



south carolina  
**STATE LIBRARY**

## **Emergency Preparedness & Safety Manual**



**May 2006**

**Emergency Preparedness & Safety Manual  
South Carolina State Library**

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# 1. INTRODUCTION

The Emergency Preparedness and Safety Task Force has prepared this guide for the staff of the South Carolina State Library. The members are:

**Debbie Anderson**, Administrative Assistant

**Dawn Mullin**, Reference Librarian

**Whitman Page**, Library Technical Assistant

**Shaul Lewsky**, Network Administrator

**Shae Tetterton**, Collection Management Services Director

**Guynell Williams**, Chairperson, Disaster/Safety Task Force

This guide does not cover every factor or situation that can potentially result in a disaster or that can create an emergency. However, as disasters are everywhere and can be anything from a broken pipe to a hurricane, without a plan there will be confusion and a lack of action. There could also be inappropriate actions taken due to lack of proper guidance. Because of such, this guide, with specific steps for different situations, is made available.

It establishes policies and procedures to be followed by employees of the South Carolina State Library in order to reduce the agency's vulnerability to disasters, to respond effectively to actual disasters and to provide for rapid recovery from any disaster that may affect the agency. Nevertheless, constant disaster and safety training is the only way to ensure adequate readiness—a guidance manual alone, although an important tool, will not accomplish this.

## 2. DIRECTORIES AND NOTIFICATION PROCEDURES

### 2.1 General Notification Procedures Within the Agency

Throughout this guide, staff is instructed to contact, during business hours, the Emergency Coordinator (Debbie Anderson, 1430 building and Dawn Mullin, 1500 building) or the Agency Director. In their absence, contact Guynell Williams, Chairperson, Disaster/Safety Task Force.

Immediately following notification by the EC, departmental managers are responsible for ensuring that key personnel (floor wardens, monitors, etc.) in their departments carry out assigned responsibilities (See section 4, *Emergency Preparedness Team Positions/Responsibilities*).

Note: After business hours, contact the Agency Director at 803-234-2185.

For medical emergencies, staff trained in CPR and First Aid serve as the agency's first responders. A medical kit is assigned to each. They are:

1. Whitman Page	4-7067/4-8644	5. Ron Whitten	4-4617
2. Shae Tetterton	4-8663	6. Ed O'Neill	4-8655
3. Dianne Keadle	4-4626	7. Dawn Mullin	7-3762
4. Felicia Vereen	4-8645	8. Wesley Sparks	4-8662

### 2.2 Phone Numbers: Police, Fire, Ambulance, General Services

∇ **Emergency First Responders – 9-911**      TTY Relay - 9-711 (if you are Deaf, use this not 9-911)  
Information & Referral - 9-211                      Speech to Speech Relay 877-735-7277

∇ **Statewide Building Services** (SBS) contracts with State agencies to provide a full range of facilities management services, including maintenance, grounds, custodial, pest control and energy management. Employees are knowledgeable in all areas of building maintenance including HVAC, electrical, plumbing, locksmith and carpentry.

∇ **General Services – Facilities Management Division** includes:  
Custodial    734-3533                      Safety Support    737-2407  
Buildings Maintenance                      734-3402                      954-7233 (Emergency Pager)  
Environmental/Energy Systems    734-3491

**Call 734-3308 for routine maintenance.** NOTE: *Work orders should be initiated by the agency's Administrative Assistant or, in her absence, the Director of Finance and Business Operations only, as there may be applicable service charges.*

∇ **Office Of Insurance Reserve Fund (IRF), SC State B&CB**  
Claims: 737-0042                                      Main Number: 737-0020

∇ **SC Department of Public Safety** - Provides security and safety services for state properties. **Call** the Bureau of Protective Services **896-5442** or State Agency Support Division at **898-2482**. The agency provides comprehensive law enforcement, public safety and security for the Capitol Complex area that includes the State Capitol Buildings, Gressette building (Senate offices), Blatt Building (Congressional offices), Wade Hampton Building, Calhoun building (Court of Appeals), Brown Building, Dennis Building, Department of Transportation, Rutledge building (Department of Education), **South Carolina State Library** and the State Supreme Court.

∇ **Columbia Police**  
For help, call 252-2911 or 733-8684. For general information, call 545 3500.

∇ **Columbia Fire Department** 545-3702

## 2.3 Emergency Notification Directory, 1500 Senate Street

**NOTE: Departmental directors, supervisors and agency administration have emergency phone lists for employee contacts after business hours.**

<b>EMERGENCY COORDINATOR</b>				
<b>ROOM</b>	<b>WORK#</b>	<b>E-MAIL</b>	<b>FAX #</b>	
<b>Dawn Mullin</b>				
Primary	229	737-3762	dmullin@statelibrary.sc.gov	734-4757
<b>Whitman Page</b>				
Alternate	1st Floor	734-8644	wpage@statelibrary.sc.gov	734-4757
<b>ACCOUNTABILITY MONITOR- 1500</b>				
<b>ROOM</b>	<b>WORK #</b>	<b>E-MAIL</b>	<b>FAX #</b>	
<b>Shae Tetterton</b>				
Primary	203	734-8663	stetterton@statelibrary.sc.gov	734-4757
<b>Mary Morgan</b>				
Alternate	213	734-8866	mmorgan@statelibrary.sc.gov	734-4757
<b>FLOOR WARDENS</b>				
<b>ROOM</b>	<b>WORK #</b>	<b>E-MAIL</b>	<b>FAX#</b>	
<b>1st Floor &amp; Stacks *</b>				
Main Desk Duty	1st Floor	734-8026	reference@statelibrary.sc.gov	734-4757
<b>2nd FLOOR &amp; MEZZANINE</b>				
<b>Carolyn Hite</b>				
Primary	226	734-7065	chite@statelibrary.sc.gov	734-4757
<b>Janell Eades</b>				
Alternate	221	734-5687	jeades@statelibrary.sc.gov	734-4757
<b>3rd FLOOR</b>				
<b>Lynn Childs</b>	3rd Floor	734-6064	lchilds@statelibrary.sc.gov	734-4757
<b>4th FLOOR</b>				
<b>BASEMENT</b>				
<b>No Staff/Workstations</b>				

\*Personnel assigned to Main Desk Duty are responsible for evacuation of persons in specific areas of the building using stack passes.

\*Staff leading training sessions or having other meetings with outside visitors are responsible for ensuring these persons evacuate.

<b>DISABLED PERSONS MONITORS</b>				
<b>ROOM</b>	<b>WORK #</b>	<b>E-MAIL</b>	<b>FAX #</b>	
<b>Labon Hardy</b>				
Primary	236	734-8627	lhardy@statelibrary.sc.gov	734-4757
<b>James Lee</b>				
Alternate	Mail Room	734-6604	jlee@statelibrary.sc.gov	734-4757
<b>* To library visitors with disabilities</b>				
<b>CERTIFIED CPR &amp; FIRST AID PROVIDERS</b>				
<b>ROOM</b>	<b>WORK #</b>	<b>e-mail</b>	<b>fax #</b>	
Whitman Page	1st Floor	734-7067	wpage@statelibrary.sc.gov	734-4757
Shae Tetterton	203	734-8663	stetterton@statelibrary.sc.gov	734-4757
Ed O'Neill	236	734-8655	eoneill@statelibrary.sc.gov	734-4757
Dawn Mullin	229	737-3762	dmullin@statelibrary.sc.gov	734-4757
Wesley Sparks	226	734-8662	wsparks@statelibrary.sc.gov	734-4757

## 2.4 Emergency Notification Directory, 1430 Senate Street

**NOTE: Departmental directors, supervisors and agency administration have emergency phone lists for employee contacts after business hours.**

<b>EMERGENCY COORDINATOR</b>				
	<b>ROOM</b>	<b>WORK#</b>	<b>E-MAIL</b>	<b>FAX #</b>
Debbie Anderson Primary	226	734-8626	danderson@statelibrary.sc.gov	734-8676
Guynell Williams Alternate	220	734-4619	gwilliams@statelibrary.sc.gov	734-8676
<b>ACCOUNTABILITY MONITOR- 1430</b>				
	<b>ROOM</b>	<b>WORK #</b>	<b>E-MAIL</b>	<b>FAX #</b>
Naomi Bradey Primary	106	734-4616	nbradey@statelibrary.sc.gov	734-4610
Chris Yates Alternate	216	734-4618	cyates@statelibrary.sc.gov	734-4610
<b>FLOOR WARDENS 1st Floor &amp; Stacks *</b>				
	<b>ROOM</b>	<b>WORK #</b>	<b>E-MAIL</b>	<b>FAX#</b>
Ron Whitten Primary	115	734-4617	rwhitten@statelibrary.sc.gov	734-4610
Larry Keisler Alternate	Mail Room 1st Floor	734-7077	lkeisler@statelibrary.sc.gov	734-4610
<b>2nd FLOOR</b>				
Flora DuBose Primary	213	734-8126	fdubose@statelibrary.sc.gov	734-4610
Mark Frick Alternate	Mail Room	734-4612	mfrick@statelibrary.sc.gov	734-4610
<b>3rd FLOOR</b>				
Paula James Primary	330	734-8917	pjames@statelibrary.sc.gov	734-0822
Kathy Sheppard Alternate	320	734-8653	ksheppard@statelibrary.sc.gov	734-8676
<b>DISABLED PERSONS MONITORS</b>				
	<b>ROOM</b>	<b>WORK #</b>	<b>E-MAIL</b>	<b>FAX #</b>
Laura Leventis Primary	207	734-4621	llevantis@statelibrary.sc.gov	734-4610
Barbara Windham Alternate	209	734-4629	bwindham@statelibrary.sc.gov	734-4610
* To library visitors with disabilities				
<b>CERTIFIED CPR &amp; FIRST AID PROVIDERS</b>				
	<b>ROOM</b>	<b>WORK #</b>	<b>e-mail</b>	<b>fax #</b>
Dianne Keadle	213	734-4626	dkeadle@statelibrary.sc.gov	734-4610
Felecia Vereen	316	734-8645	fvereen@statelibrary.sc.gov	734-8676
Ron Whitten	115	734-4617	rwhitten@statelibrary.sc.gov	734-4610

## 2.5 Staff Contact Sheet

### 1430 Staff

Last	First	Title	Department	Phone	E-mail Address
Anderson	Deborah P.	Administrative Assistant	F&BO	734-8626	danderson@statelibrary.sc.gov
Benggio	Leesa	Human Resource Manager	Admin	734-8668	lbenggio@statelibrary.sc.gov
Bradey	Naomi	Volunteer Coordinator	TBS	734-4616	nbradey@statelibrary.sc.gov
Connor	Jane G.	Library Development Consultant	LDS	734-8658	jconnor@statelibrary.sc.gov
Davenport	Pamela	Director	TBS	734-8650	pdavenport@statelibrary.sc.gov
DuBose	Flora A.	Administrative Specialist	TBS	734-8126	fdubose@statelibrary.sc.gov
Frick	Mark T.	Mail Clerk	TBS	734-4612	mfrick@statelibrary.sc.gov
Goble	David	Director	Admin.	734-8656	dgoble@statelibrary.sc.gov
Hem Lee	Cecilia	Readers Advisor	TBS	734-4625	hemlee@statelibrary.sc.gov
Hotchkiss	Deborah	Library Development Consultant	LDS	734-8646	dhotchkiss@statelibrary.sc.gov
James	Paula	Senior Accountant	F&BO	734-8917	pjames@statelibrary.sc.gov
Keadle	Dianne	Readers Advisor	TBS	734-4626	dkeadle@statelibrary.sc.gov
Keisler	Larry	Mail Clerk	TBS	734-4612	lkeisler@statelibrary.sc.gov
Leventis	Laura T.	Reader Services Librarian	TBS	734-4621	lleventis@statelibrary.sc.gov
Miller	Julie	Continuing Education Coordinator	LDS	734-6061	jboller@statelibrary.sc.gov
Page	Roshell O.	Receptionist	TBS	734-4611	rpage@statelibrary.sc.gov
Rogers	Curtis R.	Dir. of Statewide Library Svcs.	SLS	734-8928	crogers@statelibrary.sc.gov
Sheppard	Kathy	Library Development Consultant	LDS	734-8653	ksheppard@statelibrary.sc.gov
Vereen	Felicia	Director	LDS	734-8645	fvereen@statelibrary.sc.gov
Whitten	Ronald G.	Equipment Clerk	TBS	734-4617	rwhitten@statelibrary.sc.gov
Williams	Guynell	Grants Coordinator	Admin.	734-4619	gwilliams@statelibrary.sc.gov
Wilson	Duane	Mail Clerk	TBS	734-7075	dwilson@statelibrary.sc.gov
Windham	Barbara	Readers Advisor	TBS	734-4629	bwindham@statelibrary.sc.gov
Yates	Christopher	Collection Development Librarian	TBS	734-4618	cyates@statelibrary.sc.gov

### 1500 Staff

Last	First	Title	Department	Phone	E-mail Address
Boyd	Brenda J.	Circulation Librarian	IS	734-8628	bboyd@statelibrary.sc.gov
Childs	Lynn K.	Library Technical Assistant	CMS	734-8644	lchilds@statelibrary.sc.gov
Duernberger	Amy	Program Director	DISCUS	737-7736	aduernberger@statelibrary.sc.gov
Dunlap	Carolyn	DISCUS Assistant	DISCUS	734-6193	cdunlap@statelibrary.sc.gov
Eades	Janell Y.	Library Technical Assistant	CMS	734-4859	jeades@statelibrary.sc.gov
Gibbs	Kara	Library Technical Assistant	CMS	734-8576	kgibbs@statelibrary.sc.gov
Hardy	Labon	Information Resources Consultant	IT	734-8627	lhardy@statelibrary.sc.gov
Hite	Carolyn H.	Library Specialist	CMS	734-8622	chite@statelibrary.sc.gov
Keller	Faith	Library Specialist	IS	734-8851	fkeller@statelibrary.sc.gov
Lange	Linda K.	Library Specialist	CMS	734-2841	llange@statelibrary.sc.gov
Lee	James E.	Library Technical Assistant	CMS	734-8666	jlee@statelibrary.sc.gov
Morgan	Mary	Director	IS	734-8866	mmorgan@statelibrary.sc.gov
Morgan	Catherine	Director	IT	734-8651	cmorgan@statelibrary.sc.gov
Mullin	Dawn M.	Reference Librarian	IS	737-3762	dmullin@statelibrary.sc.gov
O'Neill	Ed	Information Resources Consultant	IT	734-8655	eoneill@statelibrary.sc.gov
Page	Whitman J.	Library Technical Assistant	IS	734-7067	wpage@statelibrary.sc.gov
Sandberg	Elaine	Documents Librarian	IS	734-8625	esandberg@statelibrary.sc.gov
Sparks	Wesley	Cataloger	CMS	734-8662	wsparks@statelibrary.sc.gov
Stone	Amanda	Reference Librarian	IS	734-4816	astone@statelibrary.sc.gov
Tetterton	Shae	Director	CMS	734-8663	stetterton@statelibrary.sc.gov
Thompson	Ruth	DISCUS Trainer	DISCUS	734-4627	rthompson@statelibrary.sc.gov

## 2.6 State Government

**2.6.1** The **SC Emergency Management Division (SCEMD)** (<http://www.scemd.org>) the agency that oversees disaster responses, is responsible for the development, coordination and maintenance of the South Carolina Emergency Operations Plan, Hurricane Plan, Earthquake Plan, and selected other natural hazard plans.

**2.6.2** The **South Carolina Emergency Operations Plan (SCEOP)** is an all-hazard plan developed for use by State Government departments and agencies to ensure a coordinated and effective response to natural, technological, or man made disasters that may occur in South Carolina. The plan is organized to correspond to the four phases of emergency management: mitigation, preparedness, response and recovery. The complete plan is available at <http://www.scemd.org/Plans/sceop.html>. Other SCEMD plans (recovery, hurricane, earthquake, etc.) are available at <http://www.scemd.org/Plans/index.html>.

**2.6.3** The SCEMD is responsible for the maintenance and operation of the **State Emergency Operations Center (SEOC)** and the State Warning Point (SWP), which is operational twenty-four hours a day. The SEOC is the site from which civil government officials (municipal, county, state and federal) exercise direction and control for emergency/disaster situations.

In the event of an emergency, SEOC designates OPCON (OPerating CONditions) status. State agencies are notified by fax and updated as deemed necessary until the emergency is over.

**2.6.4** SEOC OPCONs are designated by numbers corresponding to the levels of readiness as shown below:

OPCON	Levels of Readiness	Levels of Response
5	Day-to-day operations	No response required
4	Possibility of an emergency or disaster situation developing	Designated personnel notified to be reasonably prepared for action; normal day-to-day activities may continue
3	Activate appropriate emergency plans; full limited or partial activation of SEOC	Designated units are deployed to staging sites
2	Disaster or emergency situation almost certain; maximum preparedness level; activation of SEOC	Designated units restricted to sites to a specified time to respond (Time is compensable except for sleep, rest and meals)
1	Disaster or emergency situation in effect; activation of SEOC and total emergency operations	Designated units asked to accomplish specific assignments; time is compensable activity for non-exempt employees

### 3. BUILDING EVACUATION PROCEDURES



- ▽ At the sound of the alarm, exit the building quickly using your nearest exit.
- ▽ Do not use the elevators.
- ▽ Proceed to the assembly locations:
  - 1500 staff – SC State Library parking lot behind the 1430 building
  - 1430 staff – SC State Library parking lot behind the 1500 building
  - **When both buildings are evacuated at the same time**, everyone must assemble in the parking area beside the Rutledge Building (SC Dept. of Education, 1429 Senate St.)
- ▽ Do not return to the building until notified by the Emergency Coordinator for your building.
- ▽ **Do not leave the area without notifying the Accountability Monitor.** Accountability Monitors must be able to account for all staff so that emergency personnel are not put at risk searching the buildings for you.
- ▽ Close office doors and any designated fire doors on your departure/exit route. **DO THIS ONLY** if such does not prolong your time in the building. **DO NOT** alter your exit route to check a fire door.
- ▽ **To ensure your safety, always choose the quickest exit route.**

The key to successful evacuation is an effective emergency team whose responsibilities are implemented whenever an alarm is sounded. Emergency Team positions and duties follow. There are primary and alternate persons assigned to each position.

## 4. EMERGENCY PREPAREDNESS TEAM POSITIONS/RESPONSIBILITIES



The critical element in any evacuation is time. It is important that your duties be carried out in an expeditious but thorough manner.

### • Emergency Coordinators

- ∇ Implement the emergency evacuation plan and train the emergency team and all occupants on how to use the fire alarm and communications systems.
- ∇ Serve as point of contact for Floor Wardens
- ∇ Report and act as the liaison with State Emergency Management Services, relaying any problems or situations.
- ∇ After getting the okay from the official state emergency personnel, direct staff to return to the building

### • Floor Wardens

**NOTE:** If both the primary and alternate floor wardens are elsewhere or absent, staff is individually responsible for immediate evacuation.

- ∇ Obtain knowledge of the complete workplace layout.
- ∇ Conduct the safe and orderly evacuation of their floors.
- ∇ Direct building occupants to alternate escape routes and the nearest available exits.
- ∇ Check assigned areas quickly, but efficiently. This includes a physical check of the restrooms on your floors. **BUT, DO NOT PROLONG YOUR TIME IN THE BUILDING.** Make sure all persons on the assigned floor heard the alarm and are exiting the building.
- ∇ Leave assigned areas last and report the results of their search to the Accountability Monitor.
- ∇ Maintain awareness of all employees needing extra assistance and of hazardous areas to be avoided during emergencies.
- ∇ Report the location of disabled persons and any problems to the Emergency Coordinator.
- ∇ Report to Accountability Monitor when it is believed or known that someone is still in the building.
- ∇ **Inform Monitors of staff on leave or away from the building to ensure that emergency personnel are not put at risk searching the buildings for no reason.**
- ∇ When in an area other than that assigned, immediately exit the building and **do not return to the assigned floor.** The alternate takes care of the assigned floor.
- ∇ As instructed, cooperate with state emergency personnel to prevent unauthorized persons from entering the buildings.

- ∇ After getting an “all clear” signal from official state emergency personnel, direct staff to return to the buildings.

- **Disabled Persons Monitors**

- ∇ Assist persons with disabilities to the designated assembly area.
- ∇ Prevent undue congestion in the stairwells by ensuring that assistance actions do not hinder evacuation of other staff.



- ∇ When unable to reach an assembly area with a disabled employee or patron, evacuate to a fire rated stairwell where the disabled person remains for rescue by certified emergency personnel.
- ∇ Are assigned even for a temporary disability such as a condition requiring the use of crutches.

**NOTE:** Everyone has a duty to ensure that other occupants are aware of an emergency and to aid, when at all possible, anyone requiring assistance to safely evacuate. However, **no one is expected to endanger himself or herself in order to effect or assist with the evacuation of others.** If the person has been injured or overcome by smoke or other circumstances, try to move the person out of immediate danger only. **DO NOT ATTEMPT TO MOVE THE PERSON TO AN ASSEMBLY AREA.** Continue to evacuate the building and notify trained emergency personnel of the location of the injured person.

- **Accountability Monitors**

- ∇ Obtain “Evacuation Procedures Manual” retrieved by the main desk staff during evacuation.
- ∇ Make sure all building occupants are accounted for at the assembly areas.
- ∇ Report unaccounted for persons and other problems to the Emergency Coordinator.

## 5. CRISIS PUBLIC RELATIONS (PR)

Crisis preparedness and response are important elements in disaster planning. Without it, organizational response will breakdown, and stakeholders (both internal and external) will not know what is happening. The agency director, senior management and the emergency coordinator make up the crisis communications task force. The agency director leads the team and receives public relations advice from the PR Coordinator. **Only the agency director speaks for the agency in times of crisis.** Should a crisis dictate the need for additional spokespersons, the agency director will determine the appropriate course of action. *(It is recommended that a pool of potential spokespersons be identified and trained well in advance of a crisis, because not only are spokespersons needed for media communications, but for all types and forms of communications, internal and external, including at employee meetings.)*

Holding statements—messages designed for use immediately after a crisis breaks—can be developed in advance to be used for a wide variety of scenarios, e.g., “We have implemented our disaster response plan, which places the highest priority on the health and safety of our employees,” or “We will be supplying additional information when it is available and posting it on our Web site.” Full message development must await the outbreak of an actual crisis event.

**A tip for spokespersons!** No matter what the nature of a disaster or crisis event...no matter whether it's good news or bad...no matter how carefully you've prepared and responded...some people are not going to react the way you want them to. **What do you do?**



- ▽ Take a deep breath.
- ▽ Take an objective look at the reaction(s) in question. Is it your fault, or their unique interpretation?
- ▽ Decide if another communication to is likely to change their impression for the better.
- ▽ Decide if another communication could make the situation worse.
- ▽ If, after considering these factors, you think it's still worth more communication, then take give it a try.
- ▽ The main objective is to make sure that those who need to know are informed initially and are kept informed until the crisis event is resolved.



## 6. MEDICAL EMERGENCIES AND FIRST AID

State Library First Aid kits are located at the receptionist desk of the 1430 building and at the circulation desk of the 1500 building. First Aid charts are posted in the break rooms in each building.

If serious injury or illness occurs, immediately call 9-911 first. Give your name, location of the victim and describe the medical problem. **Employees without formal First Aid/CPR training should not attempt to provide First Aid/CPR to victims.** Instead, contact one of the agency's designated first aid responders (see page 5 for listing.)

Agency First Aid kits consist of the following: Gloves, Wipes, Booties, Antiseptic Towelettes, Triangular Bandages, Germicidal Disposable Wipes, Gauze Rolls, Mask, Disposable Apron, Paper Towels, Red 2 (Fluid Control Solidifier), Infectious Waste Bags, Personal Antimicrobial Wipes, First Aid Guide, Tape, Biofreeze (Pain Relieving Gel), Sanizide Germicidal Solution, Eye Dressing Unit, Ammonia Inhalant Pads, Fingertip Bandages, Knuckle Bandages, Insect Sting Relief, Adhesive Strip Bandage, 4 inch Bandage Compress, CPR Filtershield (mouth barrier).

**NOTE: In any situation where blood remains in the area , after a victim is removed, contact General Services for cleaning. DO NOT attempt to clean the area, as specialized handling is required.**

In an emergency situation where no trained personnel are available, proceed with caution and follow this basic First Aid advice:

### 6.1 General Advice

- ▽ Keep the victim still and comfortable. Do not move the victim.
- ▽ Ask victim, "Are you okay?" and "What is wrong?"
- ▽ Check breathing. If necessary, trained personnel, upon arrival, will administer CPR. In cases where it is possible, the victim's permission will be sought first.
- ▽ Look for emergency medical ID, question witnesses and give all information to the qualified emergency personnel upon arrival.
- ▽ Continue to assist the victim until help arrives.



### 6.2 Shock

Symptoms to watch for: Restlessness, pale cool clammy skin, weak but rapid pulse, shallow breathing, bluish lips, nausea and overall weakness.

- ▽ Have the victim lie down.
- ▽ Elevate the victim's feet.
- ▽ Keep him or her warm but not overheated.
- ▽ Stop any bleeding. (*See First Aid for Bleeding*)
- ▽ Do not administer anything into the victim's mouth.
- ▽ Wait for trained medical assistance.



## 6.3 Bleeding

- ▽ Cover the wound with a clean dressing.
- ▽ Elevate the wound.
- ▽ Control serious bleeding by direct pressure on the wound with the fingers for 5 to 15 minutes, until the bleeding stops.
- ▽ If there is an object or foreign substance in the wound, DO NOT remove it. Apply pressure to the side of the wound rather than directly on the object.
- ▽ If bleeding continues before help arrives, new bandages should be added but do not remove the saturated ones. Removing the first bandages may incur additional bleeding.
- ▽ Once bleeding has stopped, secure the dressing in place with tape or some other means to minimize the chances of renewed bleeding.

20 MINUTES



## 6.4 Nose Bleeds

- ▽ Have the victim sit down, lean forward and gently pinch together the soft part of the nose for 20 minutes.
- ▽ A cold compress can also be placed on the bridge of the nose.
- ▽ If material is lodged in the nose, request medical assistance.
- ▽ If it appears that the nose is broken, apply a cold compress to the bridge of the nose and seek medical attention.



## 6.5 Cuts and Abrasions (Scratches)

- ▽ Cleanse the area thoroughly with soap and warm water.
- ▽ Apply direct pressure to the wound until it stops bleeding (*See First Aid for Bleeding*)
- ▽ Put sterile bandage on the wound.
- ▽ If the cut is deep or there are signs of infection (swelling, redness, pain, fever, pus), advise the victim to see a doctor immediately.



## 6.6 Burns

- ▽ **First-degree** — involves only the surface of the skin and is characterized by reddening. Flush with cool running water; apply moist dressings and bandage loosely.
- ▽ **Second-degree** — extends beneath the skin's surface and causes blistering and severe pain.
  - A clean, dry dressing can be placed on less serious burns to ease pain and protect the burn from contamination. Do not use water as it may increase risk of shock.
- ▽ **Third degree** — is the most severe and is characterized by charring and destruction of the skin's layers.
  - Wet dressings or ointments should NEVER be used. Instead, gently apply dry, sterile dressings held in place by bandages. **Seek immediate medical attention.** Severe burns can cause shock and loss of body fluids.
- ▽ **Chemical Burns**
  - Flush any chemical and/or fire burns with cold water or immerse the affected area in clean cold water for immediate cooling of the burn.
  - Continually bathe chemical burns with running water for at least 20 minutes to dilute the substance.
  - If a chemical powder has caused the burn, before washing, it should be carefully brushed off with gloved or protected hands.



## 6.7 Seizures

- ▽ Protect the victim from accidental injury during the seizure by not putting any objects in the person's mouth or trying to hold down their tongue.
- ▽ If possible, remove any objects from the victim's area that may cause them harm.
- ▽ Once the seizure is over, question the person about the need for medical assistance.



## 6.8 Eye Injuries

- ▽ In the case of foreign materials in the eye, the eye should be flushed immediately with a cool, sterile saline solution or plain tap water for 15 to 30 minutes.
- ▽ The affected eye should be held open during the flushing process.
- ▽ **NEVER** attempt to remove embedded objects from the eye.
- ▽ If the flushing process does not remove an embedded object in the eye, lightly bandage both eyes. This will keep the injured eye from moving by preventing the victim from looking around, reducing the risk of further damage, then seek medical attention.



## 6.9 Falls

During the course of a workday, anyone can slip, trip or fall anywhere under a broad range of conditions, even in the seemingly benign office setting. Because everyone uses stairs so often, it is easy to forget that they can be hazardous.

- ∇ Use handrails whenever possible and use extra caution when you are carrying something and can't grip the handrail.
- ∇ Walk up and down stairs rather than running or jumping.
- ∇ Only carry loads that you can see over.
- ∇ Promptly report unsafe conditions like poor lighting or clutter.

### Other tips

- ∇ Wear slip-resistant footwear.
- ∇ Watch where you are walking
- ∇ Do not carry loads obstructing your view.
- ∇ Keep your work area free from obstructions.
- ∇ Keep computer cords and other cables from walkways.

Any individual using a ladder or when exposed to an unprotected edge or other fall hazards shall do so in accordance with applicable Occupational Safety and Health Administration (OSHA) standards.

(See <http://www.osha.gov/>)

### Ladder safety

- ∇ Anchor the top and bottom of the ladder. Get someone to hold the bottom of the ladder while you climb then tie off the top of the ladder to keep it from sliding or falling over.
- ∇ Never allow more than one person on a ladder; should they fall they can cause you to fall too.
- ∇ Use tool belts or a bucket to raise/lower items
- ∇ Always maintain positive control while climbing (two feet and one hand or two hands and a foot in contact while on the ladder).
- ∇ Always face the ladder when climbing up or down.
- ∇ Leaning out too far will cause you to lose your balance and fall.
- ∇ Do not allow others to work under a ladder in use



## 6.10 Accidents Involving Agency Vehicles

During business hours, call the agency's Administrative Assistant, Debbie Anderson (734-8626) for vehicle accidents, especially those involving injury. She will follow up with the agency Director and the Director of Finance and Business Operations (F&BO). A SC State Vehicle Operator's "Report of Accident" form along with the police officer's report and estimates for repair will be submitted by F&BO to the appropriate authority.

After business hours, contact the agency Director (803-234-2185) or, in her absence, the Finance Director (803-345-7035).

Follow other First Aid/emergency procedures as appropriate.

## 6.11 Pandemic Influenza

A pandemic is a global disease outbreak. Influenza pandemic occurs when a new influenza A virus emerges for which there is little or no immunity in the human population. The virus begins to cause serious illness and spreads easily from person-to-person. Impacts can last for weeks to months. There will be little warning time between the onset of a pandemic and its arrival in the United States.

The State of South Carolina's Emergency Operations Plan contains a section on Pandemic Influenza that describes South Carolina's potential situation and that addresses five major areas: communication of medical information; identifying and tracking influenza, vaccine programs, distribution of medications, and public health authority and disease control.

Each state agency has to play its part in raising the awareness of State Government employees and in preparing for its impact on operations. Agencies need to have policies in place that can address unique challenges of a pandemic, such as:

- ∇ Compensation and paid leave (i.e., impact of suspended work functions)
- ∇ Flextime work arrangements or having a plan to replace those who are sick or unable to work
- ∇ Preventing influenza spread at the worksite (e.g., distancing employees who show signs of illness, developing guidelines to modify the frequency and type of face-to-face contact among employees and between employees and customers, etc.)
- ∇ Addressing the movement of employees out of affected areas (have a plan to deal with travel restrictions)
- ∇ Continuity of the payroll systems, etc.

### Personal preparation

- ∇ Get the facts; educate yourself.
- ∇ Get a flu shot each year.
- ∇ Stay home when you are sick.
- ∇ Avoid close contact with people who are sick.
- ∇ Cover your mouth and nose with a tissue when coughing or sneezing.
- ∇ Wash your hands.
- ∇ Avoid touching your eyes, nose or mouth.

Influenza is not a cold, influenza:

- ∇ Comes on suddenly.
- ∇ Starts with:
  - o Sore throat
  - o Fever
  - o Headache
  - o Profound fatigue

**A pandemic is not imminent, but preparation is important. How well we handle a pandemic situation is up to all of us. For more information, see [http://www.scdhec.net/administration/ophp/pandemic\\_preparedness.htm](http://www.scdhec.net/administration/ophp/pandemic_preparedness.htm) (Public Health Preparedness: SC Pandemic Influenza Preparedness).**

## 7. NATURAL HAZARDS

This section covers natural hazards or “acts of God” such as earthquakes, tornadoes, floods, hurricanes, and the like.

### 7.1 Fire



Although fires can be and often are man-made, they can also occur as a result of natural hazards such as thunderstorms and lightning. **NOTE: Extinguish small, self-contained fires with fire extinguisher. Otherwise, DO NOT ATTEMPT TO CONTROL A FIRE.** Fire extinguishers are located throughout both buildings. (See Appendices for building maps and specific locations.)

- ▽ Pull the nearest fire alarm. This begins a sequence of events to notify both the Columbia Fire Department and the Division of General Services. (The Division of General Services will place the call to the Fire Department. The Fire Department will arrive within minutes of notification.)
- ▽ Evacuate the building. (See sections 4.1 and 4.2.) **Treat each alarm as a true emergency** – time is of the essence.
- ▽ **DO NOT ASSUME THAT IT IS ONLY A DRILL! DRILLS WILL NOT BE ANNOUNCED!**
- ▽ Notify Emergency Coordinator Debbie Anderson of the fire’s location. Emergency Coordinator Anderson:
  - Informs General Services and the agency director.
  - Documents the incident for agency records.

S.C. State Government has a “Fire Alarm Monitoring Services Agreement” established between the Budget and Control Board/General Services Division (B&CB/GSD) and the University of South Carolina (USC) for fire alarm monitoring services.

USC provides fire alarm monitoring of B&CB/GSD buildings, one of which is the S.C. State Library, via a Proprietary Supervising Station System. The agreement states that USC shall respond immediately to all fire alarm signals received by its Proprietary Supervising Station System by contacting City of Columbia or Richland County emergency services at phone number 9-911 and by electronic mailing to specific B&CB/GSD personnel.

USC, under the agreement, must also immediately contact the B&CB/GSD Energy Facility Computer Room at 734-3410 when a fire alarm is received between the hours of 5:00 A.M. – 9:00 P.M. weekdays, or the answering service at 1-800-673-4360, when a fire alarm is received between the hours of 9:00 P.M. – 5:00 A.M. weekdays, weekends and holidays. All contacts shall include the building name, time of alarm, and an indication that the Fire Department has been notified.

The agreement further provides that USC shall:

- ▽ Immediately contact the Energy Facility Computer Room to provide information on trouble and supervisory alarms received by USC.
- ▽ Monitor the buildings for trouble, supervisory and/or failed communications signals and shall immediately notify the B&CB/GSD Energy Facility Computer Room of any system problems.
- ▽ Fax a daily Fire Systems Building Report to the B&CB/GSD.

- ▽ Provide contact numbers for Monitors/Dispatchers to coordinate B&CB/GSD fire system maintenance and testing.
- ▽ Provide Monitors/Dispatchers 24/7.
- ▽ Provide and be responsible for the maintenance of the Proprietary Supervising Station System, local phone lines and Bell South phone numbers within its facility; B&CB/GSD shall provide and be responsible for the fire alarm systems, communications (equipment and lines), local phone lines and Bell South phone numbers within each building.

## 7.2 Flooding and Water Damage



### General Precautions

When water damage/flooding is anticipated, all electrical equipment should be unplugged, secured and if practical, raised off the floor. In buildings with fire protection sprinkler systems, documents and computers should be covered to protect from possible water damage.

### Flash Flood Safety Rules

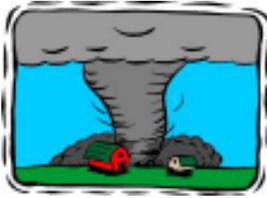
When inside, if ordered to evacuate or if rising water is threatening, leave immediately and get to higher ground. If caught outdoors, go to higher ground immediately. Do not try to walk through flowing water more than ankle deep.

### Damage Assessment

**NOTE: For General Services notifications, always notify the agency's Administrative Assistant (Debbie Anderson) or her back up (F&BO Director) first. Only in their absence are supervisors responsible for direct notification of General Services.**

- ▽ Immediately notify General Services (SC Budget and Control Board, Facilities Management Office) of obvious flooding/water damage.
- ▽ Immediately evacuate if instructed to do so by General Services personnel.
- ▽ If computer equipment is involved, immediately contact the IT Services director. IT staff will secure equipment.
- ▽ Senior managers are to:
  - Coordinate staff for a check of specific departmental areas, especially "hidden" places such as stairwells, storage areas, and the like.
  - Notify General Services staff of any additional areas requiring attention.
  - Determine recovery procedures needed.
- ▽ Do not troubleshoot an uncertain situation, but if you know the source of the water and are fully confident of your ability to stop it, e.g., unclog a drain stuffed with debris or turn off running water at a sink, do so cautiously.
- ▽ Precautions for electrical hazards:
  - Use extreme caution if there are electrical appliances or electrical outlets near a leak or standing water; evacuate the area.
  - **Contact General Services immediately and wait for power shut off by an electrician before proceeding with any other type action.**
  - Alternate sources of lighting should be available. Use them.
  - Only General Services should restore electricity.
- ▽ Use good judgment and emergency supplies to help protect materials, equipment, or other important items in jeopardy. Take only those steps needed to avoid or reduce immediate water damage such as covering large objects with plastic sheeting and moving small or light objects out of the affected areas. **Only take actions that can be accomplished safely.**

## 7.3 Tornadoes



A tornado is a particularly dangerous severe storm with rotary winds that can exceed 300 miles-per-hour, usually accompanied by hail, severe thunderstorms and oftentimes, dangerous lightning. These winds, in a relatively small area, can leave a path of total destruction. Flying debris may become deadly missiles that injure and kill. **The National Weather Service usually issues the following:**

- ▽ Tornado Watch – meteorological conditions are favorable for severe weather/the formation of tornadoes.
- ▽ Tornado Warning—severe weather/a tornado has actually been sighted

### **When there is no advance warning:**

- ▽ Get away from open doorways and windows. Move against an interior wall.
- ▽ If caught outside, lie flat in a ditch and cover your head with your hands.
- ▽ Get under anything that affords some form of protection and/or wrap your arms around your head.

### **When there is advance warning, respond as follows if inside:**

- ▽ Remain calm.
- ▽ Locate flashlights.
- ▽ Monitor radio and Internet weather bulletins.
- ▽ Alert patrons of potential dangers in a polite but firm manner.
- ▽ Go to an interior hallway or other enclosed area on a lower floor away from windows.
- ▽ Stay away from exterior walls and glass.
- ▽ Stay off elevators.
- ▽ Use telephones for emergency purposes only.
- ▽ Secure computer equipment (*IT staff ONLY. As time permits and as they determine appropriate, IT staff will move computer equipment to an interior hallway or other safe location away from windows and exterior doors.*)

### **If outdoors:**

- ▽ Seek immediate shelter.
- ▽ If unable to get to shelter, seek a ditch or depression in the ground and lie flat.

### **If in an automobile:**

- ▽ Stop as quickly as safety permits, exit the vehicle and seek shelter in a ditch or depression in the ground; lie flat.
- ▽ Avoid power or utility lines.

### **After a Tornado/Severe Weather**

- ▽ Floor Wardens should check for injured occupants
- ▽ The Emergency Preparedness Team should decide if a building evacuation is required.

## 7.4 Hurricanes



SC usually experiences several hurricanes each year, normally between June and November. Hurricanes bring large amounts of rain and strong winds. The danger lies in flying projectiles and winds creating enough damage to cause structures to collapse, gas leaks, etc.

Category	Wind Speed (mph)	Damage
Tropical Storm	39-73	Tend to produce especially heavy rain
One	74-95	Minimal: possible flooding
Two	96-110	Moderate
Three	111-130	Extensive: Small buildings, low-lying roads cur off
Four	131-155	Extreme: Roofs destroyed, trees down, roads cut off, etc.
Five	>155	Catastrophic: Most buildings destroyed; vegetation destroyed; major roads cut off; homes flooded

#### **Managers are to:**

- ▽ Maintain and have readily available emergency employee telephone lists for those persons in their departments or supervisory chain.
- ▽ Monitor E-mail or <http://www.sc.gov/> for the official word about State Government closings and related directives. When a State Government directive for closing is issued:
  - o Dismiss staff.
  - o Notify any scheduled volunteers of closing.
  - o Check meetings and other event schedules and cancel as appropriate.
  - o Change voice mail to reflect closing.
  - o Leave building.

#### **Hurricane Readiness**

Hurricanes and thunderstorms are usually predicted days ahead of time. These procedures are specific to the five conditions of hurricane preparedness. OPCON is an abbreviation of “**OP**erating **CON**dition.” However, things can change quickly during an actual hurricane. As such, the procedures that follow are guidelines only.

**OPCON 5:** Hurricane Season (June 1 – November 30)

**OPCON 4:** Notification

**OPCON 3:** Standby

**OPCON 2:** Full Alert (An order is made to close State offices)

**OPCON 1:** Evacuation, followed by Reentry and Recovery Procedures

#### **OPCON 5: The Beginning of the Hurricane Season**

- ▽ Emergency information relating to the State Library and the state’s public libraries will be posted to the State Library’s website.
- ▽ A digital photographic file of key areas of the interior and exterior of both buildings should be maintained and backed up on the library’s server and on physical media and kept off site. Updates to this file should be made as key areas of the facilities change. *(The CMS director coordinates this task with the IT director. The agency’s Administrative Assistant works with both to identify key areas.)*

#### **OPCON 4: Notification of Possible Storm**

- ▽ The Emergency Preparedness Taskforce will regularly monitor weather bulletins.
- ▽ The Agency Director and Emergency Coordinators Anderson and Mullin will monitor the Richland County online system for weather reports.
- ▽ The Agency Director or Emergency Coordinators Anderson and Mullin will notify Department Directors of a change in status to OPCON 3. Department Directors will notify their employees.

#### **OPCON 3: Standby**

In this phase, hurricane conditions are possible and may threaten the area within the next 36 hours. Weather officials will announce a specific affected area and time period of danger.

- ▽ The Agency Director will notify the Emergency Taskforce and Department Directors of the OPCON 3 status.
- ▽ Department Directors will notify their staff of the OPCON 3 status.
- ▽ Collection Management Services staff will refer to the “Salvage-at-a-Glance” procedures in this manual for further instructions on preparing the collection for a possible storm.

- ∇ The Director of the Finance & Business Office will ensure that important records are stored in a safe place and will work with IT to ensure the same for electronic files.
- ∇ Human Resources will ensure that employee files are stored in a safe place and will work with IT to ensure the same for electronic files.
- ∇ Information Technology staff are responsible for the SIRSI system. The notification to shut down the system may occur at any time during the OPCON 3 phase. Therefore, a current backup should be available on the library's server and on physical media at an off site facility. Refer to the Section 8.2 for additional information.
- ∇ Monitor the State Employees Weather Alert at [http://www.scemd.org/scgovweb/weather\\_alert.htm](http://www.scemd.org/scgovweb/weather_alert.htm) for the official word about State Government closings and related directives.

### **OPCON 2: Full Alert**

Hurricane-force winds and flooding are expected within 24 hours or less with sustained winds of 74 mph or higher.

- ∇ Upon receipt of the official word that State Government offices are closing, the Agency Director immediately closes the library.
- ∇ Department Directors discontinue activities and dismiss non-essential staff.
- ∇ Staff with events scheduled that will involve people traveling to the library from other states, or South Carolina areas not affected by hurricane conditions, should cancel activities and notify all affected persons.

**NOTE:** *How much time there will be to accomplish the following tasks will depend on when the OPCON 2 status is issued. It is entirely possible that circumstances may be such that none can be carried out. This is a decision that will have to be made in real time. The goal is to accomplish whatever is possible without endangering personal safety or jeopardizing the ability of remaining staff to evacuate to a safe location.*

- ∇ Remaining staff (Emergency Preparedness Team [floor wardens, monitors, etc.] and other essential staff designated by Department Directors) complete preparations begun in the OPCON 3 stage.
  - o Secure materials, records, and equipment.
  - o Wrap in plastic all critical paper records, software CDs and the like, service contracts, software agreements, and other important items and take them to designated storage areas.
  - o In previously identified problem areas where collections and IT equipment are housed, cover with plastic sheeting.
  - o Shut down all computers.
  - o Secure computer equipment as directed by the IT staff.
  - o Disconnect other electrical equipment and appliances throughout the library.
  - o Wrap and secure equipment such as telephone sets, file cabinets, etc.
  - o Submit all agency cash on hand to the Finance Director who will secure it.
  - o Follow routine closing procedures.
  - o General Services will perform any other building security/maintenance procedures.
- ∇ The Agency Director, Disaster/Safety Task Force Chair and both Emergency Coordinators are to keep up-to-date agency personnel phone lists in their homes at all times.
- ∇ Should the storm strengthen, the library moves into OPCON 1 status.
- ∇ If the storm diminishes, State officials will reopen facilities and resume State Government Operations. Staff should monitor the State Employees Weather Alert at [http://www.scemd.org/scgovweb/weather\\_alert.htm](http://www.scemd.org/scgovweb/weather_alert.htm) or listen to or watch media broadcasts for the official word about resumption of State Government operations.

### **OPCON 1: Reopen and Reentry Activities (See Section 12– Recovery Activities)**

**NOTE: The Governor makes the decision for mandatory evacuation of the specific areas of the State.**

Employees should:

- ∇ Access storm updates via media coverage and the official websites.
- ∇ Return to work immediately upon notification by the media of the resumption of State Government operations.
- ∇ Contact their immediate supervisor as soon as possible in the event of difficulty in returning to work.

- ▽ Under NO circumstances should staff re-enter the building for the first time alone. The Agency Director and/or both Emergency Coordinators accompanied by General Services personnel should be the first staff to re-enter both buildings. The Agency Director will be contacted by General Services officials should building access become problematic.
  - o The Agency Director will notify Department Directors and Emergency Coordinators.
  - o Departmental Directors will notify their staffs should General Services decide not to authorize building access. When this happens, employees are to return to work ONLY after notification from their Department Director, the Agency Director or a member of the Emergency Preparedness Team.

## 7.5 Thunderstorms and Lightning



Thunderstorms often generate lightning that can damage buildings and strike people. There is more energy contained in a thunderstorm than in a nuclear bomb. All thunderstorms are dangerous. **Lightning kills more people each year than tornadoes.**

The typical thunderstorm is 15 miles in diameter and lasts an average of 30 minutes. A storm is characterized by the presence of heavy rain, lightning and thunder, damaging winds and the possibility of large hail.

### Indoor Precautions

- ▽ Remain calm.
- ▽ Locate flashlights. Monitor radio and Internet weather bulletins.
- ▽ Stay away from exterior walls and glass.
- ▽ DO NOT use elevators.
- ▽ Use telephones for emergency purposes only.
- ▽ Avoid water fixtures, telephone lines and any electrical conducting materials, such as computer network communication cables.

### Outdoor Precautions

- ▽ Go to a safe shelter immediately, such as inside a sturdy building or a hard top automobile with the windows up, which can also offer fair protection.
- ▽ If you are in a motor vehicle, remain there.

## 7.6 Winter Storms and Extreme Cold

This region is generally unaccustomed to snow, ice, and freezing temperatures. Once in a while, cold air penetrates south and temperatures fall below freezing. Wet snow and ice rapidly accumulate on trees with leaves, causing the branches to snap under the load. Heavy snowfall, ice storms or extreme cold can immobilize an entire region with paralyzing cold. Everyone is potentially at risk during winter storms.



**The National Weather Service will broadcast several types of messages to notify specific locations or general areas of impending or actual severe weather.** Understanding weather warnings is essential. **Familiarize yourself with these terms** used by weather forecasters so that you clearly understand the risk:

### ▽ Winter weather/travelers advisory

- o Is issued when ice and snow are expected to hinder travel. Winter weather conditions are expected to cause significant inconveniences and may be hazardous, especially to motorists.

### ▽ Winter storm watch

- o Means severe weather conditions – such as freezing rain, sleet or heavy snow – could affect your area. A winter storm is possible. Avoid unnecessary travel before or during the storm. Be alert, a storm is possible.

### ▽ Winter storm warning

- o Means severe weather is occurring or about to occur in your area. Take action. Stay indoors during the storm and avoid travel. If it is absolutely necessary and you must drive, consider the following:
  - § Travel in the day, don't travel alone, and keep others informed of your schedule
  - § Stay on main roads; avoid back road shortcuts

### ▽ Blizzard warning

- o Snow and strong winds combined will produce blinding snow, near zero visibility, deep drifts, and life-threatening wind chill--seek refuge immediately. Sustained winds or frequent gusts to 35 miles per hour or greater and considerable amounts of falling or blowing snow (reducing visibility to less than a quarter mile) are expected to prevail for a period of three hours or longer. Sometimes winter storms are accompanied by strong winds creating blizzard conditions with blinding wind-driven snow, severe drifting, and dangerous wind chill. Strong winds with these intense storms and cold fronts can knock down trees, utility poles and power lines.

### ▽ Frost/freeze warning

- o Below freezing temperatures are expected. If travel by car is necessary during a winter weather advisory or winter storm watch, do so in daylight, don't travel alone, keep others informed of your schedule and route, and stay on main roads. Avoid driving during a winter storm warning or blizzard warning.

## Winter Precipitation/Weather Terms

- ▽ **Wind Chill** — The wind chill is based on the rate of heat loss from exposed skin caused by combined effects of wind and cold.

- ▽ **Freezing Rain** — Rain that falls onto a surface with a temperature below freezing. This causes it to freeze to surfaces, such as trees, cars, and roads, forming a coating or glaze of ice. **Even small accumulations of ice can cause a significant hazard.** Rain that freezes when it hits the ground can create a coating of ice on roads, walkways, trees, and power lines.

- ▽ **Sleet** — Rain drops that freeze into ice pellets before reaching the ground. Sleet usually bounces when hitting a surface and does not stick to objects. However, it can accumulate like snow and cause a hazard to motorists, because it also causes moisture on roads to freeze and become slippery.

### ▽ **Snow**

- o **FLURRIES** - Light snow falling for short durations. No accumulation or light dusting is all that is expected.
- o **SHOWERS** - Snow falling at varying intensities for brief periods of time. Some accumulation is possible.
- o **BLOWING SNOW** - Wind-driven snow that reduces visibility and causes significant drifting. Blowing snow may be snow that is falling and/or loose snow on the ground picked up by the wind.
- o **Heavy Snow Storms** — Heavy snow can immobilize a region and paralyze a city, stranding commuters, stopping the flow of supplies, and disrupting emergency and medical services. Accumulations of snow can collapse buildings and knock down trees and power lines.

- ▽ **Ice Storms** — Heavy accumulations of ice can bring down trees, electrical wires, telephone poles and lines, and communication towers. Communications and power can be disrupted for days while utility companies work to repair the extensive damage. Even small accumulations of ice may cause extreme hazards to motorists and pedestrians.

## Extreme Cold

Extreme cold often accompanies a winter storm or is left in its wake. Prolonged exposure to the cold can cause frostbite or hypothermia and become life threatening. Infants and elderly people are most susceptible. In areas unaccustomed to winter weather, near freezing temperatures are considered "extreme cold." **Dress for the weather:**

- ▽ Wear a hat. Half your body heat loss can be from the head.
- ▽ Wear mittens, snug at the wrist, which are warmer than gloves.
- ▽ Wear several layers of loose fitting, lightweight, warm clothing rather than one layer of heavy clothing to trap body heat. Trapped air insulates. Layers can be removed to avoid perspiration and subsequent chill.
- ▽ The outer garments should be tightly woven, hooded and water repellent.
- ▽ Cover your mouth with a scarf to protect your lungs.
- ▽ Try to stay dry.

## If CAUGHT in a Winter Storm...

### Outside

- ▽ Find shelter
- ▽ Try to stay dry
- ▽ Cover all exposed parts of the body

### In a Car or Truck

- ▽ Stay in your car or truck. Disorientation occurs quickly in wind-driven snow and cold.
- ▽ Run the motor about ten minutes each hour for heat.
- ▽ Open the window a little for fresh air to avoid carbon monoxide poisoning.
- ▽ Make sure the exhaust pipe is not blocked.
- ▽ Make yourself visible to rescuers.
- ▽ Turn on the dome light at night when running engine.
- ▽ Tie a colored cloth (preferably red) to your antenna or door.
- ▽ Raise the hood indicating trouble after snow stops falling.
- ▽ Exercise from time to time by vigorously moving arms, legs, fingers, and toes to keep blood circulating and to keep warm.

State vehicles should be properly winterized through regularly scheduled maintenance procedures. **Agency vehicle maintenance is under the auspices of the Finance and Business Operations department.**

## 7.7 Extreme Heat

Familiarize yourself with these terms to help identify an extreme heat hazard:

### ▽ Heat Wave



Prolonged period of excessive heat often combined with excessive humidity.

### ▽ Heat Index

A number in degrees Fahrenheit (F) that tells how hot it feels when relative humidity is added to the air temperature. Exposure to full sunshine can increase the heat index by 15 degrees.

### During a heat emergency

- ▽ Stay indoors as much as possible and limit exposure to the sun.
- ▽ Drink plenty of water.

## Heat exhaustion

A condition that is generally caused by overexertion in hot temperatures, with symptoms that include heavy sweating, pale clammy skin, dilated pupils, a slightly elevated body temperature, cramps, weakness, dizziness, nausea, vomiting, headache, mental confusion and sometimes unconsciousness.

### First aid for heat exhaustion

- ▽ Remove the victim from the source of heat to a cool place, preferably near a fan or air conditioner.
- ▽ Elevate the person's legs to improve blood circulation to the brain.
- ▽ Loosen clothing, if possible.
- ▽ Cool the body with wet compresses or ice packs.
- ▽ If cramping occurs, the arms and legs should be massaged.
- ▽ If the person is responsive and not nauseated, give them electrolyte beverages (e.g., Gatorade) or water.
- ▽ **DO NOT** give the person caffeinated beverages.

## 7.8 Earthquakes



South Carolina experiences several earthquakes annually. Currently, there is no reliable method for predicting the time, place and size of an earthquake. **During an earthquake, remain calm and follow these procedures:**

### Indoors

- ▽ Seek areas of the building that are likely to provide the most protection. The standard advice is to immediately duck, cover and hold.
  - o Duck under a sturdy piece of furniture (table or desk), cover your eyes with your arm and hold on.
  - o If you are NOT near a strong table or desk, sit on the floor near an interior wall and away from windows or furniture that could topple over.
  - o Doorways are not necessarily safer than other locations, but if you seek protection in one, make sure it is a doorway without doors because doors may swing back and forth violently.
  - o Avoid being in or under stairwells or near building expansion joints.
- ▽ Stay away from glass, windows, shelves, heavy equipment and outdoor walls.
- ▽ Do not use elevators.
- ▽ Be prepared for aftershocks.
- ▽ If telephones are working, call 9-911 if emergency help is needed after the initial shock.

- ∇ If there is a related emergency, such as a fire or gas leak, immediately activate any available building alarm.
- ∇ Report physical damage to Emergency Coordinator assigned to your building, any member of the Emergency Preparedness Team, or to the Agency Director. Emergency Coordinator Anderson will follow up with a call to General Services.

### **Outdoors**

- ∇ Move away from buildings, trees and utility poles. Remain at least 500 feet away from such structures.
- ∇ Avoid power or utility lines.
- ∇ Lie or sit down to avoid being thrown about during a quake.
- ∇ If you are in an automobile, pull over to the side of the road and stop. Avoid power lines, trees, overpasses and masonry or high rise buildings. Stay in the vehicle for the shelter it offers.

### **When shaking subsides**, evacuate the building as follows (See section 3):

- ∇ Assist persons with disabilities in exiting the building.
- ∇ Walk to the nearest exit and ask others to do the same.
- ∇ Do not use elevators; do not panic.
- ∇ Once outside, watch for falling debris and move to a clear area at least 500 feet away from the affected building(s). Stay away from power lines, utility poles and trees.
- ∇ Keep roadways, fire lanes, hydrants and walkways clear for emergency crews.
- ∇ If you are asked and wish to do so, assist emergency crews.
- ∇ Keep clear of any emergency command posts unless you have official business.
- ∇ Do not re-enter an evacuated site unless directed to do so and NEVER re-enter alone.

## 8. TECHNICAL HAZARDS

### 8.1 Power Loss



- ▽ Remain calm. If in darkness, announce yourself to other staff and patrons.
  - ▽ Notify the Emergency Coordinator assigned to your building
    - o Coordinator Anderson contacts General Services, documents the incident and reports to the Agency Director.
  - ▽ If possible, open window blinds or shutters to provide light.
  - ▽ If you are in an unlit area, proceed cautiously to an area that has emergency lights.
    - o Walk slowly, feeling your way cautiously.
    - o Listen for other people and sound cues.
- ▽ If you are in an elevator, stay calm. Use the emergency button to summon help. (See section 8.3 “Elevator Emergencies”)

In the event of loss of power for several hours, decisions related to continued operation or closure will be made by the Agency Director. Upon notification of closure, staff should follow basic procedures for closing the library.

Most power loss situations do not require building evacuation, but, if the fire alarm sounds, evacuate. DO NOT re-enter the building alone and DO NOT re-enter until directed to do so. Follow evacuation procedures outlined in Section 3.

### 8.2 Computers, Network, and other IT Equipment



#### Backup of Business essential data

Information Technology Services (IT) is responsible for conducting backup operations in order to retain business essential data for the Library in the event of a disaster. The IT Director determines off-site locations for storage of backup data. A yearly business analysis should be conducted to ensure all essential data is being backed up and that the frequency and location of the backup is relevant to the importance of the data. In the event that a disaster occurs the IT Director should conduct a damage assessment to determine the best course of action for IT. A thorough damage assessment is critical to a timely restoration of operations. In the event of data loss the most recent available backup will be restored. In the event of hardware loss or failure IT will work with F&BO to replace the hardware. Once the hardware has been replaced and configured the most recent backup should be restored.

**Employees are responsible for storing their business essential data to the file server.**

#### Potential Threats to System Health

##### ▽ Power failure

In the event of power loss all SCSL servers are connected to uninterruptible power supplies. These units provide enough power for the automated safe shutdown of the system. Any workstations that experience problems resulting from the loss of power should be reported to IT. Refer to Section 8.1.

##### ▽ Hardware Failure

If a hardware failure occurs IT will determine the course of action for replacing the hardware. The determining factors include vendors, warranties, cost, and age of failed equipment. Once the hardware is replaced and configured all necessary data will be restored.

▽ **Connectivity failure on the CIO network**

The SC State Library is dependent on the Chief Information Officer (CIO) for Internet connectivity. In the event of a loss of connectivity IT will contact the CIO immediately to obtain information pertaining to the extent and length of the outage. IT will inform all appropriate personnel.

▽ **Natural Disaster i.e. (Tornado, Hurricane, Earthquake)**

In the event of an impending natural disaster where warnings have been issued to provide sufficient time to do so, all workstations, servers and network equipment will be turned off and covered in plastic to prevent any possible water damage. If time permits and where appropriate, computer equipment will be moved to an area not likely to flood or get wet.

**If a natural disaster occurs without warning the loss of equipment will be much more significant.**

However, in either scenario, once the natural disaster has occurred the IT Director will conduct a damage assessment with support from department supervisors to determine the extent of the damage to IT resources. Once the assessment is complete the Finance and Business office will work with the IT Director to recoup insurance monies and make additional funds available to purchase replacement parts and units. If data loss occurs, a restoration from tape will be conducted by IT.

▽ **Malicious Hacking (a.k.a. Cracking)**

Recognizing intrusions or attempts is not easy. Generally, you will not be able to identify such without the aid of IT staff. However, at some point, you will be able to recognize that something is wrong with the operation of your computer system. If able to send e-mail, immediately notify the IT HELPDESK; otherwise notify IT staff using the most expedient means available to you. Once IT staff has determined that an attack has definitely occurred, they will notify the proper authorities. IT will also assess the loss of data or resources affected so that appropriate corrective measures can be taken.

▽ **Computer virus designed to assault Microsoft Windows operating systems (OS)**

Constant updates and virus definitions are the best preventive measure for OS vulnerabilities. If a system becomes infected, a removal will be attempted immediately by IT upon notification. In the event of data loss, a restore from tape will be conducted.

▽ **Denial of Service (DoS) assault from another system or systems**

These types of attacks are intended to prevent access to a particular resource or by a particular resource. In the event of a denial of service attack, systems will either be taken off-line or shutdown, and IT will contact the appropriate authorities.

## 8.3 Elevator Emergencies

**DO NOT use elevators during emergency situations. Always use the stairs.**

When an elevator malfunctions:



- ▽ Press the emergency button, which will automatically dial a number for help. Be prepared to give this information:
- o Building name and location
  - o Your name
  - o Floor number on which the elevator is stuck
  - o Number on the elevator
  - o If applicable, details about medical problems being experienced by those on the elevator

- ▽ If the elevator stops between floors and the door opens, stay in the car. DO NOT try to climb out or jump to the floor below.
- ▽ Do not try to pry open the door—it may cause other damage to the elevator and prolong the emergency.
- ▽ **Stay calm and wait for help to arrive.**
- o If the emergency lasts an extended period of time, sit on the floor and either look up or ahead so that you feel less confined.

## 9. ACTS OF VIOLENCE AND CRIMINAL BEHAVIOR IN THE WORKPLACE

Everyone is asked to assist in making the office a safe place by being alert to suspicious situations and promptly reporting them. Whether you dial 9-911 or a local police number first depends on the situation in which you find yourself. It's a determination you must be prepared to make. The workplace includes, but is not limited to, the building and the surrounding perimeters, including the parking lots and traveling to and from work assignments.

**NOTE: Once a situation is under control, always complete and submit an incident report form. The form is available on the agency's intranet and see sample form in Section 13.4.1.**

### 9.1 General crime prevention tips



- ▽ Secure any valuables left in your office.
  - ▽ Always lock your vehicle whenever you leave it.
  - ▽ Avoid walking in poorly lighted areas.
  - ▽ Always maintain an awareness of your surroundings.
  - ▽ When walking at night to the parking lot, have your keys and whistle ready. Should you need to get into your vehicle quickly to avoid trouble or attract someone's attention for help, valuable time will not be wasted searching for these items.
  - ▽ Avoid leaving car keys in the ignition and valuables on the seat. Lock all valuables in the trunk whenever possible.
- ▽ Employees conducting business after-hours should park their vehicles in as close proximity as possible to the back of the building. This will add to safety and will minimize any opportunity for confrontation with any civilian traffic.
- ▽ To add to their safety, employees should depart along with other colleagues at the end of a workday. Avoid being in the building(s) alone.

### 9.2 If uncertain about when it is appropriate to call the police, follow these tips:

- ▽ **AVOID RISKS.** If your personal safety is in jeopardy, immediately dial 9-911.
- ▽ If you observe or have knowledge of criminal behavior, dangerous criminal activity, suspicious persons, loitering or suspicious activities, assess the situation quickly and dial 252-2911 or 733-8684 for the Columbia Police Department.
- ▽ **TRUST YOUR INSTINCTS!** If you suspect something is wrong, or a situation seems dangerous, you may be right. Don't dismiss suspicious people, cars or situations.
- ▽ Once you have contacted the police, you will be asked the reason for your call, your name and location.
- ▽ Be observant to details for later reporting. Assist the officers when they arrive by supplying them with all additional information and ask others to cooperate. Providing a good description of the suspect is the best way to help with catching that person. Note height, weight, sex, race, approximate age, clothing, method and direction of travel. If possible, obtain license plate information, make and model of vehicle, color and outstanding characteristics.
- ▽ Do not attempt to apprehend or interfere with a suspect except for self-protection.
- ▽ If an actual crime has been committed, do not touch anything or disturb a crime scene.

## 9.3 Out of control patrons

If a patron is out of control, call 9-911. Out of control means the escalation has moved to cursing and threats of physical harm. Don't try to intervene in any way, call the police! **Tell the police to "send the nearest available unit!" By saying this, you alert the police that you are really in a dangerous situation in need of immediate attention.** Let them know that there is really, really something wrong. If a patron is out of control and then immediately calms down when he realizes you are calling the police, still call the police because the out of control behavior will return. Keep your personal cell phone (if available) with you or stay near an agency telephone.

- ▽ If you believe a person facing you is dangerous (armed robbery or potential assault):
- o Stay calm.
  - o Move slowly and explain any actions you take.
  - o Cooperate with demands.
  - o Be alert for weapon.
  - o Try to have an escape route behind you; don't let the person get between you and the escape route.
  - o If you choose to flee or hide, don't pause in flight.
  - o Do not try to return and assist an injured co-worker; it's better to get to a safe area and call for help.

## 9.4 Violence or Harassment Involving Co-workers

Workplace violence is any physical assault, threatening behavior, or threatening verbal abuse occurring in the work setting. The agency's Progressive Discipline Policy is used to address these situations. Conduct that may be considered threats or acts of violence include:



- o Hitting or shoving
- o Threatening harm
- o Making suggestion or intimidating that an act to injure a person will occur, etc.

Although it is important that employees immediately report instances of co-worker violence to any available supervisory or management personnel, **an employee has the right to take immediate action, including calling the police, to ensure his personal safety—particularly if it is a life-threatening situation.** This is a personal judgment issue. Administration will respond accordingly to ensure the personal safety of all involved. Once a situation is resolved, administration will take other appropriate actions (see the agency's Progressive Discipline Policy that is posted on the intranet).

**Situations involving co-worker harassment should be handled internally** because an investigation has to be conducted regarding statements made and other actions alleged as harassment. **Employees should report, without delay, these situations to their immediate supervisor**—who in turn will notify the Human Resources Manager (HR) and the Agency Director. Administration will make every effort to resolve the issue by using HR/employee relations processes (which may involve, depending on the situation, agency legal counsel). **Harassing behavior being alleged against an employee's supervisor should be reported immediately to the agency's HR Manager.** Employees dissatisfied with agency responses to harassment situations may follow State Government procedures for initiating complaints, may contact the South Carolina Human Affairs Commission or may retain legal counsel.

This section covers "acts of intent" such as terrorism, civil disturbances, hostage situations and the like.

## 10. TERRORISM AND RELATED THREATS

### 10.1 General Information

Prepare to deal with a terrorist incident by adapting many of the same techniques used to prepare for other crises:

- ▽ Be alert and aware of the surrounding area. The very nature of terrorism suggests that there may be little or no warning.
- ▽ Take precautions when traveling. Be aware of conspicuous or unusual behavior. Do not accept packages from strangers. Do not leave luggage unattended.
- ▽ Learn where emergency exits are located. Think ahead about how to evacuate a building or congested public area in a hurry. Learn where staircases are located.
- ▽ Be aware of heavy or breakable objects that could move, fall, or break in an explosion.



### 10.2 Homeland Security Advisory System

The Nation requires a Homeland Security Advisory System to disseminate information about the risk of terrorist acts to Federal, State and local authorities and to the American people. The System is binding on the executive branch of the federal government and suggested, although voluntary, to other levels of government and the private sector. Nationally, the decision whether to publicly announce Threat Conditions is made on a case-by-case basis by the Attorney General in consultation with the Assistant to the President for Homeland Security. The Attorney General conveys relevant information to Federal, State and local government officials, law enforcement authorities and the private sector. **There are five Threat Conditions. Each represents an increasing risk of terrorist attacks. From lowest to highest, the levels and colors are:**

- ▽ [Low Condition \(Green\)](#) — This condition is declared when there is a low risk of terrorist attacks.
- ▽ [Guarded Condition \(Blue\)](#) — This condition is declared when there is a general risk of terrorist attacks.
- ▽ [Elevated Condition \(Yellow\)](#) — An Elevated Condition is declared when there is a significant risk of terrorist attacks.
- ▽ [High Condition \(Orange\)](#) — A High Condition is declared when there is a high risk of terrorist attacks.
- ▽ [Severe Condition \(Red\)](#) — A Severe Condition reflects a severe risk of terrorist attacks. Under most circumstances, the Protective Measures for a Severe Condition are not intended to be sustained for substantial periods of time.

**Despite best efforts, there can be no guarantee that, at any given Threat Condition, a terrorist attack will not occur.** The assignment of a Threat Condition prompts the implementation of an appropriate set of Protective Measures, the specific steps an organization takes to reduce its vulnerability or increase its ability to respond during a period of heightened alert. These measures are determined and implemented by State Government officials.

## 10.3 Civil disturbance

In the event of a civil disturbance, move to a safe location and contact the police immediately. If the disturbance is outside, stay away from doors and windows, and find a safe place to remain until police arrive and secure the situation. Do not interfere with those persons creating the disturbance or with authorities at the scene.

**If you see someone with a weapon or hear shots fired (may sound like firecrackers), take the following steps:**

- ▽ Dial 9-911 if possible.
- ▽ Notify co-workers and others to get to a safe location.
- ▽ If occupying an office with a lockable door, lock your door; otherwise, retreat to another safe place and wait until the emergency is over. **IMPORTANT! Why remain in a safe lockable area rather than trying to exit the building?** You do not know if there is more than one intruder. "Lockdown" procedures (staying in your office) are used for the same reason as they are used at schools—it prevents panic and secures employees in a safe area. **You do not want to move from a known to an unknown situation—if you do not know the details of the situation, stay where you already know you are safe.**
- ▽ If you are notified by email or phone that a dangerous person is in the building, notify your co-workers in your area and have everyone lock themselves in their offices or other safe area and wait until the emergency is over.
- ▽ **Do not confront the individual.**

### **NOTE: State Library Safe Lockable Areas**

*Some State Library offices and work areas are equipped with doors that are lockable from the inside while others can only be key locked. Several restroom areas are also lockable.*

***It is the responsibility of every employee to be aware of his surrounding work area and the procedures that may make the difference between personal safety and harm during a civil disturbance situation. If you are housed in an office or work area without a lockable door, make sure you know the location of nearby lockable areas.***

*With the exception of building access and other selected keys that have been assigned to managerial, IT and other designated staff, State Library building keys are maintained solely by the agency's administrative assistant, Debbie Anderson.*

## 10.4 Hostage situation



Be patient. Time is on your side. Avoid drastic action. The captors in all probability do not want to harm persons held by them. The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive. The captor is emotionally unstable. Don't make mistakes that could jeopardize your well-being. Be prepared to answer the police on the phone.

### **Keep these tips in mind:**

- ▽ Don't speak unless spoken to and then only when necessary. Don't talk down to the captor who may be in an agitated state.
- ▽ Avoid appearing hostile.
- ▽ If medications, first aid, or restroom privileges are needed by anyone, say so.
- ▽ Maintain eye contact with the captor at all times possible, but do not stare. Treat the captor like royalty.
- ▽ Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
- ▽ Be observant. You may be released or escape. The personal safety of others may depend on your memory.
- ▽ Be patient. Attempt to establish rapport with the captor.

## 10.5 Explosions (See Section 3, "Building Evacuation Procedures")



- ▽ Take cover immediately under a sturdy desk or table. Remain there for at least 60 seconds, but be mindful that detonations may vary and are unpredictable.
- ▽ Stay clear of windows, glass display cases, overhead fixtures, glass doors, filing cabinets and bookshelves.
- ▽ **As soon as practical, pull the nearest fire alarm and evacuate the building.**
- ▽ Close any fire doors on your evacuation route.
- ▽ Notify the Emergency Coordinator assigned to your building.
  - Emergency Coordinator Anderson notifies General Services and the Agency Director and documents the incident.

## 10.6 Telephone and Mail Threats



For all circumstances described below:

- ▽ If you feel the threat is immediate, pull the fire alarm; BUT, keep in mind that pulling a fire alarm sets off a sequence of events that informs the SC Budget and Control Board's Office of General Services and, they in turn, notify the Columbia Fire Department.
- ▽ If a co-worker is nearby, while on the phone with the threatening caller, if you are able to signal the co-worker to notify the supervisor, without making it known to the caller, do so. Otherwise (for telephone or mail threats) notify the supervisor as quickly as possible.
- ▽ Supervisor notifies the Emergency Coordinator assigned to his building.
- ▽ Emergency Coordinator Anderson notifies both the Agency Director and General Services. They will decide the proper response, such as police/fire department notification and/or evacuation of the building.
- ▽ If an evacuation is ordered, follow the evacuation procedures outlined in Section 3.

### 10.6.1 Bomb Threats

#### If received in writing

- ▽ Notify supervisor. Supervisor notifies Agency Director.
- ▽ Written threats provide physical evidence that must be protected from contamination.
- ▽ Written threats and any envelopes in which they are received should be handled as little as possible and placed in a plastic or paper bag.
- ▽ All the circumstances of their receipt should be recorded.

#### If received by telephone

- ▽ Remain calm.
- ▽ Keep the caller on the line; ask him or her to repeat the message several times, and gather additional information, such as caller ID information.
- ▽ Use the "Bomb Threat" checklist. (See Section 13.4.2)
- ▽ Write down the threat verbatim, in the caller's own words, and record any additional information.
- ▽ Do not hang up on the caller under any circumstances.

## 10.6.2 What to do if you receive a biological (e.g., Anthrax) or chemical threat by mail

- ▽ Do not handle the mail piece or package suspected of contamination. Isolate it.
- ▽ Make sure that all suspicious packages are isolated and the immediate area cordoned off.
- ▽ **Evacuate the immediate area.**
- ▽ Ensure that all persons who have touched the mail piece wash their hands with soap and water.
- ▽ List all persons who have touched the letter and/or envelope; include contact information.
- ▽ If the package or letter has been opened and powder spills out, **DO NOT ATTEMPT TO CLEAN IT UP. KEEP OTHERS AWAY FROM THE AREA.**

## 10.6.3 What to do if you receive a radiological threat by mail

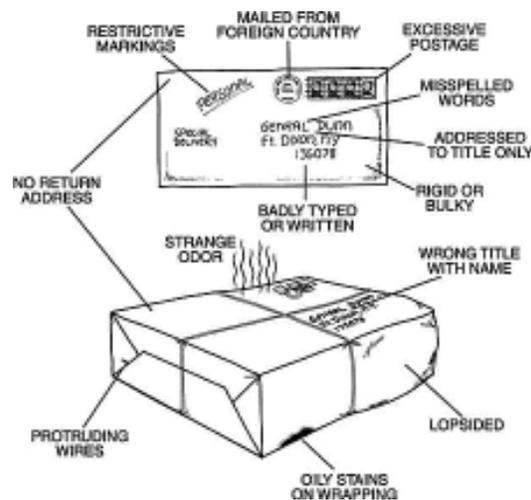
- ▽ Limit exposure; don't handle.
- ▽ **Evacuate the immediate area.**
- ▽ Shield yourself from the object.
- ▽ Follow previous procedures as outlined for notifications (See Section 2, "Directories and Notification Procedures")

## 10.7 Suspicious Mail, Objects, or Substances

▽ Characteristics of a suspicious parcel:

**NOTE: Several of these characteristics apply to much of the mail that is received at the agency daily (e.g., unexpected, addressed to former employees, misspelled words, etc.) In these instances, staff will have to use their own judgement as to whether an item is to be considered "suspicious mail" or just "business as usual." Either way, knowing all the characteristics of suspicious mail will help keep you and others safe.**

- o Unexpected or from someone unfamiliar to you.
- o Addressed to someone no longer with your agency or an otherwise outdated address.
- o No return address or one that cannot be verified as legitimate.
- o Unusual weight, given its size, or lopsided.
- o Restrictive markings such as "Personal" or "Confidential".
- o Exhibits protruding wires, strange odors or stains.
- o Postmarked from a city that does not match return address.
- o Displays distorted handwriting or addresses with homemade labels or cut and paste lettering; badly typed or written
- o Misspelled words; addressed to title only; incorrect title.
- o Unprofessionally wrapped or secured with combinations of tape.
- o Strange odor; oily stains, discolorations or crystallization on wrapper.
- o Excessive postage.
- o Rigid or bulky; lopsided or uneven.



### What to do if you receive a suspicious letter or package

- o Don't shake or bump.
- o Isolate it immediately.
- o Don't open, smell, touch or taste.
- o Treat it as suspect.
- ▽ Have a co-worker notify the supervisor.
- ▽ Supervisor notifies the Emergency Coordinator assigned to your building
- ▽ Emergency Coordinator Anderson notifies both the Agency Director and General Services. They will decide the proper response, such as notification of police/fire department, postal inspector and/or HAZMAT (Hazardous Materials) unit and/or evacuation of the building.
- ▽ **BE READY TO EVACUATE.**

### What to do if you receive or find a suspected explosive device

- o Do not try to open the parcel.
- o Isolate the parcel.
- o **Immediately evacuate the building.**

## 10.8 Chemical and Biological Threats

### 10.8.1 Hazardous Materials



HazMat is a substance or material in a quantity or form that may pose an unreasonable risk to health and safety or property when released to the environment. Many hazardous materials do not have a taste or an odor. Some may be detected because they cause physical reactions such as watering eyes or nausea. Most are chemical substances.

**A hazardous materials accident can occur anywhere.** These materials are transported on our roadways daily, so any area is considered vulnerable to an accident.

#### What to do if caught at the scene of a hazardous materials accident

- ▽ Move away from the accident scene and help keep others away.
- ▽ Do not walk into or touch any part of a spilled substance.
- ▽ Try not to inhale gases, fumes, or smoke. If possible, cover your mouth with a cloth while leaving the area.
- ▽ Try to stay upstream, uphill and upwind of the accident.
- ▽ Stay away from victims until the hazardous material has been identified and emergency officials indicate it is safe to go near victims.

In case of a chemical or biological threat, authorities will provide instructions on the best course of action. This may be to evacuate the area immediately, to seek shelter at a designated location, or to take immediate shelter where you are and seal the premises. (See Section 10, "Sheltering in Place")

## 10.8.2 Chemical Agents

Chemical agents are poisonous vapors, aerosols, liquids or solids that have toxic effects on people, animals or plants. They can be released by bombs, sprayed from aircraft, boats, or vehicles, or used as a liquid to create a hazard to people and the environment. Some chemical agents may be odorless and tasteless. They can have an immediate effect (a few seconds to a few minutes) or a delayed effect (several hours to several days). While potentially lethal, chemical agents are difficult to deliver in lethal concentrations. Outdoors, the agents often dissipate rapidly.

**If a chemical fire or chemical spill should occur within the building, do the following:**

**Chemical Fires** (See Section 6.6, *First Aid for Chemical Burns*)

▼ **DO NOT attempt to extinguish a chemical fire of any kind.**

▼ Pull the nearest fire alarm.

▼ Evacuate the building. (See Section 3, "Evacuation Procedures")

There are no hard and fast rules for identification of chemical fires. Fires caused by flammable vapors are chemical fires. Flammable vapors come from flammable liquids like gasoline. These vapors can ignite very easily—with only a spark! **Chemical fires are among the most hazardous fires to fight** because the burning chemicals are frequently caustic and volatile. They can be of many different sorts and often, special methods of fire fighting must be used; for example, a metal fire (sodium, titanium, magnesium, potassium, lithium) should be smothered with dry sand, graphite, salt or inert gas in confined areas—never use water. Water will spread the flames. Use only Type B or Type A-B-C fire extinguishers to put out flammable liquids or chemical fires.



### **Chemical Spills**

**NOTE: If you don't know what it is, DO NOT touch it!**

▼ If there is any possible danger, immediately evacuate and contain the area where the spill occurred.

▼ Notify Emergency Coordinator Anderson.

o Notify General Services.

o Document the incident and report to the Agency Director.

(See Section 13.7.12, "Chemical/Biological Threats/Hazardous Materials")

## 10.8.3 Biological Agents

Biological agents are organisms or toxins that can kill or incapacitate people, animals and vegetation. The three basic groups of biological agents are bacteria, viruses, and toxins (poisonous substances). **In many biological attacks, people will not know they have been exposed to an agent.** In such situations, the first evidence of an attack may be when someone notices symptoms caused by exposure. When and if this occurs, seek immediate professional medical attention.

Authorities may handle the delivery of medical services for a biological event much differently than other disaster responses. Paying attention to official instructions via radio, television, the Internet and emergency alert systems will be extremely important.

## 10.9 Active Shooter Procedures



An active shooter is a suspect or assailant whose activity is immediately causing death and serious injury. Mock active shooter drills designed with the help of local law enforcement can help educate all employees and are a proactive way to alleviate or minimize a potentially devastating scenario.

In the event that there is an active shooting incident in the workplace, depending on the situation, follow the guidelines below:

### 1. STAY CALM

#### 2. If someone enters the area you are in and starts shooting:

- s Exit the building immediately only if it can be done quickly and safely.
- s While exiting, notify anyone that you encounter to do the same.
- s **DO NOT sound the fire alarm** as it may cause unknowing persons to evacuate into the danger zone.
- s Call 911 and give:
  - o Your name
  - o Location of the incident (be as specific as possible)
  - o Number of shooters if known
  - o Identification or description of the shooter(s)
  - o Number and type(s) of weapons used if known (handguns, shotguns, explosive, etc.)
  - o A direction of travel, if known
  - o Number and location of victims and extent of injuries

#### 3. If you are unable to safely evacuate:

- s **If you can run**, do not run in a straight line. Attempt to keep objects (desks, cabinets, fixtures, etc.) between you and the shooter.
- s If outside, use vehicles and other objects to block you from the view of the shooters.
- s **If you cannot run**, take cover and if possible:
  - o Try to hide in a well-hidden space.
  - o Lock the door if possible.
  - o Block the door using whatever is available, desks, file cabinets, etc.
- s **If you find yourself in an open area**, immediately seek the best protection you can find.

4. If the shooter enters your office and leaves, immediately lock/barricade the door behind him.

5. **If safe, allow others to seek refuge with you, BUT** always consider the risk exposure before opening a door. The shooter may bang and yell on the door to entice you to open it. **If there is any doubt to your safety or that of other individuals in the room, remain secured. DO NOT open the door.** Remain secure and position yourself behind items that can offer additional protection. **The safest place for you to be is inside a secure room.**

6. Fighting back is dangerous, but depending on your situation, this could be your last option.

7. If you are caught by the suspect and are not able to fight back, obey all commands and do not look the intruder in the eye

#### 8. If you are taken hostage:

- s Remain calm, be patient and avoid drastic action.
- s Follow the hostage taker's instructions.
- s Do not speak unless spoken to.
- s Avoid arguments.
- s Stay alert and be observant. You may be released or be able to escape. The personal safety of others may depend on your memory

**Other tips that can help save your life and that of your coworkers in the event of an active shooter incident are:**

1. Be alert/proactive. Pay attention in parking areas when coming to or leaving the worksite. Is a person or vehicle following you? Does a situation in the parking lot look suspicious? If something at the worksite makes you feel uncomfortable, do not enter, but rather drive a safe distance from the worksite and phone the police.
2. Many workplace shooters have specific targets in mind. If it is clear that the perpetrator has a plan, it is best not to ask questions or attempt to delay that plan. Such actions can elevate the danger, prolong the perpetrator's presence in the building, and potentially place others in jeopardy.
3. Observe details, such as clothing, hair color, weapons, and distances. Use all of your senses and later record what you saw. Do this without comparing notes with coworkers. Each person's perceptions are most accurate when individually recorded. This information will help the police in the event the perpetrator leaves the premises.
4. If a perpetrator leaves the scene, secure exits so that an assailant cannot re-enter the facility and create a hostage situation.
5. Check for injuries to coworkers or customers. Remember your basic first aid skills/knowledge and treat the injured.
6. Take a head count to make sure no one has been abducted or taken hostage.
7. Secure a crime scene and evidence until authorities arrive. Your actions could provide police with critical evidence. Place an inverted trash can over shell casings, block off crime scene areas with chairs or tables tipped on-end, and look to see if the assailant inadvertently dropped any belongings while exiting the building.

## 11. SHELTERING-IN-PLACE



There may be times when a disaster requires that everyone remain in the building. For instance, in an emergency where hazardous materials (chemical, biological or other contaminants) may have been released into the atmosphere, State Government and local authorities may instruct you to shelter-in-place. This is a precaution aimed to keep you safe while remaining indoors. (This is not the same thing as going to a shelter in case of an emergency.) Shelter-in-place does not mean sealing off an entire office building. In-place sheltering may either be short-term, such as going to a safe room for a fairly short period while a tornado warning is in effect or while a chemical cloud passes. It may also be longer-term, as when you stay in your home for several days without electricity or

water services following a winter storm. **Officials on the scene are the best source of information for any particular situation. Following their instructions during and after emergencies regarding sheltering, food, water, and clean up methods is the safest choice.**

### 11.1 At Work

The appropriate steps to take in preparing for and implementing **short-term** in-place sheltering depend entirely on the emergency situation. **When told to shelter-in-place at work, there are some general instructions that should be followed in all situations. They are:**

- ▽ Follow all instructions given by emergency authorities and the agency's Emergency Preparedness Task Force. To monitor events and instructions being provided by authorities, keep a TV or radio or a device with Internet access available.
- ▽ Shut down operations; close for business.
- ▽ If there are visitors in the building, provide for their safety by asking them to stay—not leave. **When authorities issue shelter-in-place directives, they want everyone to immediately take steps where they are and not drive or walk outdoors.**
- ▽ Unless there is an imminent threat, ask employees and visitors to call their emergency contact to let them know where they are and that they are safe.
- ▽ The Division of the State Chief Information Officer (CIO) provides telecommunications services, which includes voice messaging, for State Government agencies. In the event of a shelter-in-place directive, the CIO, not agency employees, manages the automated attendant recording to indicate that the library is closed and that staff and visitors are remaining in the building until authorities advise it is safe to leave.
- ▽ Close and lock all windows, exterior doors and any other openings to the outside.
- ▽ **Gather essential agency disaster supplies**, such as battery-powered radios, first aid supplies, flashlights, batteries, etc. and **any essential personal supply items.**
- ▽ Emergency Preparedness Team members/responders will ensure that people are directed to where they should go within the building(s). Depending on the emergency situation, interior rooms appropriate to the emergency situation will need to be selected, but initially, agency staff and visitors are to proceed as follows:
  - o 1500 building – relocate to the basement level.
  - o 1430 building – interior stairwell or any collection stack level

**Room(s) selected should have adequate space for everyone to be able to sit. If necessary, select several rooms to avoid overcrowding.**

- ▽ It is ideal to have a hard-wired telephone in the room(s) selected for calling emergency contacts and or to report life-threatening conditions. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
- ▽ Bring everyone into the room(s). Shut and lock the door(s).

- ▽ Accountability monitors should write down the names of everyone in the room, and follow up with the designated emergency contact (Emergency Coordinators, agency Director, etc.—see section 2, “Directories & Notification Procedures”) to report who is in the room and their status (employee or visitor).
- ▽ Floor wardens are responsible for making sure no one leaves the building(s).
- ▽ Emergency Coordinators, the agency director and/or other designated persons will monitor the media and will notify you when authorities determine it is safe to leave or that it has become necessary to evacuate. State Government and local officials may call for evacuation in specific locations at greatest risk.

#### **When told to shelter-in-place at work due to the release of hazardous materials**

- ▽ Systems that automatically provide for exchange of inside air with outside air, in particular, need to be turned off, sealed, or disabled. Ventilation, heating and air systems are maintained by General Services. **Although employees with individual units in their offices or workspaces may be able to turn off fans, heating and air conditioning units, only General Services personnel will be able to control the mechanical systems of both buildings to ensure 100 percent recirculation so that no outside air is drawn into the building(s).**
- ▽ **IMPORTANT!** If gas or vapors could have entered the building(s), take shallow breaths through a cloth or towel. You can provide a minimal amount of protection to your breathing by covering your mouth and nose with a damp cloth.
- ▽ Select interior room(s) above the ground floor, with the fewest windows or vents. Large storage closets, utility rooms, copy and conference rooms without exterior windows will work well. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes, because this equipment may not be able to be sealed from the outdoors.
- ▽ General Services personnel may be dispatched to provide immediate assistance. However, it still may become necessary for employees to use duct tape and plastic sheeting (items included in the agency’s disaster supply inventory) to seal all cracks around the door(s) and any accessible vents into the room. Close doors and windows in the room. Tape around the sides and top (if accessible) of the door. Cover each window and vent in the room with a single piece of plastic sheeting (heavier than food wrap), taping all around the edges of the sheeting to provide a continuous seal. If there are any cracks or holes in the room, such as those around pipes entering a bathroom, fill them with modeling clay or other similar effective material.
- ▽ **Remember that instructions to shelter-in-place are usually provided for durations of a few hours, not days or weeks.** There is little danger that the room in which you are taking shelter will run out of oxygen. *(For guidance on long-term sheltering in place, see Section 11.5, “Home Safety/Emergency Preparedness Tips”)*
- ▽ If authorities warn of the possibility of an outdoor explosion, close all drapes, curtains, and shades in the room. Stay away from windows to prevent injury from breaking glass.
- ▽ When authorities determine it is safe to leave the building, the Agency Director, Emergency Coordinators and other designated persons will notify you. **At that point, open all doors and windows and turn on air conditioning and ventilation systems.** These measures will flush out any chemicals that may have infiltrated the buildings.

#### **If unable to leave the building due to a fire emergency** *(also see Section 7.1, “Fire”)*

- ▽ Create an area of refuge. Seal the room. Use wet cloth to stuff around cracks in doors and seal up vents to protect against smoke.
- ▽ Do not break windows. Flames and smoke can come back in from the outside. If you need air, open the window a crack.
- ▽ Stay low under smoke. The freshest air is near the floor.
- ▽ Keep a wet cloth over your nose and mouth, breath through your nose only.
- ▽ Signal for help. Use the telephone, or hang something in the window.

## **11.2 If you are in your vehicle and hear advice on the radio to “shelter-in-place,” take these steps**

- ▽ If you are very close to home, your office, or a public building, go there immediately and go inside. Follow the shelter-in-place recommendations for the location selected.
- ▽ If you are unable to get to a home or building quickly and safely, then pull over to the side of the road. Stop your vehicle in the safest place possible. If it is sunny outside, it is preferable to stop under a bridge or in a shady spot, to avoid being overheated.
- ▽ Listen to the radio regularly for updated advice and instructions.
- ▽ Stay where you are until you are told it is safe to get back on the road. Be aware that some roads may be closed or traffic detoured. Follow the directions of law enforcement officials.

### **If you are in your vehicle and the shelter-in-place advice is due to the release of hazardous materials**

- ▽ Turn off the engine. Close windows and vents.
- ▽ If **possible**, seal the heating/air conditioning vents (use duct tape or whatever is available to you and effective).

**NOTE:** If weather conditions (e.g. extreme heat) are such that remaining in an enclosed vehicle is not possible, cover your mouth with a cloth and try not to inhale fumes. Follow the above steps and try to get to a safe location.

## **Special Needs Sheltering**

Planning for special needs populations can make the sheltering experience better during a disaster. Ask many questions to determine whether someone needs medical support or just functional support. Functional support is all about making sure the person can continue to function, during short-term sheltering, the same as he did before the situation occurred that caused officials to issue the shelter-in-place directive. Sometimes this means making sure they have their regular medicine. Sometimes it may mean just making sure the person has a walker or access to a cane or another item that can serve as support.

## 12. RECOVERY ACTIVITIES

### 12.1 General Procedures *(Also see section 7.2, "Natural Hazards: Flooding/Water Damage Assessment")*



After state officials have restored safe access to State Library facilities, recovery efforts should include assessment of damage to facilities, equipment, files, vehicles, etc; documentation of damage, cost estimates; and planning for repairs.

- ▼ **DO NOT REENTER THE BUILDING** until declared safe by security or emergency management officials. Remain clam. No one should re-enter either building the first time alone or before General Services has cleared both buildings for re-entry.
- ▼ Upon clearance of each building by General Services, the Agency Director, Emergency Coordinators and the Emergency Preparedness/Safety team will gather staff to assign tasks and review salvage priorities, i.e., vital agency information, employee and accounting records, inventory lists, database backups, etc.
- ▼ Departmental Directors will be notified when the building is secure. Members of the Management Team and the Emergency Team will work together to assign tasks, direct library staff in clean up and recovery tasks and to organize other activities for the restoration of all normal operations.
- ▼ Damages are to be reported to General Services and the agency's insurance adjuster as soon as possible. To document damage, the Agency Director, Emergency Coordinator Anderson and other designated personnel will photograph interior and exterior areas where damage is evident. Insurance adjusters rely on initial photographs to assess damage.
- ▼ Retrieve all pieces of broken objects and label them.
- ▼ The Bureau of Protective Services should be notified of any evidence of criminal activity within the facility.
- ▼ Collection Management Services director will work with the Agency Director to determine selection and treatment of any damaged library materials needing repair and/or shipment to recovery vendors.
  - o Create a secure salvage area with locks, fans, shelves, plastic sheeting, etc.
  - o Contact service providers (for freeze drying, fumigating, deodorizing, etc.) as circumstances warrant.
- ▼ Stabilize the environment
  - o Reduce temperature and relative humidity (RH) at once to prevent mold outbreak. Ideal targets are less than 70° F/45% RH.
  - o Fans and dehumidifiers should be used to control humidity levels in areas of highest collection priority.
  - o If warm outside, use coldest air conditioning setting; cover broken windows with plastic.
  - o In cool, low-humidity weather, open windows and use circulating fans. If mold is already present, do not circulate air.
  - o Do not turn on heat unless required for human comfort.
  - o Remove standing water and empty items containing water; remove wet carpets and furnishings.
  - o If everything is soaked, use commercial dehumidification.
  - o Purchase needed supplies.
- ▼ Department Directors will access damage in their area and report damage to the Emergency Coordinator assigned to their building as soon as possible. Staff should prepare lists of damaged areas and mark damaged areas on floor maps of the building. These lists should be given to Emergency Coordinator Anderson. Documenting the damage is essential for insurance.
- ▼ The Emergency Coordinator will notify General Services, will request additional assistance as warranted, and will compile and submit a general report of damage to the Agency Director.
- ▼ Finance and Business Operations staff should gather insurance information (amount and terms of coverage) and should keep written records of contacts with insurance agents.

## 12.2 Collection Damage Assessment

The following are general procedures for assessing damage to the collection following re-entry:

- ▽ Make visual, written and voice records for each step of salvage procedures.
- ▽ Materials boxed up should be assessed for damage.
- ▽ Items in need of repair will be given to the Director of Collection Management Services (CMS).
- ▽ Items that can be repaired in-house will be repaired as quickly as possible. Items that cannot be repaired must be discarded and replaced, when possible. Items of value can be boxed and mailed to recovery vendors for extensive repair work.
- ▽ Collection Management Services will be responsible for assessing the damage to the collection as a whole.
- ▽ Plastic sheeting placed over collection ranges will be removed and damaged assessed.
- ▽ Any newly discovered areas of flooding or water damage should be reported immediately to the Emergency Coordinator and General Services. Refer to the Emergency Notification Directory for specific numbers.
- ▽ Wet materials will be placed in a dry location and treated accordingly.
- ▽ Fans and dehumidifiers will be used to control the humidity in flooded areas.
- ▽ Rapid Assessment forms will be dispersed to Department Directors by the CMS Director (available via Heritage Preservation at <http://www.heritagepreservation.org/> or FEMA at <http://www.fema.gov/>)
- ▽ As soon as identified, all damage to the collection should be reported to Emergency Coordinator Anderson, the Agency Director and the Finance Director.

### SALVAGE PRIORITY LIST- COLLECTIONS

Priority	Item/Call Number Range	Location
High	Cage/Rare Books	4 <sup>th</sup> Floor
	South Carolina Collection	3 <sup>rd</sup> Floor
	State Documents	3 <sup>rd</sup> Floor
	Video Collection	4 <sup>th</sup> Floor
Medium	300's	Mezzanine
	400's	Basement
	500's	Basement
	600's	Basement
	700's	3 <sup>rd</sup> Floor
	800's	3 <sup>rd</sup> Floor
	900's	4 <sup>th</sup> Floor
	Biography Reference Collection	4 <sup>th</sup> Floor 1 <sup>st</sup> Floor
Low	000's	Basement
	100's	Basement
	200's	Basement
	Federal Documents	Sub-Basement

## 12.2.1 Salvage At A Glance

MATERIAL	PRIORITY	HANDLING	PACKING	DRYING
<b>PAPER</b>				
Manuscripts, documents	Freeze or dry within 48 hours	Do not separate single sheets	Interleave between folders, pack in milk crates or cartons	Air, vacuum or freeze dry
Maps	Freeze or dry	Do not separate single sheets	Interleave between folders, pack in milk crates or cartons	Air, vacuum or freeze dry
Coated papers	Immediately pack, then freeze or dry within 48 hours		Keep wet in containers lined with garbage bags	Freeze dry only
Framed prints	Freeze or dry within 48 hours		Unframe if possible, then pack as for manuscripts and maps above	Once unframed and unmatted, air or freeze dry
<b>BOOKS</b>				
Books and pamphlets	Freeze or dry within 48 hours	Do not open or close, do not separate covers	Separate with freezer paper, pack spine down in milk crate or cardboard box	Air, vacuum or freeze dry
Leather and vellum bindings	Immediately freeze	Do not open or close, do not separate covers	Separate with freezer paper, pack spine down in milk crate or cardboard box	Air, vacuum or freeze dry
Books and periodicals with coated papers	Immediately pack, then freeze or dry	Do not open or close, do not separate covers	Keep wet; pack spine down in containers lined with garbage bags	Freeze dry only
<b>SOUND &amp; VIDEO RECORDINGS</b>				
Floppy Discs, CDs & DVDs	Dry within 48 hours. Do not freeze.	Hold disks by their edges	Pack vertically in padded crates or boxes	Air dry
Videotapes	Dry within 48 hours. Do not freeze.		Pack vertically in plastic crates or cardboard boxes. Do not put any heavy weight on the sides of reels or cassettes.	Air dry

MATERIAL	PRIORITY	HANDLING	PACKING	DRYING
<b>PHOTOGRAPHS</b>				
Prints, negatives & transparencies	Freeze or dry within 72 hours. Salvage order: 1) color photographs 2) prints, transparencies	Do not touch emulsions with bare hands.	Keep in cold water. Pack in containers lined with garbage bags.	Order of preference: 1) air dry, 2) thaw and air dry, 3) freeze dry. Do not vacuum dry.
<b>MICROFILM</b>				
Microfilm rolls	Rewash and dry within 72 hours		Fill boxes with water, and pack (in boxes or 5) in a cardboard box lined with garbage bags.	Arrange for a microfilm processor to rewash and dry.
Jacket microfilm	Freeze or dry within 72 hours		Keep wet inside a container lined with garbage bags.	Air dry
Aperture cards	Freeze or dry within 48 hours		Keep wet inside a container lined with garbage bags.	Air dry

## DRYING TECHNIQUES

- A. Air-drying: Items are dried by circulating air in low-temp, low RH (relative humidity) spaces. The results include swelling, cockling, blocking, ink runs and mold threats. The best method for air-drying is to fan books out and place them on an absorbant material. Depending on the number of items to be dried, this could require a significant amount of free space. Dehumidifiers and fans should be used to help with air circulation and drying.
- B. Dehumidification: Involves commercial dehumidifiers used to dry materials in place. The results include limited cockling. Only use this method if items are damp, not if they are completely wet.
- C. Vacuum freeze-drying: Frozen items are placed in a chamber and vacuum drawn; ice crystals are drawn out by sublimation. The result to leather and vellum is warping. The result to photographs is the loss of gloss.

### 12.2.1.1 Deodorizing & Fumigation Services

<b>Clean Aire Inc.</b> 1006 Rabbit Run Hopkins, SC (803) 776-1117 OR 238-1813 (pager)	<b>Sincerely Yours Cleaners</b> 1955 Legrand Road Columbia, SC (803) 788-5555
<b>First Response</b> 1307 Marley Drive Columbia, SC (803) 750-5538 OR 612-7734 (pager)	<b>Stanley Steamer Carpet Cleaning</b> 710B Buckner Road Columbia, SC (803) 754-2219
<b>Servpro</b> 1931 Pine Street West Columbia, SC (803) 955-0342 OR (803) 755-9774	

#### Vendor Notes

- ▼ *Clean Aire, Inc. provides duct-cleaning, smoke, odor and water restoration.*
- ▼ *First Response provides water damage, water extraction, structural drying, carpet and furniture cleaning.*
- ▼ *Servpro is a disaster restoration company that handles fire, smoke, water damage, odor removal and dehumidification.*
- ▼ *All other vendors listed provide some form of cleaning service, in most cases carpet cleaning and deodorizing.*

### 12.2.1.2 Climate Controlled Storage

<b>Coburg Dairy Inc.</b> 3020 Bluff Road Columbia, SC (803) 776-5700	<b>Plantation Self Storage</b> 810 Sparkleberry Lane Columbia, SC (803) 699-6600
<b>Patriot Self Storage</b> 3510 Leesburg Road Columbia, SC (803) 695-1064 or (803) 695-0954	<b>Public Storage</b> Several Locations Columbia, SC (800) 447-8673
<b>Pet Dairies</b> 116 North Montague Drive Columbia, SC (803) 714-6148	<b>UTi Integrated Logistics</b> 140 Access Road Gaston, SC 29053 (803) 739-6289

#### Vendor Notes

- ▼ *UTi Integrated Logistics provides both refrigeration and blast freezing.*
- ▼ *All other vendors listed provide refrigerated trucks, cold storage, plastic crates and/or freeze drying services. Keep in mind that damaged materials will need to be shrink-wrapped if they are to be stored in freezers that also contain food.*

### 12.2.1.3 Environmental Stabilization

<p><b>Aggreko, Inc.</b> 121 Vera Road Lexington, SC (803) 957-7475</p>	<p><b>Chicora Foundation, Inc.</b> Contact: Dr. Michael Trinkley PO Box 8664861 Arbutus Drive Columbia, SC 29202 (803) 787-6910</p>
<p><b>Belfor USA</b> 492A La Mesa Road Mt. Pleasant, SC (888) 421-4119</p>	<p><b>Martin Marietta Aggregates</b> 2125 State Street Cayce, SC (803) 796-8320</p>

#### Vendor Notes

- ▼ *Aggreko, Inc. provides temporary temperature and humidity control.*
- ▼ *Belfor USA provides disaster recovery, dehumidification, mold removal, magnetic media recovery as well as vacuum freeze-drying.*
- ▼ *Chicora Foundation is a disaster recovery consulting firm that provides pest control, environmental consulting and architectural counseling.*
- ▼ *Martin Marietta Aggregates provides freeze-drying services but, currently, no storage options.*

### 12.2.1.4 Trucks (and Refrigerated Trucks)

<p><b>Budget Truck Rental</b> 408 Blossom Street Columbia, SC (803) 779-1212</p>	<p><b>Penske Truck Leasing</b> 2832 Broad River Road Columbia, SC (803) 783-7666</p>
<p><b>Enterprise Rent-A-Truck</b> 1616 Bluff Road Columbia, SC (803) 400-2095</p>	<p><b>U-Haul Company</b> 1037 Elmwood Avenue Columbia, SC (803) 256-2499</p>
<p><b>Frank's Quality Services</b> 1784 Two Notch Road Lexington, SC 29073 (803) 957-4946</p>	

#### Vendor Notes

- ▼ *Frank's Quality Services has refrigerated trucks available. All other vendors may only provide regular trucks for storing or relocating damaged items.*
- ▼ *Truck rental companies may also have temperature controlled storage units available. In addition, refrigerated trucks may be obtained from dairies. See the section on Climate Controlled Storage.*

## 12.3 Assistance to Public Libraries

To assist public libraries in reporting their status in times of disaster (this would include not only hurricanes but also disasters, such as a flood or fire, that may affect only one particular library), the State Library has created an email alias for use by public libraries before, during and/or after a crisis. It is:

[disaster@statelibrary.sc.gov](mailto:disaster@statelibrary.sc.gov).

Messages sent are received and acted upon by:

- Agency Director
- Collection Management Services Director (CMS)
- Library Development Services Director (LDS)

In the event of a large- scale disaster that affects multiple locations, the State Library will make every effort to keep all public libraries informed via its web site.

Questions related to these procedures may be directed to Shae Tetterton, Director, CMS ([stetterton@statelibrary.sc.gov](mailto:stetterton@statelibrary.sc.gov) or 803-734-8663).

# 13. APPENDICES

## 13.1 Agency Insurance Coverage

The Insurance Reserve Fund (IRF) functions as a governmental insurance operation for state government by issuing policies, collecting premiums and by paying claims. The IRF insures all state agencies.

Because South Carolina has significant hurricane and earthquake exposures, all IRF property insurance policies include coverage for wind, flood and earthquake

**The State Library has the following lines of insurance**—relevant to disaster preparedness:

Liability Insurance:	Automobile Liability  General Tort <i>Liability</i> (The fund will pay all sums [up to policy limits] which the insured shall become legally obligated to pay to a third party as damages because of personal injury or property damage caused by an occurrence)
Property Insurance:  <i>(The fund will pay for direct physical loss of or damage to property unless excluded or limited)</i>	Collision/Comprehensive (Automobile)  "All Risk" Coverage on Buildings and Contents  Data Processing Equipment and Media  Inland Marine (For special collections—applies to property moving, capable of being moved or aiding in movement of property)

IRF members can use secure sign-ons to access their policy and claims data and claims forms. Until a disaster strikes, it is unclear how adequately the IRF will cover replacement of library materials, furnishings and equipment. **The Finance and Business Operations (F&BO) staff handles all agency insurances claims.** Keeping information up-to-date on the quantity and value of library property is the responsibility of the (F&BO) staff.

**IRF telephone numbers:** (Main) 803-737-0020  
 (Claims) 803-737-0042  
**Insurance Adjuster:** (James C. Greene Company) 803-771-8820  
**Policy Number:** L112050005

### Public Assistance Grant Program

The Federal Emergency Management Agency's (FEMA) Public Assistance (PA) Grant Program provides assistance to States, local governments, and certain non-profit organizations to alleviate suffering and hardship resulting from major disasters or emergencies declared by the President. Through the PA Program, FEMA provides supplemental Federal disaster grant assistance for the repair, replacement, or restoration of disaster-damaged, publicly owned facilities and the facilities of certain Private Non-Profit (PNP) organizations. The assistance can help with debris removal, emergency protective measures and permanent restoration. Debris removal is generally

the largest task in recovery. The Federal share of assistance is not less than 75% of the eligible cost for emergency measures and permanent restoration. The grantee (usually the State) determines how the non-Federal share (up to 25%) is paid. Cultural institutions may take advantage of this program. For more information see the FEMA website PA information at <http://www.fema.gov/government/grant/pa/index.shtm>.

There is also a Hazard Mitigation Grant Program (HMGP) that makes funding available after a Presidential disaster declaration has been made. HMGP funds may be used to fund projects that will reduce or eliminate the losses from future disasters. The amount of funding available for the HMGP under a particular disaster declaration is limited. More information is available on the FEMA web site at <http://www.fema.gov/government/grant/hmgrp/>.

## 13.2 Disaster/First Aid Supplies (location and inventories)

*NOTE: An inventory of available/needed salvage supplies, equipment, etc. is underway. This section will be completed at a later date with a listing of emergency supplies and storage locations.*

## 13.3 UPKEEP ACTIVITIES

### 13.3.1 Stocking and Monitoring Supplies

The agency's procurement officer is responsible for stocking and monitoring supplies. Supplies are to be inventoried and restocked annually—April-May. Among other things, this process should include testing supplies that have a limited shelf life (e.g., batteries). After a disaster, supplies are inventoried and replenished as needed.

### 13.3.2 Emergency Procurements



All emergency purchases must be approved by the agency Director, the Director of Finance and Business Operations and, where applicable, the agency's insurance representative. **Unauthorized purchases or contracts will not be reimbursed by the agency.**

SOUTH CAROLINA CONSOLIDATED PROCUREMENT CODE Revised July, 2000

*Subarticle 3 – Methods of Source Selection*

*§ 11-35-1570. Emergency Procurements.* Notwithstanding any other provision of this code, the chief procurement officer, the head of a purchasing agency, or a designee of either officer may make or authorize others to make emergency procurements only when there exists an immediate

threat to public health, welfare, critical economy and efficiency, or safety under emergency conditions as defined in regulations promulgated by the board; and provided, that such emergency procurements shall be made with as much competition as is practicable under the circumstances. A written determination of the basis for the emergency and for the selection of the particular contractor shall be included in the contract file.

#### THE BUDGET AND CONTROL BOARD PROCUREMENT REGULATIONS

*Article 4 – Consolidated Procurement Code*

*19-445.2110. Emergency Procurements.*

*A. Application.* The provisions of this Regulation apply to every procurement made under emergency conditions that will not permit other source selection methods to be used.

*B. Definition.* An emergency condition is a situation which creates a threat to public health, welfare, or safety such as may arise by reason of floods, epidemics, riots, equipment failure, fire loss, or such other reason as may be proclaimed by either the Chief Procurement Officer or the head of a governmental body or a designee of either office. The existence of such conditions must create an immediate and serious need for supplies, services, or construction that cannot be met through normal procurement methods and the lack of which would seriously threaten: (1) the functioning of State government; (2) the preservation or protection of property; or (3) the health or safety of any person.

*C. Limitations.* Emergency procurement shall be limited to those supplies, services, or construction items necessary to meet the emergency.

*D. Conditions.* Any governmental body may make emergency procurements when an emergency condition arises and the need cannot be met through normal procurement methods, provided that whenever practical, approval by either the head of a governmental body or his designee or the Chief Procurement Officer shall be obtained prior to the procurement.

*E. Selection of Method of Procurement.* The procedure used shall be selected to assure that the required supplies, services, or construction items are procured in time to meet the emergency. Given this constraint, such competition as is practical shall be obtained.

*F. General Procedures.* Competitive sealed bidding is unsuccessful when bids received pursuant to an Invitation for Bids are unreasonable, noncompetitive, or the low bid exceeds available funds as certified by the appropriate fiscal officer, and time or other circumstances will not permit the delay required to resolicit competitive sealed bids. If emergency conditions exist after an unsuccessful attempt to use competitive sealed bidding, an emergency procurement may be made.

*G. Written Determination.* The Chief Procurement Officer or the head of the governmental body or a designee of either office shall make a written determination stating the basis for an emergency procurement and for the selection of the particular contractor.

### 13.3.3 Updating the Disaster Response Plan

Departmental managers and agency administration are to notify Debbie Anderson of changes to staff contact information. Contact information will be updated immediately upon notification.

The Emergency Preparedness and Safety Task Force review the plan annually and following a disaster. All updates to the plan are posted to the intranet and the agency's web site.

The review following a disaster is done to determine if the plan already in place worked and if not, to determine what went wrong and what needs to be revised. Additionally, the disaster response should be evaluated to determine if all needed supplies were available or if other types of supplies should be added to the inventory. This is the responsibility of the EPS Task Force. The procurement officer is responsible for augmenting supplies with new resources identified. No doubt it will be necessary to update some sections of the manual prior to an annual review. The Emergency Preparedness and Safety Task Force will make such updates as necessary.

## 13.4 OTHER INFORMATION RESOURCES

### 13.4.1 Workplace Safety/Emergency Preparedness Information Resources



- ▽ For **links to alerts and announcements of all types** (weather, road conditions, state government closings, homeland security, etc.), go to <http://www.sc.gov/Alerts/>
- ▽ SC Traffic Information Network, <http://www.sctrffic.org/>
- ▽ Road Conditions, call 1-888-877-9151 (DOT number for questions about traffic is usually activated after the storm and stays active as long as needed)
- ▽ Weather Information
  - o SC State Information, <http://iwin.nws.noaa.gov/iwin/sc/sc.html>
  - o National Weather Service, Columbia, SC
    - o 803-822-8037
    - o 803-822-8038
    - o 803-822-8133
- o National Weather Service, <http://www.nhc.noaa.gov/>
- o State Employees Weather Alert, <http://www.sc.gov/>

- ▽ SC Emergency Management Division, <http://www.scemd.org/>

- ▼ General Services Safety Support, [www.orgs.state.sc.us/business/safety](http://www.orgs.state.sc.us/business/safety)—Includes safety training information and resources for General Services staff, but useful for all state employees.
- ▼ Mail Center Security Guide, [www.usps.com/cpim/ftp/pubs/pub166/](http://www.usps.com/cpim/ftp/pubs/pub166/) —The U.S. Postal Inspection Service's comprehensive guide to mail center security.
- ▼ Federal Emergency Management Agency — Emergency Response Action Steps – The First 48 Hours, <http://www.fema.gov/plan/ehp/response.shtm>
- ▼ USC Police Department – Crime Alerts, [www.les.sc.edu/crimealert.asp](http://www.les.sc.edu/crimealert.asp) — The USC Police publish regular alerts of crime happening on or near the campus, including those near the State Library.
- ▼ U.S. Department of Homeland Security – Ready Business, [www.ready.gov/business](http://www.ready.gov/business)
- ▼ Pandemic Influenza
  - o [http://www.scdhec.net/administration/ophp/pandemic\\_preparedness.htm](http://www.scdhec.net/administration/ophp/pandemic_preparedness.htm)  
SC Pandemic Influenza Preparedness
  - o <http://www.hhs.gov/pandemicflu/plan/>  
US Dept. of Health and Human Services Pandemic Influenza Plan
  - o <http://www.scecmd.org/Plans/sceop.htm>  
SC Emergency Operations Plan (see Annex 25h (Mass Casualty Plan/Pandemic Influenza))

## **13.5 Floor Plans/Maps (with locations for fire extinguishers, alarms, fire doors and emergency exits)**

### **13.6 Forms**

**13.6.1 Incident Report Form**

**13.6.2 Bomb Threat Checklist**

## 14. HOME SAFETY EMERGENCY PREPAREDNESS



Away from work, families and individuals should be prepared for all hazards that may affect their area and themselves. **Everyone should develop a family or personal disaster plan.** Where will you or your family be when disaster strikes? They could be anywhere -- at work, at school, or in the car. How will you find each other? Will you know if your children are safe? Disasters may force you to evacuate your neighborhood or confine you to your home. What would you do if basic services -- water, gas, electricity or telephones -- were cut off?

**Develop a plan for reuniting your family after a disaster.** Ask an out-of-state relative or friend to serve as the "family contact." After a disaster, it's often easier to call long distance. Make sure everyone knows the name, address and phone number of the contact person.

Although this manual is not a comprehensive guide for either work or home, information in this section is included to provide staff with a few helpful tips on personal home safety and emergency preparedness. The tips can serve as a starting point for developing your own personal/family safety/disaster preparedness plan.

## 14.1 Home Safety and Emergency Preparedness Information Resources



▽ Disaster Help -- <https://disasterhelp.gov/porta;/jhtml/index.jhtml> -- Sponsored by the Disaster Management e-Government Initiative, providing information and services relating to the four pillars of all-hazards disaster management: preparedness, response, recovery, and migration.

▽ Federal Emergency Management Agency -- [www.fema.gov](http://www.fema.gov). **This site offers helpful online courses such as:**

- IS-7 A Citizen's Guide to Disaster Assistance
- IS-10 Animals in Disaster, Module A: Awareness and Preparedness
- IS-22 Are You Ready? An In-depth Guide to Citizen Preparedness
- IS-55 Household Hazardous Materials - A Guide for Citizens
- IS-394.A Protecting Your Home or Small Business From Disaster

- ▽ National Fire Protection Association, [www.nfpa.org](http://www.nfpa.org)—Under the Learning section the NFPA includes tip sheets on using fire extinguishers, setting up a home evacuation plan and installing smoke detectors. For younger children, Sparky the Fire Dog has interactive online games to teach about fire safety.
- ▽ National Crime Prevention Council, [www.ncpc.org](http://www.ncpc.org)—Crime prevention tips for the home, work, and travel that included how to avoid identity theft, McGruff the Crime Dog programs for children and setting up a Neighborhood Watch group.
- ▽ South Carolina Emergency Management Division, [www.scemd.org](http://www.scemd.org) or call 803-737-8500 or South Carolina Emergency Preparedness Division at 803-734-8020 or [www.statre.sc.us/epd](http://www.statre.sc.us/epd)
- ▽ Find Shelter in a Hurricane, SC Hurricane Shelter Status <http://scangis.dhec.sc.gov/dhecshelters/public/Default.asp>
- ▽ American Red Cross - [www.redcross.org](http://www.redcross.org)
- ▽ U.S. Department of Homeland Security – Ready America, [www.ready.gov/america](http://www.ready.gov/america)
- ▽ Crime Prevention Tips, Columbia Police Department, [http://www.columbiasc.net/cofc\\_pd\\_crime\\_prevention\\_tips.html](http://www.columbiasc.net/cofc_pd_crime_prevention_tips.html)
- ▽ Imagine that all businesses are closed and you are without emergency services. What will you do? Visit website <http://www.72hours.org/> to find out how you can prepare yourself and your family.

CERT (Community Emergency Response Team)

The CERT Program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help.

The CERT program in South Carolina ensures that the community is ready to help in the recovery process during the first critical hours after an incident. Post-disaster task forces are formed to help. Typically, they are made up of one certified homebuilder, two medical staff, one communications specialist and one documentation expert. The homebuilders are recruited to help assess the damage to buildings. Medical staffs are available to administer first aid, CPR and provide medications. The communications specialist stays in constant communication with local and state emergency management officials. Finally, the documentation expert assists individuals with filling out pertinent forms for FEMA and state disaster assistance.

For more information on CERT in South Carolina, see <https://www.citizencorps.gov/citizenCorps/certsByState.do>.



- ▽ Protect face and head by wearing a wide-brimmed hat.
- ▽ If work is outside, avoid strenuous work during the warmest part of the day.

## 14.4 Winter Storm Safety

### BE PREPARED... Before a Winter Storm Strikes

At home and at work, primary concerns are the potential loss of heat, power, telephone service, and a shortage of supplies if storm conditions continue for more than a day. Have available:

- ▽ Flashlight and extra batteries.
- ▽ Battery-powered NOAA Weather Radio and portable radio to receive emergency information. These may be your only links to the outside.
- ▽ Extra food and water. High-energy food, such as dried fruit or candy, and food requiring no cooking or refrigeration is best.
- ▽ Extra medicine and baby items.
- ▽ First-aid supplies.
- ▽ Heating fuel. Fuel carriers may not reach you for days after a severe winter storm.
- ▽ Emergency heating source, such as a fireplace, wood stove, space heater, etc.
  - o Learn to use properly to prevent a fire.
  - o Have proper ventilation.
- ▽ Fire extinguisher and smoke detector.
  - o Test units regularly to ensure they are working properly.

At home or in a building, when experiencing loss of heat:

- ▽ Stay inside. When using **ALTERNATIVE HEAT** from a fireplace, wood stove, space heater, etc., use fire safeguards.
- ▽ Properly ventilate.
- ▽ **Use Heat Sources Safely** - Keep fire-fighting materials and fire extinguisher handy. DO NOT use dangerous alternative heat sources indoors.
- ▽ Conserve fuel, if necessary, by keeping your residence cooler than normal. Temporarily close off heat to some rooms.
- ▽ Maintain ventilation when using kerosene heaters to avoid build-up of toxic fumes. Refuel kerosene heaters outside and keep them at least three feet from flammable objects.

## 14.5 Extended Power Loss

Outages can occur at any time of the year, but during cold weather the temperature inside can drop rapidly. Take these simple precautions to stay warm safely if you do lose power.

- ▽ **Lock in Indoor Heat** - Pick one room on, a sunny side, and close it off to keep in the heat. Close off all unneeded rooms.
- ▽ Use available coverings to insulate windows and doors. Stuff towels or rags in cracks under doors.
- ▽ Cover windows at night.
- ▽ Eat and drink. Food provides the body with energy for producing its own heat. Keep the body replenished with fluids to prevent dehydration. Wear layers of loose-fitting, lightweight, warm clothing. Remove layers to avoid overheating, perspiration, and subsequent chill.
- ▽ **Save Body Heat** - Use any available covering that can provide the type of warmth one gets from using blankets. Keep moving. Exercise generates body heat.

## 14.6 Extreme Cold

Take precautions to avoid:

- ▽ **Hypothermia** — Even air temperatures of 65F can trigger hypothermia, and some medical conditions can make people more susceptible. Be alert for signs of hypothermia (a drop in core body temperature). These include uncontrollable shivering, memory loss, disorientation, incoherence, slurred speech, drowsiness, and apparent exhaustion. If below 95F (35C), **IMMEDIATELY SEEK MEDICAL CARE!** If medical care is not available:
  - Begin warming the person slowly.
  - Get the victim to a warm location, if possible.
  - Warm the body core (center of the body) first.
  - **DO NOT warm extremities (arms and legs) first! This drives the cold blood toward the heart and can lead to heart failure.** If needed, use your own body heat to help.
  - Remove wet clothing and get the person into dry clothing.
  - Wrap the person in a warm blanket, covering the head and neck.
  - DO NOT give the person alcohol, drugs, coffee, or any hot beverage or food; warm broth is better. If broth is unavailable, give warm, non-alcoholic beverages.
- ▽ **Frostbite** — Signs of frostbite include loss of feeling and white or pale appearance in extremities such as fingers, toes, ear lobes, and the tip of the nose. If symptoms are detected, get medical help immediately! Frostbite is damage to body tissue caused by that tissue being frozen. If you must wait for help, slowly re-warm affected areas. However, if the person is also showing signs of hypothermia, warm the body core before the extremities.

## 14.7 Winter storm personal travel safety

Motorists are generally unaccustomed to driving on slick or icy roads and traffic accidents increase. Some buildings are poorly insulated or lack heat altogether. Local municipalities may not have available snow removal equipment or treatments, such as sand or salt, for icy roads. So extra precautions are needed because winter storms can result in flooding, storm surge, closed highways, blocked roads, downed power lines and hypothermia. Winter storms are considered *deceptive killers* because most deaths are **indirectly** related to the storm—people die in traffic accidents on icy roads or die of hypothermia from prolonged exposure to cold.

- ▽ Plan your travel and check the latest weather reports to avoid a winter storm!
- ▽ Fully check and winterize your vehicle before the winter season begins.
- ▽ Keep your gas tank near full to avoid ice in the tank and fuel lines.
- ▽ Try not to travel alone. Let someone know your timetable and primary and alternate routes.

**For personal safety while traveling in your car, carry a WINTER STORM SURVIVAL KIT**

- ▽ Blankets/sleeping bags
- ▽ Flashlight with extra batteries
- ▽ First-aid kit
- ▽ Knife
- ▽ High-calorie, non-perishable food
  - ▽ Extra clothing to keep dry
  - ▽ A large empty can and plastic cover with tissues and paper towels for sanitary purposes
  - ▽ A smaller can and water-proof matches to melt snow for drinking water
  - ▽ Sack of sand (or cat litter)
  - ▽ Shovel
  - ▽ Windshield scraper and brush
  - ▽ Tool kit
  - ▽ Tow rope
  - ▽ Booster cables
- ▽ Water container
- ▽ Compass and road maps



### **If caught in a winter storm with no shelter**

- ▽ Prepare a lean-to, wind-break, or other construction for protection from the wind.
- ▽ Build a fire for heat and to attract attention.
- ▽ Place rocks around the fire to absorb and reflect heat.
- ▽ Do not eat snow. It will lower your body temperature. Melt it first.

### **Winterize personal/family vehicles**

- ▽ Battery and ignition system should be in top condition and battery terminals clean.
- ▽ Ensure antifreeze levels are sufficient to avoid freezing.
- ▽ Ensure the heater and defroster work properly.
- ▽ Check and repair windshield wiper equipment; ensure proper washer fluid level.
- ▽ Ensure the thermostat works properly.
- ▽ Check lights and flashing hazard lights for serviceability.
- ▽ Check for leaks and crimped pipes in the exhaust system; repair or replace as necessary. Carbon monoxide is deadly and usually gives no warning.
- ▽ Check breaks for wear and fluid levels.
- ▽ Check oil for level and weight. Heavier oils congeal more at low temperatures and do not lubricate as well.
- ▽ Replace fuel and air filters. Keep water out of the system by using additives and maintaining a full tank of gas.

## **14.8 Earthquakes**

**Make a family earthquake plan.** Plan to have enough supplies to get you and your family through at least the first 72 hours.

- ▽ Identify danger areas.
- ▽ Select a safe place in every room.
- ▽ Identify and know how to operate the shut-off valves and switches for gas, electricity and water.
- ▽ Make a plan on how and where to reunite family members.
- ▽ Collect all of your important family documents.

**After an earthquake,** be prepared for possible aftershocks, stay calm and lend a hand to others.

- ▽ Check for gas and water leaks and broken electrical wiring.
- ▽ Immediately report gas leaks to your utility company.
- ▽ Listen to your portable radio for instructions and news reports.
- ▽ Cooperate with public safety officials and follow instructions.
- ▽ Do not use your vehicle unless there is an emergency.

## **14.9 Hurricanes**

There are things you can do beforehand to help you avoid loss of life and property.

- ▽ Analyze your home for structural weaknesses.
- ▽ Retrofit your existing roof with hurricane straps and gable end braces.
- ▽ Install or build storm shutters to protect windows.
- ▽ Install braces to give additional support to garage doors.
- ▽ Make arrangements for pets; they are not allowed in official shelters.

- ▽ Protect yourself from flooding.
  - o Buy flood insurance.
  - o Move valuables out of the basement.
  - o Have the main breaker or fuse and utility meters elevated.

If told to evacuate and you are unable to do so, go to a safe room. If you don't have one,

- ▽ Stay away from windows and glass doors.
- ▽ Close all interior doors—secure and brace external doors.
- ▽ Keep curtains and blinds closed. Do not be fooled if there is a lull; it could be the eye of the storm - winds will pick up again.
- ▽ Take refuge in a small interior room, closet, or hallway on the lowest level.
- ▽ Lie on the floor under a table or another **sturdy** object.
- ▽ When possible, monitor local radio or television reports and other media sources for information about where to get emergency housing, food, first aid, clothing, and financial assistance.

#### **After a hurricane**

- ▽ Wait until an area is declared safe before entering.
- ▽ Check gas, water, electrical lines and appliances for damage.
- ▽ Avoid using candles and other open flames indoors; use a flashlight to inspect for damage.
- ▽ Use the telephone to report life-threatening emergencies only.
- ▽ When possible, monitor local radio or television reports and other media sources for information about where to get emergency housing, food, first aid, clothing, and financial assistance.

### **14.10 Thunderstorms: Outdoors Precautions**



- ▽ Go to a safe shelter immediately, such as inside a sturdy building or a hard top automobile with the windows up, which can also offer fair protection.
- ▽ If unable to locate shelter, go to the nearest ditch or ravine and drop to your knees.
- ▽ In a wooded area, go to a low area and seek shelter under a thick growth of relatively small trees and bushes.
- ▽ Do not stand in an open area or underneath a tall tree or structure.
- ▽ If you feel your hair standing on end, squat with your head between your knees. Do not lie flat!
- ▽ Avoid isolated trees or other tall objects, sheds, fences, convertible automobiles, metal objects and open bodies of water.

- ▽ If you are in a motor vehicle, remain there.
- ▽ **NOTE:** Downed power lines can happen in any natural disaster; assume they are alive, stay away from them, and report it to 9-911.

### **14.11 Lightning**

Annually in South Carolina, lightning is responsible for more deaths than tornadoes and hurricanes combined. The following steps should be taken to prepare for the effects of this underrated hazard:

- ▽ Make sure that all electrical appliances not necessary to receive storm-related information are unplugged.
- ▽ Install "surge protectors" to prevent possible damage to computers, television sets and any other sensitive electronic appliances.
- ▽ Do not handle any electrical appliances or telephones because lightning could follow the wire.
- ▽ Avoid bathtubs, water faucets and sinks because metal pipes can transmit electricity.
- ▽ If outside, avoid tall structures, bodies of water and natural lightning rods as metal umbrellas, golf clubs, or bicycles.

## 14.12 What to do to prepare for an protect against chemical threat

- ▽ Assemble a disaster supply kit. (See Section 13.7.1. Disaster Supply Kit)
- ▽ Listen to the media for instructions from authorities as whether to remain inside (See Section 13.7.13, Sheltering-in-Place) or evacuate.
- ▽ If caught in an unprotected area, attempt to get up-wind of the contamination, attempt to find shelter as quickly as possible and listen to a radio or other device for instructions from authorities.

### What to do to after experiencing a chemical threat

Immediate symptoms of exposure to chemical agents may include blurred vision, eye irritation, difficulty breathing and nausea. A person affected by a chemical or biological agent requires immediate attention by professional medical personnel. If medical help is not immediately available, decontaminate yourself and assist in decontaminating others. **Decontamination is needed within minutes of exposure to minimize health consequences. However, you should not leave the safety of a shelter to go outdoors to help others until authorities announce it is safe to do so.**

- ▽ Use extreme caution when helping others.
- ▽ Decontaminate hands using soap and water. Remove eyeglasses or contact lenses. Put glasses in a pan of household bleach to decontaminate.
- ▽ Remove all clothing and other items in contact with the body. When necessary to avoid contact with the eyes, nose and mouth, cut off contaminated clothing. Put into a plastic bag if possible.
- ▽ Remove all items in contact with the body.
- ▽ Flush eyes with lots of water.
- ▽ Gently wash face and hair with soap and water, then thoroughly rinse with water.
- ▽ Decontaminate other body areas likely to have been contaminated. **Blot (do not swab or scrape) with a cloth soaked in soapy water and rinse with clear water.**
- ▽ Change into uncontaminated clothes. Clothing stored in drawers or closets is likely to be uncontaminated.
- ▽ If possible, proceed to a medical facility for screening.

### What to do after experiencing a biological threat

If your skin or clothing comes in contact with a visible, potentially infectious substance, you should remove and bag your clothes and personal items and wash yourself with warm soapy water immediately. Put on clean clothes and immediately seek medical assistance. For more information, visit the website for the Centers for Disease Control and Prevention at [www.bt.cdc.gov](http://www.bt.cdc.gov).

### Hazardous Materials Accidents – How to Shelter-in-Place at Home

If told to stay indoors by emergency officials, bring pets inside and seal your house so contaminants cannot enter:

- ▽ Close and lock windows and doors.
- ▽ **IMPORTANT!** If gas or vapors could have entered your home, take shallow breaths through a cloth or towel. Monitor the local Emergency Broadcast System station and stay inside until officials indicate it is safe to do otherwise. Stay away from victims until authorities have identified substances and have indicated it is safe to go near them. Then, move the victims to fresh air and seek emergency medical care.
- ▽ Seal gaps under doorways and windows with wet towels and duct tape.
- ▽ Seal gaps around window and air conditioning units, bathroom and kitchen exhaust fans, and stove and dryer vents with duct tape and plastic sheeting (heavier than food wrap), wax paper or aluminum wrap.
- ▽ Close fireplace dampers.
- ▽ Turn off ventilation systems, fans, heating or air conditioning systems.
- ▽ Close off nonessential rooms.
- ▽ Go to an interior room without windows that's above ground level. In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed.
- ▽ Bring your pets with you, and be sure to bring additional food and water supplies for them.

- ▽ It is ideal to have a hard-wired telephone in the room you select. Call your emergency contact and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
- ▽ Immediately fill up bathtubs or large containers for an additional water supply and turn off the intake valve to your house (avoid eating food or drinking water that may be contaminated).
- ▽ Get your family disaster supplies kit and make sure the radio is working.
- ▽ If you are told there is danger of explosion, close the window shades, blinds, or curtains. Stay away from windows to prevent injury from breaking glass.
- ▽ Keep listening to your radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.
- ▽ When authorities advise people in your area to leave their shelters, open all doors and windows and turn on air conditioning and ventilation systems. These measures will flush out any chemicals that infiltrated into the building.

**According to the American Red Cross, people should do two things when an evacuation order is issued for any reason, "LEAVE EARLY. GO FAR."**

If told to evacuate by authorities:

- ▽ If you have time, minimize contamination in the house by closing all windows, shutting all vents and turning off attic fans; otherwise, LEAVE AT ONCE.
- ▽ Stay tuned to a radio or television for information on evacuation routes, temporary shelters and other procedures.
- ▽ Take pre-assembled disaster supplies.
- ▽ Return home only when officials instruct you to do so.
- ▽ Follow local instruction concerning the safety of food and water.
- ▽ Follow local instructions for cleanup and disposal of residue.

### **14.13 LONG-TERM SHELTERING-IN-PLACE AT HOME**

Sometimes disasters make it unsafe for people to leave their residence for extended periods. Winter storms, floods, etc. may isolate individual households and make it necessary for each household to take care of its own needs until the disaster abates, such as when snows melt and temperatures rise, or until rescue workers arrive. Your household should be prepared to be self-sufficient for three days when cut off from utilities and from outside supplies of food and water.

- ▽ Stay in your shelter until local authorities say it's okay to leave. The length of your stay can range from a few hours to two weeks.
- ▽ Maintain a 24-hour communications and safety watch. Take turns listening for radio broadcasts. Watch for fires.
- ▽ Assemble an emergency toilet, if necessary.
  - o Use a garbage container, pail or bucket with a snug-fitting cover. If the container is small, use a larger container with a cover for waste disposal. Line both containers with plastic bags.
  - o After each use, pour or sprinkle a small amount of regular household disinfectant, such as chlorine bleach, into the container to reduce odors and germs.

#### **Medical Need**

**One of the biggest challenges to sheltering is the medical need.** During the first few days, most people will have the medicines they need with them. After this, it can be difficult to get medical supplies because most pharmacies are closed. This poses a big problem even for mass shelters that cannot acquire special medicines or keep enough in stock for those who need them.

## Managing water supplies

- ▽ Plan to have about one gallon of water per person per day for drinking, cooking and personal hygiene. You may need more for medical emergencies.
- ▽ Allow people to drink according to their need. This will depend on age, physical activity, physical condition and time of year. Drink the amount you need today and try to find more for tomorrow. The average person should drink between two and two-and-one-half quarts of water or other liquids per day, but many people need more. Under no circumstances should a person drink less than one quart of water each day.
- ▽ Never ration water unless ordered to do so by authorities. You can minimize the amount of water your body needs by reducing activity and staying cool.

**Drink water that you know is not contaminated first. In addition to stored water, other sources include:**

- ▽ Melted ice cubes.
- ▽ Water drained from the water heater faucet, if the water heater has not been damaged.
- ▽ Water dipped from the flush tanks (not the bowls) of home toilets. **Bowl water can be used for pets.**
- ▽ Liquids from canned goods such as fruit and vegetable juices.
- ▽ If water pipes are damaged or if local authorities advise you, turn off the main water valves to prevent water from draining away in case the water main breaks.
  - o The pipes will be full of water when the main valve is closed.
  - o To use this water, turn on the faucet at the highest point in your house (which lets air into the system).
  - o Then draw water, as needed, from the lowest point in your house, either a faucet or the hot water tank.

## Unsafe water sources include

- ▽ Radiators
- ▽ Hot water boilers (home heating system)
- ▽ Water beds (fungicides added to the water or chemicals in the vinyl may make water unsafe to use)
- ▽ Swimming pools and spas (chemicals used in them to kill germs are too concentrated for safe drinking, but can be used for personal hygiene, cleaning and related uses)
- ▽ If necessary, suspicious water, such as cloudy water from regular faucets or muddy water from streams or ponds, can be used after it has been treated. **If water treatment is not possible, put off drinking suspicious water as long as possible, but do not become dehydrated.** Carbonated beverages do not meet drinking-water requirements. Caffeinated drinks and alcohol dehydrate the body, which increases the need for drinking water.

## Water treatment

- ▽ Before treating, let any suspended particles settle to the bottom, or strain them through layers of clean cloth.
- ▽ There are four treatment methods. **Boiling, chlorination and water treatment tablets** will kill microbes but will not remove other contaminants such as heavy metals, salts, most other chemicals and radioactive fallout. The final method **distillation** will remove microbes as well as most other contaminants, including radioactive fallout. **Boiling is the safest method of treating water.** Bringing water to a rolling boil for 1 minute will kill most organisms. Boiled water will taste better if you put oxygen back into it by pouring it back and forth between two containers. This will also improve the taste of stored water.

## Managing food supplies

- ▽ It is important to be sanitary when storing, handling and eating food. Keep hands clean. Wash frequently with soap and water that has been boiled or disinfected.
  - Keep food in covered containers.
  - Keep cooking and eating utensils clean.
  - Keep garbage in closed containers and dispose outside. Bury garbage, if necessary. Avoid letting garbage accumulate inside.
- ▽ Carefully ration food for everyone except children and pregnant women. Most people can remain relatively healthy with about half as much food as usual and can survive without any food for several days.
- ▽ Try to avoid foods that will make you thirsty. Try to eat salt-free crackers, whole grain cereals and canned foods with high liquid content. Commercially canned food can be eaten out of the can without warming.

## To be safe, remember, “When in doubt, throw it out.”

- ▽ Do not eat foods from cans that are swollen, dented or corroded even though the product may look okay to eat.
- ▽ Discard any food not in a waterproof container if there is any chance that it has come into contact with contaminated floodwater.
- ▽ Discard any food that has been at room temperature for two hours or more, and any food that has an unusual odor, color, or texture.
- ▽ Your refrigerator will keep foods cool for about four hours without power if it is left unopened. Add block or dry ice to your refrigerator if the electricity will be off longer than four hours.
- ▽ Use dry ice, if available. Twenty-five (25) pounds of dry ice will keep a ten-cubic-foot freezer below freezing for 3-4 days. Use care when handling dry ice, and wear dry, heavy gloves to avoid injury
- ▽ Thawed food usually can be eaten if it is still “refrigerator cold,” or re-frozen if it still contains ice crystals.
- ▽ For emergency cooking, heat food with candle warmers, chafing dishes and fondue pots, or use a fireplace. Charcoal grills and camp stoves are for outdoor use only.
- ▽ For infants, use only pre-prepared canned baby formula. Do not use powdered formulas with treated water.