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## GENERAL INFORMATION

### **Purpose**

The purpose of this Policy and Procedures Guideline is for the protection and safety of every employee in case of an emergency situation. It is an effort to protect you as a valued employee, our community, and Library property. The intent of these procedures is to ensure that emergency, security- or medical-related incident events within the Library are dealt with in a safe and effective manner and that they are reported to the appropriate personnel within the Library and to the proper authorities.

In all cases, human safety is more important than that of objects or property. Note that each situation is different, so always use common sense when following these procedures.

### **Scope**

These procedures apply to all employees of the Library System. All personnel are expected to carry out these procedures as instructed.

### **Terminology**

Throughout this policy, the word "Library Director" refers to the CEO/Chief Librarian of the North Little Rock Public Library System OR his/her designee.

### **Review**

This policy is to be reviewed on an annual basis.

### **Employee Training**

All employees are to be trained on emergency procedures annually. New employees are to be trained within one week of commencing employment.

Employees may be offered training on AED equipment, how to perform CPR, triage, administering life-saving drugs/actions, or any other training deemed necessary for the safety and wellbeing of employees and/or library visitors.

### **Chain of Command**

The person in charge at the time an emergency situation occurs will remain in charge until someone higher up in the chain of command arrives and relieves him/her or until local authorities arrive and take command of the situation.

The Library's Chain of Command: Chief Executive Officer/Chief Librarian, Executive Team member, Director's designee, senior employee on duty

## EMERGENCY CONTACTS

Contact	Telephone Number
Police / Fire / Ambulance / Emergency	911
Police Non-Emergency	501-758-1234
CEO/Chief Librarian – Crystal Gates	Office: 501-404-2919 Cell: 318-475-8077
Chief Finance Officer – Stacy Purdy	Office: 501-404-2925 Cell: 870-830-3939
Chief Data Officer – Richard Theilig	Office: 501-404-2929 Cell: 501-416-4729
Chief Operating Officer – Lacy Wolfe	Office: 501-404-2931 Cell: 317-522-7287

## EVACUATION ASSEMBLY AREAS

During an evacuation or weather emergency, go to the following areas:

If you are in/on:	Go to:	In case of bad weather, go to:
Laman Branch - First Floor - Adult Services	Across Street to parking area of former County Processing Facility	Lecture Hall
Laman Branch - First Floor - Children's Services	Across Street to parking area of former County Processing Facility	Lecture Hall
Laman Branch - Second Floor - Public Services/LINC/Cafe	Across Street to parking area of former County Processing Facility	First Floor - Lecture Hall
Laman Branch - Second Floor - The Loft	Across Street to parking area of former County Processing Facility	First Floor - Lecture Hall
Laman Branch - Second Floor - Admin Services	Across Street to parking area of former County Processing Facility	First Floor - Lecture Hall
Argenta Branch - First Floor	Next block to City Parking Area behind Argenta Pharmacy	Basement - Auditorium
Argenta Branch - Basement	Next block to City Parking Area behind Argenta Pharmacy	Auditorium
Argenta Branch - Second Floor	Next block to City Parking Area behind Argenta Pharmacy	Basement – Auditorium
Rover	Exit the bus	Get off bus as soon as nearing a safer area

## NEWS MEDIA AND PUBLIC INQUIRIES

The CEO/Chief Librarian, authorized designee, 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 information and information release with the City of North Little Rock's Public Information Officer, law enforcement personnel, emergency medical personnel, health department staff, and other officials as required.

During and after an emergency situation, Library employees:

- Will NOT respond to media or public information requests.
- Will refer all public and media inquiries and information requests to the CEO/Chief Librarian or Director's designee.
- If no Library System personnel are available, will refer all public and media inquiries and information requests to
  - The Police Department or Fire Department as appropriate.
  - Other on-scene agency spokesperson.
- Will NOT discuss or speculate on the cause, consequences, events, impact, or personnel involved with the situation. This includes refraining from communicating via social media.

## BOMB THREAT

### If you receive a bomb threat by telephone:

- Call or have someone nearby call 911. Do not hang up until directed to do so by emergency personnel.
- Remain calm and keep the caller on the line as long as possible. Ask the caller to repeat the message and record every word.
- If the caller does not indicate the location of the bomb or the time of detonation, ask for this information.
- Advise caller that the building is occupied and detonation could result in death or serious injury to innocent people.
- If possible, pay particular attention to background noises, such as motors running, music, or any other noise which may indicate the location from which the call is being made.
- Listen closely to the voice to determine voice quality, accents, speech impediments, sex, or unusual characteristics, and complete the threat data form in [Policy IV.2 DD](#).
- It is desirable, but not always practicable, to have more than one person listen in.
- Report the information immediately to a colleague, so they can alert others, including your/another supervisor and ultimately the CEO/Chief Librarian. Under no circumstances should an untrained staff member attempt to locate and move a suspicious device. Administration will decide whether to evacuate the building immediately and which exits should be used. This decision should be made considering information obtained from the caller by the highest-ranking manager at the time of the call. In the event of an evacuation all staff members at Laman Library will report to the parking lot across 29th Street, adjacent to I40 and the Pulaski County Booking Center to await further instructions and all staff members at Argenta will report to the City parking lot located directly behind the Argenta Pharmacy building.

### If you are informed about a bomb threat:

- Call the police or have someone call the police by [dialing 911](#). Do not hang up until directed to do so by emergency personnel.
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail.
- Alert others, including your/another supervisor and ultimately the CEO/Chief Librarian and follow up with a PITS Report.

## SUSPICIOUS MAIL OR PACKAGE

### **Signs of a suspicious package**

- No return address
- Misspelled words
- Strange odor
- Restrictive notes
- Poor handwriting
- Stains
- Foreign postage
- Unexpected delivery
- Excessive postage
- Incorrect titles
- Strange sounds

### **For suspicious packages and letters**

If you are unable to verify mail contents with the addressee or sender:

- Do not open it.
- Isolate it - don't handle it.
- Ensure that everyone who touched it wash their hands with soap and water.
- Notify your supervisor immediately.
- Call the police department by dialing 911.
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail.

### **What should you do if you receive a suspicious substance by mail?**

- Isolate the damaged or suspicious mail piece or package. Cordon off the immediate area.
- Ensure that everyone who touched the mail piece wash their hands with soap & water.
- Notify your supervisor immediately
- Call the police department by dialing 911 if not already done.
- List all persons who have touched the mail piece. Include contact information and have this information available for the authorities. Provide the list to the U.S. Postal Inspection Service.
- Place all items worn when in contact with the suspected mail piece in plastic bags and have them available for law enforcement agents.
- Shower with soap and water as soon as practical.
- Call a Postal Inspector at 877-876-2455 or at the number provided by a Postal Inspector contact to report that you've received a letter or parcel in the mail that may contain harmful substances.

## CONTAMINATION: CHEMICAL, BIOLOGICAL, OR RADIOLOGICAL

### **Biological threats may include the following substances**

- Chemical: Any substance designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals, or their precursors, such as mustard gas, nerve agents, and sarin gas.
- Biological: Any substance involving a disease organism, such as smallpox, botulism toxin, anthrax, and ricin.
- Radiological: Any substance designed to release radiation.

### **For chemical, biological, or radiological contamination**

- Isolate it - don't handle it.
- Evacuate the area or building.
- Wash your hands with soap and warm water.
- Call the police or have someone call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
- Otherwise call or have someone call the fire department and hazmat unit.
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail.
- Inform your/another supervisor and ultimately the CEO/Chief Librarian and follow up with a PITS Report.

## EVACUATION AND ASSEMBLY

### **Evacuation Procedures**

IMPORTANT: Any time you hear the fire or evacuation alarm or are notified via the departmental notification tree, assume it is NOT a test. Evacuate immediately and meet at your designated assembly area.

1. ONLY IF TIME AND SAFETY PERMIT: Quickly gather written schedule along with your personal belongings - especially car keys, pocketbook, prescription medicines, coat, etc.
2. Instruct everyone to leave by way of the nearest exit (and if necessary, walk down the stairs) to the predetermined meeting place outside.
3. Guide community members in your location to a safe area.
4. Always check doors for heat before opening.
5. Exit through the nearest doorway. If exit is blocked, use the next closest exit situated away from the emergency
6. DO NOT USE THE ELEVATORS!
7. WALK, DO NOT RUN!
8. Once at the Assembly Area, **Supervisors should take a head count** to make sure everyone is out of the building and accounted for. They will then notify fire fighters, police officers, etc.
9. **Stay in your Assembly Area** until permission is given to return to your building.

## EVACUATION OF SPECIAL NEEDS PERSONS

The following are areas of refuge (temporary haven from the effects of a fire or other emergency) where mobility-impaired persons can assemble as a last resort, pending assistance from staff or first responders:

Laman Library – at entrances to emergency stairwells.

Argenta Library – at entrance to emergency stairwell in Children's.

Waiting with the person with the impairment for first responders would likely be a last choice when there is an imminent threat to people in the building. While first responders do their best to get to a site and the particular location of those needing their assistance, there is no way to predict how long any given area will remain a safe haven under emergency conditions.

### **Assisting impaired/disabled person/persons in an emergency:**

People with disabilities may require assistance from others.

- However, always ask someone with a disability how you can help before attempting any rescue technique or giving assistance.
- Ask how they can best be assisted or moved, and whether they have any special considerations.

The following procedures are suggested for individuals who can safely assist a person with a disability:

#### Assisting Hearing Impaired Persons

- Alert the hearing impaired to an emergency and assist with their evacuation.
- Generally speaking, a person with hearing impairment will not need to wait for first responders. Doing so would likely be a last choice when there is an imminent threat to people in the building.

#### Assisting Persons with Blindness or Visual Impairment

- Alert the visually impaired to an emergency and assist with their evacuation.
- Generally speaking, a person with visual impairment will not need to wait for first responders. Doing so would likely be a last choice when there is an imminent threat to people in the building.
- Do not grasp a visually impaired person's arm; ask if they would like to hold onto your arm as you exit.
- Give verbal instructions about the evacuation route using estimated distances and directional terms (Ex: twenty feet forward, turn right).

Evacuating a disabled or injured person yourself is a last resort. Consider your options and risks of injuring yourself and others in an evacuation attempt.

Do not make an emergency situation worse. Evacuation may be difficult and uncomfortable for both the rescuers and the people being assisted. Some people have conditions that can be aggravated or triggered if they are moved incorrectly.

## FIRE

### Fire evacuation procedures

IMPORTANT: Any time you hear the fire alarm or an announcement, assume it is NOT a test. Evacuate immediately and meet at your designated assembly area.

1. If you notice or cause a fire, pull the nearest fire alarm. Call 911.
2. If there are visitors in the building, the employee in the area should guide them out.
3. If expedient, take the printed schedule or access digitally when in a safer location.
4. Evacuate the building through the nearest exit.
  - a. If there is smoke: Crawl or stay as low to the floor as possible and use a wet cloth, if possible to cover your nose and mouth.
  - b. Always check doors for heat before opening. Use the back of your hand to feel the upper, lower, and middle parts of closed doors.
  - c. If the door is not hot, brace yourself against it and open slowly.
  - d. If the door is hot, do not open it. Look for another way out.
  - e. If your clothes catch fire, do not run. **STOP-DROP-AND-ROLL** to put out the fire.
1. **DO NOT USE THE ELEVATORS!**
2. **WALK, DO NOT RUN!**
3. Go to your predetermined Assembly Area.
4. Never go back into a burning building
5. Once at the Assembly Area, **Supervisors should take a head count** to make sure everyone is out of the building and accounted for. They will then notify fire fighters, police officers, etc.
6. **Stay in your Assembly Area** until you receive further instructions.

#### Fire Extinguisher Use: Remember "PASS"

*Pull* the pin on the extinguisher handle

*Aim* low at the base of the fire

*Squeeze* the handle

*Spray* from side to side

If fire extinguishers have been discharged even a small amount, inform your supervisor and the Facilities Manager.

## LOCKDOWN

Lockdown is a RESPONSE when there is an immediate threat to anyone in the building.

Lock exterior doors. Staff members and visitors are secured in designated rooms throughout the building and are NOT allowed to leave until the situation has been resolved. The purpose of a lockdown is to keep staff and visitors safe.

Depending on the situation, it may be necessary to modify this procedure; common sense should prevail.

### Procedure

Staff members will:

1. Call 911 and inform them that a lockdown procedure is underway and the reason. Do not hang up until directed to do so by emergency personnel.
2. Announce:  
"Attention: We are in a lockdown situation. Initiate lockdown procedure now. Staff will guide you to the nearest safe room."
3. Move to a safe area.

Staff members will:

1. Comply immediately with a request to lock down the building.
2. Move patrons to a part of the building where their visibility to a threatening person is minimized (away from doors and windows) and where doors can be secured behind them. Examples of these locations are:  
Laman Library - Admin Offices, Server Room, Admin Stairwell, Teen Loft Stairwell  
Argenta Library – Storage Closets and Meeting Rooms
3. Listen for danger.
  - a. No immediate violence:
    - i. Take a "quick peek" into the hallway; collect anyone from common areas.
  - b. Violence
    - i. Lock the room door immediately. Do not open the door for any reason.
    - ii. Turn all lights out (including monitors, projectors).
    - iii. Help everyone remain calm and caution them to remain COMPLETELY QUIET.
    - iv. If possible, do not let anyone leave the room.
4. Staff members and visitors will remain in safe locations until emergency personnel or the designated supervisor tells them the situation has been resolved.

## LOCKDOWN EMERGENCY KIT

Emergency buckets are located in designated areas. When consumables are used, please notify the Finance Office to see if we already have the item before reordering.

Buckets include:

- AM/FM Weather Radio (2AA Batteries)
- LED Flashlight (3AAA Batteries)
- Door Stop (4)
- Standard First Aid Kit
- IFAK First Aid Kit
- Tourniquet (4)
- Mylar Rescue Blanket (2)
- Hammer
- Rope – 100”
- Gauze Rolls (24)
- Safety Light Stick (3)
- Gloves
- Sharpie

## ACTIVE ASSAILANT / WORKPLACE VIOLENCE

### Active Assailant

An active assailant is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

Characteristics of an active assailant situation:

- Victims are selected at random
- The event is unpredictable and evolves quickly
- Law enforcement is usually required to end an active assailant situation

Coping with an active assailant situation:

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- Attempt to take the active assailant down as a last resort

In the event of an active assailant situation, one of the following actions is recommended:

1. EVACUATE (RUN)
  - a. Have an escape route and plan in mind
  - b. Leave your belongings behind
  - c. Keep your hands visible
2. HIDE OUT (HIDE)
  - a. Hide in an area out of the assailant's view
  - b. Block entry to your hiding place and lock the doors
  - c. Silence your cell phone
3. TAKE ACTION (FIGHT)
  - a. As a last resort and only when your life is in imminent danger
  - b. Attempt to incapacitate the assailant
  - c. Act with physical aggression and throw items at the assailant

Call 911 when it is safe to do so. After the threat has passed, let your supervisor know that you are OK.

### Workplace Violence

- Avoid or discretely remove yourself from the area where the confrontation is occurring.
- Call 911 when it is safe to do so.
- Report the incident to a supervisor or the CEO/Chief Librarian.
- After the threat has passed, let your supervisor know that you are OK.
- Follow up with a PITS report.

**How to respond when law enforcement arrives**

- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming, or yelling
- Do not stop to ask officers for help or directions when evacuating

**Information you should provide to law enforcement or the 911 Operator:**

- Location of the active assailant
- Number of assailants
- Physical description of assailants
- Number and type of weapons held by assailants
- Number of potential victims at the location

## SOFT LOCK

A Soft Lock refers to securing the building so that no one may enter. The purpose of a Soft Lock is to keep staff and visitors safe.

Generally, this means that there is a situation OUTSIDE the library building requiring the library to take extra security measures. Situations such as an explosion outside the building, a hazardous materials leak outside the building, or a violent situation near the library make this option preferable to a Complete Lockdown.

Depending on the situation, it may be necessary to modify this procedure; common sense should prevail.

### Procedure

Staff members will:

1. Lock exterior doors.
2. Announce:
  - i. "Attention: We are in a soft lock situation. Please stay in the building and wait for further instructions."
  - ii. Call 911 if a threat has occurred near the library or emergency personnel are likely unaware. Do not hang up until directed to do so by emergency personnel.
3. Move patrons away from door and windows.

## MEDICAL EMERGENCY

The library is equipped with a very small, basic first aid kit containing items such as bandages, gauze, cold packs, and antibiotic ointment. The kit is located:

Main Branch - Chicken Coop and Tech Services Offices Argenta  
Branch - Employee Planning Area  
Rover – Upper bins

Each location is equipped with automated external defibrillators (AED) and related supplies. The AED is located in:

Laman Library - Adult and Children's desks  
Argenta Library - Adult and LINC desks  
Rover - Brought onto the bus daily  
Extra supplies (face masks, pads, gloves) are in  
Laman Library - Adult desk  
Argenta Library - The vault  
Rover - Upper Bins

### **In the event of a medical emergency**

- Provide any first aid assistance that you are capable of/qualified to provide.
- Otherwise, do not attempt to treat the injured. This includes giving aspirin or other medication(s).
- Exception: CPR-certified staff will perform CPR when indicated and continue until emergency personnel arrive.
- Call 911
  - Provide the 911 dispatcher with any requested information.
  - Follow the dispatcher's directions.
  - Do not hang up until directed to do so by the dispatcher.
- Notify your/or another supervisor and ultimately the CEO/Chief Librarian and file a PITs report.

When in doubt about the nature and/or severity of a medical problem, staff should call 911 immediately.

Staff members should clear the area around the injured person(s), keeping onlookers away, and maintaining a clear entrance to the building for emergency personnel.

If needed, or if advised by emergency personnel, staff will evacuate and/or close the Library to the public until the medical emergency is resolved. In this event, all staff will be paid for hours typically scheduled with the designation "Library Closed."

## EMPLOYEE INJURY

If you or another employee is injured at work:

- Call 911 if needed.
- Notify your supervisor and contact the CEO/Chief Librarian or Chief Finance Officer for further instructions.
- For non-emergency medical attention or evaluation, you must visit Concentra Urgent Care, at 3470 Landers Road in North Little Rock, unless Concentra is closed, then visit Baptist Health Medical Center – North Little Rock, at 3333 Springhill Drive. Seeking care at any other facility or on any day other than when the injury occurred, will be detrimental to Worker's Compensation.

**Hurricane or tornado**

The following are steps to be taken only when instructed to Shelter-in-Place:

- If instructed by Public Safety officials, you should immediately go indoors.
- Close and lock all doors and windows. Locking is preferred since it generally ensures that the door or window is shut tight.
- Go to the designated area for your building with the fewest windows and doors.
- Stay away from windows, doors, outside walls, and corners as they tend to attract debris.
- Use your arms to protect your head and neck.
- Avoid elevators.
- Do not call your local fire or police departments (911) for information. Public Safety workers will need their lines open for emergency use.
- Continue to monitor your Emergency Alert Station (EAS) and other news media for official warnings, messages, and instructions.
- Stay inside until officials say otherwise.
- Be aware of the potential for flooding.
- If you are in your vehicle and are advised to Shelter-in-Place, and are very close to home, your office or a public building, go there immediately. If you are caught outside or in a vehicle and shelter is not available, lie flat in a nearby ditch or low-lying area away from the vehicle or crouch near a strong building.

**Earthquake**

- DROP! COVER! HOLD ON!
- Immediately drop to the ground or floor where you are.
- Take cover under the nearest desk or table.
- Hold on to something sturdy until shaking stops.
- After the earthquake, evacuate the building as described in the Evacuation procedures.
- Go to your Assembly Area
- Once at the Assembly Area, supervisors shall take a head count to make sure everyone is out of the building and accounted for. They will then notify fire fighters, police officers, etc.
- Stay in your Assembly Area until you receive further instructions. Do not return to your building unless your supervisor gives permission.

If needed, or if advised by emergency personnel, staff members will evacuate and/or close the Library to the public until the emergency is resolved. In this event, all staff members will be paid for hours typically scheduled with the designation "Library Closed."

## SABOTAGE/VANDALISM

Sabotage is the destruction of Library property (buildings, materials, books) or other treacherous action intended to obstruct, hinder, or defeat normal operations.

Vandalism is the willful or malicious destruction or defacement of public or private property.

If you observe willful, malicious actions or notice damage that you determine to be sabotage or vandalism:

- Report it immediately to your supervisor, another supervisor, or CEO/Chief Librarian.
- Include as much information as possible.
- If no supervisor or Library authority is available, consider reporting it to the police.
- Follow up with a PITS report.

## UNRULY PATRONS

Unruly patrons can be not only bad for the Library, but they can also pose a danger to staff members and other visitors. The following provides guidance for unruly patrons.

### **Important**

Under no circumstances should library staff engage patrons in a shouting match or become involved in a physical altercation. Defuse or walk away from a potentially violent situation and call the police.

Throughout the event, don't lose your cool; remain calm and keep your composure. Don't argue. Speak slowly and quietly no matter how loud or confrontational the person becomes.

Don't take anything an angry patron says personally! It's never about you. Stay calm.

### **What to do**

1. Inform another employee of the situation.
2. Assess the situation.
3. Try to diffuse the situation.
4. Give a polite warning.
5. If this does not work, ask them to leave. Be polite but firm. If the person(s) do not leave, walk away and contact the police.
6. If an unruly patron does not calm down, becomes abusive, or is getting/acting violent:
  - Get out of the situation as fast as possible without causing a big scene.
  - Do not try to apprehend this person yourself.
  - Call the police (911) and ensure the safety of other visitors and employees.
  - Notify your/another supervisor and ultimately the CEO/Chief Librarian and follow up with a PITS report.

## ADDITIONAL RESOURCES

### ORGANIZATIONS

The Federal Emergency Management Agency (FEMA) is the federal agency responsible for disaster mitigation, preparedness, response, and recovery training.

<http://www.fema.gov/hazard/hazmat/index.shtm>

FEMA also supplies much information about what families and communities can do to be ready for an emergency.

[www.ready.gov](http://www.ready.gov)

The Department of Homeland Security (DHS) mission is to secure the nation from the many threats we face, ranging from aviation and border security to emergency response, from cyber security analysis to chemical facility inspections.

<http://www.dhs.gov/>

The Department of Homeland Security aims to enhance preparedness through a "whole community" approach by providing training and resources to a broad range of stakeholders on issues such as active shooter awareness, incident response, and workplace violence.

<http://www.dhs.gov/active-shooter-preparedness>

The Federal Bureau of Investigation (FBI) investigates cases related to weapons of mass destruction and terrorist attacks. The site also contains emergency planning information.

<http://www.fbi.gov>

The Occupational Safety and Health Administration (OSHA) is the federal agency charged with the enforcement of safety and health legislation. The site also contains emergency planning and response information.

<http://www.osha.gov>

The U.S. Postal Inspection Service can provide information about establishing secure mail practices and protecting your business.

<http://postalinspectors.uspis.gov>

The National Fire Protection Association (NFPA) is a clearinghouse for information on fire protection and prevention as well as NFPA standards. NFPA also provides much emergency preparedness and response information.

<http://www.nfpa.org/>

The Center for Disease Control and Prevention (CDC) is a U.S. Public Health Service agency that monitors and works to prevent disease outbreaks. The site also contains emergency planning and response information, including Risk and Crisis Communications information. <http://www.cdc.gov> and <http://emergency.cdc.gov/erc>

## DOCUMENTS

There are a plethora of emergency planning and emergency response documents available, particularly on the Internet. A few relevant documents include:

D-Plan TM The Online Disaster-Planning Tool for Cultural and Civic Institutions <http://www.dplan.org/>

"How to Plan for Workplace Emergencies and Evacuations" U.S. Department of Labor, Occupational Safety and Health Administration <http://www.osha.gov/Publications/osha3088.pdf>

*Options for Consideration* is an Active Shooter Training Video. *Options for Consideration* demonstrates possible actions to take if confronted with an active shooter scenario. The instructive video reviews the choices of evacuating, hiding, or, as an option of last resort, challenging the shooter. The video also shows how to assist authorities once law enforcement enters the scene. This video is available at <http://www.dhs.gov/video/options-consideration-active-shooter-training-video>. You may also access the video on YouTube at <http://www.youtube.com/watch?v=oI5EoWBRYmo&feature=youtu.be>

"ACTIVE SHOOTER: How to Respond" U.S. Dept. of Homeland Security

- Booklet: [http://www.dhs.gov/xlibrary/assets/active\\_shooter\\_booklet.pdf](http://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf)
- Pocket Card: [http://www.dhs.gov/xlibrary/assets/active\\_shooter\\_pocket\\_card.pdf](http://www.dhs.gov/xlibrary/assets/active_shooter_pocket_card.pdf)
- Wall poster: [http://www.dhs.gov/xlibrary/assets/active\\_shooter\\_poster.pdf](http://www.dhs.gov/xlibrary/assets/active_shooter_poster.pdf)

"Crisis and Emergency Risk Communication by Leaders for Leaders" by the Center for Disease Control and Prevention. Download the Manual: <http://emergency.cdc.gov/erc/leaders.pdf> Visit the CDC website and get many helpful documents: <http://emergency.cdc.gov/erc>

*Emergency Evacuation Guide for People with Disabilities*. The National Fire Protection Association (NFPA). <http://www.nfpa.org/assets/files/pdf/forms/evacuationguide.pdf>