

MISSISSIPPI LIBRARY COMMISSION

MLC EMERGENCY PROCEDURES MANUAL

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EMERGENCY PROCEDURES

Purpose

To reduce possibility of injury or death to individuals at Mississippi Library Commission during emergency situations. These standard operating procedures apply to agency staff and visitors.

Objectives

- a. Alert individual's hazardous conditions exist and evacuate premises.
- b. Conduct safe and orderly evacuation from dangerous area to safe assembly points.
- c. Facilitate rapid and coordinated response from emergency services as needed.
- d. Respond to public/media inquiries without delay and without disrupting incident response operations.
- e. Coordinate safe and orderly return to work areas as permitted by emergency officials.

GENERAL RESPONSIBILITIES

When emergency or threatening condition exists, the following shall occur:

- a. Emergency Responders, Incident Commander, or Executive Director determine whether occupants are to leave work areas, building, or grounds immediately. Floor Captains, in accordance with evacuation routes posted at elevators and within each stairwell, see all occupants evacuate.
- b. Each person sees all windows and doors in their area are closed before leaving. **A closed door indicates office/area unoccupied.**
- c. Occupants move calmly to nearest, safe stairwell door; leave building through nearest, safe exit; and gather in designated area. **Elevators are NOT to be used.** In event of weather emergency, occupants proceed to ground floor in lieu of leaving building.
- d. Relocation of individuals with physical disabilities to safe areas given high priority in emergencies.
- e. Floor Captains should utilize the Staff Offices/Room Assignments document ensuring all employees and visitors are evacuated. See MLC Intranet for Room Assignments.
- f. Once outside, no one reenters building until **"All Clear"** is given by Emergency Responders or Incident Commander.
- g. If total evacuation from property is necessary, specific instructions are provided by Emergency Responders or Incident Commander and communicated through Floor Captains.

Emergency Alerts System

Building paging system, if available, is used to notify staff and visitors. If not available or inappropriate, Floor Captains alert personnel of need to leave area.

Rosters

When evacuation is ordered, front desk receptionist collects staff sign-in binder and visitor/guest sign-in binder and gives to an Alternate Incident Commander.

Alternate Incident Commander takes roll at Initial Assembly Point:

- Fire, bomb threat, etc. – Initial Assembly Point – back parking lot
- Tornado, hurricane, etc. – Initial Assembly Point – ground floor

Once Alternate Incident Commander accounts for each person (staff and guests) with the assistance of Floor Captains, the roster is given to Incident Commander. If anyone is missing or remains in area of refuge or safe area on an upper floor, Incident Commander is informed immediately.

Safe Assembly Points

Evacuations take place as directed by designated Floor Captain. Occupants gather in back parking lot (Appendix A - Emergency Evacuation Area of Assembly and Traffic Plan). For weather-related incidents, occupants gather on ground floor of Library Commission building. Employees from each floor remain near Floor Captain for roll call purposes and with own floor group until “**All Clear**” is given by designated personnel.

Area of Refuge (shelter-in-place)

Individuals physically unable to negotiate stairs to safe assembly point move into area-of-refuge in stairwell (Stairwells #2 and #3) and uses emergency phone to report location. In case of tornado evacuation, Floor Captains assist individuals into area just outside restrooms. Floor Captains notify Incident Commander of anyone unable to evacuate floor.

Alternate Safe Assembly Point

Once assembled at Initial Assembly Point, relocation to Alternate Safe Assembly Point may be necessary in some cases. (i.e. bomb threat or Emergency Responder/Incident Commander instructions)

End of Incident

Only Emergency Responders or Incident Commander determines when building is safe to re-enter or when you can leave Safe Assembly Points. At that time, the “**All Clear**” is given by Emergency Responders or Incident Commander to Floor Captains who help alert staff.

SPECIFIC CONDITION RESPONSIBILITIES

Medical Emergencies

Workrooms on each floor are equipped with first aid kits sized for number of people housed on floor. Until Emergency Medical Services (EMS) arrives, staff may administer first aid in building or, in event of evacuation, at designated safe staging area.

- Call 911 immediately if injury appears life threatening. Provide following information:
 - Nature of medical emergency
 - Location of victim (physical address, building, room number)
 - Your name and telephone number from which you are calling
- Do not attempt to move victim unless absolutely necessary.
- Take following actions until professional medical responders arrive:
 - Protect yourself and victim from further harm. Use surgical gloves to protect from blood-borne pathogens.
 - Call Receptionist to notify staff members trained in CPR and first aid.
 - Stay with victim until help arrives.

Natural Disasters

A. Tornado, Severe Thunderstorm, Hurricane

In event of severe weather, the following procedures are followed:

- Incident Commander obtains latest information from National Weather Service.
 - *Tornado or Thunderstorm Watch – Weather conditions favorable for possible development of tornadoes or severe thunderstorms.*
 - Normal activities continue while Incident Commander monitors situation and communicates with Floor Captains.
 - *Tornado or Thunderstorm Warning – Tornado or Thunderstorm is occurring or has been sighted in area. In the event of a Tornado Warning, area tornado siren sounds and the following steps are taken:*
 - Incident Commander notifies front desk to announce evacuation to ground floor on paging system.
 - Floor Captains:
 - Alert everyone on floor to evacuate to ground floor using nearest, safe stairwell (preferable Stairwell #2 or Stairwell #1).
 - Assist individuals physically unable to negotiate stairs into area just outside restrooms.
 - Take roll upon arrival on ground floor.
 - See group stays together.
 - Check for injuries as needed and reports to Incident Commander.

- After “All clear” is announced, staff and visitors return to normal business operations.

B. Earthquake

In event of earthquake, the following procedures are followed:

- If inside building:
 - Stay inside.
 - Take cover under desk or table or against inside wall protecting head and neck.
 - Stay away from windows where glass may shatter and areas where objects may fall.
 - **Do not use elevators.**
- If outdoors:
 - Stay in open area away from trees, building, walls and power lines. Do not enter the building.
 - Drop to knees, getting into fetal position, close eyes and cross arms over back of neck for protection.
 - In moving vehicle, stop quickly and stay in vehicle. Once shaking has stopped, proceed with caution. Avoid bridges or ramps due to potential damage by quake.

C. Fire

In event of fire, staff activates fire alarm, calls 911 and then alert Floor Captain who:

1. Notifies receptionist at front desk to use intercom to alert building to evacuate.
2. Evacuates floor through nearest, safe stairwell out of building or to area-of-refuge.
3. If fire is minor, Floor Captain may attempt to extinguish fire using fire extinguisher(s) located on each floor. (Appendix B- Location of Fire Extinguishers and Stairwells)

Fire extinguisher instructions:

- Hold extinguisher upright and pull safety pin from handle;
 - Stand back from fire and aim at base of fire;
 - Hold extinguisher upright, squeeze trigger handle;
 - Sweep from side to side at base of fire.
4. If fire cannot be extinguished quickly, Floor Captain isolates fire by closing all doors on way out of area.
 5. Safeguards own life and leaves building.

Smoke is the greatest danger in case of fire. When smoke is present stay near floor where air is more breathable.

If trapped in building during fire, open or break window and place article of clothing (shirt, coat, etc.) outside window as marker for fire department. If possible, place article of clothing or some other cloth over face to filter air and help with breathing.

Man-Made Disasters

A. Utilities Emergency

- **Plumbing Failure/Flooding**
 - Cease use of all electrical equipment in immediate vicinity.
 - Call extension Incident Commander or Alternate Incident Commander
- **Gas Leak**
 - Cease all operations.
 - Do NOT turn on/off any electrical switches including lights, computers, etc.
 - Notify all staff in close proximity to evacuate building.
 - Evacuate building, following evacuation procedures.
 - AFTER leaving building, call Incident Commander or Alternate Incident Commander.
- **Elevator Failure**
 - If trapped in elevator, use emergency call button for voice communication with emergency personnel.
 - Be prepared to describe location (main elevator or back elevator) and situation.
 - Remain calm. Assistance is dispatched immediately.
- **Blackout/Power Failure**
 - Stay calm and stay put when outage occurs.
 - Executive Director (or Deputy Director) determines if employees are to be dismissed.
 - If dismissed, turn off electrical equipment (light switches, computer-related equipment, fax machines, photocopiers, etc.).

B. Weapons of Mass Destruction (WMD) such as Chemical, Biological, Radiological, Nuclear, and/or Explosive (CBRNE) devices:

Warning a WMD has been planted is usually made via telephone. While most threats are false, each is taken as real. Each threat is pursued and evaluated as real until proven otherwise.

Person receiving threat:

- Remains calm.
- If call comes in at front desk, front desk staff member presses the panic button alerting authorities and also 'teams' or 'texts' Incident Commander. Once off the phone, the front staff member will notify the building of a "Code B."
- If call comes in at employee desk, alert the Incident Commander and front desk personnel through 'teams' or 'texts' to call local authorities. Front desk personnel will then press the panic button and notify the building of a "Code B."
- Records telephone number as displayed, if available.
- Obtains as much information as possible from caller. (i.e. *What is your name? Where are you? Did you plant the bomb? Why?*) Later, Bomb Threat Evidence Checklist (Appendix C-Bomb Threat Evidence Checklist) can help recall information.
- Evacuate employees and patrons safely. Leave the site area calmly and orderly.

Threats can also be written - note, letter, fax, e-mail, or arrive as package.

- Do not handle suspicious envelope/letter/note/package.
- Limit number of persons in contact with item.
- Notify Incident Commander who shall alert proper authorities.
- **If suspicious package or device is found on premises, do not touch, nudge, kick, or handle.**
- Have all occupants leave room/area where package is located. Close door.
- Notify Incident Commander immediately. Incident Commander notifies police and activates evacuation plan.

C. Hazardous Spills/Chemical Releases

Notify supervisor or Floor Captain/Alternate in event of hazardous spill or chemical release.

Floor Captain:

1. Evacuates and seals off area at once to prevent further contamination.
2. Call Incident Commander immediately to report spill/release, being specific about injuries, nature of material involved and location. Incident Commander contacts appropriate specialized authorities and medical personnel.

D. Civil Disturbance or Demonstration

Most demonstrations are peaceful. Every effort is made to carry on business as normally as possible. Do not provoke or obstruct demonstrator(s). No action is necessary unless one of following conditions exists:

- Interference with normal operations of MLC.
- Prevention of access to offices, buildings, or other facilities.
- Threat of physical harm to persons or property.

If any one of conditions exists, notify Incident Commander or Alternate Incident Commander. Incident Commander will then notify proper authorities, Executive Director, and Floor Captains.

E. Conduct for Employees Taken Hostage

Stay as calm as possible. Try to slow things down. Look for opportunities or situations that can be used to your advantage. Remember primary objective is your safe release.

Generally, do not expect opportunity for escape. Do not attempt to escape unless life seems in imminent danger and escape attempt is only chance for survival.

Do not provoke abductor(s). Generally, such people are unstable individuals who react explosively and are likely to become violent and abusive. Try to establish some type of rapport with captor(s).

If witness to someone being taken hostage, immediately call 911. Then contact Incident Commander or Alternate Incident Commander.

F. ACTIVE Shooter in Building – Try to remain calm.

- The **first employee** to identify an active shooter situation:
 1. Should call 911 and then call the MLC main telephone number (601-432-4111) and announce a **Code RED with the location of the incident and a description of the person(s) with the weapon(s), and type of weapon(s), if known.**
 2. Evacuate, if safe to do so
- Upon notification, the Receptionist will:
 1. Hit the Panic Button to automatically notify police and law enforcement
 2. **Announce: “Code RED and the [Location of Incident]”**
 3. Via phone, text, or email, give all available information to the MLC Incident Commander/Alternate Incident Commander/Response Team
- The **Incident Commander** will:
 1. Assess the situation
 2. Secure the area
 3. Report to law enforcement the following information to 911, if known
 - Number of shooters
 - Description of shooter(s)
 - Number of victims
 - Exact location of the shooter(s)
 - Type(s) and number of weapon(s) possibly in the possession of the shooter(s)
 - Provide keys and floor plans (attached) to law enforcement
 - Perform post assessment once situation has been determined safe by law enforcement officials
- The **Floor Safety Captains** will:
 1. Lead evacuation, if safe to do so.
 2. Assist physically, visually, and hearing impaired
 3. Post event emergency, report and account for casualties (if any) and safety of individuals to law enforcement
- Incident Commander or Executive Director/Administrative Team:
 1. Will issue an email, text, or Team message
 2. Will communicate emergency to Eastwood Complex
- All Building Occupants will utilize one of the following options:
 1. **RUN/EXIT** the building, if possible
 - Have an escape route and plan in mind
 - Leave personal belongings
 - Evacuate whether or not others agree to follow
 - Help others escape, if possible

- Prevent others from entering where the active shooter may be
 - Remain calm and follow instructions
 - Raise hands, spread fingers, and keep hands visible to law enforcement
 - MLC Employees will contact Floor Captain(s) when safe
2. **HIDE**, if you cannot exit the building
 - In an area outside of shooter's view
 - Locate a room without glass partitions or multiple points of entry
 - Locate a room that can be blocked or locked from the inside
 - Silence mobile devices and phones, including vibrate mode ○

Doors without locks should be barricaded

 - Turn off lights
 - Close blinds and windows
 3. **FIGHT**, if only option
 - Disrupt the active shooter by acting as aggressively as possible against him/her
 - Improvise with weapons (book, purse, mobile device/laptop)
 - Yell - loudly
 - Commit to your actions – if unable to follow through, don't attempt
 4. Incident Commander and Administrative Team will determine if threat has been removed, and advise the First Floor Receptionist to announce an "All Clear"
 5. Post event debriefing should take place in cooperation with law enforcement and a final report given to MLC leadership

G. Panic Buttons

MLC has installed Panic Buttons in key areas of building. Staff members trained to operate the Panic Buttons should utilize them in any situation in which emergency personnel are needed.

Roles and Responsibilities – MLC Incident Response Team

Incident Commander:

Michael Daniels 601-432-4052/cell 601-750-7077

- Declares emergency; advises Floor Captains to activate Incident Response Plan; notifies Executive Director/designee.
- Declares status of Library Commission building (open or closed).
- Deactivates Incident Response Plan at end of emergency and assesses agency response.
- Advises Executive Director on needed actions.
- Conducts periodic Incident Response drills and training for Incident Response Team.

Alternate Incident Commander

Lynn Burris 601-432-4098/cell 601-382-1035

Brian McGee 601-432-4043/cell 601-454-9523

- Serves in absence of Incident Commander.
- Implements traffic plan to provide *ingress from Ridgewood Road* and *egress via Eastover Drive*.
- Ensures emergency vehicle access to critical areas for incident response operations.
- Directs traffic as needed.
- Coordinates orderly evacuation of vehicles as needed.
- Liaison between Incident Commander and Floor Captains regarding incident type, size and complexity, safe staging areas, and coordination of orderly return to work areas.
- Liaison between Incident Commander and Public Relations Director, to provide information on response operations to Public Relations Director throughout incident.
- Keeps Incident Commander informed of status and situation.

Public Relations Director

Kristina Kelly 601-432-4157

Alternate

Terrie Elbatnigi 601-685-2034

- Serves as official MLC spokesperson to media.
- Notifies and coordinates with building liaisons at Public Broadcasting, Institutions of Higher Learning, Universities Center, and Information Technology Services. (Appendix D - MLC Emergency Call Tree)
- Coordinates media access to incident site.
- Prepares press releases regarding incident situation as necessary.
- Monitors media broadcasts to ensure accurate information.

Floor Captains

See Appendix D- MLC Emergency Phone Tree

Alternate Floor Captains

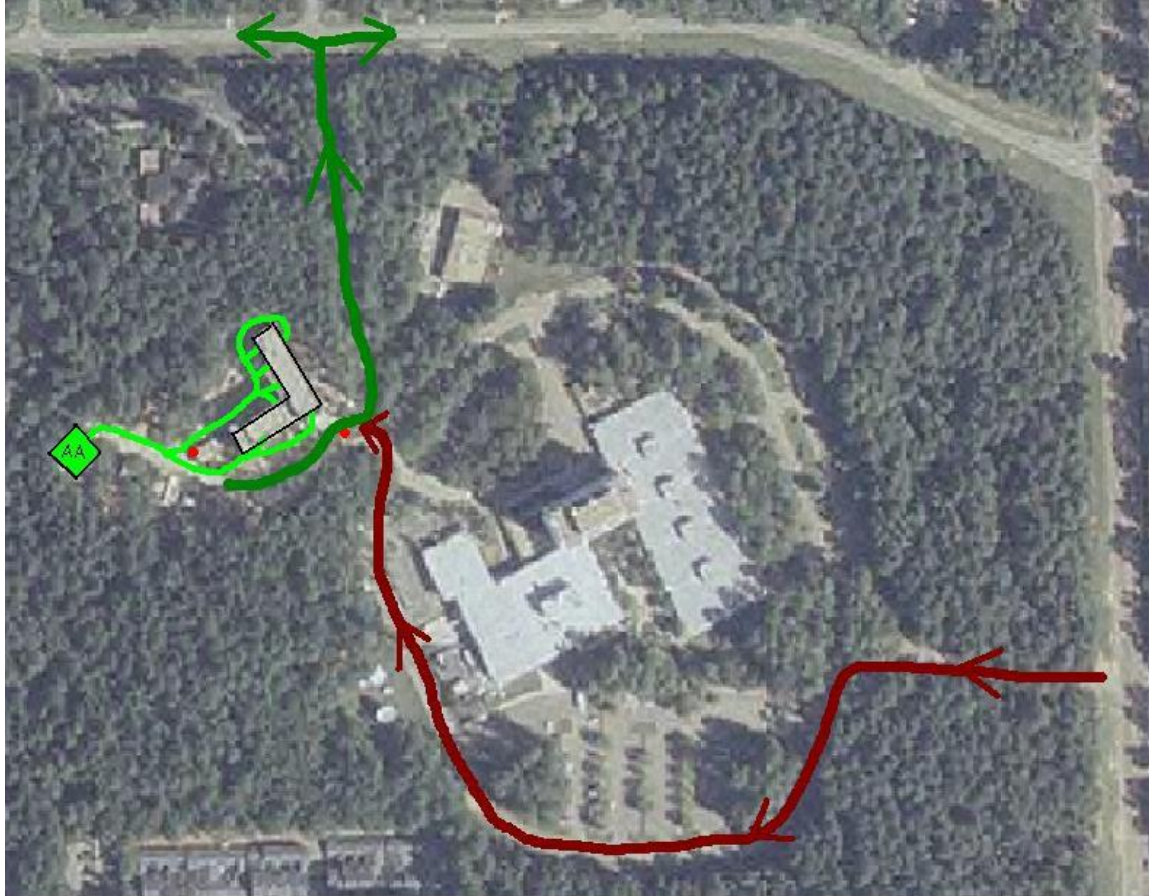
- Under direction of Incident Commander/Alternate activates Incident Response Plan.
- Ensures Plan is carried out including:
 - Orderly evacuation of designated floor if deemed necessary.
 - Directs personnel to appropriate stairwell and safe assembly point.
 - Assists persons with physical disabilities to *Area of Refuge* or designated area of safety depending on emergency. Notifies Incident Commander of need for rescue.
 - Checks restrooms and all areas of floor to ensure no one is left behind.
 - Accounts for everyone on floor by taking roll at assembly point once evacuation completed.
 - Keep personnel apprised of situation.
 - Coordinates orderly return to work areas.
- Deactivates, at direction of Incident Commander, Incident Response Plan, at conclusion of incident.
- Assists in assessment of agency response to incident.
- Conducts meetings/training sessions for staff at least twice annually.
- In coordination with Incident Commander, conducts drills at least twice annually. Maintains emergency equipment readiness floor (e.g. checks batteries in flashlights & weather radios regularly; is familiar with operation/location of fire extinguishers, etc.)

APPENDIX A

Emergency Evacuation Area of Assembly and Traffic Plan

Mississippi Library Commission
Emergency Evacuation Area of
Assembly
Traffic Plan

↑ North



**Red – Emergency Response Ingress
Ridgewood Drive to Library Commission**

Green - Library Commission

AA Area of Assembly & Route – Parking Lot

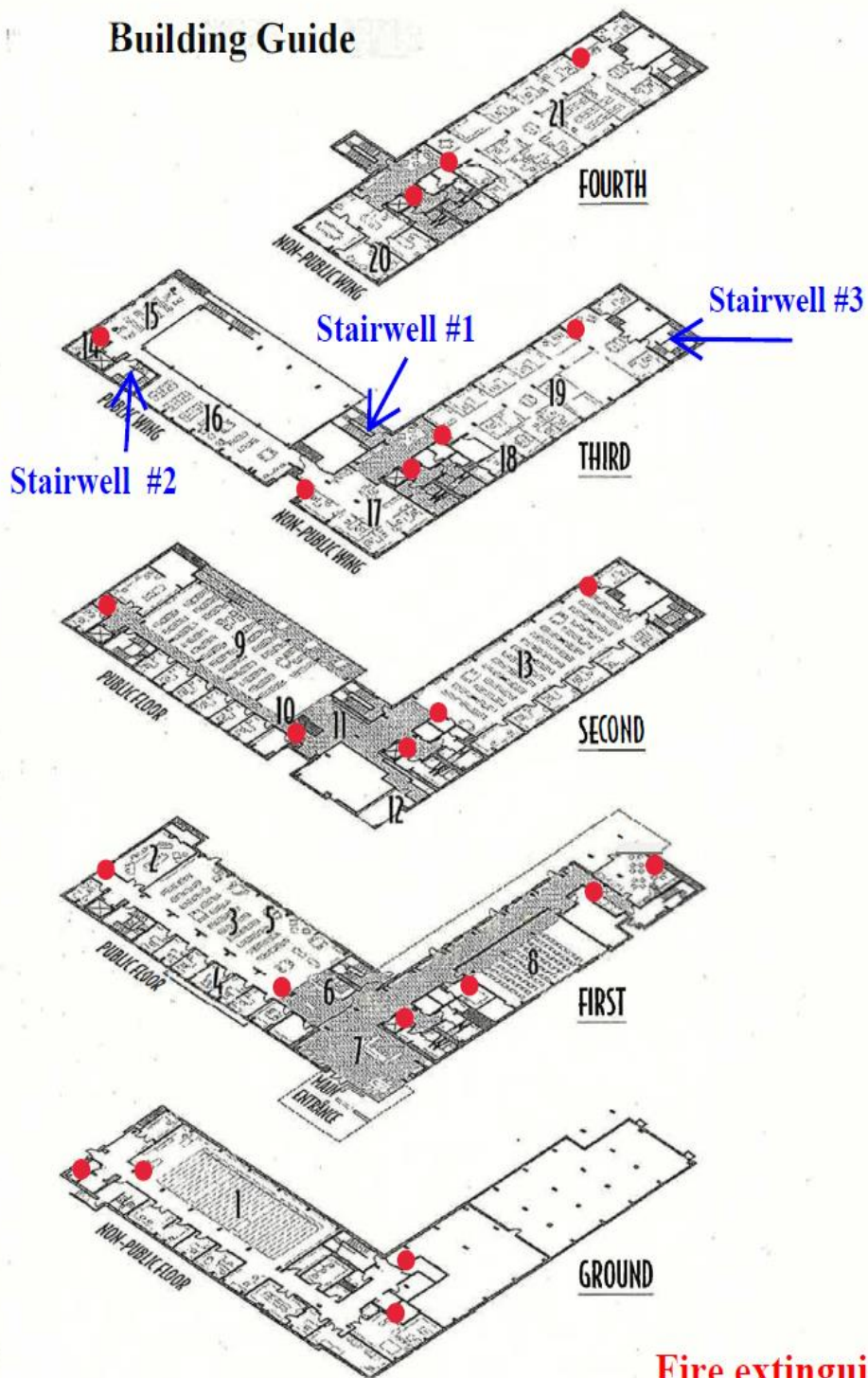
• Fire Hydrant

Green – Egress (Exit Route) Library Commission to Eastover Drive

APPENDIX B

Building Guide Location of Fire Extinguishers and Stairwells

Building Guide



Fire extinguisher locations

MISSISSIPPI LIBRARY COMMISSION

APPENDIX C

Bomb Threat Evidence Checklist

BOMB THREAT EVIDENCE

Mark ALL that Apply

TIME OF CALL: _____ DATE: _____

LENGTH OF CALL: HRS _____ MIN _____

PHONE # AT WHICH CALL RECEIVED:

PERSON RECEIVING CALL:

EXACT WORDING OF THREAT:

THE CALLER

SEX: _____ RACE: _____ (if known)

NAME (if given):

AGE: _____ (if known) ACCENT: _____

VOICE CHARACTERISTICS

CALM _____ ANGRY _____ EXCITED _____

SLURRED _____ CRACKING _____

SLOW _____ RAPID _____ NORMAL _____

DISGUISED _____ DEEP BREATHING _____

SOFT _____ LOUD _____ WHISPER _____

CLEARING THROAT _____ FAMILIAR _____

RASPY _____ DEEP _____ RAGGED _____

IF FAMILIAR, WHO DID IT SOUND LIKE?

LISP _____ NASAL _____ CRYING _____

LAUGHING _____ STUTTER _____

QUESTIONS TO ASK

1. WHEN WILL IT EXPLODE? _____

2. WHERE IS THE BOMB NOW? _____

3. WHAT DOES IT LOOK LIKE? _____

4. WHAT KIND OF BOMB IS IT? _____

5. WHAT PHONE ARE YOU AT? _____

LANGUAGE CHARACTERISTICS

WELL SPOKEN _____	SLANG _____	MESSAGE READ _____
FOUL _____	TAPED _____	_____

BACKGROUND NOISES

STREET NOISES _____	CHILDREN _____	LONG DISTANCE _____
MACHINERY _____	TELEVISION _____	AIRPORT _____
ANIMAL NOISES _____	OFFICE NOISE _____	ENGINE _____
VOICES _____	STATIC _____	OTHER _____
PA SYSTEM _____	CLEAR _____	_____
MUSIC _____	LOCAL _____	_____

APPENDIX D

MLC EMERGENCY INFORMATION & PHONE NUMBERS

**MISSISSIPPI LIBRARY COMMISSION
INCIDENT RESPONSE TEAM MEMBERS
TELEPHONE DIRECTORY**

NAME	EMERGENCY POSITION	TELEPHONE NUMBER(S)
Michael Daniels	Incident Commander	601-432-4052 cell: 601-750-7077
Lynn Burris	Alternate Incident Commander	601-432-4098 cell: 601-382-1035
Brian McGee	Alternate Incident Commander	601-432-4043 cell: 601-454-9523
Kristina Kelly	Public Relations Director	601-432-4157
Terri Elbatnigi	Alternate Public Relations Director	601-432-4039
Cathy Davis	Front Desk	601-432-4111

FLOOR CAPTAINS

GROUND FLOOR Tanner May	601-432-4051
FIRST FLOOR J.D. Burns Alternate: Miranda Loper	601-432-4140 601-432-4116
SECOND FLOOR Alex Brower Alternate: Charlie Simpkins	601-432-4117 601-432-4498
THIRD FLOOR Neil Machowski Alternate: Shellie Zeigler	601-432-4065 601-432-4123
FOURTH FLOOR Bobbie Green Alternate: Robin Hedrick	601-432-4049 601-432-4071

A list of all MLC employees office phone numbers and office locations can be found on the MLC Intranet.

INCIDENT RESPONSE PLAN

Building Liaison List

Institutions of Higher Learning Ronald Williams Jim Barnett	601-213-6267 601-941-3086
E.E. Thrash Universities Center (JSU) Marquita Davis Deidre L. Wheaton	601-979-8885 601-979-8738
Mississippi Public Broadcasting Lewayna Nichols Royal Aills	601-432-6253 601-432-6378
ITS Stephanie Hedgepeth Craig Ogeron	601-432-8237 601-432-8012
Mississippi Library Commission Michael Daniels Brian McGee Lynn Burris	601-750-7077 601-454-9523 601-382-1035

