

EMERGENCY REFERENCE GUIDE

2016

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EMERGENCY PROCEDURES

In the Event of an Emergency Call:

Fire, Police	9-911
Iowa State Patrol Post 16	1-5608
DAS General Services	2-5120
Poison Control Ctr.	1-800-222-1222

State Library of Iowa Response Team:

Steve Cox (Leader)	1-8947
Tom Keyser	2-6542

Emergency Plan

1. In the event of an emergency, call 9-911 and/or the Iowa State Patrol, 1-5608.
2. Alert Team Leader, Response Team members and other staff members.
3. If needed, announce room to room: "Please exit the building" or "Please proceed to the ground floor, west side."

See enclosed maps for building evacuation routes and gathering points.

Points of Information in Emergency Event

1. The State Librarian or Response Team Leader will update staff as needed when an emergency has ended.
2. If needed, the State Librarian and/or Communications Specialist will brief the public and media of the emergency situation.
3. The State Librarian will notify managers who will in turn notify staff members if the emergency requires staff not to report for work or when to report to work using the Phone Tree or Rapid Notification Process.

See Phone Tree and Emergency Contact List for employees (Quick Reference Section).

Rapid Notification Process

As required by Iowa Homeland Security and Emergency Management and Office of the Chief Information Officer, and the maintenance strategy for Continuity of Operations/Continuity of Government (COOP/COG), this describes the procedures for the Rapid Notification Process for the State Library of Iowa.

In most cases, the RNP would go into effect when something happens to the Ola Babcock Miller building outside of regular work hours, which makes the building uninhabitable, and staff would have to be notified not to come into work. Other scenarios for enacting the calling tree are the death of a staff person, serious and widespread sickness or other situations that require quickly notifying all the staff.

In the event that all staff must be notified quickly, the State Librarian will invoke the Rapid Notification Process. The State Librarian prepares a text message with the information and sends it to supervisors, the COOP Assessment & Activation Team (CAAT) and his/her direct reports. The supervisors relay the message to their direct-reports in the text notification group. The supervisors relay the message to their direct-reports in the telephone notification group. The text notification group receives instructions to call or text their supervisor to confirm that the message was received. The supervisors keep track of confirmed message receipts.

If a staff person does not send receipt confirmation back within 15 minutes, the supervisor attempts an alternate message delivery system, such as calling the home number. If a staff person does not answer that call, supervisors will leave a voice mail message on an answering machine or with an answering service. The message will include instructions to call or text the supervisor when the message is picked up.

Supervisors remain in contact with State Librarian and report back to State Librarian when all staff members have confirmed receipt of message.

Sample message templates:

Message template to staff to be moved to alternate facility – after work hours:

To all staff stationed at [building]: an incident at [building] has resulted in the closure of the facility. You are being directed to report to [alternate facility] for your usual scheduled work hours. Use caution in traveling there. When you arrive there, please check-in with [_____]. Please immediately call/text your direct supervisor so that we know you got this message.

Message template to staff to be moved to alternate facility – during work hours:

To all staff stationed at [building]: an incident at [building] has resulted in the closure of the facility. Please immediately call/text your direct supervisor to let us know of your safety & whereabouts. Unless you are doing business away from the office, you are directed to report to [alternate facility] for your usual scheduled work hours. Use caution in traveling there. When you arrive there, please check-in with [_____].

Basic First Aid

1. Survey the scene to make sure it is safe. Notify 911, Iowa State Patrol and response team members of any injuries.
2. Stay with injured. Do not move injured until medical personnel arrives unless injured is in immediate danger.
3. Check for bleeding, use pressure to control bleeding as needed. Any spills of body fluid are to be cleaned by DAS personnel only.
4. Check airway, open airway by lifting chin upward and head back.
5. Breathing - look, listen, and feel for breathing.
6. Circulation - check for pulse.
7. If breathing and pulse are absent, start CPR if qualified and able, then get one of the four AEDs in the building for continued medical assistance. Certain building personnel trained in usage of the AEDs.

Tornados

- A **tornado watch** is issued when weather conditions are favorable for tornadoes to develop. Staff members are not required to seek shelter during a tornado watch.
- A **tornado warning** is issued when an actual tornado has been detected in the immediate area. Warning sirens will be activated during a tornado warning.

Procedure for a Tornado Warning:

1. All staff members and visitors are to proceed to the ground floor, west wing interior hall of the Miller Building when a tornado warning is announced over the public emergency announce system. Response team members are to check all book stacks, hallways, stairwells and bathrooms to insure no individuals are left behind.
2. All staff members and visitors should take important items with them such as laptops, car keys, cell phones, purses and coats when proceeding to the ground floor, west wing interior hall as they may not have access to areas of the building should a tornado occur and cause damage to the building.
3. Once the all clear signal has been given, response team members will direct staff and visitors to the appropriate locations – work areas or evacuation area.

Fires

- Fires are to be reported immediately to 9-911 and response team members.
- **Staff members are not required to fight a fire.** However, if a small fire is discovered and you feel comfortable with a fire extinguisher, you may attempt to extinguish the flames.
- Fire Extinguishers are located on each floor in the building's rotunda, near the bathroom entrances and every landing of the fire stairwell.
- Fire Alarm boxes are located on every landing of the building's rotunda stairs and outside each door of the fire stairwell. Pull the bar down to activate the alarm.
- All staff members and visitors are to leave the building immediately when a fire alarm is activated and proceed to the Northeast corner of East 12th Street and Des Moines Street. Response team members are to check all book stacks, hallways, stairwells and bathrooms to insure no individuals are left behind.
- All staff members and visitors should take important items with them such as car keys, laptops, cell phones, purses, and coats when leaving the building as they may not have access to areas of the building should fire cause damage to the building.

See enclosed maps for building evacuation routes and gathering points.

Threats

1. **Do not take the law into your own hands.** Call the Iowa State Patrol Post 16 at 1-5608.
2. If you encounter a visitor who is intimidating or verbally threatening: do not be confrontational, maintain a relaxed posture, speak quietly but firmly, gently lead the person towards an exit, try to warn other staff and call the Iowa State Patrol.
3. If you encounter a visitor who appears to have a weapon: do not panic, do not confront the individual, seek cover immediately in a protected area or leave the area if possible, call the Iowa State Patrol and stay in the protected area until help arrives.
4. If a physical takeover occurs: do not panic, cooperate as necessary, however, if the opportunity exists, attempt to escape without taking unnecessary risks, call the Iowa State Patrol.

Tips and Techniques for Disruptive Patrons

- Who's the most important person in the library? You are!
- Where is your work environment? It's everywhere, the building, the hallways, the parking lot, the physical grounds.
- Remember you have the right, by law, to act when patrons become disruptive.
- We do have a tendency to be "IOWA Nice." We have been socialized to be nice to all.
- When approached with a confrontation, command a presence, you are in authority.
- Try to have an active conversation, listen, and have empathy and rapport with the patron. Don't tell them to "calm down."

Use the five steps of persuasion to disengage a confrontation:

1. **ASK** – Please lower your voice.
2. **EXPLAIN** – I'm having a hard time understanding you when you raise your voice.
3. **GIVE OPTIONS** – If you lower your voice, I will be able to understand your concern and help.
4. **CONFIRM** – Is there anything we can do to cooperate with each other?
5. **ACT** – Enforce the consequences that will occur without cooperation.

Phone Threats

1. Remain calm. If possible, the person receiving the threat should try to ask the questions on the Phone Threat Report Form (on the following page) while on the phone.
2. Call the Iowa State Patrol Post 16 at 1-5608 after the threat call or if possible, while still on the phone with the suspect. Do not use cell phones as they may trigger a detonation.
3. Check areas where threat may be and report unusual circumstances to authorities as they arrive. Do not touch suspected items.
4. Notify supervisors and emergency response team members; begin evacuating the building as deemed necessary.
5. Should evacuation occur, all staff members and visitors are to leave the building immediately and proceed to the Northeast corner of East 12th Street and Des Moines Street. Response team members are to check all book stacks, hallways, stairwells and bathrooms to insure no individuals are left behind.
6. All staff members and visitors should take important items with them such as car keys, laptops, cell phones, purses and coats when leaving the building as they may not have access to the building for an extended amount time.

Phone Threat Report Form

Time and Date of Call:	Exact Words of Caller:
When will the threat occur?	Where is the threat?
What is the threat?	Why are you threatening us?
Where are you calling from?	What is your name?
Description of Caller's Voice:	Is voice familiar? Who did it sound like?
Tone of voice and other characteristics; background noise:	Time caller hung up:
Person taking call:	Contact info for person taking call:

Resources

- **State of Iowa Capitol Complex Parking Map:**
<https://das.iowa.gov/sites/default/files/general/pdf/Map%20of%20the%20Iowa%20Capitol%20Complex%202015.10.9.pdf>
- **State of Iowa Severe Weather and Emergency Evacuation Policy:**
https://das.iowa.gov/sites/default/files/hr/documents/MS_manual/severe_weather_policy.pdf
- **State of Iowa Severe Weather and Emergency Evacuation Policy FAQs:**
https://das.iowa.gov/sites/default/files/hr/documents/MS_manual/severe_weather_faqs.pdf