

# Emergency & Safety Manual

## Brockville Public Library

November 2018



**engage** | **evolve** | **experience**

**Brockville Public Library**  
**Emergency & Safety Manual**

**Contents**

Introduction ..... 4

Section 1: Evacuation..... 5

    1.1 Evacuation Plan for People with a Disability..... 5

        1.1.1 Evacuation Plan for People with Mobility Impairments ..... 5

        1.1.2 Evacuation Plan for People with Visual Impairments ..... 6

        1.1.3 Evacuation Plan for People with Hearing Impairments ..... 6

        1.1.4 Evacuation Plan for People with Speech Impairments ..... 6

        1.1.5 Evacuation Plan for People with Cognitive Impairments..... 6

Section 2: Fire ..... 7

Section 3: Power Failure ..... 8

Section 4: Elevator Failure/ Malfunction ..... 9

    4.1 Elevator Failure ..... 9

    4.2 Elevator Malfunction ..... 9

Section 5: Fumes/ Gas Leak ..... 10

    5.1 Fumes ..... 10

    5.2 Noxious Fumes ..... 10

    5.3 Gas Leaks ..... 10

Section 6: Floods, Water Leaks, & No Water..... 12

    6.1 Flooding ..... 12

    6.2 Water Leaks ..... 12

    6.3 No Water..... 12

        Short shut-off (maximum 3 hours) ..... 12

        Shut-off of more than 3 hours ..... 13

Section 7: Injuries/ Medical Problems ..... 14

    7.1 Illness or Serious injury..... 14

    7.2 Minor Injuries ..... 14

    7.3 Bio-Hazards: Needles or Bodily Fluids ..... 15

        7.3.1 If you find a needle ..... 15

        7.3.2 If pierced by a needle..... 15

    7.4 Cleaning up Bodily Fluids ..... 15

    7.5 Working in Extreme Temperatures (outside) ..... 15

Section 8: Rules of Conduct (Facility Policy 12-1) ..... 17

    General Policy ..... 17

    Guidelines ..... 17

    8.1 Breaches of the Rules of Conduct..... 18

        8.1.1 Dealing with an Incident Yourself ..... 18

        8.1.2 Seeking Assistance ..... 18

        8.1.3 Informal Complaints..... 19

        8.1.4 Formal Complaints ..... 19

        8.1.5 Remedial Action ..... 19

8.2	Angry or Irate Customers.....	19
8.3	Disruptive Behaviour.....	20
8.4	Children in the Library (Facility Policy 12 - 8).....	21
8.4.1	During Library hours: .....	23
8.4.2	Chronic Supervision Problem:.....	23
8.5	Violence, Assault or Threat of Assault .....	23
8.6	Stalkers, Watchers, Flashers .....	24
8.6.1	Sexual deviants .....	24
8.6.2	Stalking, flashing or exposure .....	24
8.7	Trespass Notices (Facility Policy 12 - 11) .....	25
8.8	Hold and Secure Procedure .....	25
8.9	Lockdown Procedure .....	26
8.10	Hostage Situation.....	27
Section 9:	Problems relating to alcohol/ drugs .....	29
Section 10:	Physical facility/ technology failure.....	31
10.1	Damage/Malfunction.....	31
10.2	Heating/ Air Conditioner Failure .....	31
10.2	Technology Failure .....	31
10.2.1	Internet failure .....	32
10.2.2	Computer failure.....	32
Section 11:	Break-ins/ Vandalism/ Theft.....	33
11.1	Break-Ins .....	33
11.2	Vandalism.....	33
11.3	Theft.....	33
Section 12:	Hold-ups/ Robberies.....	35
Section 13:	Bomb Threats .....	36
13.1	Suspicious Objects or Packages in the Library .....	36
13.2	Telephone Threat.....	36
13.3	Imminent Detonation .....	36
Section 14:	Inclement Weather/ Emergency Closing (Facilities Policy - 10).....	38
Section 15:	Earthquake .....	39
Appendix A:	Incident Reports .....	40
	Introduction .....	40
	Procedure.....	40
	When should you file an Incident Report? .....	40
	Incident Report Form.....	41
Appendix B:	Emergency Contacts .....	42
Appendix C:	Elevator Emergency Procedures .....	43

# Introduction

These policies are intended to assist the employees of the Brockville Public Library in responding to serious emergencies such as fire, injury to staff or public, severe weather, bomb threats, hostage situations, gas leaks, electrical problems, or earthquake. In the case of a city-wide emergency, such as an ice storm or severe earthquake, staff should look to City authorities for direction and support.

In case of a Library emergency, the Library CEO will be notified immediately. If the CEO is not available, the Library Board Chair or a Library Trustee and the City Manager will be notified. The designated spokesperson regarding emergencies will be the CEO and/or the Chair of the Board of Trustees or his/her designate. Staff should refer all inquiries to the designated spokesperson. The JHSC will be advised about the situation.

**The safety of customers and employees is paramount in responding to emergencies. All Library employees should be familiar with emergency procedures.**

**Using the material in this manual, each of you can improve your own skills in handling a potentially dangerous situation. At no time, however, should you place yourself in danger as you follow these procedures. Common sense should always be used.**

**The staff should react as a team and if possible confer before taking any action. A complete Incident Report should be filed after the resolution of every emergency. See Appendix A.**

**The CEO or the Library Board spokesperson with support from the JHSC will keep employees informed of any situations that jeopardize the safety of staff or customers.**

# Section 1: Evacuation

## Emergency calls: 911

In the event of serious circumstances such as fire, the evacuees should assemble in front of Post Office located adjacent to the Library building, unless otherwise directed.

After an evacuation, no member of the staff or public is to enter the building until advised to do so by the Fire Chief or Chief of Police.

Employees must not leave the site unless approved to do so by their supervisor, the Fire Chief or Police Chief (e.g. Do not get in your car and drive away).

## 1. 1 Evacuation Plan for People with a Disability

It is expected that, on entering the building for the first time, a person who for any reason that may require assistance should familiarize themselves with the established procedures of the evacuation plan and talk to staff member about evacuation procedures.

If a disabled person is unable to exit the building unassisted:

### EVACUATION ACTIONS

- a) Communicate the nature of the emergency to the person.
- b) Ask how the person would like to be assisted.
- c) Evacuate mobility aids with person, if possible.
- d) Escort person to safe area if unable to evacuate.
- e) If person is in a wheel chair and you need to go down a set of stairs, ask if the person wants to be facing forward or backwards.
- f) If you are not able to exit building due to fire find the safest location until emergency personal arrive to help assist.

### 1. 1. 1 Evacuation Plan for People with Mobility Impairments

People with mobility impairments can hear standard alarms and voice announcements and can see activated visual notification alerts that warn of danger and the need to evacuate but may need help exiting the Library.

Persons with walking aids and impaired mobility.

- Introduce the 'Buddy System' where you ask another customer or a staff member to accompany the person outside the Library.
- Be prepared to allow able-bodied persons to evacuate the premises first.
- Be prepared to travel at a rate that is comfortable to the person with impaired mobility.

In the event of an evacuation a person(s) with a mobility impairment that is located on the second floor will be escorted out by a staff person via emergency exit with ramp located on north side of Library building. In the event this exit is blocked and you cannot get the person down the stairs find a safe place until emergency personnel arrive for assistance.

#### **1. 1. 2 Evacuation Plan for People with Visual Impairments**

Offer to guide the person to the nearest exit if you can, if not ask someone else. Have the person take your elbow and advise of any obstacles such as stairs, narrow passageways, or overhanging objects. At the Assembly Area (Post Office on Buell Street), orient the person and ask if further assistance is needed.

#### **1. 1. 3 Evacuation Plan for People with Hearing Impairments**

Communicate with the person through writing, hand gestures, or lip-reading. Offer to guide the person to the nearest exit if you can, if not ask someone else. Have the person take your elbow and direct the person to the Assembly Area (Post Office on Buell Street), orient the person and ask if further assistance is needed.

#### **1. 1. 4 Evacuation Plan for People with Speech Impairments**

Communicate with the person through writing or hand gestures. Offer to guide the person to the nearest exit if you can, if not ask someone else. Have the person take your elbow and direct the person to the Assembly Area (Post Office on Buell Street), orient the person and ask if further assistance is needed.

#### **1. 1. 5 Evacuation Plan for People with Cognitive Impairments**

Communicate with the person through a picture diagram. Offer to guide the person to the nearest exit if you can if not ask someone else. Have the person take your elbow and direct the person to the Assembly Area (Post Office), orient the person and ask if further assistance is needed.

## Section 2: Fire

### Emergency calls: 911

If there is evidence of fire or smoke, activate the nearest pull station.

When the fire alarm sounds:

1. Falcon security will contact and dispatch the Brockville Fire Department
2. The emergency doors will automatically unlock. One door is located at the bottom of the public stairwell leading into the foyer of the main entrance on Buell Street and the other door opens from the second floor onto George Street.
3. The elevator will descend to the lower level and the elevator door will open.
4. All senior level staff and Customer Service Assistants should assist in clearing the building by directing customers to the nearest emergency exit. Pages are to exit the building with customers.
5. Staff should close all doors behind them.
6. Staff will assemble in front of the Post Office (corner of Buell and George St.) and keep watch on the doors to see if anyone leaves or enters the Library building. The senior staff person will ensure that all staff members are present and will report to the senior firefighter on duty.
7. A master key and security code for the Library are kept in a locked box that is attached to the exterior wall near the main entrance on Buell Street. The fire department holds the key to this box.
8. File an Incident Report. See Appendix A.

## Section 3: Power Failure

### Emergency Calls: Hydro One –Outages- 1-800-434-1235

- In the case of a power failure, emergency power will provide limited lighting for a limited amount of time.
  - The elevator should be checked for stranded people.
  - The decision to close the Library will be made by the CEO; in the absence of the CEO, the senior staff member on duty will make the decision.
1. Turn off computers.
  2. If the failure occurs during daylight hours the CEO or designate will decide if there is enough natural light to continue most Library operations.
  3. If there is not enough natural light, or the outage lasts more than 20 minutes or if the failure occurs at night, evacuate Library customers by following the evacuation procedures.
  4. If it can be determined that the failure might be prolonged, the staff member in charge should contact the CEO or designate to learn whether the Library should be closed.
  5. Inform any staff, including pages and volunteers who might be coming in for a later shift, that the Library is closed. Advise contacts for meeting room bookings and possible Library program attendees.
  6. Place notices informing the public of the emergency closing at all entrances.
  7. Call media to announce the closing.
  8. Close and secure the building.
  9. If power is only out for a short amount of time, you will need to reactivate the emergency doors. The panels are located in the electrical room. Press the button on each panel so that the two (2) green lights come on.
  10. File an Incident Report. See Appendix A. Advise the JHSC.

## Section 4: Elevator Failure/ Malfunction

**ThyssenKrupp (Cory Johnston): 613- 498-1698 or Cell 613-341-1062**  
**Fire Department – non-emergency: 613-498-1261**

Refer to Elevator Emergency Procedures Appendix C.

### 4.1 Elevator Failure

1. If someone is stranded in an elevator, it is important for Library staff to give reassurance until help arrives. Call out to any such person(s) to assure them that you are aware of their difficulty and that help is on its way. If they can't hear you through the door, you can call such person(s) using the elevator phone 613-342-1163.
2. In the elevator there is an emergency button to enable a stranded person to ring for help; if you discover that someone is stranded, contact ThyssenKrupp Technician: Cory Johnston 613- 498-1698 or cell 613-341-1062.
3. If the customer is in duress while being in the elevator, call the Fire Department.
4. In the event of a power failure, the elevator will descend to the lower level and the elevator door will open and remain stationary, after a brief interval, emergency power will provide lighting in the elevator.
5. File an Incident Report. See Appendix A. Advise the JHSC.

### 4.2 Elevator Malfunction

1. Notify the CEO or senior staff on duty of any elevator malfunction (e.g., elevator not stopping at appropriate level, doors not closing properly). Advise the JHSC.

## Section 5: Fumes/ Gas Leak

**Emergency Calls: 911**  
**Enbridge Gas: 1-866-763-5427**

### 5.1 Fumes

1. Evacuate the general area where fumes are noticeable.
2. Open windows and doors.
3. Contact the CEO or senior staff on duty.
4. The decision to close the Library will be made by the CEO; in the absence of the CEO, the senior staff member on duty will make the decision.
5. Advise the JHSC.
6. File an incident report. See Appendix A.

### 5.2 Noxious Fumes

1. Should a person be ill or overcome by fumes, remove the victim from the vicinity of the fumes.

**Warning: Be Careful. If someone has been overcome by fumes, you could be too.**

2. **Call 911** for an ambulance immediately. Send the nearest available person to the main entrance to await the arrival of the ambulance (or other emergency vehicle) to direct Emergency Personnel to the patient.
3. If it is necessary to evacuate the building, follow the evacuation procedures.
4. Contact the CEO or senior staff on duty to determine whether the Library should be closed.
5. Place notices informing the public of the emergency closing at all entrances.
6. Lock and secure the building.
7. Advise the JHSC. File an Incident Report. See Appendix A.

### 5.3 Gas Leaks

- Natural gas is colourless, odourless and non-poisonous—but it's **highly flammable**. Gas companies add a rotten-egg smell so escaped natural gas can be detected.

- If you smell gas, call Enbridge Gas immediately at **1-866-SMEL-GAS (1-866-763-5427)**. The emergency service is available **24 hours a day, seven days a week**.
1. In the event of a gas leak, or suspected gas leak evacuate the building following the evacuation procedures.
  2. Call the emergency number for Enbridge Gas 1-866-763.5427.
  3. Do not re-enter the building until authorized to do so by the Enbridge Emergency Personnel.
  4. Advise the JHSC. File an Incident Report. See Appendix A.

## Section 6: Floods, Water Leaks, & No Water

**Brockville Public Works: 613-342-8772**

**Brockville Public Works after hour emergency: 613-498-1362**

### 6.1 Flooding

1. Do not enter flooded area; there may be danger of electrical shock.
2. Report flooding immediately to the CEO or senior staff on duty. Advise the JHSC.
3. File an incident report. See Appendix A.

### 6.2 Water Leaks

1. Report water leaks immediately to the CEO or senior staff on duty. Advise a JHSC member.
2. If possible, an attempt should be made either to remove endangered Library materials and equipment from the immediate area or to protect them by covering with plastic.
3. File an incident report. See Appendix A.

### 6.3 No Water

#### Short shut-off (maximum 3 hours)

1. Library staff should post signs in the Library to inform customers that the water is not functioning including Out of Order signs on the washroom doors.
2. Where notice is provided by City of Brockville that a water shut-off is planned, the CEO or designate will contact customers that have booked the meeting room to advise them in the event that they want to cancel their booking. Similarly, the Children's programmer should notify the parents of children in programs that there is no running water.
3. During a water shut-off, staff are expected to provide coverage while their colleagues access a washroom facility in close proximity to the Library.
4. If a staff member, due to health reasons, requires more immediate access to a washroom, then they should contact the CEO or senior staff on duty so other working accommodations can be made.
5. If the water shut-off is unplanned, the above procedure should still be followed.
6. Advise the JHSC. File an incident report. Appendix A.

### Shut-off of more than 3 hours

1. The decision to close the Library will be made by the CEO or the senior staff on duty.
2. Inform staff, including pages and volunteers who might be coming in for a shift, that the Library is closed. Advise contacts for meeting room bookings and possible Library program attendees.
3. Place notices at all entrances informing the public of the closing.
4. Call media to announce the closing.
5. Close and secure the building.
6. Advise the JHSC. File an incident report. See Appendix A.

## Section 7: Injuries/ Medical Problems

### Emergency Calls: 911

- **If the injury involves a staff member, please notify the CEO or designate and a JHSC member. Follow Worker's Safety Insurance Board (WSIB) regulations and procedures.**
- Under no circumstances should an untrained employee attempt to offer medical advice, attention, or medication.
- First aid kits are located at the customer service desks on both levels, in the Buell St. meeting room, and in the staff room.

### 7.1 Illness or Serious injury

1. In injuries such as falls, broken limbs, shock, unconsciousness, epileptic attacks, the injured person should not be moved.
2. Make the injured person as comfortable as possible. Inform the person that help is coming.
3. Call 911. Be precise in stating the location of the emergency.
4. Send the nearest available person to the main entrance to await the arrival of the ambulance or other emergency vehicle to direct Emergency Personnel to the patient.
5. Clear the area of bystanders; remove obstacles that may be in the path of Emergency Personnel.
6. Look for "Medic Alert" tags bearing the standard physician's symbol. These may be located around the wrist, neck, or in a wallet. Such tags indicate special medical problems.
7. Obtain the name, address and telephone number of the injured person, or witnesses if possible.
8. Library staff should never offer to drive an ill or injured person anywhere for medical assistance.
9. File an Incident Report. See Appendix A. Advise the JHSC.

### 7.2 Minor Injuries

The following procedures should be followed in those cases of injury that do not warrant the procedures described above:

1. If the injury is sufficiently minor, administer first aid.
2. Library staff should never offer to drive an ill or injured person anywhere for medical assistance.

3. File an Incident Report. See Appendix A. Advise the JHSC.

### 7.3 Bio-Hazards: Needles or Bodily Fluids

**Leeds, Grenville and Lanark District Health Unit: 613-345-5685 or 1-800-660-5853.**

#### 7.3.1 If you find a needle

If a Library employee or a member of the public finds a needle, call the Leeds, Grenville and Lanark District Health Unit 613-345-5685 or 1-800-660-5853.

The Library has Sharps needle disposal units in each public bathroom. When necessary, the disposal units will be removed by the senior staff responsible for the Library facility.

#### 7.3.2 If pierced by a needle

1. Allow the area to bleed freely. (Do not squeeze it.)
2. Clean with soap and water. Do not use alcohol.
3. Apply antiseptic and cover with a bandage.
4. Watch for signs of infection.
5. Call a physician for follow-up.
6. File an incident report. See Appendix A. Advise the JHSC.

### 7.4 Cleaning up Bodily Fluids

1. Wear disposable latex gloves (available in First Aid kits).
2. Clean area with a germicidal cleaner.
3. Dispose of gloves and cleaning materials in plastic bags for disposal.
4. Wash hands thoroughly immediately after removing gloves.

### 7.5 Working in Extreme Temperatures (outside)

For instances of extreme temperatures inside the Library, please see 10.2 Heating/ Air Conditioner Failure. Library employees are not to be outside during extreme weather situations.

Library employees are occasionally required to work out of doors. When working out of doors and there is a risk of encountering extreme temperatures, they should observe the following:

1. Dress appropriately for the temperature.
  - a. Wear layers and warm clothes in the cold and lighter fabrics in the summer.
2. Reduce the amount of exposed skin.
  - a. Wear hats, mitts, scarves, etc. in cold weather
  - b. Wear hats, sunscreen/ long loose fabrics in the summer
3. Seek shelter/ shade and take frequent breaks.
4. Drink plenty of hydrating fluids.
5. Work at a slower pace and reduce exertion.

**Library employees are not allowed to work in temperatures above 38°C or below -25°C.**

## Section 8: Rules of Conduct (Facility Policy 12-1)

### Code of Conduct | Respect for Others | Responsibility for Actions

#### General Policy

Everyone is welcome at the Brockville Public Library (BPL).

The Library is dedicated to providing an accessible, inclusive, comfortable and welcoming place for everyone to meet and interact. Library employees make every effort to apply these rules in a fair, dignified and respectful manner.

We ask your cooperation in maintaining a welcoming environment for everyone to enjoy while using BPL facilities, collections and services.

As our customer, you can expect BPL to:

- deliver equitable access to information and services tailored to meet your needs
- offer dynamic service by informed employees who take ownership of every customer interaction
- acknowledge and respond to your feedback
- have fair practices and procedures while ensuring accountability to the community
- provide welcoming and safe spaces

We are confident that you will work with us to ensure that all Library customers share an outstanding experience. As a customer of BPL you will:

- respect the rights of all Library customers to share a common space
- ensure the care and safety of your children
- be courteous and respectful to others
- follow Library practices and procedures
- treat Library materials and resources with care

#### Guidelines

These are the conduct expectations for ensuring the comfort and safety of everyone:

Please use respectful language and respect the rights of others to work and enjoy the Library. Abusive, coarse, violent, or harassing language or behaviour towards fellow Library customers or employees will not be tolerated.

Speak and work quietly. Minimize distracting noises.

Use Library materials, computers, equipment and furniture with respect and care and only for their usual and intended purposes. Interfering with the designated use of computers and networks is not permitted. (See Information Services Policy 16: Internet Policy 16-18).

Supervise your children or other individuals in your care. Children under the age of 10 years are not to be left unattended in the Library. (See Facility 12 - 7).

Visiting the Library with your guide and/or service animal is welcome. (See Accessibility Policy). Other animals and pets are not permitted. Exceptions may be made for special programs and events with pre-authorization by the CEO.

Protect your personal items as the Library is not responsible for their loss.

Stealing and/or vandalizing Library property will be subject to prosecution.

Use authorized entrances and exits only and respectfully keep clear of any areas designated as "Employees Only."

Complying with *Canadian Copyright*, licensing agreements and other intellectual property rights is legally required.

Obtaining permission before posting materials, taking photographs, filming or recording is required.

Canvassing, soliciting, selling items, or distributing unauthorized material is not permitted in the Library.

Wear appropriate attire, including shirts and footwear, while in the Library.

The Library is a scent-free environment. Also, interfering with customers' use of the Library through lack of personal hygiene is not acceptable.

Bathing, shampooing and/or doing laundry in the Library washrooms is not tolerated.

Enjoy food in containers and covered drinks in designated areas of the Library.

Smoking, drinking alcohol or using illegal drugs are not permitted in or around the Library premises. If smoking outside, please remain 9 metres away from the Library entrances and exits.

Using cell phones is permitted. Please set cell phones to vibrate or mute. Use the Buell Street lobby for telephone conversations.

Use your sports equipment off-site and away from the Library interior or exterior premises.

Entering the Library with a weapon or potential weapon is prohibited.

Permit inspection of personal bags by Library employees when leaving the Library.

Please report infractions to the above guidelines to a BPL employee immediately.

## **8.1 Breaches of the Rules of Conduct**

If you feel that you are a victim of abusive or insulting behaviour you have several options available to you: you may handle the incident yourself, seek assistance from your supervisor or the CEO, or push the panic button or call Brockville Police Services.

### **8.1.1 Dealing with an Incident Yourself**

Tell the customer clearly and firmly that their behaviour is against Board policy. If you choose to do this, it is advisable to have a witness present and to fill out an Incident Report. It is important that the written record of the incident includes the date, times, the nature of the behaviour, and witnesses, if any.

### **8.1.2 Seeking Assistance**

You may choose to seek assistance from your supervisor, the CEO or Brockville Police Services.

### 8.1.3 Informal Complaints

You may request that the matter be dealt with on an informal basis with the assistance of your supervisor. It is sometimes the case that such unacceptable behaviour is the result of a communication problem and that once this has been identified the matter can be resolved fairly easily without going to a full investigation.

### 8.1.4 Formal Complaints

A formal complaint may be filed within a reasonable time of the incident. However, the sooner you file, the easier it will be to establish facts and resolve the case satisfactorily.

A formal complaint must be written and signed, and must include a description of the incident or incidents, the names of witnesses, if any, and details of any steps already taken to resolve the matter. It may be submitted to the supervisor; however, all formal complaints must be copied to the CEO, who is responsible for conducting an investigation. (See Human Resources 9 - 22).

### 8.1.5 Remedial Action

When the CEO is satisfied that an employee is or has been the victim of abusive or insulting behaviour by a member of the public, the CEO will immediately warn the customer that he or she is in violation of this policy and that the behavior will not be tolerated. This warning may be made orally and/or in writing. The person who violates this policy may be required immediately to leave the Library premises, including Library grounds. A suspension of Library borrowing and/or use privileges may ensue under the Library's Rules of Conduct. If unacceptable behaviour persists, then a written notice of the Library's intention not to allow the customer on Library premises for a given time will be served.

In the event of a second violation of this policy, the person who violates this policy will be barred from use of the Library and the matter may be referred to Brockville Police Services.

## 8.2 Angry or Irate Customers

Dealing with angry or irate customers is a problem we all face when working with the public. Here are some techniques to follow:

Focus on emotions first, try to remain calm, and try to calm the other person. Do not give the appearance of being combative or fearful. Show that you care about the customer's problem by making eye contact, nodding head and have a relaxed body posture.

1. Try to avoid escalating the situation. Find ways to help the irate customer save face. Listen attentively and elicit all information about the complaint.
2. Be aware of how you are speaking. Speak slowly and clearly. Keep your voice low-pitched and quiet.

3. Empathize with the customer and try to understand how he/she feels. Listen carefully and try to put yourself in their shoes so you can better understand how to solve the problem. If the customer is assured that you understand, then there will be no need to express that anger at a higher level. This does not mean that you agree with the complaint. This only means that you acknowledge their feelings.
4. Repeat what the customer has said (paraphrase) and ask if your paraphrase is an accurate restatement of what was said.
5. If the customer says your paraphrase is not correct, ask him/her to restate the point. Paraphrase until you have done so to the customer's satisfaction.
6. Make your statement only after the customer has accepted your paraphrasing.
7. When the customer wants to speak, he/she must accurately paraphrase you and receive your agreement before raising another issue.
8. Paraphrasing is especially useful during arguments on highly emotional issues when one side tends to prepare a rebuttal while the other side is still speaking. Paraphrasing insures that both sides really listen because each side must be able to restate the other's position. The resulting communication is usually cleared and the situation is frequently enhanced.

When you understand what the problem is take immediate action:

1. If the customer's complaint is legitimate, do something immediately to alleviate the situation.
2. If the customer's complaint is not legitimate, and he/she wants you to alter established rules, explain the Library's policy.
3. Suggest alternative solutions that do not violate Library policy.
4. If the customer persists after you have followed these guidelines, refer the customer to senior staff member on duty or Manager.
5. If the customer is still not satisfied, refer him/her to the CEO or senior staff on duty.

### 8.3 Disruptive Behaviour

**Lanark, Leeds and Grenville Addictions and Mental Health: 613-342-2262**

**Monday – Friday 8:30am – 4:30pm**

**Police (non-emergency): 613-342-0127**

**Police (emergency): 911**

Some customers may act strangely, but they do not disturb other customer's or staff. These people should not be considered disruptive customers unless their behaviour violates or restricts the rights of others to use the Library freely.

Disruptive or rowdy behaviour, loitering or soliciting (including soliciting signatures for a petition) are not allowed in the Library or on Library property. If individuals or groups are guilty of any of these practices that violate the rights of others, the staff member in charge, if possible accompanied by another staff person(s), should:

1. If this is a regular customer who appears to be having an off day, try engaging them in conversation. Ask them how the weather is outside today. Ask them how they're feeling today. An example of the kind of conversation you might have:

'Hi, (customer's name). How are you doing today? You don't seem like yourself, did you get a good night sleep last night/ have you had something to eat today?'

2. If they identify as needing aid, if they haven't eaten, or didn't have anywhere to sleep last night ask them if they would like you to contact someone for them. Let them use the phone if they are in distress. Allow them to call a family member or friend. Direct them to Lanark, Leeds and Grenville Addictions and Mental Health if an opportunity arises.
3. Otherwise, approach the customer and explain that his or her behaviour is inappropriate in the Library as it violates library policy. Address them by name, if possible. If there is a coworker that has a special rapport with the individual, see if they are available to speak with them.
4. Let them know what we will need from them to no longer be in violation, let them know the consequences if they don't follow the policy (let them know that they have a choice in following the policy or leaving the library). If they refuse to leave on their own let them know that they have a choice to leave on their own or you will have to call someone to escort them out.
5. If they decide to leave, let them know that they are welcome to come back tomorrow (if applicable). Consider walking them out the door to ensure they actually leave.
  - a. If someone says they are going to leave but keeps engaging you in conversation, avoid engaging with them in conversation.
6. Call the police to escort them out if they continue to refuse to leave. **Do not attempt to physically force them out of the library.**
7. Make sure the customers and other staff are safe. Consider waiting at a distance or somewhere you feel safe until the police arrive if they are refusing to leave.
8. Email the staff coming in later that day to let them know about the individual(s) and any action you took. Describe what they are wearing to help with identification. Please cc the CEO and Manager on this email.
9. File an Incident Report. See Appendix A.

#### 8.4 Children in the Library (Facility Policy 12 - 8)

**Family and Children's Services (Children's Aid Society): 613-498-2100**  
**Police Non-Emergency: 613-342-0127 or 342-0128**

The Brockville Public Library is dedicated to providing an accessible, inclusive, comfortable and welcoming environment in which everyone may meet and interact. BPL encourages children to use and enjoy the Library's facilities and services. BPL endorses the policy statement of the OLA concerning "Children's Rights in the Public Library" dated 1998. The safety of children, and especially unattended children, in the Library is of utmost importance.

### Guidelines

1. Responsibility for the behaviour and well-being of any child under the age of 18 who uses the Library rests with the parent/caregiver.
2. Employees are not responsible for children in the Library.
3. Children over the age of ten are welcome to visit the Library and use the Library's resources without a parent or caregiver nearby provided that their behaviour is not disruptive to other Library customers and staff. The policy Facility 12 – 1: Code of Conduct | Respect for Others | Responsibility for Actions will apply to children over the age of ten.
4. In all areas of the Library, children 10 years of age and under must be in the immediate vicinity of a parent/caregiver. The parent/caregiver of a child 10 years of age and under attending a Library program, which does not require the parent to be in attendance, must remain in the vicinity of the program room.
5. The assigned caregiver must be at least 12 years old and carry emergency contact information.
6. If a child 10 years of age and under is found unattended in the Library, either during hours of operation or at closing time, BPL employees will make every attempt to locate the parent/caregiver in the facility. Library employees will make attempt call the child's home phone number. If parent/caregiver direct contact cannot be made within one hour Library employees are obligated by the *Ontario Child and Family Services Act* to call the police or the Children's Aid Society. Employees must complete an Incident Report. See the Emergency and Safety Manual: Appendix A.
7. If a particular child has been left unattended on previous occasions, and the parent/caregiver has already been informed of the Library's policy, the child may be asked to leave the Library for an extended period of time as deemed appropriate by the senior Library staff on duty.
8. Library employees are required to notify the appropriate authorities if they have reason to suspect that there is evidence of child abuse and/or neglect.
9. Under no circumstances is a Library employee to accompany an unattended child off the Library property.
10. This policy will be posted in areas of the Library and on the Library website.

Techniques for interacting with an unattended and/ or distressed child:

1. Comfort and reassure the child. However, limit physical contact and “pair up” with another staff member whenever possible.
2. **Do not offer food.**
3. If in doubt about a situation with an unattended child, do not hesitate to call the police.
4. **Under no circumstances is a staff member to drive a child home.**
5. File an incident report. See Appendix A. Advise the JHSC.

#### 8.4.1 During Library hours:

**Non-Emergency Police: 613-342-0127**

1. Try to find out the child’s name, address and phone number.
2. Page the parent in the Library.
3. Place a call to the parents’ home if the number is available to attend at Library to take custody of the child.
4. If the parent cannot be reached within one hour or the parent cannot attend the Library within one (1) hour – contact the Brockville Police Services.
5. If the Library is closing and the parent(s) cannot be reached – contact the Brockville Police Services.
6. Do NOT leave the Library with the child.
7. If the child leaves the Library alone, unsupervised, after having contact with the Library staff, call and advise the Brockville City Police Department.

#### 8.4.2 Chronic Supervision Problem:

1. If the child is regularly left unattended for significant periods of time: obtain the child’s name, address and phone number.
2. Phone the parent(s) to discuss the situation.
3. If the matter persists bring to the attention of the CEO who will then discuss it with the Library Board for further action.

#### 8.5 Violence, Assault or Threat of Assault

**Police: 911**

1. Any staff member who observes an act or threat of violence or assault will call the police immediately.
2. Act as calmly as possible and do not argue with the assailant.
3. Try to alert other staff members and customers, and move away.
4. Call 911 if possible or hit the panic button located at one of the service desk.
5. File an Incident Report. See Appendix A. Advise the JHSC.

## 8.6 Stalkers, Watchers, Flashers

**Sexual assault should be handled as an assault (see Section 8.5 above)**

### 8.6.1 Sexual deviants

Sexual deviants are by-and-large passive, and therefore unlikely to cause physical harm, but they can nevertheless cause emotional upsets to their victims.

If suspicious watching, following, or approaching of a customer or staff member is observed or reported, the staff member in charge, if possible accompanied by another staff person(s), should:

1. Provide some privacy for the victim to calm down, if necessary.
2. Warn the offender that if the behaviour continues the police will be called.
3. Observe the offender. Note details of age, build, height, colouring, clothing, etc.
4. Call the police if the behaviour continues.
5. File an Incident Report. See Appendix A. Advise the JHSC.

### 8.6.2 Stalking, flashing or exposure

Stalking, flashing or exposure is a criminal offence. If such an incident is observed or reported, the staff member in charge, if possible assisted by another staff person.

1. Provide some privacy for the victim to calm down, if necessary.
2. Call the police and give them a description of the offender.
3. Observe the offender. Note details of age, build, height, colouring, clothing, etc.
4. Identify the offender to the police if the offender is still in the Library when the police arrive.

5. File an Incident Report. See Appendix A. Advise the JHSC.

## 8.7 Trespass Notices (Facility Policy 12 - 11)

Trespass notices are issued by the CEO on behalf of the Board and under the authority of the *Public Libraries Act*, R.S.O. 1990, c. P.44 and the *Trespass to Property Act*, R.S.O. 1990, c. T.21. The *Public Libraries Act*, s 23 (4) © gives the Board the legal authority to make rules “for the exclusion from the Library of persons who behave in a disruptive manner or cause damage to Library property”.

The issuance, appeal and revocation of trespass notices will be subject to the following rules:

A trespass notice may be issued to persons who behave in a disruptive manner or cause damage to Library property. The notice will cite the *Trespass to Property Act*, R.S.O. 1980, Chapter 551, Section 3.

1. A trespass notice may be issued by the CEO and his/her designate to persons who violate the *Library Board's Rules of Conduct*.
2. A trespass notice to the offender will be issued by registered mail or hand delivered;
3. A trespass notice may be issued for a period of from one month to an indefinite period;
4. Library staff will be notified of individuals who have been sent a letter banning them from the building. Two copies of the original letter will be kept: one copy will be posted on the staff bulletin board at the circulation desk. The second copy will be delivered by hand to the Brockville Police Services.
5. A person issued with a trespass notice may appeal the notice by requesting in writing to appear before the Board to give reason why the notice should be revoked;
6. An appeal to revoke a trespass notice issued to a minor must be made by the appellant in the company of their parent or legal guardian.

## 8.8 Hold and Secure Procedure

Hold and Secure is a partial lockdown response for a threat to personal safety that is present **outside** of the building. Access to and from the building is controlled. Types of circumstances that could result in a hold and secure being initiated include

- A violent person in close proximity to the building (outside – for inside the building, see 8.9 Lockdown Procedure)
- A potentially dangerous animal outside the building
- Severe weather (eg. tornado)
- An environmental threat outside the building (eg. chemical fire, explosion)

In such cases, the following procedures are recommended

1. Advise senior management of the threat. It may be necessary to call 911.

2. Tune into local news stations and/or local police service website or social media for up-to-date information
3. The most senior level staff will announce “Hold and Secure” over the Library’s announcement system
  - a. Information shared should include the nature of the threat, not to leave the facility, and to advise that further updates will be provided.

**Sample Hold and Secure wording:**

“Attention, this is a security alert. We are implementing hold and secure procedures due to a threat outside the Library. For your own safety, stay inside the building. We will notify you when it is safe to leave.”

- b. If the CEO is not present, notify and maintain ongoing communication with the CEO.
4. If safe to do so, a staff member will be posted at the main entrance to advise customers that it is too dangerous to go outside.
5. Depending on the nature of the threat, it may be necessary to lock the entrance doors and turn off the HVAC.
6. Close all blinds. Turn off lights and move customers and staff away from windows if the threat could result in windows being broken from the outside.
7. All individuals should prepare to move into Full Lockdown if required.
8. Hold and Secure is over when announced by a person of authority (senior level staff)
9. An incident report is to be completed after the event is resolved.

## 8.9 Lockdown Procedure

Designated meeting place during Lockdown Procedure is in **Courthouse Square** (green space in front of the Brockville Courthouse).

When a customer present inside the facility poses a violent threat to staff members or customers, the staff member can initiate a lockdown of the Library. An example is an armed person in the building. The following steps should occur only if it is safe to do so.

1. Lock the entry door and telephone 911 or push a panic button.
  - a. Include location, description of the assailant, what is going on and if anyone has been hurt.
2. A senior level staff will make an announcement of “Full Lockdown” over the Library’s announcement system
  - a. If possible, follow the same format as found in 8.8 Hold and Secure Procedures

**Sample Lockdown wording:**

“Attention, this is a security alert. There is an armed intruder in the building and we are implementing Full Lockdown procedures. Please take shelter immediately.”

(or)

“Attention, Full Lockdown is in effect. Take shelter immediately”

(or)

“Lockdown. Lockdown. Lockdown.”

Remember to speak clearly.

3. Depending on the circumstances and level of danger, employees inside the building can react as follows, only if it is safe to do so:

#### **Run**

- If there is an escape path, attempt to evacuate, whether others agree to or not.
- Leave your belongings behind.
- Help others escape if possible.
- Go to your designated meeting place if it is safe to do so.
- Call 911 when you've reached safety.

#### **Hide**

- Go to the nearest room and lock the door or barricade with furniture.
  - Take customers into hiding.
  - Stay out of assailant's view.
  - Move down onto the floor or take cover under desks.
  - Turn off cellphones and stay silent.
  - Turn off lights and close blinds.
  - Stay clear of windows
4. During a Lockdown, it is possible that assailants will try to "trick" people into coming out from hiding. They may go to locked doors and pretend to be employees or police. They may force employees to make announcements that "it is safe to come out." **DO NOT COME OUT OF HIDING.** The CEO or local police will make an announcement using a specific phrase when the Lockdown is over.
  5. A member of the local police and/or the CEO will go around and unlock all doors when the Lockdown is over.
  6. Once the situation has been resolved and the Library is re-opened, complete an Incident Report. See Appendix A. Advise the JHSC.

## **8.10 Hostage Situation**

The primary concern is for the safety of staff and the customers. It is important to keep the situation from worsening. Employees should not challenge the offender(s) but rather they should try to remain calm and cooperate with them.

1. Offer and provide access to and assistance with the telephone and/or other equipment. The intent here is to establish communication between the offender(s) and persons with some skill in dealing with such situations.
2. Staff should work with the offender(s) so we can evacuate as many people as possible from the building.

3. Call 911, advise emergency authorities of the situation, and proceed as advised. If unable to call 911 push the panic button located under the desk at one of the service desks.
4. Evacuated employees should be prepared to assist the police with information about the offender(s) (number, names, descriptions, location in the building), type and number of weapons, hostages remaining in the building, and other requested information.
5. Notify the CEO. File an incident report. See Appendix A. Advise the JHSC.

## Section 9: Problems relating to alcohol/ drugs

**Lanark, Leeds and Grenville Addictions and Mental Health: 613-342-2262**

**Monday – Friday 8:30am – 4:30pm**

**Police (non-emergency): 613-342-0127**

**Police (emergency): 911**

Should you observe or encounter a person who appears to be under the influence of alcohol or drugs:

1. Be cautious when approaching them. Consider approaching them from the front and putting a table or some distance between yourself and the customer.
2. Notify another employee that you are going over to the person. Establish a code word or a length of time before they position themselves nearby. Ideally, the second employee would be engaging in non-threatening activities (such as checking books on a shelf or shifting books) nearby. Pages should not be used as the second employee unless absolutely necessary.
3. Speak calmly and directly to them. Ask them questions to determine if they are coherent.

Sample questions:

“Can you tell me your name?”

“Can you tell me where you are?”

“Can I help you get transportation home?”

### **If the customer appears asleep or unconcious...**

4. If the customer appears to be asleep or unconcious, try knocking on the desk nearby them and calling in a louder voice. Avoid shouting, violently shaking them or slamming objects and they may startle and lash out. If you need to touch the person to try to wake them, stand behind them and tap their back. If the person is not waking up, increase the volume of your voice and try gently shaking them.
5. **If the person will not regain conciousness, is sluggish when they wake or exhibits blue-tinged lips and/or fingers dial 9-1-1 immediately.**

### **If the customer is sluggish or struggling to maintain conciousness...**

6. Inform them that you are concerned for their safety and that you are going to call for medical help. Call 911.
7. Remain with them until help arrives. Monitor their situation, try to keep them consious.

### **If the customer is agitated, angry, hyper or otherwise acting abnormally...**

8. Address the person by name, if possible. Remain calm and speak to them calmly. If you find yourself feeling upset, scared or anything other than calm, see if a coworker can take over the conversation for you. If there is a coworker that has a special rapport with the individual, see if

they are available to speak with them.

9. Try engaging them in conversation. Ask them how the weather is outside today. Ask them how they're feeling today. An example of the kind of conversation you might have:

'Hi, (customer's name). How are you doing today? You don't seem like yourself, did you get a good night sleep last night/ have you had something to eat today?'

10. If they identify as needing aid, if they haven't eaten, or didn't have anywhere to sleep last night ask them if they would like you to contact someone for them. Let them use the phone if they are in distress. Allow them to call a family member or friend. Direct them to Lanark, Leeds and Grenville Addictions and Mental Health if an opportunity arises.
11. If they appear to be rambling or talking to themselves, do not acknowledge this.
12. If they are violating a library rule, inform them of this. Let them know what we will need from them to no longer be in violation, let them know the consequences if they don't follow the policy (let them know that they have a choice in following the policy or leaving the library). If they refuse to leave on their own let them know that they have a choice to leave on their own or you will have to call someone to escort them out.
13. If they decide to leave, let them know that they are welcome to come back tomorrow (if applicable). Consider walking them out the door to ensure they actually leave.
  - a. If someone says they are going to leave but keeps engaging you in conversation, avoid engaging with them in conversation.
14. Call the police to escort them out if they continue to refuse to leave. **Do not attempt to physically force them out of the library.**
15. Make sure the customers and other staff are safe. Consider waiting at a distance or somewhere you feel safe until the police arrive if they are refusing to leave.
16. Email the staff coming in later that day to let them know about the individual and any action you took. Describe what the person is wearing to help with identification. Please cc the CEO and Manager on this email.
17. File an Incident Report. See Appendix A. Advise the JHSC.

## Section 10: Physical facility/ technology failure

### 10.1 Damage/Malfunction

Should you discover any damage to the Library building (broken windows, doors, etc.), or should you observe that some fixture (toilet, water fountain, etc.) is not working properly, notify the CEO or senior staff on duty. Advise the JHSC.

### 10.2 Heating/ Air Conditioner Failure

Should you discover that the heat or air conditioner (AC) does not appear to be working, notify the CEO or senior staff on duty. Advise the JHSC.

The CEO or senior staff will contact the appropriate company immediately and will monitor the temperature.

For an AC failure:

Close blinds/ window coverings to reduce sun heating the space

Set up fans to assist with air movement.

Be sure there is access to water, preferably cool water

If other parts of the building still have AC or are cooler, we ask the staff to switch service points more frequently

Staff are encouraged to work at a slower pace and reduce exertion

If appropriate, encourage frequent breaks

**If the temperature in the Library becomes 38°C or higher, the CEO or senior staff will close the Library.**

For a heating failure:

Close blinds/ window coverings to reduce heat loss through window glass

Close non-essential spaces to the public and keep the doors closed

Space heaters are not allowed in the Library

**If the temperature in the Library becomes 5°C or lower, the CEO or senior staff will close the Library.**

**Prior to leaving the Library, the CEO or senior staff will turn on all taps (where possible) to a light tickle to discourage water freezing in the pipes.**

### 10.2 Technology Failure

As a general rule, the Library will not close due to technology failure.

Should there be a technology or computer failure and you can't get a hold of the CEO or designate then you can contact:

Compusilv (Hardware): 613-342-1377

Workflows: Katherine Slimman 1-905-627-8662

Enterprise (Catalog): Marc olcsupportonlibcon.on.ca

PC Reservation: 1-800-216-8370

Website: Taira Kirkland 613-246-6633

### 10.2.1 Internet failure

1. Check internet and WiFi to determine if it is the public network, the staff network or both that has stopped working.
2. Go into the server room. Mounted on the wall are the routers, modems and switches for the Library's internet, they are all labelled, including if they are for the public or staff.
3. Select the network (public or staff – if the case of both, start with public) that is malfunctioning and “cycle off” the power for the network by unplugging, waiting 15 seconds and plugging back in the hardware in the following order
  - a. Modem
  - b. Router
  - c. Switches
4. You may need to wait up to 5 minutes before the system comes back online. If this doesn't work, call the eCoordinator (or, if the eCoordinator is unavailable, the CEO or Manager).
5. If the internet will be down for more than 30 minutes, post signage on the front doors and on social media notifying customers of the outage.

### 10.2.2 Computer failure

If a computer fails, try restarting the computer. If it is still not working, place an out of order sign on the monitor and notify the eCoordinator.

## Section 11: Break-ins/ Vandalism/ Theft

**Emergency Calls: 911**

**Non-Emergency Police: 613-342-0127**

### 11.1 Break-Ins

If you arrive at the Library and find evidence of a break-in, theft or vandalism:

1. Do not enter the building if you believe the perpetrator is still inside.
2. Call the police.
3. Enter the building when the police arrive.
4. Walk through the building assessing damage, theft.
5. Notify the CEO.
6. File an Incident Report. See Appendix A. Advise the JHSC.

### 11.2 Vandalism

If vandalism is observed during Library hours, the staff member in charge should:

1. Decide whether the destructive customer seems harmless and if so inform him or her that the action is against the law and must stop.
2. If the customer seems dangerous, or refuses to stop destroying Library property when warned, call the police.
3. File an Incident Report.
4. The Library will prosecute anyone who maliciously destroys Library property, but can only do so when the vandalism has been observed and documented. Photographs, video footage and incident reports are all useful documentation in this situation.

### 11.3 Theft

Theft of Library materials can only be dealt with if the Library can prove that the customer intended to steal the material. Even if a customer is attempting to leave the building with materials that have not been signed out, it must not be assumed that theft was intended.

If you are convinced that a customer is attempting to steal Library material:

1. Approach the individual and ask if you can help him or her to sign out the material.

2. Do not attempt to restrain or detain a customer who does not respond to your approach.
3. If the material is not handed over, telephone the police.
4. File an Incident Report. See Appendix A. Advise the JHSC.

## Section 12: Hold-ups/ Robberies

### Emergency Calls: 911

1. Do not put up a fight. It is not your responsibility to act as a police officer. Resistance may only serve to increase the destruction and bring about bodily harm to staff and/or to the customers. Therefore, offer no resistance.
2. Call 911 . . . discreetly, if you can. Otherwise push the panic button located at one of the services desk.
3. File an Incident Report. See Appendix A. Advise the JHSC.

## Section 13: Bomb Threats

**Emergency call: 911**

### 13.1 Suspicious Objects or Packages in the Library

1. Do not disturb any suspicious object or package.
2. During the day, notify the CEO or senior staff on duty who will call the police. Ask for instructions on building evacuation.
3. During evenings and weekends, the senior staff member on duty will call the police to ask for instructions on building evacuation.
4. Notify the CEO and a member of the JHSC.
5. File an Incident Report. See Appendix A.

### 13.2 Telephone Threat

If you receive a call regarding a bomb threat keep the caller on the telephone if possible without endangering yourself and/or the customers in the building and WRITE DOWN as much of the following information as you can obtain:

1. The time the bomb is set to go off.
2. The location of the bomb (building, floor, room.)
3. The kind of bomb.
4. The reason the bomb was set.
5. Any other information that might prove useful in finding the bomb or identifying the caller.
6. Notify the CEO or senior staff on duty who will call the police and ask for instructions on building evacuation.
7. During evenings and weekends the senior staff member on duty will call the police to ask for instructions on building evacuation.
8. File an Incident Report. See Appendix A. Advise the JHSC.

### 13.3 Imminent Detonation

1. If the alleged time of the explosion is imminent (within 15 minutes of the call), activate the fire alarm.

2. Evacuate the building using the evacuation procedures (see Section 2, above).
3. If more time is available, call the police with details, report the alleged location and time of explosion immediately to the CEO or designate.
4. Wait outside the emergency entrance of the building for Emergency Police and/or Fire Personnel in order to receive further instructions.
5. File an Incident Report. See Appendix A. Advise the JHSC.

## **Section 14: Inclement Weather/ Emergency Closing (Facilities Policy - 10)**

The Brockville Public Library is a public service institution, and every effort is made to maintain regular hours for the public. Circumstances which could precipitate closure include failure of heating/cooling equipment during periods of extreme weather, heavy snowfall, unsafe road conditions, lack of electrical power, lack of computers available at the circulation desk for an extended period of time, or inadequate staffing levels.

The responsibility for closing the Library rests with the CEO or the senior staff on duty.

The decision to close will be based upon:

1. General conditions of roads.
2. Condition of parking lots and walkways.
3. Availability of staff to open and operate the Library.
4. Condition of the building's equipment.
5. Requests for closure by local or provincial agencies.

The public will be notified of the closure by means of signs posted on the main door on Buell St. and the staff entrance on George St. and by an announcement on our telephone message.

All employees scheduled to work during hours when the Library closes unexpectedly will receive their normal day's pay. If the Library is closed while staff are at work, employees will be dismissed for the day and will be paid for the balance of hours that they normally would have worked.

During operating hours, minimum staffing assigned is to include one (1) supervisor (CEO, Manager, or Coordinator) and (1) part-time adult employee (18 years of age and over, can be a second supervisor). If the Library cannot meet this minimum staffing requirement in the building due to sickness or poor weather conditions the Library will close.

## Section 15: Earthquake

Brockville is located in an earthquake zone (for example, a tremor was felt for a few seconds on Wednesday, June 23, 2010).

In the event of an earthquake tremor:

1. Evacuate the building.
2. If exits are blocked because of falling debris, staff and customers should take cover under tables and study carrels.
3. Call 911 to notify emergency services.
4. After an evacuation, no member of the staff or public should enter the building until advised to do so by the Fire Chief or Chief of Police.
5. Normal Library operations will not be reinstated until it has been determined by emergency personnel that there is no possibility of endangerment to public or staff.
6. Contact the CEO. Notify the JHSC.
7. File an incident report. See Appendix A.

Reviewed annually

---

CEO Signature

---

Date

# Appendix A: Incident Reports

## Introduction

Filing incident reports allows the Library to keep track of incidents that occur and to assess if any remedial action is required (e.g., banning, training, new policies or procedures, the filing of a Form 7 with the WSIB).

## Procedure

Complete the following form, filling in all relevant categories

Once the form is submitted, copies of the form will be copied to the CEO and the JHSC.

## When should you file an Incident Report?

The Emergency Safety Manual addresses this matter in detail, but here are some examples of incidents that would require the completion of an Incident Report. As this is not an exhaustive list of possible situations, staff will always have to make a judgment call about the seriousness of the situation.

If in doubt about whether to complete an incident report. Ask the CEO or senior staff on duty or a member of the JHSC.

- Physical or verbal altercation with a customer or between customers.
- Serious breaches of Rules of Conduct (if you are recommending that a customer be banned, then complete an incident report). For example, you would not complete one for a customer that was told to stop using a cellphone but you would if that customer yelled and threatened you after you had asked him/her to stop.
- If you have an accident in the workplace (e.g., you slipped on the stairs)
- If you have a report of a customer observed “leering” at young children/teens in the Library.
- If a customer has been left in the Library after it has closed.
- You had to call the Police or other emergency response for assistance.
- A customer reports an unsafe situation to you (e.g., a fallen shelf).
- The police called looking for information about a customer.

**Appendix A : Emergency and Safety Manual  
Brockville Public Library**

**Incident Report Form**

*June 2014*

Date: \_\_\_\_\_

Time of Incident: \_\_\_\_\_

**Description of Incident and Action Taken: (also use other side if necessary)**

**Follow-up required? If yes, recommendations ...**

**Public Involved (Witness):**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Signature: \_\_\_\_\_

**Staff Involved:**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

**List first aid supplies used if any...**

**CEO and Health and Safety Rep initials...**

## Appendix B: Emergency Contacts

**POLICE-FIRE-AMBULANCE 9-1-1**

Computer System Problems (that you can't easily solve yourself)  
**If you cannot get a hold of Emily, Laura or Scott call:**

- Hardware – Compusilv 613-342-1377
- Software (Workflows) – Katherine Slimman 1-905-627-8662
- Enterprise (Catalog) – Marc at olcsupport@onlibcon.on.ca
- PC Reservation/Print Vending - 1-800-216-8370
- Website - Taira Kirkland 613-246-6633

Electrical – 401 Electric	613-342-6042
Elevator – ThyssenKrupp Co. Technician: Cori Johnson	613-498-1698 – Cell 613-341-1062
Falcon	613-342-0521
Fire (non-emergency)	613-498-1261
Glass: Brockville Glass	613-342-6712
Heating/Cooling: Upper Canada HVAC	613-341-9271
Konica Minolta Printer ID#U5315	613-345-0202
Laminating Machine: GBC Corp	1-800-463-2545
Locksmith: Senior's	613-342-8644
Microfilm Reader: Canon	1-800-267-5594
Plumbing: Jensen's	613-345-0911
Police (non-emergency)	613-342-0127

## **Appendix C: Elevator Emergency Procedures**

When there is any power interruption such as lights flickering, immediately put an OUT OF ORDER sign on the elevator door on each floor and announce over the PA system: “The elevator is out of order. Please use the stairs. If you need assistance, please ask the Library staff.”

If a person does get trapped in the elevator, the light should stay on inside, for a period of 2 to 4 hours. You can speak to the person through the elevator phone by dialing 613-342-1163. Instruct the person to open the door to the phone located below the floor button panel and press the button. Falcon Security will respond and will contact the ThyssenKrupp technician.

Reassure the customer that help is coming. If the technicians will take longer than 30 minutes to respond, or the customer is in duress, contact the Fire Department

**Falcon Security 613-342-0521**

**ThyssenKrupp Elevator Company 613-498-1698**

**Phone in elevator 613-342-1163**

**Fire Department – non-emergency 613-498-1261**

Write up any an incident report and give it to the CEO