



THE HOBOKEN PUBLIC LIBRARY

EMERGENCY ACTION

PLAN

10-24-19

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EMERGENCY PERSONNEL: NAMES AND PHONE NUMBERS

Date: ___/___/___

Designated Responsible Official (Highest Ranking Manager):

Name:				
Phone:				

Emergency Coordinator:

Name:				
Phone:				

Area/Floor Monitors (if applicable):

Floor:				
Name:				
Phone:				
Floor:				
Name:				
Phone:				

Assistant to the Physically Challenged (if applicable):

Name:				
Phone:				

Emergency Department Phone Numbers:

Fire Department:	
Paramedics:	
Ambulance:	
Police:	
Federal Protective Service:	
Security (if applicable):	
Building Manager (if applicable):	
Electric:	
Water:	
Gas:	
Telephone Company:	

INTRODUCTION

The Hoboken Public Library connects people with each other, ideas, and opportunities to support lifelong learning, personal growth, and community development. The purpose of this document is to establish measures in order to enable patrons and staff to respond quickly and effectively to any emergency. The following procedures ensure that the Hoboken Public Library is prepared in the event of an emergency and those that follow the procedure can remain safe and informed. The Hoboken Public Library prioritizes the guidance and safety of its patrons and staff throughout any emergency.

BLACKOUT/EXTENDED POWER LOSS

Procedure Overview:

A blackout/extended power loss can lead to a facility wide disruption of operations. The following procedure ensures that the Hoboken Public Library is prepared in the event of a blackout/extended power loss and those that follow the procedure can remain safe and informed.

Terms/Definitions:

Term	Definition
Blackout	A period (minutes to hours) of darkness caused by a failure of electrical power.
Extended Power Loss	An extended power outage that can last days, weeks, and/or months depending on the severity of the situation.

Procedure:

Preparation: In order to prepare for a blackout/extended power loss, the following measures should be adopted:

- Ensure library staff has access to the latest emergency alerts from the following information sources:
 - City of Hoboken Nixle alert system
 - i. Register for Alerts via:
<https://www.hobokennj.gov/emergency-notifications>
 - City of Hoboken on Facebook and Twitter
 - Emergency alerts from the City of Hoboken
 - News and advisories from the City of Hoboken
 - Emergency alerts from Hudson County
 - i. Vie Alerts via:
<https://local.nixle.com/hudson-county-office-of-emergency-management>
 - New Jersey Special Needs Registry
 - i. Register via:
<https://www13.state.nj.us/SpecialNeeds/Signin?ReturnUrl=%2fSpecialNeeds%2f>
 - Weather alerts from the National Weather Service
- Create Shelter in Place kits containing the following items that would support people during a blackout/extended power loss:
 - Water (1 gallon per person per day for drinking and sanitation)
 - Nonperishable Food (at least a 3-day supply)
 - AM/FM/NOAA Radio (Battery & Hand Crank power with USB for phone charger)
 - LED Flashlight or Lantern
 - Extra batteries (3-day supply for radio, flashlight, and lantern)
 - First Aid Kit
 - Whistle
 - Manual Can Opener
 - N95 dust mask

- o Plastic sheeting, duct tape
- o Moist towelettes, garbage bags, plastic ties
- o Tools
- o Matches in a water proof container
- o Paper cups, plates, utensils, towels
- o Fire extinguisher
- o Paper towels
- o Cleaning supplies
- o Plastic bags
- Evacuation
 - o Ensure evacuation paths and plans are up to date and clearly displayed and/or accessible
 - o Ensure any evacuation kits are prepared and ready to use

Action: In the event of a blackout/extended power loss, the following measures should be followed:

- Remain calm
- Monitor available news/media sources for information and instructions
- Report any room, floor, and/or area that is experiencing the blackout to library staff, who should report it to the library facilities manager
- Locate the nearest exit and proceed slowly towards exiting the building (if weather permits) with children and personal belongings
- Use stairs, DO NOT use the elevator
- If stuck in an elevator or witness someone stuck in an elevator, immediately notify library staff who will notify emergency services
- If available, use a flashlight or phone light to illuminate your path towards exiting the building (if weather permits), otherwise proceed slowly to avoid falling and injuring yourself and others
- Contact an electrician if power outage only affects the library and not any neighboring buildings
- If weather is extreme and patrons cannot return home, go to a community location with power if safe to do so
- If shelter in place is required:
 - o Access shelter in place kits and disperse accordingly, if needed
 - o Refer to shelter in place SOP
- If evacuation is required:
 - o Remain calm
 - o Proceed to the predetermined point of exit via evacuation path
 - o Exit the building towards the point of congregation (for library staff)
 - o Stay away from downed power lines and electric lines (if any). Report downed lines to the police department

BOMB THREAT

Procedure Overview:

The purpose of this procedure is to establish a fast and effective response to bomb threats, all of which will be treated as legitimate threats. The following steps are designed to prepare employees to gather information and respond effectively to a bomb threat incident, thereby ensuring the safety of all people at the Library.

Terms/Definitions:

Term	Definition
Bomb Threat	Statements or threatening actions made against the establishment that would result in harm to persons or cause damage to property using an explosive or incendiary device. A threat may be delivered in person, via phone, text, email or hand-written message.

Procedure:

Preparation: In order to prepare for a bomb threat, the following measures should be adopted:

- If bomb threat is received by phone:
 - Pay attention to background noises such as traffic, voices or conversations, music, motors or running machinery. Visualization is a good technique for recapturing these events.
 - Note the caller's voice characteristics such as: gender, accent, approximate age, and any unusual aspects about the caller's speech.
 - Write out the exact words of the caller while the conversation is occurring or as soon as possible.
 - After all other information has been obtained, attempt to engage the caller in conversation. Ask for his/her name and why he/she planted the device. Surprisingly, callers sometimes respond to these types of questions.
- Always address a bomb threat immediately by reporting the incident.
- If the threat was received by another means – in person, via email, or letter, follow the guidelines below:
 - If the threat was made in person, please record the following information when possible to do so:
 - The identity of the person if known
 - A full description of the person's physical characteristics, including sex, height, weight, hair and eye color, and all clothing worn. If there was anything unique about the person, such as tattoos or scars, please make a note of this.
 - The time and location the threat was made.
 - The exact threat made by the person and all relevant details.
 - Names of those employees or persons in the area when the threat was made.
 - If threat was received by mail have a security representative retrieve the letter and envelope. The security representative should not physically touch either the envelope or

- letter but place in a folder and take a list of names of all persons who touched the letter and envelope.
- o If the threat was received by other means i.e. email, fax etc. have the computer or fax machine secured for further investigation by security and law enforcement officials.

Action: In the event of a bomb threat, the following measures should be followed:

- Contact local law enforcement to report the threat. Local law enforcement will provide guidance and initiate their response. Assist as directed by local law enforcement to include the following actions:
 - o Support search of area for threats by indicating irregularities that day or pointing out locations that were indicated in the threat or may be possible places to hide an explosive device.
 - o Assist in evacuation of and management of employees, contractors, and third-party staff members.
 - o Provide a communications conduit to all staff members.
 - o Brief responders on site knowledge, provide property details and floor plans or facility layout information if possible.
 - o Any other requests made by responding law enforcement agency.
- Support Hoboken Public Library employees, contractors, and third-party staff members with returning to business as usual once the incident has been effectively investigated and cleared by local law enforcement
- Evacuation decisions will be made by local law enforcement. If the decision to evacuate is made, all staff members should comply with local law enforcement requests. If possible, employees should only take their immediately necessary personal items with them. These include:
 - o Any medications or devices that support immediate healthcare needs that would put the employee at risk if they were to be left behind.
 - o Employees should not use cellular phones or radios during this process as these signals could cause interference with investigative activities and in worst case scenarios trigger a device.

CHEMICAL AND RADIOLOGICAL THREAT

Procedure Overview:

The purpose of this procedure is to establish a fast and effective response to chemical, environmental, and/or radiological threat, all of which will be treated as legitimate threats. The following procedure ensures that the Hoboken Public Library is prepared in the event of a chemical, environmental, and/or radiological threat and those that follow the procedure can remain safe and informed.

Terms/Definitions:

Term	Definition
Chemical Threat	Threat of exposure to one or more chemical agents, which are poisonous vapors, aerosols, liquids, and solids that have toxic effects on people, animals, or plants.
Radiological Threat	Threat of exposure to radiation by means of a Radiological Dispersion Device – a conventional explosive device combined with radioactive material.

Procedure:

Preparation: In order to prepare for a chemical and/or radiological threat, the following measures should be adopted:

- Ensure all staff are familiar with the procedures for a chemical and radiological threat
- Ensure a “see something, say something” policy is encouraged
- Ensure library staff has access to the latest emergency alerts from the following information sources:
 - City of Hoboken Nixle alert system
 - Register for Alerts via:
<https://www.hobokennj.gov/emergency-notifications>
 - City of Hoboken on Facebook and Twitter
 - Emergency alerts from the City of Hoboken
 - News and advisories from the City of Hoboken
 - Emergency alerts from Hudson County
 - Vie Alerts via:
<https://local.nixle.com/hudson-county-office-of-emergency-management>
 - New Jersey Special Needs Registry
 - Register via:
<https://www13.state.nj.us/SpecialNeeds/Signin?ReturnUrl=%2fSpecialNeeds%2f>
 - Weather alerts from the National Weather Service
- Ensure staff are kept up to date on latest information regarding a chemical and/or radiological threat

Action: In the event of a chemical and/or radiological threat, the following measures should be followed:

- Gas Leak
 - Report suspected gas leaks or suspicious odors to Security or Facility Director, who will notify the local authorities such as Fire Dept., Emergency Management, Utility Company

- o Evacuate the building:
 - Follow fire alarm procedures:
 - Pull the nearest fire alarm and exit building quickly
 - Congregate with staff at a safe distance, or as instructed by emergency personnel until notified the building is safe to re-enter
- Chemical Spill
 - o Identify the spill so that it can be cleaned up by a properly trained person.
 - o Confine the hazard. Close doors and restrict access to the area. Do not attempt to clean up the spill (unless trained to do so).
 - o If spilled material is a flammable liquid, shut down or eliminate sources of ignition.
 - o Evacuate nonessential personnel from the area. Assist any injured personnel. Keep bystanders from entering the spill area.
 - o Report the spill to your supervisor and contact the facilities manager.
 - o The Library facilities manager will identify risks, determine clean up steps, and contact hazardous response teams as appropriate.
 - o Do not reenter the building unless told to do so by the emergency coordinator or local fire department.
 - Wait for the spill to be cleaned up by the trained party who will use the relevant personal protective equipment (PPE) and appropriate cleanup method
 - Return to the area only after the spill has been properly cleaned up and management has issued an “all clear” notification
- Radiological Threat
 - o If you are outside, seek indoor shelter immediately.
 - o Once inside, place as much distance and dense wall structures between you and the outdoors as possible. This means the rooms would preferably be:
 - An interior room of the building having no windows, rather than an exterior room with windows
 - A room below ground level, if available
 - o Turn off all air conditioners, close windows, vents, exhaust fans or other air handling equipment that could bring radioactive particles into the room
 - o Seal windows and doors with duct tape if possible, to reduce infiltration of radioactive particles.
 - o Stay put and listen for official instructions and follow directions.

CODE ADAM

Procedure Overview:

The purpose of this procedure is to establish a fast and effective response to a Code Adam alert. The library has many families with children that visit throughout each day, therefore the Hoboken Public Library must be prepared in the event of a Code Adam alert and those that follow the procedure can remain vigilant and informed.

Terms/Definitions:

Term	Definition
Code Adam	A missing-child safety program designed to increase the likelihood of the safe discovery of a missing child of a visitor and reunite them with their guardian, or if necessary, escalate to local law enforcement.

Procedure:

Preparation: In order to prepare for a Code Adam alert, the following measures should be adopted:

- Ensure all library staff watch Code Adam training video (link in Appendix A).
- Consider displaying Code Adam search protocols poster at key locations within the library for easy reference.
- Quiz library staff periodically on the protocols of Code Adam.

Action: In the event of a Code Adam alert, the following measures should be followed:

- Get a detailed description of the missing child:
 - Name
 - Age
 - Hair Color
 - Eye Color
 - Approximate Weight
 - Approximate Height
 - Clothing Type
 - Clothing Color
 - Shoe Type and Color
- Inform library staff and patrons by paging “Code Adam” via a mass notification system within the library (intercom, staff-wide notification, email, text, etc.).
 - Repeat the detailed description of the child provided in step 1.
 - Direct staff to close all library entrances.
 - Ensure staff are positioned at all entrances and exits and are on the lookout for the missing child.
 - For children who resemble the description, ask what their name is and, if with an adult, ask who the adult is.
 - Ensure security personnel or staff patrol each floor in search of the missing child, checking rest rooms and other areas.

- Call the police IMMEDIATELY:
 - Provide the police with the detailed description of the child provided in step 1.
 - Cooperate with police and check security camera footage.
- If the child is found, verify the identity of the child:
 - Check the description provided in step 1 and verify the child matches the description.
 - Bring the child to security officials or Library staff, who will reunite the child with their parent or legal guardian.
 - Cancel “Code Adam” alert via a mass notification system within the library (intercom, staff- wide notification, email, text, etc.).
- If the child is found being accompanied by a stranger:
 - Use reasonable efforts to delay the departure of the adult accompanying the child.
 - Do not put yourself or others at risk.
 - Write down a description of the person accompanying the child.
 - Inform all staff of the description.
 - If spotted outside the library, note the direction of travel and if in a car, the make, model, and license plate of the car.
 - Inform police of the description of the child and accompanying adult.
- File incident report.

MASS COMMUNICATION STRATEGY

Procedure Overview:

The purpose of this procedure is to establish a communications strategy that enables the organization to utilize mass communication and notifications. The following procedure ensures that the Hoboken Public Library is prepared in effectively using a communications strategy.

Terms/Definitions:

Term	Definition
Communications Strategy	Mass communication is a process an organization uses to send information through a channel of communication to all or select groups of employees. Mass communication is often used for emergency situations, such as IT or facilities outages, weather issues or police activities. Mass communication can also be issued to keep employees informed of new policies and procedures, training or awareness topics. Mass communication tools can range from e-mails and text messages to 3rd party mass notification platforms.

Procedure:

Preparation: In order to prepare a mass communication strategy, the following measures should be adopted:

- Ensure all employees are trained and aware of the procedures of mass communication.
- Test all primary and secondary methods of mass notification to ensure proper functionality.

Action: In the event of an emergency requiring the implementation of a mass communication strategy, the following measures should be followed:

Hoboken Public Library uses email as its primary mass communication tool. Prior to issuing a communication, all topics should be approved by Hoboken Public Library management. The approval process will follow the guidelines for non-emergency communication and IT mass communication policy. The message should be clear and concise, and use the following format:

- Email Subject:
 - The Subject line must be descriptive.
- Email Body:
 - The message body should indicate why the message is being sent and to whom the message is being sent.
 - Messages should be brief and to the point. Provide instructions on how additional information can be obtained.
 - The name, email address, and phone number of a person to contact should be contained in the message.

EARTHQUAKE

Procedure Overview:

The purpose of this procedure is to establish a fast and effective response to an earthquake. Although an uncommon event in the North Eastern United States, the following procedure ensures that the Hoboken Public Library is prepared in the event of an earthquake and those that follow the procedure can remain safe and informed.

Terms/Definitions:

Term	Definition
Earthquake	A shaking or trembling of the earth that is volcanic or tectonic in origin.

Procedure:

Preparation: In order to prepare for a blackout/extended power loss, the following measures should be adopted:

- Ensure library staff has access to the latest emergency alerts from the following information sources:
 - City of Hoboken Nixle alert system
 - Register for Alerts via:
<https://www.hobokennj.gov/emergency-notifications>
 - City of Hoboken on Facebook and Twitter
 - Emergency alerts from the City of Hoboken
 - News and advisories from the City of Hoboken
 - Emergency alerts from Hudson County
 - Vie Alerts via:
<https://local.nixle.com/hudson-county-office-of-emergency-management>
 - New Jersey Special Needs Registry
 - Register via:
<https://www13.state.nj.us/SpecialNeeds/Signin?ReturnUrl=%2fSpecialNeeds%2f>
 - Weather alerts from the National Weather Service
- Ensure the following items are in the Shelter In Place kits, in case of a need to shelter in place during an earthquake:
 - Water (1 gallon per person per day for drinking and sanitation)
 - Nonperishable Food (at least a 3-day supply)
 - AM/FM/NOAA Radio (Battery & Hand Crank power with USB for phone charger)
 - LED Flashlight
 - LED Lantern
 - Extra batteries (3-day supply for radio, flashlight, and lantern)
 - First Aid Kit
 - Sanitary Water Jug (2.5 gallon)
 - Whistle
 - Manual Can Opener

- o N95 dust mask
 - o Plastic sheeting, duct tape
 - o Moist towelettes, garbage bags, plastic ties
 - o Tools
 - o Matches in a waterproof container
 - o Paper cups, plates, utensils, towels
 - o Fire extinguisher
 - o For each person: Sleeping bag or warm blanket
 - o Paper towels
 - o Cleaning supplies
 - o Plastic bags
- Ensure an evacuation path and point of congregation (for library staff) is determined and outlined and readily accessible by patrons and staff

Action: In the event of a blackout/extended power loss, the following measures should be followed:

- If you are inside during an earthquake consider the following recommendations:
 - o Keep calm. Stay indoors. Do not run outside or to other rooms. Keep in mind that most earthquake injuries result from falling or flying objects or by being knocked to the ground.
 - o Cover your head and neck (and entire body if possible) under the shelter of a sturdy table or desk. If there is no shelter nearby, get down near an interior wall or next to low lying furniture that won't fall on you and cover your head and neck with your arms and hands. You can also brace yourself against a heavy framed doorway.
 - o Hold on to your shelter (or to your head and neck) until the earthquake is over.
- If you are outside during an earthquake, consider the following recommendations:
 - o If you are outside, stay outside. Do not run into or near a building. An exterior wall of a building is the most dangerous place to be during an earthquake as windows, facades, and architectural details are often the first parts of the building to collapse.
 - o Move away from buildings, utility wires, fuel and gas lines, and holes in the ground.
 - o If you are in a moving automobile, stop as quickly and safely as possible. Move your car to the shoulder, side of the road, or curb – away from utility poles, overhead wires and overpasses. Stay in the vehicle and set the parking brake. Turn on your radio to receive emergency broadcast information and instructions.
 - o If a powerline falls on the car, remain in the vehicle until a trained person removes the wire.
- After the earthquake, stay away from windows, skylights and items that could fall. If evacuation is necessary, use stairways to leave the building. **DO NOT USE ELEVATORS.**
- Be aware of potential hazard from broken gas lines, downed electrical line and structural damage.
- Account for people in the building and assist those experiencing medical emergencies without putting yourself in danger.
- Remember to call 911 for emergencies and report injuries to your supervisor.

FIRE

Procedure Overview:

The purpose of this procedure is to establish a fast and effective response to a fire. The following procedure ensures that the Hoboken Public Library is prepared in the event of a fire and those that follow the procedure can remain safe and informed.

Terms/Definitions:

Term	Definition
Fire	A rapid, persistent chemical reaction that releases heat and light, especially the burning of a combustible substance in the presence of oxygen. For purposes of this SOP, a flame used in any lawful, properly operating device, equipment or system or other controlled setting shall not be considered a fire.

Procedure:

Preparation: In order to prepare for a fire emergency, the following measures should be adopted:

- Ensure library staff has access to the latest emergency alerts from the following information sources:
 - City of Hoboken Nixle alert system
 - Register for Alerts via:
<https://www.hobokennj.gov/emergency-notifications>
 - City of Hoboken on Facebook and Twitter
 - Emergency alerts from the City of Hoboken
 - News and advisories from the City of Hoboken
 - Emergency alerts from Hudson County
 - Vie Alerts via:
<https://local.nixle.com/hudson-county-office-of-emergency-management>
 - New Jersey Special Needs Registry
 - Register via:
<https://www13.state.nj.us/SpecialNeeds/Signin?ReturnUrl=%2fSpecialNeeds%2f>
 - Weather alerts from the National Weather Service
- Ensure an evacuation path and point of congregation (for library staff) is determined and outlined, readily accessible by patrons and staff

Action: In the event of a fire emergency, the following measures should be followed:

- If you see a fire or smell smoke:
 - Remain calm.
 - Pull the fire alarm.
 - Evacuate the building.
 - DO NOT return until instructed to do so by emergency responders.
- If a fire alarm is activated:
 - Remain calm.
 - DO NOT stop to collect any valuables or possessions.

- o Locate the nearest fire exit and exit the building.
- o Close doors behind you.
- o DO NOT run.
- o DO NOT use elevators, use stairs.
- o Physically handicapped and/or wheelchair bound individuals should be assisted to the nearest emergency exit where their safe evacuation can be coordinated with emergency responders.
- o Stay low to the ground. Heat, smoke, and toxic fumes will rise.
- o Take short breaths and, if possible, cover your face and breathe through your nose.
- o DO NOT enter an area where there is evidence of smoke or fire.
- o Before opening a door, touch the handle with the back of your hand. DO NOT open if the handle is hot. If the handle is cool, open slowly and keep your head to the side.
- o Move away from the building.
- o Follow the directions of the library staff and emergency responders.
- o DO NOT return until instructed to do so by emergency responders.
- If you are trapped in a room:
 - o Place cloth material under the door to prevent smoke from entering the room.
 - o Close as many doors between yourself and the fire.
 - o Stay by the window and be ready to use it as an emergency exit, if needed.
 - Exercise extreme caution when opening a window. Open the window slightly in order to attract attention to your location. Opening a window too much and too rapidly may change the air pressure in the room and smoke may enter the room from the inside or the outside of the building. If smoke enters the room, immediately close the window.
 - If the window is safe to keep open, continue to attract attention to your location and wait for rescue. If possible, use a cellphone to call for help.
- o If you are on fire:
 - o **STOP, DROP, and ROLL**
 - STOP
 - DROP to the floor and protect your face
 - ROLL slowly on the floor or ground
 - COOL off as soon as possible with water for first and second-degree burns

FLOOD

Procedure Overview:

The purpose of this procedure is to establish a fast and effective response to a flood. Floods can quickly become a threat to life during heavy storms. Although the library has flood barriers, it is important to be prepared in the event a flood emergency becomes extreme. The following procedure ensures that the Hoboken Public Library is prepared in the event of a flood and those that follow the procedure can remain safe and informed.

Terms/Definitions:

Term	Definition
Flood	A general and temporary condition of partial or complete inundation of 2 or more acres of normally dry land area or of 2 or more properties from overflow of inland or tidal waters, unusual and rapid accumulation or runoff of surface waters from any source, or mudflow.

Procedure:

Preparation: In order to prepare for a flood emergency, the following measures should be adopted:

- Ensure library staff has access to the latest emergency alerts from the following information sources:
 - City of Hoboken Nixle alert system
 - Register for Alerts via:
<https://www.hobokennj.gov/emergency-notifications>
 - City of Hoboken on Facebook and Twitter
 - Emergency alerts from the City of Hoboken
 - News and advisories from the City of Hoboken
 - Emergency alerts from Hudson County
 - Vie Alerts via:
<https://local.nixle.com/udson-county-office-of-emergency-management>
 - New Jersey Special Needs Registry
 - Register via:
<https://www13.state.nj.us/SpecialNeeds/Signin?ReturnUrl=%2fSpecialNeeds%2f>
 - Weather alerts from the National Weather Service
- Ensure the following items are in the Shelter In Place kits, in case of a need to shelter in place during a flood:
 - Water (1 gallon per person per day for drinking and sanitation)
 - AM/FM/NOAA Radio (Battery & Hand Crank power with USB for phone charger)
 - LED Flashlight
 - LED Lantern
 - Extra batteries (3-day supply for radio, flashlight, and lantern)
 - First Aid Kit
 - Sanitary Water Jug (2.5 gallon)
 - Whistle

- o N95 dust mask
- o Plastic sheeting, duct tape
- o Moist towelettes, garbage bags, plastic ties
- o Tools
- o Matches in a waterproof container
- o Fire extinguisher
- Ensure the following items are in the Evacuation kits, in case of a need to evacuate during a Flood:
 - o First aid supplies
 - o Batteries
 - o Battery operated portable radio
 - o Important papers
 - o Personal items of value
- Ensure an evacuation path and point of congregation (for library staff) is determined and outlined, readily accessible by patrons and staff.
- Property Inventory:
 - o Inventory and photograph your building's contents.
 - o Put important papers and insurance policies in a safe place.
- Equipment Testing:
 - o Periodically test pumps, backup generators, emergency lighting, and/or any other mechanical equipment needed during a flood.
 - o Ensure a plan exists for shutting down mechanical equipment and securing hazardous materials in flood prone areas of the building.

Action: In the event of a flood emergency, the following measures should be followed:

- Impending storm/flood:
 - o Move valuable items from lower levels to higher levels to avoid water damage.
 - o Ensure vulnerable points of leaks (windows, doors, roof hatches, etc.) are adequately waterproofed.
 - o Ensure staff vehicles are moved from flood prone areas.
 - o Follow directions and alerts from emergency services and the City of Hoboken.
- Evacuation during a storm/flood:
 - o Remain calm.
 - o Proceed to the predetermined point of exit.
 - o Exit the building towards the point of congregation (for library staff).

- o Do not attempt to cross flowing water where water is above your knees.
- o Keep children away from floodwaters and catch basins.
- o If your vehicle stalls in high water, abandon it immediately and seek higher ground.
- o Evacuate the flood hazard areas in times of impending flood or when advised to do so by the City.
- o Stay away from downed power lines and electric lines. Report downed lines to the police department.
- Post storm/flood recovery:
 - o Before entering the building, inspect to ensure that no power lines, damaged gas lines, building cracks, and other debris exist near the entrances or perimeter of the building.
 - o Check for structural damage to ensure no one is trapped in the building due to building collapse.
 - o Keep power off until an electrician can properly inspect the system.
 - o Discard items that have been in contact with floodwater and remove wet items to prevent mold.
 - o Wear rubber gloves and boots to clean and disinfect. Monitor items for fungal growth that have been exposed to floodwater.
 - Prior to an incoming storm reaching land, these items will be staged by the Circulation Department desk.
 - o Properly dispose of debris.

HIGH VALUE ASSET PROTECTION

Procedure Overview:

The purpose of this procedure is to establish a fast and effective response to an emergency requiring high value asset protection. High value assets should always be protected and routinely monitored to prevent damage and theft. The following procedure ensures that the Hoboken Public Library is prepared in the event of an emergency requiring high value asset protection and those that follow the procedure can remain safe and informed.

Terms/Definitions:

Term	Definition
High Value Asset	Assets of particularly high monetary, cultural, or other value, as well as other assets of Hoboken Public Library essential to operations, compliance, and risk mitigation.

Procedure:

Preparation: In order to prepare a strategy requiring the protection of high value assets, the following measures should be adopted:

- Periodic inventory should be kept of high value assets in order to ensure thievery has not occurred.
- Ensure high value assets are kept in fire resistant areas that are not prone to flooding.
- Ensure security monitors high value assets via cameras, access control, and/or routine patrols.

Action: In order to ensure protection of high value assets, the following measures should be followed:

- Protection:
 - Ensure the physical protection of both library staff and library patrons as well as the building, its contents, and its immediate surroundings.
 - Ensure that library staff are informed of and instructed in their obligations in safety and security matters.
 - Take all reasonable steps to minimize loss and damage.
 - Audit the library's assets and its protection systems on a regular basis.
- Loss Prevention:
 - Anticipate and take reasonable measures to prevent predictable losses such as minor vandalism, injuries, theft of library materials or library user property, utility interruptions, and the non-return of items borrowed from the collection.
 - Anticipate and take reasonable measures to mitigate catastrophic losses that occur during emergencies and natural disasters.
 - Document all losses, including those from fires, natural disasters, crimes, antisocial behavior, etc., that occur on or near the library involving library staff, library users, their property, or library property.
 - Monitor and maintain communication with theft reporting agencies or media, particularly electronic distribution lists dealing with library loss prevention, security, and stolen property

- reporting as a means of avoiding the purchase of stolen property and of keeping abreast of security trends and issues.
- o Promptly report any obvious losses to appropriate institutional officials and external agencies to increase the possibility of recovery, to promote the apprehension and punishment of the perpetrator(s), and to help other libraries to avoid similar losses.
 - Protection Adequacy:
 - o Prepare a library security policy that includes staff rules to protect people, collections, facilities and grounds that applies to everyone regardless of position, rank, title, status, or similar criteria.
 - o Evaluate threats against persons and the library to develop effective protection programs with goals, objectives, timetables, and benchmarks to counter specific threats such as fire, theft, vandalism and mutilation, and personal safety.
 - Fire and Emergency Protection:
 - o Integrate a fire and emergency protection program into a library protection policy to avoid and mitigate losses to the Library.
 - o Use reliable early warning fire detection and annunciation systems (visible strobe lights and audible alarm signals) that are both visual in the form of a strobe light and audible by a bell or horn, with signals clear and distinguishable from other signals and easily understood by all users of the Library, including persons with disabilities.
 - o Require sufficient exits and exiting guidelines.
 - o Require a fire service physical inspection of the library to plan its tactical response, verify the library's compliance with local and state fire codes as well as acceptable fire safety standards and review the use of fire prevention practices on all library properties, and review the library's use of fire prevention practices such as control of the use of open flames (by cooking, smoking, candles, and welding). A fire service should also inspect electrical appliances before use including the use of timers with heat generating appliances and check compliance with fire service room occupancy limits. Use of electrical appliances should be limited to a staff room.
 - o Publish a library evacuation plan and display emergency exiting diagrams and instructions for staff and patrons, including persons with disabilities, with a minimum of one fire drill exiting per year, in which the staff fully participate.
 - o Ensure that fire detection systems are monitored continuously at a separately located station such as the municipal police or fire station and a library monitoring center (whether it be a panel in the occupied building if on its own and/or linked to a security monitored center).
 - o Install fire service approved fire fighting equipment of an approved quantity. These should include portable fire extinguishers visually inspected monthly by library personnel and inspected annually for maintenance purposes and tagged by an approved fire extinguisher maintenance company and placed in strategic locations throughout the library where possible, install water standpipe and hose systems. Staff should receive training in the appropriate use of fire extinguishers.
 - o Set a high priority on protecting the library with an automatic fire suppression system.

- o Require regular inspection and testing of fire detection, annunciation, suppression and firefighting systems following appropriate NFPA standards, local fire service codes, and equipment recommendations, whichever is more stringent.
- Physical Barrier and Lock and Key Security:
 - o Integrate a physical barrier and lock and key security and/or card system program into a library protection policy that requires adequate and regular use of physical security closing and locking devices and sound lock and key accountability.
 - o Employ perimeter protection, not leaving external library, non-public, or high value perimeters open or unprotected, nor permitting a contractor to do same.
 - o Prefer physical perimeter barriers to electronic or staff security checks. This includes instructing staff to regularly close unused or unnecessary doors, windows, and other exits.
 - o Secure high security perimeters with solid surfaces and high security closures on its openings. High security perimeters are perimeters holding special collection storage and other high value objects and the library perimeter.
 - o Require exhibit cases to be firmly constructed or fixed to the wall to avoid easy entry.
 - o Require an effective key and/or cardkey program as part of the access control program for accountability, control, and strong physical security.
 - o Require all keys and/or cardkeys to high security areas to be issued, signed for, and returned daily to security where they should be stored in an adequately locked container in the library and accounted for each night.
 - o Account for, keeping written record of, and having physical control of keys and/or cardkeys not issued and key blanks. An annual key audit should be conducted to ensure that all keys and/or keycards issued and/or not issued are accounted for and, if necessary, replace keys and/or locks.
 - o Limit key and/or cardkey abuse by not issuing keys or cardkeys with bit codes or room numbers to be marked on them. Any contracted locksmith should be bonded.
 - o Require secure methods of retaining technology-based equipment and peripherals.
- Security Duties and Security Personnel:
 - o Integrate a security program into the library protection policy for all staff in the library in order to provide security monitoring of conditions.
 - o Require all staff to protect themselves and their immediate property and take action when necessary to protect lives and property and report any difficulties to the appropriate personnel for quick correction.
 - o Require security personnel to be responsible not only for security, but also good customer service to patrons and staff, protection of life and property, fair rule enforcement, completion of all fair orders and instructions, staying on duty until relieved in the absence of superiors, and the coordination of emergencies of the library.
 - o Provide security personnel with a procedure manual and sufficient training.
- Personal Access and Parcel Control
 - o Integrate a personal access and parcel control program into the library protection policy in order to protect lives and assets at the library.
 - o Require staff who have been prepared to perform basic security functions to identify and determine the authority or purpose of persons before permitting persons to cross secured

library perimeters. As a minimum, security staff should protect the perimeter for entering and leaving non-public areas and high security areas during open hours.

- o Require security staff to maintain and use security registers to record consistently the entry and departure of visitors to non-public areas and to all areas during non-public hours. Security staff should also use these or similar registers to record the issue and return of visitor badges, after-hours entry and departure for everyone, and the removal of property from the library and grounds. Contractors and construction staff should be required to comply with this system or be segregated from library areas.
- o Limit and control access to secured areas containing sensitive and high value materials such as areas with special collections, negotiables, and sensitive records.
- o Limit and control object entry, if desirable and feasible, to prevent dangerous and unwanted objects from entering and exiting, and to prevent illegally or inappropriately obtained materials from leaving. The Library Director should require staff with primary security duties to perform visual and physical inspection of all materials entering and leaving.
- o Require all library materials being removed from the library to be documented at the appropriate checkout desk as a loan. Loans for exhibits will require additional procedures.
- o Require a staff person with primary security duties to review regularly the safety of incoming mail and the security of outgoing mail, including parcels left at the door for pickup or drop off.

HOMELESS

Procedure Overview:

The Hoboken Public Library does not discriminate against any individual. Homeless individuals frequent the Hoboken Public Library to access various resources. As with any individual, the purpose of this procedure is to establish a fast and compassionate response to an emergency regarding a homeless individual.

Terms/Definitions:

Term	Definition
Homeless Individual	An individual who lacks housing, including an individual whose primary residence during the night is a supervised public or private facility (e.g., shelters) that provides temporary living accommodations, and an individual who is a resident in transitional housing.

Procedure:

Action: In the event of an emergency involving a homeless individual, the following measures should be followed:

- Interacting with Homeless Individuals:
 - ALL homeless patrons are to be treated the same as any other patron.
 - Use caution, avoid confrontations, and attempt to de-escalate difficult situations, if possible.
 - DO NOT offer food or money as it might encourage more panhandling. Direct the individual to a homeless shelter if they request food or money.
 - DO NOT permit camping or loitering and immediately contact security to remove the individual from the premises if needed.
 - Lock gates and other exterior areas that may be used as shelter.
 - Display curfew, food, beverage, drug use, and trespassing restrictions throughout the library.
 - The signs should state that persons engaged in prohibited conduct will be asked to leave the property and that failure to cease the behavior or leave the property will result in a call to law enforcement.
 - If a homeless individual is disturbing others as a result of homelessness (lack of hygiene, foul odor, camping, etc.) kindly ask the individual to leave and return in a more suitable manner.
 - Security will address the patron about the odor disturbance and will provide the address of the nearest point of showers (in the local homeless shelter) and invite the patron to return once the odor is eliminated.
 - When closing the library, thoroughly patrol the premises to ensure no homeless individuals have hidden or taken shelter in areas of the library.

HOSTAGE SITUATION

Procedure Overview:

The purpose of this procedure is to establish a fast and effective response to an emergency regarding a hostage situation. A hostage situation can occur quickly and without notice, therefore the following procedure ensures that the Hoboken Public Library is prepared in the event of an emergency regarding a hostage situation and those that follow the procedure can remain safe and informed.

Terms/Definitions:

Term	Definition
Hostage Situation	A hostage situation exists when a person holds another person against their will, by means of physical force or threat of harm. It is common for the person holding hostages to make demands that certain conditions be met. The more time that is gained, the more likely the situation will safely end without violence.

Procedure:

Preparation: In order to prepare for a hostage situation, the following measures should be adopted:

- Ensure all staff are aware of their surroundings.
- Ensure a “see something, say something” policy is encouraged among patrons and staff.
- Periodically train staff on procedures using drills and videos.

Action: In the event of a hostage situation, the following measures should be followed:

- If you are witness to a hostage situation but are not in immediate danger:
 - Move to safety.
 - Call 911 for police assistance.
 - Provide as much information as possible of the situation.
 - Notify security immediately after.
- If you are the hostage:
 - Remain calm, never argue.
 - Follow instructions of the hostage taker.
 - Speak in a calm but firm voice.
 - Do not make any sudden movements, ask permission before moving.
 - Keep distance between yourself and the hostage taker if possible.
 - Calmly inform the hostage taker of special needs of others in the room.
 - Keep patrons and others calm and under control.
 - Use time as a tool to de-escalate the situation.
- Wait for help to arrive.

LOCKDOWN

Procedure Overview:

The purpose of this procedure is to establish a fast and effective response to a lockdown. A facility under lockdown ensures that all its patrons and staff are out of sight, behind locked doors, and safe from any harm. The following procedure ensures that the Hoboken Public Library is prepared in the event of a lockdown and those that follow the procedure can remain safe and informed.

Terms/Definitions:

Term	Definition
Lockdown	Lockdown is a protective action employed to safeguard staff and patrons when there is an armed perpetrator in or near the Library. Lockdown is initiated to keep people away from the violent perpetrator while police engage the suspect.

Procedure:

Preparation: In order to prepare for a lockdown, the following measures should be adopted:

- Ensure all staff are aware of their surroundings.
- Ensure a “see something, say something” policy is encouraged among patrons and staff.
- Periodically train staff on procedures using drills and videos.

Action: In the event of a lockdown, the following measures should be followed:

- If instructed to lockdown:
 - Immediately seek refuge in the nearest room or office.
 - Close and lock the room from inside if possible.
 - Close all blinds or shades to prevent anyone from seeing inside and stay away from windows and open areas.
 - Turn off lights and barricade the door with furniture.
 - Stay non-emotional, keep quiet, and respond only to requests made by people you know or Law Enforcement Officials.
 - Remain in your lockdown location until notified the situation is cleared.
 - If fire alarm sounds:
 - Evacuate only if fire or smoke are visible. Await instructions if no fire or smoke are visible.

MEDICAL EMERGENCY

Procedure Overview:

The purpose of this procedure is to establish a fast and effective response to a medical emergency. A medical emergency can occur at any time to anyone; therefore, the following procedure ensures that the Hoboken Public Library is prepared in the event of a medical emergency and those that follow the procedure can remain safe and informed.

Terms/Definitions:

Term	Definition
Medical Emergency	Situations where an individual will likely require immediate medical assistance and/or hospitalization.

Procedure:

Preparation: In order to prepare for a medical emergency, the following measures should be adopted:

- Ensure emergency contact information is readily available.
- For this document, any person observing a medical emergency in the Hoboken Public Library workplace is considered a “responder.”
- Conditions that qualify for a major medical emergency may include the following scenarios:
 - Chest Pains
 - Non-responsiveness
 - Heavy bleeding
 - Shortness of breath
 - Seizures
 - Any major injuries associated with a slip/trip and fall

Action: In the event of a medical emergency, the following measures should be followed:

- While some medical incidents may appear to be minor on the surface, they could be signs of a potentially life-threatening condition. If at any point the person requiring assistance requests an ambulance, the responder should immediately dial 911. If there is doubt about a person’s condition, or if they seem to be unable to communicate effectively, it is always best to dial 911.
- Please be aware that people possibly requiring assistance have the right to refuse emergency care at any time, however, if the person appears to be having a medical emergency or is unable to think clearly, it is always best to dial 911 and let the medical professionals assess the scenario.
- In the event of a major medical emergency the following actions should be taken.
 - If notified of a medical emergency, the responder will act as the incident commander. This means that the responder will be responsible for facilitating emergency response and collecting information for incident reporting.
- Once notified of a medical emergency, the Hoboken Public Library responder will need to take the following actions:
 - Respond to the emergency location to assist with response and gather information.

- o Dial 911 to ensure that emergency responders have been contacted. During an emergency, sometimes people forget to call 911 because they are under stress. It is not problematic for more than one call to be made, so please follow up with a call to ensure a quick response.
- o Gather the following, relevant information:
 - Collect pertinent information about the incident.
 - Name of the person requiring assistance.
 - Location of the emergency.
 - Description of the emergency.
 - Name and extension of the person reporting the incident.
 - Contact local emergency medical services to request a response.
- o Be prepared to receive and direct first responders as needed
 - Monitor communications and events and keep a chronological log of all actions taken.
 - Provide updates to management.
 - Complete an incident report upon resolution of the incident.
- Accident/Incident Investigation
 - o Take photos of the area where the incident occurred.
 - Include wide angle shots to make it simple to identify the location of the incident in the future.
 - Close shots will be needed to document the conditions of the incident environment (floor/walls/sidewalks) at the time of the incident. Being especially aware to document cracks, wet floors, debris peeling floor tiles, etc.
 - Images of the injured person's shoes should be captured if practical, or otherwise noted in the incident report.
 - o Hoboken Public Library should take actions to remediate any hazards that may have caused the incident. If the incident occurred after hours, the manager/employee will ensure suitable methods are used to alert and prevent other personnel from walking in the area (e.g. placement of traffic cone, caution tape, or other signage).
 - o The weather conditions at the time of the incident must be documented for liability purposes.

NEWS/MEDIA INQUIRIES

Procedure Overview:

The purpose of this procedure is to establish a fast and effective response to news/media inquiries. News/media inquiries usually follow an event involving or affecting an organization. The following procedure ensures that the Hoboken Public Library is prepared in the event of news/media inquiries and those that follow the procedure can remain safe and informed.

Terms/Definitions:

Term	Definition
News/Media Inquiries	An instance where a member of the press or public inquiries about an aspect of an ongoing emergency.

Procedure:

Preparation: In order to prepare for news/media inquiries, the following measures should be adopted:

- Ensure staff are trained in directing news/media inquiries to the correct contact individual.
- Ensure staff are aware of the policies in dealing with news/media inquiries

Action: In the event of a news/media inquiries, the following measures should be followed:

- News, media, and public inquiries:
 - The Library Director, Director's designate, or person in charge at the time an emergency occurs is the only person authorized to release information on behalf of the Library.
 - This spokesperson will coordinate and release information with the Law Enforcement Personnel, Emergency/Medical Personnel, and City Officials as required.
- During and after an emergency, library employees:
 - Will NOT respond to media or public information requests.
 - Will refer all public and media inquiries and information requests to the Library Director or Director's designate.
 - If no Library System personnel are available, refer all public and media inquiries and information to:
 - The Police or Fire Department
 - Other on-scene agency spokesperson
 - Will NOT discuss or speculate on the cause, consequences, events, impact, or personnel involved with the situation. This includes via social media.

POST EMERGENCY MATERIALS STRATEGY

Procedure Overview:

The purpose of this procedure is to establish an effective post emergency materials strategy. The following procedure ensures that the Hoboken Public Library is prepared in tracking and recovering materials in the event of an emergency.

Terms/Definitions:

Term	Definition
Materials	Possessions of the Library, its employees, or its patrons which may have been affected over the course of an emergency.

Procedure:

Preparation: In order to prepare for a post emergency materials strategy implementation, the following measures should be adopted:

- Take pictures and keep record of materials and items, especially those of value.
- Consider making electronic copies of reading material that has not yet been copied.
- Ensure valuable materials are stored away from flammable liquids, machinery, and areas vulnerable to natural and occupational disasters.

Action: In the event of a necessity to implement a post emergency material strategy, the following measures should be followed:

- Before entering the building, inspect to ensure that no power lines, damaged gas lines, building cracks, and other debris exist near the entrances or perimeter of the building
- Watch out for broken glass, contaminated areas, gas leaks, damaged wiring, slippery floors, etc.
- Check for structural damage to ensure no one is trapped in the building due to building collapse.
- Keep power off (if affected) until an electrician can properly inspect the system.
- Discard items that have been in contact with floodwater and remove wet items to prevent mold.
- Wear rubber gloves and boots to clean, disinfect, and monitor items for fungal growth that have been exposed to floodwater.
- Properly dispose of debris.
- Take pictures and keep records of damaged items and materials.
- Cross-check with records to see if the item can be reacquired, restored, cleaned, and/or claimed on insurance.

RADIO COMMUNICATION

Procedure Overview:

The purpose of this procedure is to establish an effective radio communication strategy in the event that library staff are required to communicate with each other or emergency services via radio. The following procedure ensures that the Hoboken Public Library is prepared in effectively using radio communication.

Terms/Definitions:

Term	Definition
Radio Communication	Remote communication with other Library employees via two-way radio.

Procedure:

Preparation: In order to prepare for radio communication, the following measures should be adopted:

- Ensure all radios (if any) are always functioning.
- Ensure backup radios and batteries are available.
- Test all radios on a weekly basis to ensure proper functionality.

Action: In the event of a need for radio communication, the following measures should be followed:

- Only use two-way radios to communicate with other employees.
- Avoid speaking on two-way radios, if possible, during emergencies in order to ensure communication does not interfere with emergency services.
- Monitor TV, radio, and/or internet sources for information and instructions.

REPORTING AN EMERGENCY

All staff members of the Library are empowered to call 911 without a supervisor's permission.

Procedure Overview:

The purpose of this general emergency procedure is to establish a fast and effective strategy for reporting an emergency. An emergency can vary in type and severity; therefore, it is important to be prepared for any emergency that may arise. The following procedure ensures that the Hoboken Public Library is prepared in the event of an emergency, and those that follow the procedure can remain safe and informed.

Terms/Definitions:

Term	Definition
Emergency	A serious, unexpected, and often dangerous situation requiring immediate action.

Procedure:

Preparation: In order to prepare for reporting an emergency, the following measures should be adopted:

- Ensure all floors have fire alarm pull stations and fire extinguishers.
- Ensure all staff are aware of all fire exits and must vacate the building if the fire alarm goes off.

Action: In the event of a need to report an emergency, the following measures should be followed:

- Secure your immediate safety.
- If possible, ensure the safety of those around you.
- If necessary and possible, leave the area.
- DO NOT use the elevators, use the stairs.
- Call 911 and provide as much information as possible:
 - Incident description
 - Location
 - Injuries
 - Current situation
 - Address and telephone of Library
 - Follow dispatcher's instructions. **DO NOT HANG UP UNTIL INSTRUCTED TO DO SO BY EMERGENCY PERSONNEL.**
- Notify Security and the Library Director of the incident and provide detailed information.
- Follow the instructions of the Library Director.

SHELTER IN PLACE

Procedure Overview:

The purpose of this procedure is to establish a fast and effective strategy to shelter in place. Some emergencies may prevent those in the library from evacuating immediately, therefore requiring them to shelter in place for a period of time. The following procedure ensures that the Hoboken Public Library is prepared in the event of an emergency requiring shelter in place, and those that follow the procedure can remain safe and informed while sheltered within the library.

Terms/Definitions:

Term	Definition
Shelter In Place	To seek safety within the building one already occupies, rather than to evacuate the area or seek a community emergency shelter.

Procedure:

Preparation: In order to prepare to shelter in place, the following measures should be adopted:

- Ensure library staff has access to the latest emergency alerts from the following information sources:
 - City of Hoboken Nixle alert system
 - Register for Alerts via:
<https://www.hobokennj.gov/emergency-notifications>
 - City of Hoboken on Facebook and Twitter
 - Emergency alerts from the City of Hoboken
 - News and advisories from the City of Hoboken
 - Emergency alerts from Hudson County
 - Vie Alerts via:
<https://local.nixle.com/hudson-county-office-of-emergency-management>
 - New Jersey Special Needs Registry
 - Register via:
<https://www13.state.nj.us/SpecialNeeds/Signin?ReturnUrl=%2fSpecialNeeds%2f>
 - Weather alerts from the National Weather Service
- Ensure Shelter in Place and Evacuation plans and kits are up to date.
 - Implement a means of alerting staff to shelter in place.
 - Ensure staff are trained in shelter in place procedures.
- Ensure the following items are in the Shelter in Place Kits, in case of a need to shelter in place:
 - Water (1 gallon per person per day for drinking and sanitation)
 - Nonperishable food (at least a 3 day supply)
 - AM/FM/NOAA radio (battery and hand crank power with USB for phone charger)
 - LED flashlight
 - LED lantern
 - Extra batteries (3 day supply for radio, flashlight, and lantern)

- o First Aid Kit:
 - Sanitary water jug (2.5 gallon)
 - Whistle
 - Manual can opener
 - N95 dust mask
 - Plastic sheeting, duct tape
 - Moist towelettes, garbage bags, plastic ties
 - Tools
 - Matches in a waterproof container
 - Paper cups, plates, utensils, towels
 - Fire extinguisher
- Ensure the following items are in the Evacuation Kits, in case of a need to evacuate:
 - o First aid supplies
 - o Nonperishable food
 - o Batteries
 - o Battery operated portable radio
 - o Important papers
 - o Personal items of value
- Ensure an evacuation path and point of congregation (for library staff) is determined and outlined and readily accessible by patrons and staff.
 - Property Inventory:
 - o Inventory and photograph your building's contents.
 - o Put important papers and insurance policies in a safe place.
 - Equipment Testing:
 - o Periodically test pumps, backup generators, emergency lighting, and/or any other mechanical equipment needed during a flood.
 - o Ensure a plan exists for shutting down mechanical equipment and securing hazardous materials in flood prone areas of the building.

Action: In the event of a need to shelter in place, the following measures should be followed:

- Preparing to stay or go:
 - o Remain calm.
 - o Monitor TV, radio, and/or internet sources for information and instructions in order to determine whether to evacuate or shelter in place.
- Shelter in Place:
 - o Remain calm.
 - o Monitor TV, radio, and/or internet sources for information and instructions.
 - o Get inside.

- o Find a safe spot.
- o Stay in this location until officials say it is okay to leave.
- o Stay connected and let your emergency contact know where you are and how everyone is doing.
- o Let Library staff and/or emergency services know immediately if someone is missing.
- o Use your phone only as necessary in order to preserve the battery and keep emergency lines open for responders.
- o Designate an indoor area for pet waste, ensuring to clean up the mess immediately.
- o If needed, stay away from windows and doors that can break open.
- Post storm recovery:
 - o Before entering the building, inspect to ensure that no power lines, damaged gas lines, building cracks, and other debris exist near the entrances or perimeter of the building.
 - o Check for structural damage to ensure no one is trapped in the building due to building collapse.
 - o Keep power off until an electrician can properly inspect the system.
 - o Properly dispose of debris.

SUSPICIOUS OBJECT

Procedure Overview:

The purpose of this procedure is to establish a fast and effective response to the discovery of suspicious objects, all of which will be treated as legitimate threats. The following procedure ensures that the Hoboken Public Library is prepared in the event of a bomb threat and those that follow the procedure can remain safe and informed.

Terms/Definitions:

Term	Definition
Suspicious Object	A suspicious object is an object that is out of place and cannot be accounted for. Suspicious objects may take different forms but are most commonly objects left behind or items received by the U.S. Postal service or a parcel delivery company. Items may include backpacks, luggage, or other containers as well as mail, parcels or packages. Suspicious objects may contain harmful contents that are intended to cause harm or interrupt business.

Procedure:

Preparation: In order to prepare for an emergency regarding a suspicious object, the following measures should be adopted:

Training and awareness are important in ensuring that employees are kept safe and that business is not interrupted due to a false positive, which may trigger a law enforcement response or a building evacuation. Proper awareness and training can help identify objects that should be escalated to experts and eliminate false positives that would otherwise cause an evacuation or an unnecessary call to law enforcement officials. Awareness and training will be divided into two categories:

- General Employee Awareness
- Hoboken Public Library team Training

The following information will be incorporated into a general awareness campaign for all employees. It contains guidelines for suspicious object content, communications, and high-level guidelines that address some of the likely scenarios general employees may encounter when dealing with suspicious packages or objects.

- Awareness Content: To provide current awareness content to employees, Hoboken Public Library will utilize the most currently published characteristics and guidelines from government agencies for descriptions/definitions of suspicious package threats. Links to these guidelines are provided in [Appendix A](#).
- Communications / Escalation: All employees and building occupants should be instructed to immediately report any suspicious object, package, item, or individual to designated members of supervision/management thru established communication channels.
- Displayed Content: Hoboken Public Library will post current visual identifications/descriptions of suspicious packages, potential explosive and/or hazardous packages, and articles in areas where

staff regularly receive or process deliveries. Additionally, Hoboken Public Library will post suspicious package descriptions and handling information in key checkpoint locations such as the mail room.

- Acceptance Requests: Any requests made by current employees, former employees, friends, acquaintances, contractors, and/or complete strangers to accept an item for delivery into the building or contiguous area should be immediately refused. The individual should be directed to contact security.

Targeted Training and Awareness:

All employees and contract services that may have a higher likelihood of encountering a suspicious object or package shall be trained in identification and response procedures. Staff members that work in the following roles are good candidates for training: Hoboken Public Library, janitorial, and facilities.

Awareness Content:

This section provides information on potential characteristics of suspicious objects, general awareness information, and targeted awareness information to be included in a robust training program.

Characteristics of a Suspicious Object:

Most suspicious objects are not hazardous and may simply have been left behind by the owner or in the case of mail items were poorly addressed or damaged during transport. However, any object left behind or package that is unexpected and/or causes concern to the handler should be treated as a suspicious object. Some characteristics of suspicious packages and letters include the following:

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title but no name
- Misspellings of common words
- Oily stains, discolorations, or odor
- No return addresses
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Visual distractions
- Ticking sound
- Excessive sealing material such as packing or masking tape, string, etc.
- Marked with restrictive endorsements, such as IPersonalII or IConfidentialII
- Shows a city or state in the postmark that does not match the return address

These characteristics demonstrate that the object may contain hazardous contents and should be escalated for additional review. If a package or item left behind is accompanied by a letter or telephone threat warning, contact Hoboken Public Library immediately.

Hazardous Item Construction:

It is important to understand the creation and purpose of these devices as part of an effective training program:

Explosive Devices

In the case of explosive devices, the suspicious package can take many forms. It may be in the form of a bulky letter, a small or large package, a briefcase, or a common item. Because triggering mechanisms for an explosive detonation are often connected to the act of opening the package or envelope, handling of the package should be minimized. Given that the package has survived intact to its point of destination, danger should not normally increase if it is left alone and kept still until appropriate authorities can deal with it.

Chemical Agents

Chemical agents or toxic compounds contained in a suspicious package or envelope will frequently be disseminated simply by opening the package. Suspicious packages containing chemical compounds may be identifiable by unusual odors or stains caused by leaking liquid or powder. The onset of symptoms related to exposure to a chemical agent will normally be rapid (from seconds to minutes after exposure) and symptoms will manifest themselves in a number of observable ways: rash or sensitivity of the skin, blistering of exposed skin, nausea, shortness of breath or difficulty breathing, dizziness or loss of consciousness. Prompt action is necessary to stop the spread of contamination and to treat affected victims.

Biological Agents

Suspicious packages containing biological agents may be more difficult to detect. The biological agent may be in a similar form to those normally handled—powder, liquids or aerosol sprays. Normally, biological agents are colorless and odorless, perhaps even invisible. Reaction to them may not be apparent until hours or even days after contact. Typically, victims feel the onset of influenza-like symptoms that may develop into a serious or fatal illness. Packages that are even remotely suspected of containing biological agents should not be handled.

Receipt of Notification/ Communications

All suspicious packages or objects should be reported to the Hoboken Public Library team. There should be, at a minimum, at least one primary and one secondary management representative on-duty and/or on call at all times when the facility is being operated. Hoboken Public Library will be responsible for managing the initial triage of the incident and direct the notification to local law enforcement. As much pertinent on-scene information as possible regarding the situation should be conveyed to the 911 dispatcher.

Action: In the event of an emergency regarding a suspicious object, the following measures should be followed:

- It is important to remain calm as to not cause a panic.
- The person discovering the package or object shall keep it isolated from interaction until the responding team arrives. This may include:

- o Suspicious Mail/Package: If in an office or mailroom, the package should be left where it is, and the office evacuated and closed. The immediate area should be cleared of personnel. The item should not be disturbed in any way. All persons should immediately leave the area, taking their carry-in/out personal possessions with them.
 - o Suspicious object: The area where the suspicious object is left behind should be evacuated and foot traffic should be directed away from the immediate area. The suspicious object should not be touched, moved, or disturbed in any way.
- The immediate area should be secured to prohibit anyone from entering other than representatives from the Hoboken Public Library team.
- The Hoboken Public Library team member should verify that there is a suspicious package based upon their training.
- If the suspicious object or package is deemed a threat by Hoboken Public Library, contact local law enforcement and initiate a response. Be prepared to provide as much information as possible regarding the object to the dispatcher.
- The Hoboken Public Library team will keep the area clear of people until local law enforcement arrives. While they wait, they should continue to observe the item and report any changes to local law enforcement officials when they arrive.
- Once law enforcement has arrived, key personnel should identify themselves and assist authorities as requested/directed. Local law enforcement may ask that building management and Hoboken Public Library conduct any number of activities including:
 - o Evacuation of the immediate area
 - o Shelter in place
 - o Building evacuations
 - o Modifications of HVAC or power in the area
 - o Limit the use of cellular phones
- Local law enforcement officials will conduct their investigation and return the area to business as usual as soon as they are able. Local law enforcement or building management may invoke a shelter in place event or building evacuation if they feel it is necessary. Hoboken Public Library will follow the guidance of local law enforcement as well as building announcements during a suspicious object scenario. If the decision to evacuate is made, all staff members should comply with local law enforcement requests. If possible, employees should only take their immediately necessary personal items with them to include:
 - o Any medications or devices that support immediate healthcare needs that would put the employee at risk if they were to be left behind.
 - o Employees should not use cellular phones or radios during this process as these signals could cause interference with investigative activities, and in worst case scenarios trigger a device.
- Hoboken Public Library will partner with building management to ensure that evacuation procedure training is provided to employees in accordance with local regulations.

TERROR ATTACK

Procedure Overview:

The purpose of this procedure is to establish a fast and effective response to terror attacks. The following procedure ensures that the Hoboken Public Library is prepared in the event of a terror attack and those that follow the procedure can remain safe and informed.

Terms/Definitions:

Term	Definition
Terror Attack	Premeditated, politically motivated violence perpetrated against noncombatant targets by subnational groups or clandestine agents.

Procedure:

Preparation: In order to prepare for a terror attack, the following measures should be adopted:

- Ensure staff is aware of the procedures in taking action during a terror attack in order to guide others.
- Ensure emergency contact information is readily available.
- Ensure a “see something, say something” policy is encouraged among patrons and staff.

Action: In the event of a terror attack, the following measures should be followed:

- If Terror Attack occurs in/near the library:
 - Follow lockdown procedures:
 - Immediately seek refuge in the nearest room or office.
 - Close and lock the room from inside if possible.
 - Close all blinds or shades to prevent anyone from seeing inside and stay away from windows and open areas.
 - Turn off lights and barricade the door with furniture.
 - Stay non-emotional, keep quiet, and respond only to requests made by people you know or Law Enforcement Officials.
 - Remain in your lockdown location until notified the situation is cleared.
 - If fire alarm sounds:
 - Evacuate only if fire or smoke are visible. Await instructions if no fire or smoke are visible.
 - Call/text for help if you are in a safe place.
 - Check for injuries and give first aid or find help for seriously injured individuals.
 - Follow advice of local emergency officials.
- If a terror attack occurs in the neighborhood:
 - Remain calm and be patient.
 - Follow advice of local emergency officials.
 - Monitor TV, radio, and/or internet sources for information and instructions in order to determine whether to evacuate or shelter in place.
 - Check for injuries and give first aid or find help for seriously injured individuals.

SEVERE WEATHER CLOSING

Procedure Overview:

The purpose of this procedure is to establish a fast and effective response to severe weather requiring closing. The library may need to close due to severe weather, therefore, the following procedure ensures that the Hoboken Public Library is prepared in the event of severe weather requiring closing, and those that follow the procedure can remain safe and informed.

Terms/Definitions:

Term	Definition
Severe Weather	Any dangerous meteorological phenomena with the potential to cause damage, serious social disruption, or loss of human life. Effects of severe weather include: high winds, hail, excessive precipitation, thunderstorms, tornados, and blizzards.

Procedure:

Preparation: In order to prepare for a severe weather closing, the following measures should be adopted:

- Ensure library staff has access to the latest emergency alerts from the following information sources:
 - City of Hoboken Nixle alert system
 - Register for Alerts via:
<https://www.hobokennj.gov/emergency-notifications>
 - City of Hoboken on Facebook and Twitter
 - Emergency alerts from the City of Hoboken
 - News and advisories from the City of Hoboken
 - Emergency alerts from Hudson County
 - Vie Alerts via:
<https://local.nixle.com/hudson-county-office-of-emergency-management>
 - New Jersey Special Needs Registry
 - Register via:
<https://www13.state.nj.us/SpecialNeeds/Signin?ReturnUrl=%2fSpecialNeeds%2f>
 - Weather alerts from the National Weather Service
- Ensure staff are kept up to date on latest information regarding a potential closing due to severe weather.

Action: In the event of a severe weather closing, the following measures should be followed:

- Snow and ice storms may result in an early close, delayed opening, or full-day closure.
 - The Director should be contacted to make the decision about all weather and emergency closings.
 - If the Director is unavailable, contact the Head of Reference Department and/or Facility Director.
 - In the unlikely event both the Director and the Head of Reference are unavailable, and the Library is open, the designated person in charge (PIC) is authorized to make the decision.

- Guidelines for determining an early close:
 - If it is dark and the sidewalks become icy and visibility is poor, when both walking and driving is hazardous, the Director might decide regarding earlier closing based on safety of patrons, staff, and availability of library personnel for public service desks coverage. Both library patrons and staff should be alerted at least 30-minutes prior to closing.
 - If it is determined that the Library must close early, complete the following steps:
 - Allow at least 30 minutes to close the Library.
 - Post a sign on the public entry doors stating the day, date, and time of closing.
 - Notify all staff members scheduled to work later in the day.
 - Send weather related notification to BCCLS.
 - Email Christine.zeni@bccls.org and delivery@bccls.org if not opened and/or cannot accept delivery.
 - The Director or PIC will inform the Board President via email or phone.
 - Follow all standard closing procedures including unlocking the book drop.
- Guidelines for determining a delayed opening or full day closing
 - In the event of a weather related emergency all staff needs to check there BCCLS e-mail for a possible delayed opening or closure. A decision will be made by the Library Director in consultation with the Board of Trustees president no less than 1 ½ hours prior to the official opening time of the Library. All Department Heads will then be notified and should contact their staff.

WORKPLACE VIOLENCE/ACTIVE SHOOTER

Procedure Overview:

The purpose of this procedure is to establish a fast and effective response to a workplace violence incident/active shooter. Incidents such as these can arise quickly and chaotically, therefore, the following procedure ensures that the Hoboken Public Library is prepared in the event of a workplace violence incident/active shooter and those that follow the procedure can remain safe and informed.

Terms/Definitions:

Term	Definition
Workplace Violence	Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults and even homicide.
Active Shooter	An active shooter is defined as an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearm(s), but violent incidents may include other forms of dangerous weapons including knives, swords, machetes, and improvised explosives. Active shooter situations are dynamic and require immediate response by local law enforcement to prevent further harm. Active Shooter scenarios happen fast and resolve quickly, in most cases with the shooter taking their own life.

Active shooter scenarios present an unpredictable risk. The information provided in this document is based upon broadly accepted law enforcement practices. To best address the challenges posed by an active shooter event, all activities have been categorized into three phases: Planning, Response, and Recovery. The Planning phase is intended to address all pre-scenario actions and training. The Response phase outlines actions taken during an incident, and the Recovery phase will discuss how Hoboken Public Library can recover from an active shooter scenario.

Procedure:

Preparation: In order to prepare for a workplace violence/active shooter emergency, the following measures should be adopted:

- Preparing for a workplace violence or active shooter scenario is extremely difficult as the risks posed are highly unpredictable, occur quickly, and are dynamic in nature. As part of the planning phase, annual reviews of the following program components will be conducted: Location Risk, Technology Design, and Employee Training.
- An annual assessment with a focus on workplace violence events will be conducted at each location to capture changes in the location's risk profile from the previous year. Assessment activities will include considerations of neighborhood changes, facility modifications, and variations in operations.
 - o Location Assessment/Review

- Evaluate changes in the local community that may change Hoboken Public Library’s risk profile including crime or local construction.
- Understand changes in relative location to “soft” targets (subway stations, government buildings, schools, festivals).
- Consider the type of business conducted at the site and whether it has garnered negative public exposure that may result in increased protests or activist threats.
- Review changes in local law enforcement presence and response capabilities.
- o Facility Modifications
 - Evaluate facility layout changes that may hinder or help first responders, or impact employee behavior during a crisis.
 - Assess evacuation routes to ensure they are still in compliance with best practices and ensure that employees with special needs have a plan.
 - Review of shelter locations and safe spaces to ensure they meet Hoboken Public Library expectations: solid doors with effective locking mechanisms and minimal interior facing glass.
- o Operations
 - Ensure at least two to three employees have been identified and authorized to act as crisis liaisons with law enforcement officials. These employees should be knowledgeable in local procedures, have a good understanding of the facility, and have information that could assist law enforcement during a crisis including employee and other location specific data.
 - Audit processes and procedures to ensure they are in line with changing risks.
 - Validate employee contact information is up to date to support emergency muster activities.
 - Review previous year’s history of local violence and threats to determine if a program change is needed.
- Understand changes in employee special needs to ensure they are accounted for during a crisis.
- Technology and System Design:
 - o To support emergency response during a crisis, Hoboken Public Library’s physical access control and surveillance systems will be audited annually. This review will confirm all systems are configured to meet Hoboken Public Library security expectations and address changing risks.
 - o Access Control:
 - Confirm that credential-based access control systems are installed and working to Hoboken Public Library standards. Confirm access control configurations meet location needs and that facility changes have not altered requirements. The access control review should include a test of all locking mechanisms, duress alarm functionality, and reporting functions.
 - o Video:
 - Assess VMS systems to ensure all cameras are functioning and recording in compliance with Hoboken Public Library Security. The VMS assessment should also consider facility changes that may require a camera reconfiguration. Remote viewing capability should be tested to confirm that site surveillance by emergency responders during a crisis is possible. Remote viewing capabilities will only be available via Hoboken Public Library VPN.
 - o Emergency Messaging (local):
 - Test the building PA system (if applicable) to confirm that all speakers are functional and can be clearly heard in all areas. As part of this assessment, it is important that mass notification via e-mail is tested to ensure that emergency communications can be sent during a crisis.

- Training
 - Training is a foundational component in ensuring the safety and security of employees during a workplace violence or an active shooter scenario. Management and employee training will be developed and conducted annually to meet the following minimum standards:
 - Identifying Behaviors:
 - An important part of mitigating active shooter risks is by training employees to identify ‘high risk behaviors’ and report them to management or human resource representatives.
 - Awareness and Communication:
 - Hoboken Public Library will engage its employees through awareness programs that are intended to encourage communication. Employees will be encouraged to report concerning behaviors or physical security risks they observe.
 - Management Response:
 - It is important that Hoboken Public Library leadership is prepared to quickly respond to a workplace violence event, which will require close work with law enforcement, communication with family members and media, and the provisioning of employee support resources. To ensure preparedness, each year a review of the active shooter procedure will be conducted with management. This review will be conducted with Hoboken Public Library’s Team and other relevant stakeholders.
 - Employee Response:
 - Employees will be trained on how to respond during an active shooter scenario. The training program will be based upon the best practices defined in the Department of Homeland Security’s “Active Shooter: How to Respond” training series and is outlined in Employee Response, in the following response section of this document. The Workplace Violence training material is attached in appendix A of this document.

Action: In the event of a workplace violence/active shooter emergency, the following measures should be followed:

- Response
 - A quick employee response to an active shooter scenario is critical to saving lives. Hoboken Public Library will develop and maintain, a comprehensive workplace violence and active shooter training program, and conduct training annually.
 - To ensure the best possible information is available to employees, the training program will be based upon the most current version of the Department of Homeland Security’s “Active Shooter: How to Respond” series. The Hoboken Public Library Active Shooter training scenario will include the following elements:
 - Event Initiation: Local law enforcement may take several minutes to arrive; therefore, employee awareness is paramount to protecting lives. Employees directly or indirectly impacted by an active shooter scenario will be trained to take the following actions:
 - Run: If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
 - Have two escape routes and plans in mind.
 - Evacuate regardless of whether others agree to follow.
 - Leave your belongings behind.
 - Help others escape, if possible.
 - Prevent individuals from entering an area where the active shooter may be.

- o Keep your hands visible.
- o Follow the instructions of first responders.
- o Do not attempt to move wounded people.
- o Contact 911 when you have evacuated and are in a safe location. The phone call to law enforcement should provide the following information:
 - Description of suspect and possible location
 - Number and types of weapons
 - Suspect's direction of travel
 - Location and condition of any victims
- o Once you have contacted 911, and if safe to do so, contact the building lobby or other people to prevent them from entering the area.
- Hide: If evacuation is not possible, find a safe place to hide. If possible:
 - o Lock the door.
 - o Silence your cell phone and/or devices.
 - o Turn off any source of noise that may attract attention (i.e., radios, televisions).
 - o Hide behind large items (i.e., cabinets, desks).
 - o Remain quiet.
 - o Blockade the door with heavy furniture.
 - o Be out of the active shooter's view.
 - o Provide protection if shots are fired in your direction (i.e., locating into a bathroom and locking the door, stay as low to floor as possible and remain quiet and still).
 - o If possible, do not trap or restrict your options for movement.
 - o Call 911 and if you cannot speak, leave the line open and allow the dispatcher to listen.
- Fight: As a last resort, and only when your life is in imminent danger, take action against the active shooter. Attempt to disrupt and/or incapacitate the active shooter by:
 - o Acting as aggressively as possible.
 - o Throwing items.
 - o Utilizing improvised weapons – i.e. books, keyboards, any sharp instrument.
 - o Yelling.
 - o Committing to your actions.
- o Law Enforcement Interaction: The primary goal of law enforcement responders will be to locate, isolate, and neutralize the shooter as quickly as possible to prevent additional deaths or injuries. When law enforcement arrives on scene:
 - Try to remain calm and follow all official instructions.
 - Always keep hands empty and visible.
 - Avoid making sudden or alarming movements.
 - Understand that law enforcement first responders are there to stop the shooter from taking more lives. They will not be able to help people and allow medical services into the area until the threat has been neutralized.
- o If possible and safe to do so, the Hoboken Public Library management team will send out a Mass Notification message via company's email to advise employees to communicate with potentially affected employees and to start the accountability process.

- Recovery
 - When the workplace violence or active shooter scenario has been resolved and the scene declared safe by law enforcement officials, Hoboken Public Library will begin the recovery process. Hoboken Public Library will need to work close with all levels of Hoboken Public Library to return the office to business as usual. While every crisis is different, the organization may need to conduct the following recovery activities:
 - Facility Recovery:
 - Initially, the site of a violent incident may be secured as a crime scene, and employees will need to resume work at an alternate location. After the authorities have completed their investigation and have released the facility to Hoboken Public Library, Hoboken Public Library will need to return the facility to normal condition. Cleanup for the safe removal of bio-hazardous substances including blood borne pathogens must take place yet be conducted in a sensitive manner. Local health and safety regulations will dictate proper cleanup protocol. If extensive damage has taken place, Library employees may need to continue work at alternate locations until repairs have been completed.
 - Information Sharing (Internal):
 - The health and well-being of the employees is critical. After law enforcement has relinquished Command and Control of the scene to Hoboken Public Library, the Hoboken Public Library will develop information strategies to address employee and family questions related to the event.
 - Public Relations:
 - Effective coordination with the media and timely dissemination of information can help reduce media pressure on Library employees. Only authorized communications will be shared with the media. All such communications can only be made by Library Relations.
 - Counseling Support:
 - Support employees with professional counseling.

Appendix A

Following further information, training links and posters for suspicious package and bomb threats from are DHS and UPS site provides

- Suspicious packages

https://hsema.dc.gov/sites/default/files/dc/sites/hsema/release_content/attachments/20982/Susp_Mail_DHS.PDF

<https://www.fbi.gov/file-repository/suspicious-package-indicators.pdf/view>

<https://about.usps.com/posters/pos84.pdf>

- Bomb Threats

<https://www.dhs.gov/sites/default/files/publications/dhs-bomb-threat-checklist-2014-508.pdf>

<https://cdp.dhs.gov/>

- Code Adam

<http://codeadam.missingkids.org/resources.html>