Getting Back to Normal

A Scenario Based Learning Experience

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Carrington Event of 1859

Photo Source: NASA
EMP Cheyenne Mountain Complex

AREA AFFECTED BY AN EMP PULSE BY HEIGHT OF BURST

- 30 miles
- 120 miles
- 300 miles

Source: The Heritage Foundation
Koppel asks us to imagine a blackout that could last months – where millions of Americans over several states are without running water, refrigeration, light, and a dwindling supply of food and medical supplies. A blackout could shutdown banks, challenge the police as they’ve never been before, and lead to widespread looting. –Forbes, 020716
Probability of future occurrences and potential magnitude:

There are three major private utilities that distribute electric and natural gas within Monroe County. There are three municipal electric providers and one municipal natural gas provider. Some areas are dependent on residential propane tanks for gas service. RG&E has Electric and Gas Emergency Plans, and the County Office of Emergency Management participates in exercises on these plans.

The probability of future occurrences is directly related to the demand. Increase in utility demand is attributable to technology growth and use, to real estate development and business demands that have not been offset with additional generation capacity, additional supply, and in some cases transmission system capacity. This hazard is considered a “Frequent Event” by HAZNY definition meaning that it may occur more than once a year (SEMO, HAZNY 2004). We consider this hazard a potential cascade event from terrorism, flooding, ice storms, windstorms, and other severe weather. A credible worst case event, either as a cascade event or a supply failure, would cover a large region and occur without warning, as happens with blackouts, e.g. August 14, 2003.

4 Monroe County Hazard Analysis Report by SEMO, January 1999
Are You Prepared?

1. You are trained in basic first aid (CPR, splinting, shock, wound care)
2. You have a landline phone
3. If taking medications, you have an ample supply or you can survive without them
4. You have a hand cranked emergency radio
5. You keep cash on hand
6. You have a water source close to where you live. You know 2 ways to treat contaminated water.
7. You store a good supply of food
8. You have fishing and/or hunting gear and a place nearby to use them
9. You have an alternative energy source for heating and cooking
10. You have a plan if you need to get out
How Prepared is Your Library?

1. Our online materials are accessed off-site or through proxy with unlimited power and we have core print materials available in the event of a long-term power outage.
2. We maintain a response station (bandages, flashlights, bullhorn) close to our service desk.
3. We have a well thought out communications strategy for staff and public that includes traditional media, social media, and worst-case scenario (i.e., all communication channels are down).
4. We perform at least two drills per year for unplanned incidents and at least one tabletop exercise per year.
5. In the past five years, we have discussed salvage & recovery issues with a preservationist or salvage company (e.g. Munters, Belfor, or BMS) and have identified areas of the library that are vulnerable to leaks and flooding.
6. We meet with police officers at least once every two years to review our response procedures. We have identified shelter-in-place locations.
7. We have a disaster team for keeping our core services available if the library is closed due to a major service disruption that convenes soon after a service disruption for an After Action Review (AAR).
8. Members of our library staff are aware of the importance of home preparedness.
9. We are familiar with the Stafford Act and have a relocation strategy.
10. We have mutual aid agreements with other libraries for disaster related assistance.
Are You Reaching Out to Emergency Planners?

1. Emergency power is available at our library for patrons to charge devices following a major power disruption.
2. Emergency planners/responders use our space for meetings and training.
3. We work with our Public Health Department on projects such as helping to improve Disaster Literacy in our community.
4. Following a disaster, the library is designated as space for actions such as coordinating disaster volunteers or reuniting families.
5. Our library is a designated site for water/clothing distribution.
6. We flex our hours to accommodate the needs of our community following a disaster.
7. We maintain a directory of individuals in our community who can provide programming on sustainability.
8. Our community views our library as a place to get a sense of normalcy following a disaster.
9. Our library is designated as a point of distribution (POD) site in the event of a need for mass inoculations.
10. We are willing to deploy our bookmobile to help our community after a major disaster.
Community resilience is the sustained ability of communities to withstand, adapt to, and recover from adversity.

havens: a place where you are protected from danger, trouble, etc.

connect: : to join (two or more things) together

“When darkness comes
And pain is all around,
Like a bridge over troubled water”
How to Get Started

1. Form a disaster team
2. Complete one page disaster plan
3. Develop a disaster ready work culture
4. Reach out to emergency planners
5. Explore volunteer opportunities
Agency Administrator: In consultation with Incident Commander, determines operational strategies following a disaster or service disruption.

Communications Coordinator: coordinates the execution of the COMMUNICATIONS PLAN.

Historic Materials Coordinator: Coordinates all preparedness & response activities for unique or hard to replace materials.

Interlibrary Loan Coordinator (for libraries that designate ILL borrow as a core service): coordinates and performs all ILL borrow activities from remote location.

Immediate Response Coordinator: responsible for ensuring that front line staff are able to consistently and effectively carry out response procedures.

Access to Online Content Coordinator: works with publishers to resolve online access issues following a disaster or service disruption.

Facilities Liaison: communicates with Facilities following a disaster.

IT Coordinator: coordinates all IT related issues.

Incident Commander: Coordinates the execution of the CONTINUITY OF SERVICES plan. Coordinates all aspects of preparedness & response and creates a disaster ready culture. Coordinates tabletop exercises, after-action reviews, and situational reports.
## DISASTER TEAM

**Agency Administrator:** In consultation with Incident Commander, determines operational strategies following a disaster or service disruption. – Arnold

**Communications Coordinator:** coordinates the execution of the COMMUNICATIONS PLAN. – Barker/Wilson

**Historic Materials Coordinator:** Coordinates all preparedness & response activities for unique or hard to replace materials. – Cavanagh/Bowden

**Interrlibary Loan Coordinator** (for libraries that designate ILL borrow as a core service): coordinates and performs all ILL borrow activities from remote location. – Davis

**Immediate Response Coordinator:** responsible for ensuring that front line staff are able to consistently and effectively carry out response procedures. – Hiserman/Wilson

**Access to Online Content Coordinator:** works with publishers to resolve online access issues following a disaster or service disruption. – Lord/Son

**Facilities Liaison:** communicates with Facilities following a disaster. – Reitz/Carter

**IT Coordinator:** coordinates all IT related issues. – Moody/Denton

**Incident Commander:** Coordinates the execution of the CONTINUITY OF SERVICES plan. Coordinates all aspects of preparedness & response and creates a disaster ready culture. Coordinates tabletop exercises, after-action reviews, and situational reports. – Wilson/Ragon

**Library Leadership Transition:** If the Library Director is unable to perform the duties of the position for any reason, responsibility is assigned to:<br>
Dan Wilson: general library operations, collections, space<br>
Bart Ragon: information technology, specialized services (IS, TEC, Hist Coll)

## COMMUNICATIONS PLAN

**Staff:** If there is a possibility of the University closing, all staff should call 924-SNOW or 243-SNOW. If the University cancels classes, non-designated staff should not report to work. Members of the Service Continuity Team should assume their responsibilities. If there is no advanced warning, the Incident Commander will contact members of the Library Disaster Team. The Incident Commander may also choose to activate the Phone Tree.

**Voicemail update:** The Incident Commander will change the voice mail message on 924-5444 by calling…

The message should provide status information and ways patrons can access the library’s online resources and get assistance, either Ask A Librarian or chat. Hiserman is backup.

**Library’s web page:** The HSL home page will be used to announce emergency info and redirect patrons to assistance. The Incident Commander will update the library’s home page by creating a post on Moore Library News. Moody is backup.

**Social networking sites:** Communications Support - social media (Barker). Feed from home page automatically populates in HSL Twitter account.

**Communication with the Media:** the Agency Administrator (Arnold) or designee is the only person authorized to speak with the media. Info must be cleared by the HS Media Office.

**Worst Case Scenario:**

If possible, post closing information on door.

Cabinet gathers at home of library director.

## CONTINUITY OF SERVICES PLAN

**Coordinated by the Incident Commander, Monday through Friday, 9am to 5pm**

**Access to online content:**
1. **Vendors:** The Access to Online Content Coordinator (Lord) troubleshoots reported access problems to individual titles. Bartczak and Son backup.
2. **Network:** The Information Technology Coordinator (Ragon) troubleshoots network issues. Moody and Son are backups.

**Lord:** Bartczak

**Interlibrary Loan:**
- **Interlibrary Loan Coordinator** (Davis) processes borrowing requests from home if power is available at home and at the library. If necessary, calls UNC ILL for backup, and notifies NN/LM at 1-800-338-7657 to have DOCUMENT lending requests de-activated.
- **Davis:**
  - **Library Email:** Communications Support - chat/email (Denton) schedules staff to check the library’s Reference email account. Son is backup.
  - **Denton:**
    - **Son:**
      - **Access to Library’s Print Collection:** In the event that the Internet is down, patient care personnel can access the Library’s print collection by contacting Health System Security. All core textbooks and reference materials are located in the lobby. The core textbooks are located on the far well and the reference books are located in the alcove next to the Service Desk.

## SELECTIVE LIST OF RESPONSE PROCEDURES

**TORNADO**
- **Watch:** monitor weather reporting stations online and via the weather radio.
- **Warning:** announce via intercom that a warning has posted. Instruct everyone to move away from windows.

**POWER OUTAGE**
If the power is off at any time for longer than 15 minutes, or if it is dark outside when the power goes off, initiate closing procedures immediately. Check elevators to see if anyone is stranded. Check all areas of the library for patrons who may need help; take flashlights to assist people to leave if the building is dark.

**MEDICAL EMERGENCY**
Call 911. Announce on the intercom that medical assistance is needed in the [state location].

**EARTHQUAKE**
- **DROP. COVER. AND HOLD ON.** Do not evacuate the library until shaking has stopped and there are no dangers (downed power lines, broken gas lines, etc.).

**BOMB THREAT**
Get as much information as possible, such as location of device, when it will go off, what it looks like, why it was placed, etc. Listen for environmental clues as to location of caller. Call 911 and follow instructions.

**SHOOTER**
Take cover.

**HAZMAT INCIDENT**
Use the intercom to notify patrons and staff of the need to shelter in place. If necessary to close off air system, shelter in Staff Lounge and use plastic to cover intakes and doors. Post signs if there is time.

**REQUEST FOR CONFIDENTIAL INFORMATION**
Inquiry: Contact supervisor
Subpoena: Contact supervisor
Search Warrant: Provide access and contact supervisor
Request for Access to Library Computers: Contact IT Director
Stafford Act

"It will help libraries in need relocate so they can keep serving the public in the wake of a flood or other emergency. Libraries are vital information hubs, and in the aftermath of a disaster, libraries take on an even greater community role, providing free and easy access to technology and essential information." – Senator Jack Reed
Disaster Ready Work Culture

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EMERGENCY MANAGEMENT

George Bastedo, Director
7376 Rt. 31 Suite 2000
Lyons NY 14489-9174
315-946-5663
315-946-9721 (Fax)
EMS Online Directory
Directions

Lake Ontario - St. Lawrence River Plan 2014

The Wayne County Multi-Jurisdictional All-Hazard Mitigation Plan has been approved by FEMA. A final copy is available for public viewing.

E011 Cell Phone Emergency Notification System Registration

NY-Alert RSS Feed
- **National Incident Management System** – Most county employees required to have this training have been trained in the Incident Command System. This will support the county’s all-hazards planning. As plans are updated, the revised plans will have a renewed emphasis on the Incident Command System (ICS) principles for crisis management and response. This will ensure that the county maintains NIMS compliance.

- **Partnerships.** Emergency Management continues to emphasize the importance of partnerships with neighboring counties, state and federal officials, as well as local jurisdictions and elected officials.

- **Planning and Response to Weather Events.** Reviewing the historical disasters in Wayne County, severe weather of one type or another occurs more often than any other type of disaster. Emergency Management will continue to focus on planning for weather events.

**Future Goals (what is not yet scheduled in 2016):**

1. **Mass Fatality Appendix** - Currently, there is no plan in place in the event of a mass fatality, whether it is a bus accident, commuter train accident, or aircraft, or whatever. The hospital only has capacity to hold six bodies. Usually there are one or two bodies already in place. That means that Wayne County has to consider five or more simultaneous deaths as a Mass Fatality in Wayne County – it extends beyond Wayne County’s ability to cope with the incident.

2. **Citizen’s Corp/CERT**
   - In a disaster, residents need to be prepared to take care of themselves for the first 36 hours prior to the arrival of state and/or federal assistance. Citizen’s
Emergency management continued to work diligently in 2015 to maintain the level of
Emergency Operations Center staff. New people are trained, and we are now three-
deep in most positions.

- Completed identification of electric dependent critical infrastructure and key resources
  and supplied list to Iberdrola USA (RG&E and NYSEG).

Looking Ahead – Goals for 2016 and beyond:

- **Comprehensive Emergency Management Plan Update.** This will be a major update
  and will require significant staff resources to complete.
- **Learning Management System** implementation will continue. This takes up greater
  than 50% of the Planner/Trainer time.
- **Continuous evaluation** to identify where improvement is needed for operational
  readiness will continue. The department will bolster core competencies through
  training and exercise.
- **Emergency Management Accreditation Program** – the process began in 2012.
  Although still one or two years away from having the plans and processes in place to
  achieve accreditation, it is **THE** major goal that the department is ultimately working
  towards. The Comprehensive Emergency Management Plan must be updated before
  application for accreditation.
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2. Citizen’s Corp/CERT
   - In a disaster, residents need to be prepared to take care of themselves for the first 36 hours prior to the arrival of state and/or federal assistance. Citizen’s Corp training will educate people on how to prepare.

Conclusion:
In summary, Wayne County is safer than it was yesterday, but not as safe as it will be tomorrow. Emergency Management will continue its proud history of serving the population of Wayne County. As Director, I look forward to continuing past accomplishments, while implementing new programs to continue to improve the quality of the products and services that we offer the towns, villages, residents and visitors of the county.

Please call me at 315-946-5664 or email me at gbastedo@co.wayne.ny.us with any questions or comments that you may have.

I look forward to working with you in 2016.

Sincerely,