the designated evacuation point, count staff
3. Call 911
   1. Give emergency personnel as much information as possible
   2. Indicate if there are any patrons or staff left in the building
4. Inform Administration once everyone is out of the building and safe
5. Await further instruction from emergency personnel/Admin
6. File appropriate reports when time allows

**Tornado**

Tornado Watch

* No sightings but conditions are favorable for a tornado to develop in the immediate vicinity
* Monitor the situation and be ready to act if the watch is upgraded to a warning

Tornado Warning

* This means a tornado has been sighted in the immediate vicinity
* Activate Tornado procedure

Procedure

1. Make an announcement, tell patrons and staff to move to safe areas within the building
   1. Central – Garage, bathrooms, staff entrance staircase, boiler room
   2. Ewald – Mechanical Room
   3. Woods – Basement Program Room, under stairs in basement
2. Adults may elect to leave the building, however, children unaccompanied by an adult must remain until the all clear is announced
3. Staff should not leave the building until the tornado warning is over and should strongly encourage patrons to remain in the safe areas until the storm has passed
4. After the tornado
   1. Evacuate as carefully as possible
      1. Gather at the evacuation location, if possible, or another safe area, assessing damage on the way
      2. Count staff and patrons
      3. Call Admin, report damage or injuries
         1. Call 911 if anyone is hurt
      4. Await further instructions

**Water Leaks/Flooding**

1. Leaks or slow rising water
   1. If it is safe to, move whatever you can away from the source of the water.
   2. Cover affected book stacks with plastic sheeting, found in the Safe Room Supply Box – if applicable
2. Serious Flooding
   1. Evacuate all patrons and staff to evacuation location
   2. Do not use the elevators
   3. Attempt to move and protect library property and materials only after ensuring the safety of patrons and staff, and only if it can be done at no risk to one’s own personal safety.
3. Call Admin and report the situation as soon as possible

**Power Outage**

1. If the power outage occurs after dark, evacuate patrons immediately.
   1. Once the building is secure, proceed to step 3
2. If the power outage occurs during daylight hours, you can wait to evacuate while you gather more information/wait to see if it comes back on
3. Check DTE Outage Map to see if outage has been reported, check for details
   1. Report outage to DTE 1-800-477-4747
   2. If there is a timeframe, use that to determine next steps
   3. If there is not a timeframe, wait about 10-20 minutes for power to come back, if it doesn’t close for the rest of the day
4. Closing for the rest of the day:
   1. Notify administration and IT
   2. Post Closed signs on the doors
   3. Depending on the time of day, send staff home, and notify anyone coming in later in the day of closure
5. Returning after a power outage:
   1. Branch Manager will continue to monitor Outage Map
   2. Branch Manager will keep staff informed of situation
      1. If Branch Manager isn’t the first person to report to the building in the morning, they will coordinate with the person who is to check the power and report situation to Branch Manager
      2. Once it is confirmed that the power is either on or off, Branch Manager will inform staff of next steps

### 5. Active Shooter and Lockdown Procedures

**Active Shooter**

Quickly determine the most reasonable way to protect your own life. Remember that patrons are likely to follow the lead of staff and managers during an active shooter situation.

At any point during an active shooter situation, if you’re able:

* Press the Panic Button
* Call 911 as soon as you are safe
* Provide police with the following:
* Location of shooter
* Number of shooters
* Physical description of shooter(s)
* Number of potential victims at the location
* Alert Admin and/or the other branches, as soon as you are safe
* Woods Branch notify Parcells Administrative Office as soon as you are safe

Evacuate

1. If there is an accessible escape path, attempt to evacuate the premises
2. Do not stop for your belongings, have an exit route in mind
3. Help others escape, if possible
4. Once you have escaped, call 9-1-1, prevent individuals from entering the building
5. Follow the instructions of police officers
6. Keep your hands visible
7. Do not attempt to move wounded people
8. Contact Admin once you are safe and secure

Hide

1. Get out of view
2. Lock doors
3. Silence your phone and any other source of noise
4. Hide behind large items
5. Remain quiet

Fight

1. Act as aggressively as possible toward the shooter
2. Throw items, improvise weapons, yell
3. Commit to your actions

**Full Lockdown**

**Full lockdown =** **the danger is proximate but not inside the building. Secure building so no one can enter.**

1. Person initiating the lockout or designate will make an announcement stating, “**FULL LOCKDOWN PROCEDURE IS IN EFFECT.”**
2. Lock all exterior doors. Put lockdown signs on doors.
3. Call 911
4. Call Central Administrative Office. (If Woods Branch, call Parcells Administrative Office as well)
5. All patrons and staff persons **inside** the building are to go to the designated lockdown areas listed below, if possible, close and lock doors
6. All patrons and staff persons **inside** the building who cannot get quickly and safely to the designated lockdown areas are to go to the closest room **with a lock**, close the door and lock it
7. All ground floor curtains or blinds should be closed, and lights turned off
8. Instruct everyone to lie on the floor away from doors and windows, and remain on the floor until further instructions are given by emergency personnel

**Designated Lockdown Areas**

Central: upstairs staff/admin or tech services, staff entrance stairway, and sprinkler control room

Ewald: staff work room areas with doors (boiler room, sorting room, supply closet), program room

Woods: staff work room, basement, lock doors behind you

**Partial Lockdown Danger in the Library Neighborhood**

Partial Lockdown means an incident or danger that is brought to the attention of library personnel, such as a police investigation in the area, or any potentially dangerous situation that may require actions that are prudent but less than the actions required in the “Full Lockdown Procedure”.

1. Call Public Safety for guidance, if they recommend locking down the building, proceed to step 2
2. Person initiating the lockout or designate will make an announcement stating, “**PARTIAL LOCKDOWN DANGER IN THE NEIGHBORHOOD”**
3. Post lockdown signs on exterior doors
4. Lock doors so that patrons may exit but not enter the building
5. Call 911. Identify the type of lockdown
6. Call Admin
   1. Woods - call Parcells Administrative Office as well
7. Await directions for lifting the lockdown

### Child Endangerment

**Child can’t find their Companion**

1. If a child is lost, try to calm them down
2. Take the child around the library and try to find their companion
3. If their companion cannot be found, call local police and have two staff members wait with the child until the police arrive
   1. Wait in the public area for police to arrive

**Guardian reports their Child Missing**

1. Obtain a description of the child
   1. Name
   2. Age
   3. Hair Color
   4. Eye Color
   5. Approx height and weight
   6. What is the child wearing?”
   7. Where and when did you last see the child?
2. The person who received the information will immediately share it with the other service desks.
   1. Staff should split up as follows:
      1. One staff member per service desk
      2. One staff member at each entrance, including emergency exits
         1. Ask that patrons remain in the building until the child is found
         2. Attempt to keep people from entering the building while the search is being conducted
      3. One or two staff members should begin searching the library for the child with the caregiver
3. If the child is not found within 10 minutes call 911 and request “immediate police assistance for a missing child at the \_\_\_\_\_ branch of Grosse Pointe Public Library.”
4. If staff encounters a suspect with the missing child, other than the caregiver, staff should use reasonable measures to delay the exit of the suspect and child, without placing themselves or the child at risk
   1. Staff should obtain and immediately record a full description of the suspect, including the make, model, and license number of vehicle (if any), direction of travel, etc.
5. Await further instructions from emergency personnel before allowing anyone to enter or exit the building
6. Contact Admin and document the incident as soon as possible

### Elevator Malfunction

1. Determine if someone is trapped in the elevator but do not try to force the doors open
2. Report the problem to:
   1. Woods – ThyssenKrupp Elevator Repair Service at **734-953-3734**
   2. Central – Kone at **877-276-8691**
3. If someone is trapped call local police (see emergency call number list) to assist until elevator repair service arrives.
4. Depending on repairs, make sure to post notification that the elevator is not working, if necessary

### Safe Room Supply Checklist

1. First Aid Kit
2. Blanket
3. Battery Operated Radio (store batteries out of radio)
4. Extra Batteries
5. Flashlights
6. Plastic Sheeting to cover bookshelves