



**2024**

# **EMERGENCY PROCEDURES MANUAL**

**Lakewood Ranch Library**

16410 Rangeland Parkway  
Bradenton, FL 34211

**(941) 742-4500**

# CONTENTS

- Staff Expectations**..... 2
- Emergency Tools**..... 2
  - AED Machine
  - Emergency Procedures Manual
  - Eye Wash Station
  - Fire Extinguishers
  - First Aid Kit
  - Portable Emergency Kit
  - Maintenance of Tools
- Evacuation Procedure** ..... 4
- Medical Emergencies**
  - Good Samaritan Act ..... 5
  - AED (Automated External Defibrillator) ..... 5
    - Location, How to Use
  - Eye Wash Station ..... 5
    - Location, How to Use
- Human Safety**
  - Active Shooter ..... 6
  - Biohazard/HAZMAT ..... 7
  - Bomb Threat ..... 7
  - Code Adam..... 8
  - Disruptive Guest..... 9
  - Fire ..... 4
  - Safe Space (LWR not currently designated)..... 9
  - Suspicious Package..... 9
- General Building Emergencies**
  - Elevator Malfunction ..... 12
  - Keys ..... 12
  - Plumbing/Water Leaks..... 12
  - Power Outage ..... 12
  - Severe Weather ..... 13
  - Wild Animals ..... 13
- General On the Job Safety Guidelines** ..... 14
- Appendix**..... 14
  - Bomb Threat Checklist ..... 15
  - Directions to local hospitals (for distribution) 16
  - Evacuation routes ..... 21
  - Floor Plans..... 22
  - Staff Phone Lists..... 23

## STAFF EXPECTATIONS

All possible emergencies cannot be enumerated. The minimum appropriate action expected in any emergency includes but is not limited to:

- Calling 911 – Non-emergency line 941-747-3011 x 2260
- Notifying Library Supervisor(s), employees, and staff
- Reporting observations or events to county and/or emergency personnel (incident report)
- Notifying affected people or parties
- Rendering aid to the extent that skills, abilities and supplies will allow

## SAFETY & EMERGENCY TOOLS

- Safety & Emergency Procedures Manual
- Portable Emergency Kit for command post
- First Aid Kit
- Fire Extinguishers
- AED Machine
- Eye Wash Station

### Locations and Maintenance of Safety & Emergency Tools

**Safety & Emergency Procedures Manuals** shall be checked annually. Review of the manual should include updates to the cover (year), personnel and their contact information and changes to procedures and maps. Manuals shall be made available in the following areas:

- Staff Workroom
- Information Desk
- Kids Library filing cabinet
- Teen & YA filing cabinet
- Friends BookNook

**The Portable Emergency Kit** shall be checked annually. Review of the kit should ensure it is stocked and up-to-date and that batteries are functioning. The Portable Emergency Kit is kept in the staff workroom and should include:

- Copy of the Emergency Procedures Manual
- Flashlights with fresh batteries
- Names and phone numbers for
  - all team members
  - law enforcement and emergency response liaisons
  - Internal extension numbers
  - Utility and service numbers

**The First Aid Kit** shall be checked monthly. Review of the kit should ensure the kit is stocked and up to date. The First Aid Kits are kept at every service desk and in the staff lounge.

**AED Machine, Eye Wash Station, and Fire extinguishers, Eye Wash Station** will be checked by Property Management Division following department guidelines.

\*\*\*\*\*

## EVACUATION PROCEDURE

**IF YOU OBSERVE AN OBVIOUS PRESENT DANGER, EVACUATE YOURSELF IMMEDIATELY. DO NOT SWEEP AREAS LOOKING FOR GUESTS.**

### Inside the Building

**Supervisor:** Make a public announcement in the library:

*“May I have your attention please? We are evacuating the building. Please quickly collect your valuables and walk to the nearest emergency exit.”*

**Supervisor:** Move the Portable Emergency Kit to the designated Staging Area.

**All staff:** Direct guests to nearest emergency exit. If a guest is unwilling to leave, make note of their location and physical description and give it to emergency responders.

Check for guests in your currently assigned area and direct them to the nearest exit:

- Circ desk
- Teen
- Children’s
- Workroom

### Outside the Building

**Supervisors** and **all staff** should direct guests to the Emergency Call device in the NW corner of the parking lot, away from the building.

**Supervisor:** Account for staff members.

\*\*\*\*\*

# MEDICAL EMERGENCIES

*Under Florida Statutes Section 768.13, the Good Samaritan Act, any person cannot be held liable “for any civil damages” stemming from their attempts to “gratuitously” and “in good faith” provide emergency care or treatment. A person who decides to render aid to the victim has a duty to stay at the scene and act in a reasonable way. A Good Samaritan has a duty to avoid making the victim’s injury worse by their action or lack thereof.*

**MAJOR OR COMPLEX MEDICAL EMERGENCIES:** Call 911 immediately. If no heartbeat detected, use AED Machine. Remain with the guest and offer comfort.

## AED (Automated External Defibrillator)



**Location:** The defibrillator is located on the back wall near the Reading Room. Key to silence cabinet alarm is in the keybox.

**How to use:** Carry the AED case to the injured guest. Open the case to receive verbal step-by-step instructions. Illustrations on how to use are also included.

## Eye Wash Station



**Location:** The Eye Wash Station is located in the staff breakroom across from the staff restroom as you walk into the custodian closet.

**How to use:** Remove seal from provided bottles and pour contents onto eye or effected skin. Hold eye(s) open and rotate eyeball back and forth while pouring. Repeat as needed and/or seek medical attention.

**MINOR MEDICAL EMERGENCIES:** Offer the stocked first-aid kit, available at all service desks and the staff lounge. If guest asks for assistance,

call 911.

# HUMAN SAFETY

## ACTIVE SHOOTER

Quickly determine the most reasonable way to protect your own life. Encourage guests to follow your lead during an active shooter situation, but you are only responsible for yourself.

**1. RUN:** If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind • Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

**2. HIDE:** If running is not possible, find a place to hide where the active shooter is less likely to find you. Your ideal hiding place should:

- Be out of the active shooter's view
- Provide solid walls for protection if shots are fired in your direction
- Have heavy furniture or fixtures to push against the door

**If the active shooter is nearby:**

- Lock the door
- Silence your cell phone
- Turn off any source of noise
- Hide behind large items

**Remain quiet if evacuation and hiding out are not possible:**

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

**3. FIGHT:** against the active shooter as a last resort, and only when your life is in imminent danger. Attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against them
- Throwing items and improvising weapons
- Yelling
- Committing to your action

## **BIOHAZARDS & HAZARDOUS MATERIALS (HAZMAT)**

Staff should isolate the area and find the custodian, if custodian is unavailable staff should take steps to follow procedure and clean area. Gloves and protective gear are required, proper disposal also required. Biohazards include blood, needles, urine, feces, vomit.

Hazardous materials include drugs, chemicals, incorrectly mixed cleaning fluids or fumes.

## **BOMB THREAT**

**Bomb threats are serious until proven otherwise.**

**A checklist is available in the appendix.**

**By Phone:** Most bomb threats are received by phone.

- Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
- Listen carefully. Be polite and show interest.
- Try to keep the caller talking to learn more information.
- If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
- If your phone has a display, copy the number and/or letters on the display.
- Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
- Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

**In Writing:**

- Handle the document as little as possible.
- Notify the Supervisor; call 911 if determined appropriate.
- Rewrite the threat exactly as is on another sheet of paper and note the following:
  - Date, time, and location document was found.
  - Any situations or conditions surrounding the discovery/delivery.
  - Full names of any personnel who saw the threat.
- Secure the original threat; DO NOT alter the item in any way:
  - If small or removable, place in a bag or envelope.
  - If large or stationary, secure the location.

**On Internet, Social-Media or Email:**

- Do not turn off or log out of the account.
- Leave the message open on the device.
- Print, photograph, take a screenshot, or copy the message and subject line.
- Note the date and time.
- Notify the Supervisor; call 911 if determined appropriate.

**In Person:**

- Be aware of a psychologically distressed state in the person delivering the threat.
- Maintain distance from the individual.
- Contact the police immediately.
- If the perpetrator leaves, note which direction they went.

- Notify the Supervisor and authorities.
- Write down the threat precisely as it was communicated.
- Note the description of the person who made the threat:
  1. Name (if known)
  2. Race
  3. Gender
  4. Type and color of clothing
  5. Body size (height/weight)
  6. Hair and eye color
  7. Voice (loud, deep, accent, etc)
  8. Any other distinguishing features

## **CODE ADAM (Missing Child)**

**A Code Adam is to be used for a lost or missing child.**

### **Step 1 – Obtain a detailed description of the child.**

If a visitor approaches staff and says that a child is missing, quickly get a detailed description, including:

- Name, age, hair color, eye color, and sex
- Approximate weight and height
- What the child is wearing, like color and type of clothing and, more importantly, shoe color and style (although the clothes may be changed, an abductor does not usually remove or change shoes).

### **Step 2 – Announce Code Adam using the PA system.**

*“May I have your attention please? We have a Code Adam. We are looking for a(n) \_\_\_\_ year old boy/girl, with \_\_\_\_ hair, wearing \_\_\_\_\_ clothing and \_\_\_\_ shoes. Please alert a staff member if the child is near you.”*

After hearing CODE ADAM, all **volunteers, staff and security** should stop working and cover all exits immediately, especially in Children’s.

If all exits are covered, look for the child.

**Staff currently assigned to a desk** should:

- Information Desk: Cover main entrance, if two on Info desk one covers the back lawn doors
- Teen Desk: Cover exit at Teen Dept entrance
- Children’s Desk: Cover exit to patio

**Step 3** – If the child is not found within 10 minutes, a **supervisor** will call the police.

**Step 4** – If the child is found and appears to have been lost and unharmed, reunite the child with the parent or guardian.

**Step 5** – If the child is found accompanied by someone other than the parent or legal guardian:



- Use reasonable efforts to delay the departure of the adult accompanying the child, but do not put yourself, the staff, or people around you at risk.
- Call the police and identify the person accompanying the child.

**Step 6** – Conclude the incident by saying “CODE ADAM Canceled” PA system.

## **DISRUPTIVE GUEST**

**The library, a limited public forum, reserves the right to require library guests to leave the premises if these rules are not followed.**

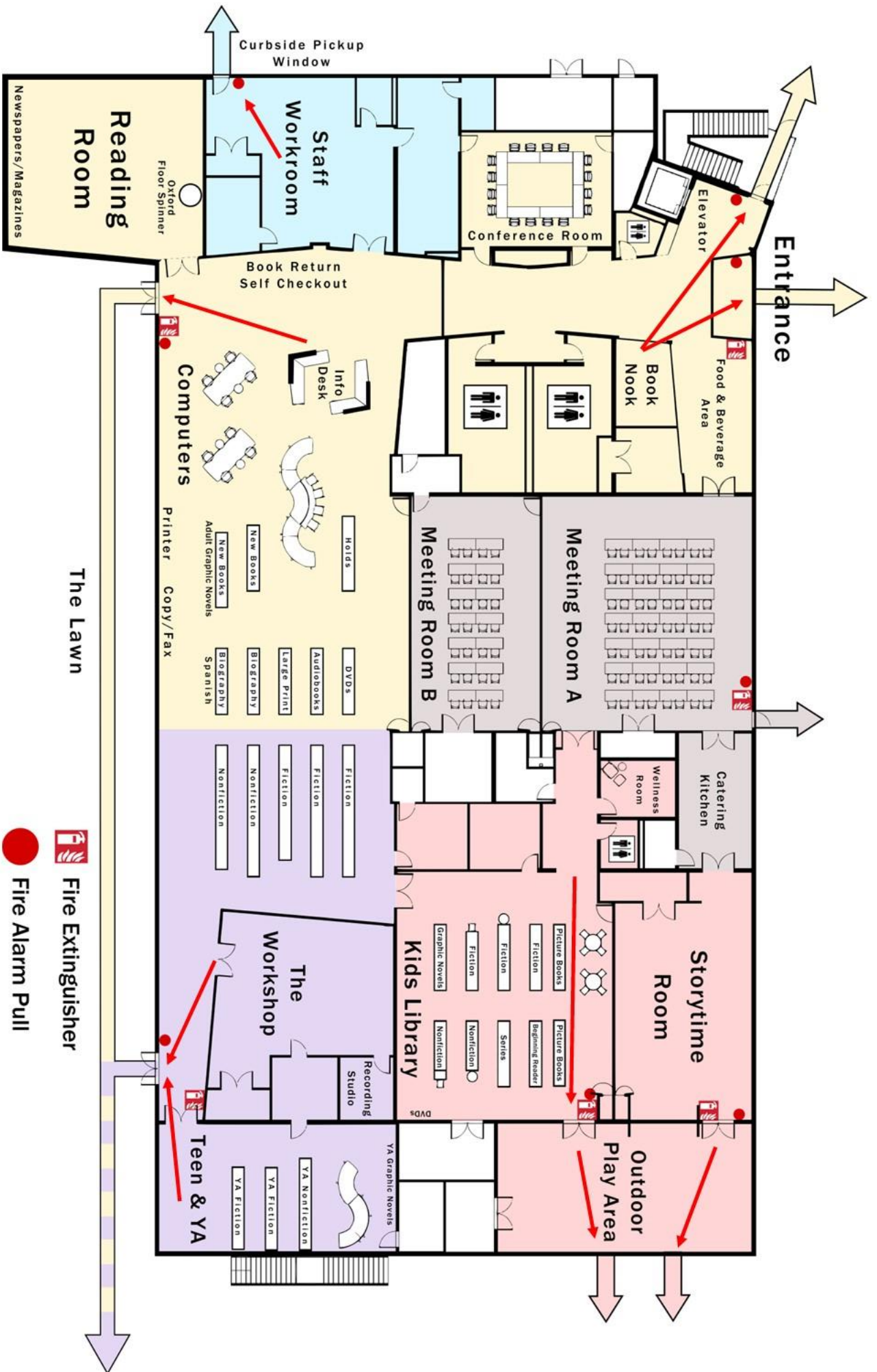
Disruptive behavior is outlined in the MANATEE COUNTY PUBLIC LIBRARY PATRON BEHAVIOR POLICY1-3-1 REV 11/2012. *“Refusing to leave when asked will result in law enforcement being contacted, the issuance of a trespass citation, and may result in an arrest in accordance with the Florida trespass law (F.S. 810.08). Failure to comply with any of these library policies after a request from Library staff to do so may result in law enforcement being summoned.”*

**Staff** should approach disruptive guests following the techniques presented in the core curriculum of “Librarian’s Guide to Homelessness” and have a back-up as recommended in the training.

- Request back up from colleagues
- Introduce yourself to the guest
- Stand with your body at an angle to appear non-confrontational
- Explain why you have approached them
- Remain calm
- Show empathy to their situation
- Invite them to come back the next day

## **FIRE**

Evacuate the building according to the evacuation plan below. Meet at designated staging area. Emergency call device in NW corner of parking lot.



## **SAFE SPACE (LWR is not currently a designated Safe Space)**

If approached by a Teen seeking a safe space, immediately escort the teen to the Wellness Room.  
Instruct the teen to lock the door. Alert a supervisor.

## **SUSPICIOUS PACKAGE**

### **Determine if it is a suspicious package**

A suspicious item is anything that is reasonably believed to contain explosives, an IED, or other hazardous material that requires a bomb technician to further evaluate it. Potential indicators can be threats, placement, or proximity of the item to people and valuable assets. Examples include unexplainable wires or electronics, other visible bomb-like components, unusual sounds, vapors, mists, or odors.

When deciding whether an item is suspicious, use the acronym H.O.T.

- Is the item intentionally **H**idden?
- Is the item **O**bviously suspicious?
- Is the item not **T**ypical for your environment?

Not all unattended items are suspicious. These include items that:

- Are not in someone's possession.
- Have no obvious signs of being suspicious.
- Do not correlate to any received threat.

### **Address the suspicious package**

When responding to and neutralizing the threat of the suspicious item, Use the acronym R.A.I.N.

- **R**ecognize the Indicators of a Suspected Explosive Device. Remember that **Suspicious Devices are HOT: (Hidden, Obviously suspicious, not Typical).**
- **A**void the Device or Item: do not touch the device. Move away from the suspected device or item immediately.
- **I**solate the Area: secure the perimeter of the area surrounding the device. If possible, wear protective equipment or use frontal and overhead cover in case of detonation.
- **N**otify appropriate emergency services.

If a threat is determined, Supervisor should initiate procedures to evacuate the building. See page 4.

## **GENERAL BUILDING EMERGENCIES**

### **ELEVATOR MALFUNCTION**

**Person is stuck in elevator:** Call 911 and then Property Management (weekday) ext. 6940 or (eve/weekend) 941-742-5841.

**General elevator malfunction (no one inside):** post Out of Service sign on elevator and alert supervisor to enter Property Management work order.

## KEYS

Find the master key box in the staff breakroom on the wall next to the exterior window. Code to open door is 16410, press E, then twist handle. Physical keys are in Tiff's top desk drawer if code isn't working properly.

## PLUMBING/WATER LEAKS

Water shutoff valves are show on Floor map XX in the Appendix. In the event of a water leak, shut off water and contact Property Management immediately ext. 6940. Irrigation systems that have broken heads or that will not shut off, should be reported to Property Management.

## POWER OUTAGE

Report a power outage or request an update on repairs by calling:

Florida Power and Light: 941-917-0709 or 800-468-8243

Account # 6059739984

**Supervisor** should:

Call the power company (number above) to report:

1. Power outage at account number 6059739984
2. Supervisor's name and cell number

Call Admin ext. 6301 or ext. 6325 (Tammy) or ext. 6303 (Lorrie) to determine if library will close.

Call Property Management (weekday) ext. 6940 or (eve/weekend) 941-742-5841 to report:

1. Power outage
2. Any trouble code on the Bellemare alarm system. If alarm is sounding, turn it off by pressing Silence, 1111

If directed by Admin to close the library:

1. Post a sign on the doors to alert guests to the power outage and that updates will be posted on the website.
2. Alert organizations that had planned a meeting or event at the library.
3. Alert staff coming to work later in the day.
4. Alert cleaning crew (or Property Management).
5. Alert Marketing Department [x6307] about LWR early closing.
6. Alert police if officer if scheduled to report
7. Proceed with usual closing duties.

## SEVERE WEATHER CONDITIONS

**Supervisor:** Determine whether to shelter in place. Advise staff and guests to move to the interior of the building and stay away from windows. If conditions warrant, use closets, restrooms and hallways for shelter.

## WILD ANIMALS

Do not approach, or feed wild animals. If encountered, back away slowly and avoid cornering

one. Should an animal be a persistent nuisance, contact Florida Fish and Water Conservation Commission at 888-404-3922.

## **GENERAL ON THE JOB SAFETY GUIDELINES**

### Library and Office Spaces

- Keep work areas neat and tidy
- Fully close doors and cabinet drawers; push in chairs
- Don't place cords across walkways
- When possible, fix unsafe conditions immediately and then alert a supervisor
- Use appropriate signage to alert guests of unsafe conditions that require time or outside assistance to fix and then alert a supervisor

### Personal Knowledge

- Stay up to date with new procedures or protocols
- Know the locations of emergency tools
- Offer safety guidance to new employees

### Personal Safety

- Stay home when you are sick
- Leave valuables at home or secure them out of sight
- Stay alert and be aware of your surroundings; trust your instincts
- Know your escape route and closest hiding place from every location in the building
- Keep workroom doors, stairwell doors and exterior doors closed
- Approach unfamiliar people in staff areas; ask for department or company ID

### Proper Handling Procedures

- Wear close-toed shoes when working with library materials
- Use legs, not back, when lifting
- Use a book cart or hand truck to move heavy items
- Have a clear view of the path ahead of you when carrying or pushing a load
- Avoid using tools or machinery you are not trained for
- Take your 15-minute break(s)

### Safety at Closing Time

- Leave the building as a group; go immediately to your vehicle
- Ensure colleagues are not left alone waiting for a ride
- Exit the parking lot quickly; don't remain in the lot after others are gone

**APPENDIX**

# BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call \_\_\_\_\_
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call \_\_\_\_\_
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

*\* Refer to your local bomb threat emergency response plan for evacuation criteria*

### DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

### WHO TO CONTACT (Select One)

- 911
- Follow your local guidelines

For more information about this form contact the Office for Bombing Prevention at: [OBP@cisa.dhs.gov](mailto:OBP@cisa.dhs.gov)



V2

# BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE CALL RECEIVED:

### Ask Caller:

- Where is the bomb located? (building, floor, room, etc.)

- When will it go off?

- What does it look like?

- What kind of bomb is it?

- What will make it explode?

- Did you place the bomb? Yes No

- Why?

- What is your name?

### Exact Words of Threat:

### Information About Caller:

- Where is the caller located? (background/level of noise)

- Estimated age:

- Is voice familiar? If so, who does it sound like?

- Other points:

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Male	<input type="checkbox"/> House noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen noises	<input type="checkbox"/> Taped message
<input type="checkbox"/> Angry	<input type="checkbox"/> Street noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Coughing	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Cracking Voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	
<input type="checkbox"/> Deep	<input type="checkbox"/> Clear	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Static	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Excited	<input type="checkbox"/> Local	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Long distance	
<input type="checkbox"/> Lisp		
<input type="checkbox"/> Loud		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

Other Information:

Print from:

<https://www.cisa.gov/sites/default/files/publications/Bomb-Threat-Procedure-Checklist.pdf>

**Directions to Nearest Hospital here (found in next 4 pages)**

**HCA Florida Sarasota Doctors North Emergency (24/7)**

www.hcafloridahealthcare.com

**8500 State Route 70, Bradenton, FL 34202 ·**

**(941) 242-6532**

~10 min

6.1 miles

Head toward Post Rd on Rangeland Pkwy. Go for 0.7 mi.

Then 0.7 miles

Turn left onto Post Blvd. Go for 0.7 mi.

Then 0.7 miles

Turn right onto SR-70 E (SR-70). Go for 4.2 mi.

Then 4.2 miles

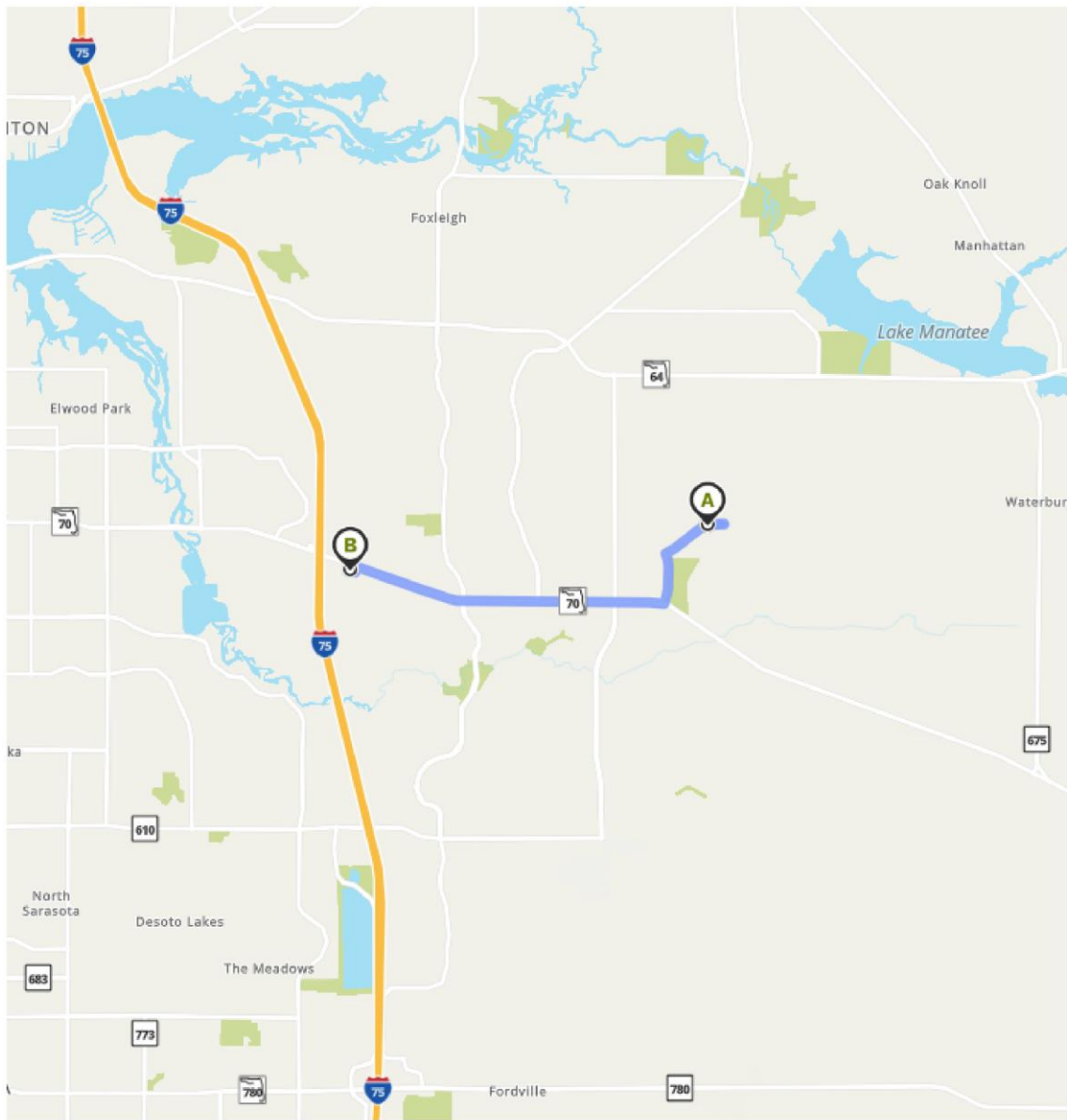
Turn left (87<sup>th</sup> Street at traffic light). Go for 489 ft.

Then 0.09 miles

Turn right (at stop sign). Go for 367 ft.

Then 0.07 miles on the right.





## **Lakewood Ranch Medical Center (24/7)**

[lakewoodranchmedicalcenter.com](http://lakewoodranchmedicalcenter.com)

**(941) 782-2100**

**8330 Lakewood Ranch Blvd,**

**Bradenton, FL 34202**

~12 min

7.6 miles

Make a Left Turn onto Rangeland Pkwy. Go for 1.4 mi.

Then 1.4 miles

Turn left onto Lorraine Rd. Go for 0.6 mi.

Then 0.6 miles

Turn right onto SR-70 E (SR-70 W). Go for 2.0 mi.

Then 2.0 miles

Turn left onto Lakewood Ranch Blvd. Go for 3.3 mi.

Then 3.3 miles

Turn right onto Health Park Way. Go for 308 ft.

Then 0.06 miles

Turn left. Go for 249 ft.

Then 0.05 miles

Turn slightly right. Go for 92 ft.

Then 0.02 miles

Arrive at Lakewood Ranch Medical Center

