

## POLICY ON EMERGENCY PROCEDURES

(Reviewed and Adopted May 1, 1995; Revised July 7, 1997)

A. **Medical Emergency:** Dial 911 -The call will ring directly into the office for fire/police/ambulance calls.

B. **Fire Emergency:** An alarm is located next to the main front doors, the northeast door (adult area), the south door in the community room and the west door (employee's entrance). The alarm system will automatically notify the police department, fire department, two board members and the Director about the emergency.

As you evacuate everyone from the building, pull down one of the fire alarms. Direct the patrons to leave through the nearest door. The Youth Services Librarian and team will be responsible for checking the Children's department and those restrooms, -stack areas, study room B,C, and D plus the children's program room. The circulation team and Indiana Room Librarian will check and evaluate the computer lab, Teen room, Study Room A, restrooms, Community Room and adult section of the library. The administrative team will evaluate those in the staff lounge, workroom and offices.

The staff members should escort all patrons to either Miller's Merry Manor facility or the Friends Church to the north of the library so everyone can be counted. Carefully escort patrons on sidewalks, avoiding first responders' vehicles. A manager should remain with the fire department to answer any questions.

If the fire is small enough to put out by fire extinguisher, the extinguishers are located in the periodical area, community room, children's area main hallway and the Director's office.

C. **Tornado:** After making the announcement, as is the evaluation procedure the same as fire except patrons and staff, using the stairs, go to the basement. Go to the assigned hallway and wait for the all clear.

D. **Emergency numbers:** (Revised 2019 )

Fire/Ambulance/Police: 911: 831-2323

Heating/Cooling: Ron at Johnson Melloh; 317-690-5153 or 317-244-5993

Plumbing: Johnson Melloh; 317-244-5993

Electrical: White Electrical: 317-834-1922 or 317-366-9137

IPL Electric: 261-8111 [we are total electric- no gas in building]

Water Co.: 317-831-3385

Flooding: First Response Services, Inc. Mark Mauck 317-502-2085

Insurance: Morgan Insurance Group Ryan Goodwin

Mooresville Public Library  
Procedures and Basic Guidelines for individuals present during  
an active shooting incident:



1. Assess the situation
2. React
  - a. Evacuate
  - b. Hide out/Shelter-in-Place
  - c. Take action
3. Call 911 when it is safe to do so

Crisis Response – Overall

Considerations for a public entity, such as library.

**Crisis Response**

Before April 20, 1999, not many people knew about Columbine, Colorado. Now, people automatically associate “Columbine” with one of the deadliest school shootings in U.S. history. Based on the learning’s from Columbine, first responding officers to active shooting crises will now quickly assess the situation and immediately take action.

Anyone perceived as a vital threat will be eliminated. Pre-Columbine, law enforcement would contain the area, fully assess the situation and then attempt to negotiate with the offender(s) until resolution of the incident. If negotiation failed or the offender(s) escalated the incident, the local SWAT team/Quick Response Team (QRT) would then initiate a tactical response. The learning’s from Columbine and other massacres have proven that it is better for law enforcement to enter the situation immediately and try to stop the violence. Shooters who have the intent of harming as many victims as possible typically go into the situation not expecting to leave alive (suicide-by-cop), thus the shooter inevitably engages with police officers. Shooting incidents begin and end in such a short period of time (usually under 10 to 15minutes) that by the time first responders arrive on the scene, the shooting is usually over and either the shooter has fled or has killed himself. Since these incidents are so spontaneous and lethal, off-duty

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officers and concerned citizens respond instinctively and engage the shooter. The components of a crisis response plan should address how a retailer will:

- Prepare
- Respond
- Follow-Up

situation? **Prepare: How can a Library prepare for an active shooter**

Create an emergency plan that addresses critical policies and procedures for:

- reporting, responding and reacting to emergencies.

The plan should be created by gathering input from several stakeholders including human resources, facilities, loss prevention, operations, safety, training department (if one exists), property manager/mall management, local law enforcement and/or emergency responders.

Additional considerations are below.

Align communication strategy for/with

- employee-to-employee
- Communicating to patrons and all employees (employee-to-customer)
- Law enforcement
- Team/leadership management
- Conduct regular meetings with law enforcement
- Establish points of contact between management
- Outline roles of management
- Coordinate with local law enforcement
- Provide access to the building (provide master keys)
- Provide building plans for emergency responders
- Establish relationships with law enforcement to stay abreast of any local trends and understand first responder activities
- All store phones should have 911 access or clear emergency dialing instructions so employees or customers are not put at risk

## Emergency Response Protocols to Active Shooters

Include provisions for individuals with special needs and/or disabilities in plans, evacuation instructions, and any other relevant information

Coordinate hide out/shelter-in-place and escape plans

- Pre-select potential hide out/shelter-in-place locations to identify safe areas within the facility
- Designate an evacuation meeting location and inform all employees

- If possible, outline at least two evacuation routes that are conspicuous and well-marked
  - Coordinate how to meet and account for employees once evacuated (check-in procedure)
  - Outline how you will evacuate multi-floor stores
  - Outline how you will account for your associates
  - Train employees to encourage customers to follow them to the evacuation area
  - Train employees not to leave the safe location area until law enforcement authorities have instructed them to do so
- As first responders' primary responsibility is to eliminate the threat, train associates on what to expect visually and verbally from first responders.

### First responders will:

- Not be able to stop to help injured persons or answer questions until the environment is safe
- Proceed to the area where shots were last heard
- Stop the shooting as quickly as possible, including with lethal force (if necessary)
- Typically respond in teams of four
- May be dressed in street clothes, regular patrol uniforms or may be wearing tactical equipment such as external bulletproof vests, Kevlar helmets and other tactical equipment
- Arrive at the scene armed with rifles, shotguns or handguns, and might use pepper spray or tear gas to gain control of the situation
- Need to take control and mandate the actions of all persons in the area which could include shouting out commands or even pushing individuals to the ground for their safety Educate associates to assist law enforcement and:
- Remain calm and quiet
- Avoid asking for help or directions
- Follow instructions of first responders (Note: Law enforcement officers in tactical gear may appear intimidating because of their protective gear.)
- Put down any items and immediately raise hands while spreading fingers apart
- Keep their hands empty & visible at all times (put down bags/packages)
- Avoid making any sudden movements
- Avoid pointing, screaming and/or yelling

## Emergency Response Protocols to Active Shooters

Respond: What is the right response for your library?  
 Considerations for Your Response Program

- Security/Loss Prevention Personnel/Store Management on-site
- Assess the Situation
- Contact the Police (911)

- Decision to Evacuate or Hide Out/Shelter-in-Place
  - Public Address Announcement
  - Company Notification
  - Public Relations/Media Response
- Training Considerations
- Simple and instinctual response
  - Implemented by various management levels
  - Include drills or walkthroughs
  - Follow up on a periodic basis