

Emergency Response and Disaster Plan

Name of Business / Building: Lac La Biche County Libraries –

- Stuart MacPherson Public Library
- Plamondon Municipal Library

Address: Stuart MacPherson Public Library - 8702 91st Ave, Unit 101 (BOLD Center)
Plamondon Municipal Library - 9814 100 St, Plamondon, AB T0A 2T0

Phone No.: Stuart MacPherson Public Library: 780–623-7467
Plamondon Municipal Library: 780–798–3852



Adopted by the Lac La Biche County Library Board on August 24, 2023

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Emergency Response and Disaster Plan

Purpose of Plan

In accordance with the AD: SEC– Security Planning and Disaster Recovery, Lac La Biche County Library has crafted an Emergency Response and Disaster Plan (ERDP). The Library Director shall ensure that sufficient resources and plans exist to deal with emergency situations. At minimum, these resources and plans shall include:

- Minimum of two first aid certified employees on staff
- Access to BOLD Centre staff with First Aid Qualifications
- Communication with other agencies for assistance
- A current emergency contact list in the Emergency Response Action Plan Binder
- Two first aid kits equipped with the required supplies.

This Emergency Response and Disaster Plan (ERDP) is different from the County’s protocol and plans for responding to county-wide or regional disasters. In the event of disasters responses will be based on the Lac La Biche Community Emergency Management Plan (CEMP).

This plan is in accordance with the *Alberta Occupational Health and Safety Code, Alberta Regulation 191/2021, part 7 Emergency Preparedness and Response.*

Scope of Plan

This plan helps library staff to deal and work within emergency and disaster situations. This plan is not made to avoid emergencies, as emergencies can’t always be preventable.

Included in this plan are sections on emergency codes, contact information, individual emergency pages on fire, medical, explosions, threats, water damage, missing persons, and severe weather. These sections can also be found in the AD: SEC– Security Planning and Disaster Recovery and the Emergency Response Action Plan Binder

Roles and Responsibilities

Director – Site Controller

<p>Director: Maureen Penn</p> <p>Office Phone: 780-623-6384</p> <p>Cell Phone: 780-520-8695</p>	
Regular Duties	During and After a Disaster
<ul style="list-style-type: none"> • Ensures the disaster plan is updated annually or as needed. • Creates and maintains a contact list. • Ensures that items on the disaster supply list are available and up to date. <i>(See section Disaster Supplies for Immediate Response)</i> 	<ul style="list-style-type: none"> • Maintains direct communication with Lac La Biche’s Director of Emergency Management (DEM) and Emergency Management Advisory Committee. • Notifies the Library Board Executive and Library Staff. • Ensures methods of communication both inside and outside the library. • Delegates duties, whenever applicable • Oversees restoration operations after the building is deemed safe by the County. • Management of recovery and salvage operations. • Supervises delivery and installation of equipment. • Assesses and records damage. • Identifies storage space for priority recovery list items.

Site Controllers

When the Library Director or Site Controllers are not onsite, the staff member working alone at either branch assumes this role.

Circulation Coordinator & Programming Coordinator: Valene Patenaude & Laney Smith Office Phone: 780-623-6372 & 780-623-7467	
Regular Duties	During and After a Disaster
<ul style="list-style-type: none"> • Maintain an understanding of the Emergency Response Plan • Annual review of the AD: SEC – Security Planning and Disaster Recovery. • Every six months review the Emergency Response Action Plan Binder 	<ul style="list-style-type: none"> • Step in as Site Controller when necessary. • Ensure the safe evacuation of staff and patrons. • Ensure proper paperwork is completed. • Contact the Library Board Executive and Library Director, as required.

All Staff

ALL STAFF Office Phone: 780-623-7467	
Regular Duties	During and After a Disaster
<ul style="list-style-type: none"> • Annual review of the AD: SEC – Security Planning and Disaster Recovery. • Every six months review the Emergency Response Action Plan Binder 	<ul style="list-style-type: none"> • Ensure all building occupants will exit the building in the event of an emergency. • Designated staff are required to “clear” all areas of the building before exiting. • Close but don’t lock doors, if it is safe to do so. Never risk your safety. • Go to muster Point. • Remain there until the “ALL CLEAR” is given.

Emergency Contacts

Name	Contact Number	Address (If applicable)
Alberta One Call (Edmonton)	1-800-242-3447	
Ambulance	9-1-1	
Associated Medical Clinic	780-623-4421	10017 101 Ave
Board Chair (Loraine Anderton)	780-623-8242 780-404-5552	
Dangerous Goods Incidents (Edmonton)	1-800-272-9600	
Library Director (Maureen Penn)	780-520-8695	
Enforcement Services Peace Officer	9-1-1 (for emergencies) 780-623-6767 (non-emergencies)	9110 Beaverhill Rd
Environmental Emergency (Edmonton)	1-800-222-6514	
EPCOR (emergency)	1-855-387-8978 or 780-310-WIRE (9473)	
Fire Department	9-1-1 780-623-6767 (non-emergencies)	9110 Beaverhill Rd
Fortis Alberta (Power Failure)	780-310-WIRE (9473) or 310-9473	
GAS Emergency	1-800-511-3447	
Hospital	780-623-4044	9110 – 93 Street
Lac La Biche County Office	780-623-1747	13422 AB-881
NLLS	1-800-561-0387 1-780-724-2596	
Occupational Health & Safety	1-866-415-8690	
Peace Officers (24-hour hotline)	780-623-6767	
Phone Service (IT) Travis Simmons (IT Manager)	780-623-6824 780-404-6201	

Poison Control (AB)	1-800-332-1414	
RCMP	9-1-1 (emergencies) 780-623-4380 (non-emergencies)	9110 Beaverhill Rd
Security Panel (Twintel)	1-800-232-7290 (acct # 52-0416)	
Utilities (After Hours)	780-623-7494	

Polaris after Hours Contact Information

If you come across any problems with the Polaris system, or if you cannot access the Polaris system, please call the after-hours emergency phone number.

After-Hours Emergency Phone: 1-877-452-8722

Leave a voice message so that support staff can contact you about your problem. When leaving a voice message, please provide as much information as possible, including your name, the library, and your telephone number.

After-Hours Emergency Support is only available during the following times:

Monday to Thursday: 4:30pm –8:00pm

Friday: 4:30pm –6:00pm

Saturday: 9:00am –5:00pm

Sunday: 1:00pm –5:00pm

Please call the emergency support number if a problem is encountered within these covered time periods as noted below that result in a library being unable to carry out critical functions.

Critical functions are defined as:

- Login
- Check out/in
- TRACpac searching
- Patron registration

Key Facility Personnel Contact Information

Library Staff Contact Information	
Library Director (Maureen Penn)	780-520-8695 (Direct Line) 780-623-6384
Board Chair (Loraine Anderton)	780-623-8242 780-404-5552
Valene Patenaude (Circulation Coordinator)	(Direct Line) 780-623-6372
Laney Smith (Program Coordinator)	780-623-7467
BOLD Center Contact Information	
Sandra Huffman (Facility Maintenance & Custodial Supervisor)	780-404-3537
Gary Harman (Parks & Facilities Manager)	780-404-3945
Ameen Haimour (Plant Operator)	780-404-3192
Tony Nowicki (Electrician)	780-520-0409
Reno Larocque (Bookings & Events Administrator)	780-404-5580
Travis Simmons (IT Manager)	780-404-6201
Staci Lattimer (Recreation & FCSS Manager, Library Liaison)	780-404-5056
Darrell Lessmeister (Senior Manager Rec Comm Enhancement)	780-404-4064
John H. Kokotilo (Emergency Manager, Regional Fire Chief)	780-404-6419
Ryan Deschamps (Enforcement Services Manager)	780-404-5196
Chris Newhook (Coordinator – Fire Services)	780-623-6803

Communication Equipment Check List

This list demonstrates all the communicative equipment that should be on the library premises (or that library staff have immediate access to). These items will help facilitate better communication for staff during emergencies.

- Personal Cell phones
- Two-way radios

Staff should maintain a communication stream during emergencies using their personal phones, to ensure all members of staff are aware of what is happening.

Fire Prevention

Listed below are procedures to minimize the occurrence and impact of a fire emergency:

1. Work areas and routine inspections are done regularly

Areas to be inspected for hazards:

- i. Entry points
- ii. Fire exits
- iii. Hazards that could cause injury

2. All fire protection and equipment on the library premises is inspected, annually, by facility operators or contractors.

Fire equipment to be inspected include:

- i. Fire extinguishers
- ii. Fire alarm system
- iii. Fire sprinkler system
- iv. Emergency lighting
- v. Emergency generator

Emergency Alerting Procedures & Training

To provide a safe working environment to staff alongside providing a safe place for the public, Lac La Biche County Libraries are providing a colour-coded list for staff use. In most cases, follow the directions of the **Library Director, Site Controllers, or Emergency Personnel.**

Lac la Biche County Library Emergency Codes

Emergency Code	Colour	Explanation	What to Do
Code Black		A Bomb threat or Drill	<ul style="list-style-type: none"> • Leave the package alone • Leave the area if possible • Call 911
Code White		Aggressive / violent/ threatening situation “Can Someone bring me a white pad and pen?”	<ul style="list-style-type: none"> • If necessary (and possible without escalating situation) call 911 or press panic button
Code Red		Fire Emergency or Drill	<ul style="list-style-type: none"> • Go to nearest fire exit and proceed to muster point • Make sure to lead patrons out of building
Code Yellow		Patron is wandering or missing	<ul style="list-style-type: none"> • Ask for description • Keep eye out • Listen to radio for updates • Call for assistance, if person is found
Code Green		Cardiac Arrest / medical emergency	<ul style="list-style-type: none"> • Call 9 – 1 – 1
Code Purple		Hostage situation	<ul style="list-style-type: none"> • Follow Site Controller’s lead • Listen • Stay calm

The BOLD Centre’s Emergency Codes (for reference only)

Emergency Codes	Colour	Announcement Scripts
Fire		“Code Red in progress. This is not a drill, please go to the nearest fire exit and proceed to designated muster points in parking lots as directed” repeat 3 times
Medical Emergency		“ <i>Code Blue in [state location in facility if known]</i> . All trained personnel requested at location”
Missing Person (s)		“Code Yellow in progress, designated staff report to your area locations”
Bomb Threat / Suspicious Package		“Code Black in progress” <i>*May require Evacuation alert as determined by Site Controller</i>
Evacuation		“Code Green in progress. This is not a drill, please evacuate building using nearest exit and proceed to designated muster points in parking lots” repeat 3 times
User Misconduct, Criminal or Suspicious behaviour	white	“Code White in progress [state location in facility].”
Lockdown / Violent Intruder	Lockdown	“ LOCKDOWN – LOCKDOWN – LOCKDOWN . Take shelter in nearest safe room and lock door. This is an emergency”. repeat 3 times
Shelter in Place <i>i.e., Tornado</i>	Shelter in Place	“Attention, the facility is now in SHELTER IN PLACE. Please remain inside the building until further notice – carry on regular activities until instructed otherwise”
Hold & Secure <i>i.e., Police chase</i>	Hold & Secure	“Attention, the facility is now in HOLD & SECURE. Please remain inside the building until further notice – carry on regular activities until instructed otherwise”.

Training

Due to the need for basic medical training and general training, included below is a list of the training that staff have taken.

First Aid:	<hr/> Charisse Nicholls Valene Patenaude Joanne Wicker Laney Smith Kim Jones <hr/>
People Experiencing Homelessness:	<hr/> All Regular Front Line Staff <hr/>
De-Escalation Training:	<hr/> All Regular Front Line Staff <hr/>

Media Relations

All staff must point any inquires to the Library Director or the Board Chair. Staff are not authorized to share information with the public.

Advanced Medical Care

Under no circumstance shall an employee provide advanced medical care and treatment.

These situations shall be left to emergency services personnel or medical first responders who have the training, access to equipment and experience. Untrained individuals may endanger themselves and/or those they are trying to assist.

Evacuation Routes

In the event of a facility-wide evacuation, the BOLD Centre will sound a **green** code (with the associated script). Library staff, under the supervision of the Library Director or Site Controller will leave the building in a safe and orderly manner.

Staff will leave the building in a calm and orderly manner, making sure to escort patrons out of the building to the designated muster point.

Muster Points

The muster point for Library Staff and patrons is located in the front parking lot in line with the round about near the sports fields.

Bold Centre as Evacuation Centre

With the proximity of the Main Branch being attached to the BOLD Centre, all Library Staff must be aware that the facility can serve as an evacuation centre.

If the BOLD Center is used as an evacuation centre, the library may provide the following with Board approval, and overseen by Library Director:

- Offering extended hours.
- Allowing evacuees to take out library materials with valid cards.
- Allow distribution of donated and discarded books, at no charge.
- Access to computers and internet, along with a minimum of printing (maximum of two dollars as day).
- Local information can be provided, including guides and maps.
- The library will assist with distributing supplies or information, as requested by the County.

Re-Entry

During evacuation, no one shall re-enter the building until authorization has been given. Authorization can only be given by site controller or by emergency personnel.

Remain at Muster point until given all clear or it becomes un-safe to stay at muster point.

Site Controller(s): Maureen Penn, Valene Patenaude, and Laney Smith

Resuming Operations

Resuming operations and services will depend on the damage to the facility. The Library Board and Library Director will need to determine and prioritize activities to accomplish reopening.

Regular and ongoing communication with public and stakeholders will occur via various avenues following our marketing plan.

Documentation

All records and reports used during an emergency must be completed in a timely fashion, saved for later referencing and backed up according to the AD: REC– Record Retention Policy

Post Emergency Activities

After the emergency has been dealt with, the Library Staff health and safety must be considered. Sometimes people will react immediately, right after, and even up to days or weeks later.

These activities can include:

- Do Library Staff require first aid?
- Inquiry about mental health wellness.

Incident De-Briefing

The Library Director, the Director of Emergency Management (DEM), or the Emergency Management Advisory Committee will inform Library staff about the impacts of the emergency, and any hazards that may remain on the premises.

If necessary, Library staff may need to attend critical-incident stress sessions to help deal with the emergency stress and any fallout.

A de-briefing also allows for a review of the actions during the emergency (the good and the bad). This supports a flow of ideas, and recommendations to be made that allow for improving the staff response.

The Library Board is appraised of the de-briefing of the Library Director.

Priority List Administrative Records

1. Dropbox
2. Hard drives
3. USB's
4. Employee assigned iPad
5. Hard Copies
6. Self-Check Computer

Disaster Supplies for Immediate Response

These items are required to be on library location in case of emergency:

1. Flashlight
2. Bottled Water
3. PPE Equipment (masks, gloves, eyewear)
4. Duct Tape
5. TARP
6. Scissors
7. Batteries (Replace semi-annually, stored outside of flashlight)
8. Lysol Wipes
9. Eye Wash Station (Staff Room)
10. AED (BOLD Center / Staff Work Area)

Evacuation Procedures

In reference to the AD: SEC– Security Planning & Disaster Recovery in the Emergency Response Action Plan Binder. There are many occasions in which library staff and patrons may be asked to leave (evacuate) the building. This section outlines what staff can do during these emergencies.

There are individual emergency procedure pages later in this document, for these emergencies:

- **Medical Emergency**
- **Explosion & Random Acts of Violence**
- **Flooding & Water Damage**
- **Gun Threat (Lock Down)**
- **Phone Threat, Mail Threat & Suspicious Object**
- **Missing Persons**
- **Power Loss, Etc...**
- **Fire**
- **Building Evacuations**
- **Plans for Specific Procedures (Local / National Emergencies & Severe Weather)**

For evacuations: follow the **Library Director or Site Controllers**: Valene Patenaude and Laney Smith

Medical Emergency

CALL 911

*For a complete step by step process please view the AD:SEC Security Planning & Disaster Recovery at the back of this binder or online referring to sections 4 and 5.

Our First Aid Kit is Located:

Telephone Numbers:

-
- Assess the area hazards and call designated first aider.
-
- Coordinate the transport of injured workers to physician's office or hospital.
 - Contact supervisor as soon as practical.
-
- First Aid Kit is located at the Circulation Desk.
 - Eye Wash station is located in the Staff Room.
 - Defibrillator located in the Staff Work Area by the mailboxes
-
- 9-1-1
 - 780-623-4421 Associated Medical Clinic
 - 1-800-332-1414 Poison Control Centre
 - 780-520-8695 Library Director
-

General Rules to Follow:

1. Unless it is a life-threatening situation, do not attempt to render any first aid yourself before trained staff or paramedics arrive **unless you are trained to do so**.
2. Do not attempt to move a person who has fallen and who appears to be in pain.
3. Avoid unnecessary conversation with, or about, the ill or injured person. Some people may react adversely to what you say. Limit your communication to quiet reassurances. Keep bystanders as far away from the injured person as possible. Call the parent/guardian if it is a minor.
4. Do not discuss the possible causes of an accident or any condition that may have contributed to the cause.
5. Do not apologize or accept any responsibility for the accident or condition.

Medical Emergency: (Employees Trained / Controllers)

On Site Controllers: See Table of Contents in the ERAP Binder

First Aiders: See Table of Contents in the ERAP Binder

Explosion & Random Acts of Violence

CALL 911

*For a complete step-by-step process please view the AD: SEC Security Planning & Disaster Recovery at the ERP Binder or online referring to sections 3.

**if you smell a pungent rotten egg odour quickly evacuate everyone in the building and once outside contact the BOLD Center Facility Operators via the Radio

- From a safe location, pull the nearest fire alarm to evacuate the building.
 - From a safe location, dial 911 and advise them of the location of the explosion and, if known, its seriousness and any possible injuries to personnel. Be sure to give your name, office location, and telephone extension. Do not hang up until released by them. Contact BOLD Center staff via the radio only if save to do so.
 - Wait a safe distance (at muster point)
 - Advise emergency personnel about the explosion area and any personnel who may have been injured.
-

Telephone Numbers:

- 9-1-1
 - 780-623-4421 Associated Medical Clinic
-

General Rules to Follow:

1. Since one event can be followed by another, stay alert. There may be more danger yet to come.
2. For protection, consider crawling under a table or desk and remain there for at least 60 seconds.
3. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
4. If evacuation is ordered, alert library members and request that they leave. Make sure all staff and patrons are accounted for. Don't forget handicapped people who may need your help in exiting. Do not move seriously injured persons unless they are in obvious, immediate danger (building collapse, fire, etc.) Once out, keep as far away from the building as possible.
5. Open doors carefully and watch for falling objects.
6. Do not use matches or lighters. Sparks might trigger explosions.
7. Avoid using telephones, cellphones and hand radios as electrical sparks, or signals could trigger other bombs.

Employees Trained / Controllers:

On Site Controllers: See Table of Contents in the ERAP Binder

First Aiders: See Table of Contents in the ERAP

Flooding & Water Damage

CALL 911

*For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery in the ERP Binder, on Dropbox (Online access) (Section 3)

	<hr/> <ul style="list-style-type: none">• Cease using all electrical equipment <hr/>
	<ul style="list-style-type: none">• Call the BOLD Center Facilities Operators on the radio or call the Emergency Maintenance if there is no response <hr/>
	<ul style="list-style-type: none">• Do Not Call 911 unless there is a risk to life or property <hr/>
	<ul style="list-style-type: none">• If necessary, evacuate the building <hr/>
Our First Aid Kit is located:	<ul style="list-style-type: none">• First Aid Kit located at the Circulation Desk• Eye Wash station located in the Staff Room• Defibrillator located in the Staff Work Area by the mailboxes <hr/>
	<ul style="list-style-type: none">• 780-520-8695 Library Director <hr/>
Telephone numbers:	<ul style="list-style-type: none">• Utilities – 780-623-1747 LLB County• Utilities after hours number: 780-623-8503 <hr/>
	<ul style="list-style-type: none">• 9-1-1 <hr/>
If there are injuries:	<ul style="list-style-type: none">• 780-623-4421 Associated Medical Clinic <hr/>

General Rules to Follow:

1. Notify the proper authorities/response personnel.
2. If there are electrical appliances or electrical outlets near the leak, use extreme caution until the power is turned off. If there is any possible danger, evacuate the area.
3. If you know the source of the water and are confident of your ability to stop it (unclog the drain, turn off the water, etc.) do so cautiously.
4. Be prepared to help protect materials in jeopardy. Take only those steps needed to avoid or reduce immediate water damage. You can cover large objects with plastic sheeting, and/or carefully move small or light objects out of the emergency area if confident that you can move them safely.

Flooding & Water Damage: (Employees Trained / Controllers)

On Site Controllers: See Table of Contents in the ERAP Binder

First Aiders: See Table of Contents in the ERAP Binder

Gun Threat (Lock Down)

CALL 911

*For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery in the ERP Binder, on Dropbox (Online access) (Section 10)

	<hr/> <ul style="list-style-type: none">• Announce “Lock Down” in progress to all staff and library members. Proceed to the designated areas with the radio and library cell phone. <hr/>
	<ul style="list-style-type: none">• Lock doors, cover windows, turn off the lights and remain quiet and wait for the all-clear signal. <hr/>
Our First Aid Kit is located:	<ul style="list-style-type: none">• First Aid kit located at the Circulation Desk• Eye wash station located in the Staff Room.• Defibrillator located in the Staff Work Area by the mailboxes. <hr/>
Telephone numbers:	<ul style="list-style-type: none">• 9-1-1• 780-623-4421 Associated Medical Clinic• 780-520-8695 Library Director <hr/>
Battery-powered radio located:	<ul style="list-style-type: none">• At the Circulation Desk <hr/>

General Rules to Follow:

1. Keep calm and quiet.
2. Assist staff and library members in the designated areas which include the ILL Office, Staff Room, Staff Washroom and the secondary locations: Administrative Assistant and Director’s Offices.
3. Secure the doors, cover the windows and hide behind staff desks when in secondary locations.
4. Ensure that you have a flashlight and turn off the lights.
5. Do not leave secure areas until instructed. When helping library members to move from designated areas be polite, but firm.

Gun Threat: (Employees Trained / Controllers)

On Site Controllers: See Table of Contents in the ERAP Binder

First Aiders: See Table of Contents in the ERAP Binder

Phone Threat, Mail Threat & Suspicious Packages

CALL 911

*For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery in the ERP Binder, on Dropbox (Online access) (Sections 8 and 9)

Phone Threat:

- Obtain as much information as possible
- After receiving a threat, immediately notify your supervisor or On-Site Controller
- In consultation with the Police Services, the supervisor or on-Site Controller will coordinate a search and/or evacuate as required

Mail Threat or Suspicious Object:

- Do not touch it
 - Secure the area around the object
 - Advise Site Controller and notify the authorities
 - Await further instructions
-

General Rules to Follow:

If you receive a telephone threat:

1. Listen carefully. Try to keep the caller talking, so you can gather more information.
2. Notify 9-1-1. If possible, signal a colleague to contact 9-1-1 for you; or call as soon as the caller hangs up.
3. Promptly complete a Bomb Threat Initial Response Checklist.
4. Do not discuss the threat with anyone else. If evacuation is ordered, go to a designated area, as far away from danger as possible. Make sure staff and patrons come with you.

If you receive a written threat or suspicious parcel, or find a suspicious object on the premises:

1. Keep anyone from handling it or going near it and notify 9-1-1.
2. Promptly write down everything you can remember about finding or receiving the letter or parcel on the Emergency History form. This will be needed by security and police interviewers.
3. Do as directed. If evacuation is ordered, go to a designated area as far from danger as possible.

Phone Threat, Mail Threat & Suspicious Object: (Employees Trained / Controllers)

On Site Controllers: See Table of Contents in the ERAP Binder

First Aiders: See Table of Contents in the ERAP Binder

Missing Persons – Child Left at the Library

CALL 911

***For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery in the ERP Binder, on Dropbox (Online access) (Sections 8 and 9)**

When an individual is reported missing:

- Listen for the BOLD Centre code “Yellow”
- Listen to the description of individual
- Continue to monitor the radio for updates

When the individual is seen:

- Library staff will inform the necessary parties.
 - Keep an eye on the individual, do not approach.
-

General Rules to Follow:

1. If you sight the individual, inform the Director, the Site Controller, Emergency Personnel
 - a. If the BOLD Centre issued a Code “Yellow”, inform the Facility Operators via the radio that you have seen the individual.
2. If the missing person is a child, staff should check the library floor for the child. Inform the appropriate individuals if you see the child.
 - a. Make sure to calm the child, if necessary.
 - b. Encourage the child to stay in the library.

Missing Persons: (Employees Trained / Site Controllers)

On Site Controllers: See Table of Contents in the ERAP Binder

First Aiders: See Table of Contents in the ERAP Binder

Power Loss, Etc...

CALL 911

*For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery in the ERP Binder, on Dropbox (Online access) (Sections 8 and 9)

Flashlights are kept:

Telephone Numbers:

-
- In the event of a power blackout, the supervisor or on-Site Controllers must be prepared to evacuate everyone from the building to the assigned meeting point if required.
 - Call the BOLD Center Facilities Operators on the radio or call the Emergency Maintenance numbers if there is no response.
-
- In an extended blackout lasting more than 2 hours, staff will be sent home
-
- Locations include entryway, staff offices, at the circulation desk, in the staff washroom, and the staff lunch area by the top of the first aid kit.
-
- EPCOR: 1-855-387-8978
 - 780-520-8695 Library Director
-
- FORTIS ALBERTA INC: 1-855-333-9473
 - or/ 310 - 9473
-
- 9-1-1
 - 780-623-3321 Associated Medical Clinic
-

General Rules to Follow:

1. Remain Calm; announce yourself to other staff and patrons
2. Aid patrons and volunteers in your immediate area by directing them to a pre-designated safe area
3. If you are in an unlighted area, proceed cautiously to an area that has emergency lights. Do not bring along personal belongings; walk slowly, feeling your way cautiously. Listen to other people and sound cues.
4. Close the library to the public.
5. Turn off the computers at the start of the power outage and do not run any water.
6. If instructed to evacuate, go to a designated area and ensure that the controller or supervisor has the radio.

Power Loss etc.: (Employees Trained / Site Controllers)

On Site Controllers: See Table of Contents in the ERAP Binder

First Aiders: See Table of Contents in the ERAP Binder

Fire

Call 911

* * For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery at the back of this binder or online referring to section 2.

Do This:	<ul style="list-style-type: none">• Activate the fire alarm or call out “Fire, Fire, Fire”• Start evacuating the building• Call 911 and BOLD centre Facilities Operators on the radio• Gather at muster point• Do not return to the building until instructed it is safe
Fire Extinguishers are here:	<ul style="list-style-type: none">• Fire Extinguishers located at the Circulation Desk• Fire Extinguishers located in the staff room and teen areas
Our first Aid Kit is located:	<ul style="list-style-type: none">• First Aid Kit located at the circulation desk• Eye wash station located in the Staff Room• Defibrillator located in the staff Work Area by the mailboxes
Telephone Numbers	<ul style="list-style-type: none">• 9-1-1• 780-623-4421 Associated Medical Clinic• 780-520-8695 Library Director

General rules to follow:

1. Call 9-1-1 and state whether emergency medical help is necessary.
2. If the fire is small, you can attempt to put it out with a fire extinguisher if is safe to do so
3. Never allow the fire to come between you and the exit.
4. Disconnect electrical equipment that is on fire if it safe to do so (throw circuit breaker). The circuit breakers are located: Electrical / Server Room in the Library Hallway.
5. Evacuate the area if you are unable to put the fire out. Close doors and windows behind you if possible, to confine the fire. Go to the nearest muster point, as far away from danger as possible.
6. Do not break windows. Oxygen feeds a fire.
7. Do not open hot doors. Before opening any door, touch near the top. Do not attempt to save possessions or collections at the risk of personal injury.
8. Do not return to the emergency area until instructed to do so.

Fire: (Employees Trained / Controllers)

On Site Controllers: See Table of Contents in the ERAP Binder

First Aiders: See Table of Contents in the ERAP Binder

Building Evacuation

*For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery in the ERP Binder, on Dropbox (Online access) (Section 1)

The building should be evacuated when remaining in the building becomes dangerous or upon the request of government authorities.

When leaving the building:	<hr/>
	<ul style="list-style-type: none">• Remain calm• Leave the building• Make sure patrons and staff come with you.
	<hr/>
When outside:	<ul style="list-style-type: none">• Shut all doors• Proceed as quickly as possible
	<hr/>
	<ul style="list-style-type: none">• Move to the muster point• Or farthest safe location
	<hr/>

General Rules to Follow:

1. When helping a patron with a disability, make sure you get their attention before touching their bodies. An individual with a hearing disability must be approached by touch or eye contact.
2. Assign one staff member as responsible for ensuring all staff and patrons have left the building.

Building Evacuations: (Employees Trained / Site Controllers)

On Site Controllers: See Table of Contents in the ERAP Binder

First Aiders: See Table of Contents in the ERAP Binder

Plans for Specific Procedures

*For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery in the ERP Binder, on Dropbox (Online access) (Section 10)

Severe Weather

-
- Supervisor, on Site Controllers or designate are to alert all persons in the library and staff areas. They should be communicating with the BOLD centre Facilities Operators on the radio.
-
- Take shelter in the inner hallways, staff offices or washrooms and do not stay in open areas with high ceilings.
-
- Crouch, lie flat or get under desks etc...

-
- Remain under cover until the storm has completely passed or given the all-clear sign.
-

Flashlights located:

-
- Locations include entryway, staff offices, at the circulation desk, in the staff washroom and the staff lunch area by top of the first aid kit
-

Battery-powered radio located:

-
- Located at the circulation desk near the main phone.
-

General Rules to Follow:

1. Stay away from exterior walls and glass, if possible, back up computer files.
2. In a tornado, crouch along interior walls & cover your head. Interiors rooms with no windows are safest.
3. Use the telephone and cellphones only for emergency purposes.
4. Do not leave secure areas until instructed. In helping patrons to move to designated areas before or after a storm or tornado, be polite, but firm. Warn them of danger. *If they refuse to comply, leave them.*
5. See sections on power loss and flooding and water damage.
6. Monitor the news and follow any instructions given
7. Call the library director if he/she is not on the premises
8. Evacuate the building or remain in a safe area of the building

Winter Storms

1. Winter storms generally come with broadcast warnings. Stay tuned via radio, television, or the internet Weather sites.
2. Back up computer files before leaving
3. Mark the least dangerous access and exit routes to your building. Beware of ice staircases, walkways, etc...

Tornadoes

- Do not leave the building. Shut all exterior windows and doors if there is time.
- Do not remain in any open areas as their roofs could collapse. Take shelter in inner hallways or rooms, washrooms, do not stay in the open part which is exposed to the high roof areas (note: flying debris could become lethal)
- Stay away from door openings and windows, crouch, lie flat or get under desks etc...
- Prepare for a power outage. Remain under cover until the storm has completely passed or given the all-clear sign.

Earthquakes

- Remain Calm
- Stay in the building. Take shelter within a doorway, in a narrow corridor, or under a heavy table, desk, or bench.
- Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment
- Do not attempt to leave the building, as exit stairwells may have collapsed or be jammed with people.
- Remain alert for aftershocks
- Listen to local radio stations for instructions
- Assist those who have been trapped or injured by falling debris, glass, etc. Do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.).
- Evacuate the building when safe to do so. Do not re-enter until the building has been declared structurally sound.

Additionally:

- Check for broken water pipes or shorting electrical circuits. Do not use a match, candle or lighter to find your way, since there may be flammable gas in the air. Shut off utilities at main valves or meter boxes. Turn off appliances.
- Do not use the telephone, except in a real emergency. The lines should be kept free for emergency rescue operations
- Ensure that sewage lines are intact before running water or flushing toilets.

Tornado, Storm, & Wind: (Employees Trained / Controllers)

On Site Controllers: See Table of Contents in the ERAP Binder

First Aiders: See Table of Contents in the ERAP Binder

Recovery Services Contact Information

Items in the library may be damaged or lost. This list is meant to help Library Staff to find the appropriate contact information for recovery services.

Some items have been added to the library catalogue through normal vendors such as Amazon. If that is the case, those items will most likely need to be replaced. Items that will need to be replaced through a vendor are books and telescopes.

If the art collection is damaged, the owners of the pieces or the collection organizer needs to be contacted. Personal library art pieces are subject to the replacement / restoration.

Name of Item(s)	Organization Name	Contact Information
Circulating		
Audiovisual materials	Government of Canada’s “Caring for Audio, Video, and Data Recording Media”	Caring for Audio, Video and Data Recording Media
Nintendo Switch	Nintendo Switch	Consumer Assistance Hotline 1-800-255-3700
SmartHub	TELUS	TELUS Smart Hub Support
VR	META – Oculus Rift	Oculus Support
Instruments	Long & McQuade Musical Instruments	780-432-8112
Singer Sewing Machine	Singer	1-800-474-6437
Meeting Owl Stand and Speaker	Owl Labs	Owl Labs Support
Print Disabled Techonolgy	CNIB smartlife	1-866-659-1843 Smartlife@cnib.ca
Non-Circulating		
Xerox	Parts for Office Multifunction and Production	1-800-520-2392, Opt 1, Opt 2
Computer Equipment and Printers	Screenshots Northern Lights System	780-623-4355 Help Desk
Telephone (VOIP)	Lac La Biche County	780-623-1747
iPads	Screenshots Computers and Supplies Ltd.	780-623-4355

Gaming Systems	XBOX, Nintendo Switch	Switch Contact: Consumer Assistance Hotline 1-800-255-3700 Xbox support
TV	Screenshots Computers and Supplies Ltd.	780-623-4355
Self-Check and inventory assistant	Bibliotheca	1-877-207-3127
VR (non and circ)	META - Oculus	Oculus Support
3D Printer	Bambu Labs	Contact Us Page
Traffic Counter	SenSource	Webpage

Insurance / Legal Contacts

Lac La Biche County Library's insurance provider is RMA Insurance. The County is the main holder and contact before staff contact the Insurance Provider.

Staff will not be directly contacting the Insurance provider. The only staff that will be contacting the Insurance is the Library Director, Maureen Penn, and the Support Clerk, Kim Jones.

County Contacts for Insurance are: Carl Kurppa (County Contact) & Staci Lattimer (County Liaison)