



EMERGENCY RESPONSE & CRISIS MANAGEMENT PLAN

Developed by Emergency Action and Safety Team

April 2020

PURPOSE & SCOPE

The purpose of this plan is to outline the duties and responsibilities of Altadena Library District staff in the event of an emergency to ensure the safety of both staff and the public at large during times of crisis. These procedures will enable the Altadena Library District to coordinate with local, county, state and federal governmental agencies to effectively minimize the effects of any disaster or emergencies that may occur in the libraries or Altadena.

These procedures apply to all Altadena Library District staff, Board of Trustees, and all buildings and grounds owned, operated, and maintained by the District.

KEY RESPONSIBILITIES

Any member of the Emergency Action and Safety Team (EAST) who becomes aware of a crisis unfolding should call a meeting of the EAST. The District Director will be notified immediately and will assure that the Board of Trustees and Management Team are made aware of the incident. The Management Team will inform members of their respective teams as appropriate.

It might be helpful to create a chain of command that outlines who is in charge of what and who their back-ups are in case they are affected.

This section would also include a "communication tree," for how each staff member/support organization is contacted in case of emergency.

COMMUNICATION & ACTIONS BY CRISIS PHASE

- I. **Pre-Crisis** (*Ongoing preparations in place*)
 - a. **Internal:**
 - i. Defined process for holding Emergency Board of Trustee meetings.
 - ii. On a regular basis, have staff verify their current contact information.
 - iii. Supplies are routinely replenished.
 - b. **External:**
 - i. Foster alliances with stakeholders, develop consensus recommendations, develop systems and redundancies (such as hotlines, joint information centers, websites), eblasts, text messaging, etc.
- II. **Initial** (*Should be completed within 24 hours of beginning of crisis*)
 - a. **Internal:**
 - i. Call an emergency Board of Trustees meeting to update and set course for implementation of crisis plan.
 - ii. Contact all employees using communication tree (need to develop a system for more direct contact to all staff)

EMERGENCY-SPECIFIC PROCEDURES

Pandemic

A pandemic is defined by the Centers for Disease Control and Prevention (CDC) as “the global outbreak of a disease” and “the worldwide spread of a new disease” by the World Health Organization (WHO).

In the event that a pandemic is declared by the WHO and CDC, and a State of Emergency is declared by the United States government, the Altadena Library District will implement the following pandemic-specific procedures. The Management Team and the EAST will follow guidelines of local government agencies, including LA County Department of Public Health.

In the event that the Altadena Library District buildings are required to be closed in response to a pandemic, reopening should be facilitated using the Levels outlined below:

Level 1 – Closure mandated by local Health Authorities

- District buildings are closed to public
- Library parking lot to remain locked to any public access
- All staff working remotely
- Authorized staff permitted for building security and grounds maintenance
- No donations accepted
- No Library materials or deliveries accepted
- Only online programming available
- District Director and Management/EAST Teams develop procedures for restoring and/or modifying library services and operations
- Establish sanitization and disinfection procedures

Level 2 - District may move to Level 2 when CA lifts Safer at Home Order

- District buildings continue to be closed to public
- Staff authorized to return to ALD buildings
- All library personnel initiate sanitation and disinfection procedures at district buildings
- Acceptance of Library materials resumes at Main Library only
- Outside deliveries resumes at Main Library only
- ALD develops and implements a process for Holds to be picked up from the Main Library
- Only online programming available
- No donations accepted

Level 3 - District may move to Level 3-5 as local government agencies *progressively relax levels of social distancing and other restrictions*

- Access to the Main Library open to the public. Schedule to be determined based on health and safety guidelines
- Access to public computers to be determined
- Only online programming available
- ALD Volunteer’s activities may be permitted as needed
- No donations accepted

Level 4

- Access to the Main Library open to the public. Schedule to be determined based on health and safety guidelines
- Bob Lucas Branch: Potential opening that may include modified operations to ensure strict safety measures and distancing protocols.
- Return to limited public programming consistent with health and safety guidelines
- Material donations begins
- Bob Lucas Branch: Material returns accepted

Level 5 -

- Main Library opened to normal hours adhering to health and safety guidelines
- Bob Lucas Branch: open to normal hours adhering to health and safety guidelines
- Full services available district wide adhering to health and safety guidelines

Rest of document should outline specific responses for the following disasters/crises

- **Fire**
- **Natural Disasters**
- **Utility Failure**
- **Hostage Situation**
- **Active Shooter**