

Emergencies

Emergency Contacts

Name	Phone	Email	Type of Emergency

NOTE on 911:

Calling 911 is not always the best solution, especially in psychiatric or behavioral emergencies. Police frequently harm or kill people in crisis. If you and others present are not in immediate physical danger, please avoid calling 911 and try first to contact a staff member.

You can call 988 for behavioral or psychiatric emergencies to access non-police services.

DO call 911 for medical emergencies or fire, but stay with any injured or ill people and be prepared to advocate for them as necessary in the case of police response. You have the right to film and record police officers anytime, in any setting.

Medical Emergencies

We are in the process of organizing first aid trainings for all monitors and librarians. If you have not taken one, try to find someone who has. **All full-time staff are CPR/AED and first aid certified.**

We recommend **downloading the Red Cross app** and familiarizing yourself with it in case of emergencies. It provides step-by-step instructions for a number of situations.

In the case of ALL injuries, incidents or medical emergencies it is imperative to **ask for CONSENT before touching someone or administering any sort of care**. If someone is unconscious or unable to coherently respond, consent is implied.

In the event of **severe or life-threatening emergencies**:

1. Check that the environment is safe
2. Determine if anyone in the vicinity is experienced in first aid and/or CPR. Do not attempt to administer CPR if you are not trained.
3. Call or designate a specific person to **call 911** – don't hesitate to call!.

4. Send someone for the **first aid kit** just inside the woodshop door which contains a bleeding control kit, shock control blankets, bandages, gloves, a CPR mask, and other equipment.
5. Do your best to stabilize the person's condition. Help them to **remain calm and breathe**. If they are not conscious, place them in the recovery position (on side, knees bent, bottom arm straight up under head) unless they may have a neck, head, or spine injury.
6. Remove anyone from the area who is not supporting care efforts
7. Call the person's emergency contact listed in Mindbody, followed by a staff member (see above). Stay with the person until paramedics and staff member(s) arrive.
8. **Complete an incident report** as soon as possible after the incident (found inside the gray cabinet behind the jointer at the very back of the wood shop).

Note: Do NOT administer medication to/for someone, even an inhaler or epi pen. You can be held liable for injuries if you do this. You may help them administer their own medication (for example, retrieving it, placing in hand)

In the event of **medium injuries** (the person needs to leave to get care but the injury or illness is not life threatening):

- Encourage the person to remain calm and breathe. Make sure others aren't crowding, move them to the office or more quiet/private zone if needed.
- **Offer to call 911 for an ambulance**
- If they decline, offer to call an emergency contact for them.
- If they decline, they may drive themselves to a hospital or emergency room. Do not drive the person yourself.
- Call a staff member (see above) to notify them of the incident. Text an update if no one picks up.
- **Complete an incident report as soon as possible after the incident** (found inside the gray cabinet behind the jointer at the very back of the wood shop).

In the event of **minor injuries** (cuts, splinters, no gushing blood):

- Ask the person if they are ok and if they would like some help
- Assist the affected person in accessing the first-aid kit inside the woodshop doors.
- If they are bleeding, even minorly, get bandages, alcohol wipes, antibiotic ointment, etc. for them to avoid getting blood on other items.
- If they want help applying a bandage, **put on a pair of gloves** first (also in the kit) before assisting. Always ask for consent and clarify what you will be doing before touching someone.
- **Complete an incident report** as soon as possible after the incident (found inside the gray cabinet behind the jointer at the very back of the wood shop). *Any incident requiring use of the first aid kit should be accompanied by an incident report, however minor. This helps us track supplies among other things.*

If you encounter someone experiencing an opioid overdose inside or outside the library, there is Narcan available in the office next to the microwave which can help save their life.

Each black plastic packet includes information about how to administer it. Narcan is not harmful if administered in error, but be sure to get consent first if the person is conscious. Place them in the recovery position (on their side) after administering.

Signs of opioid overdose include:

- Unresponsiveness
- Extremely slow or slurred speech
- Shallow, slow breathing
- Light, slow pulse
- Inability to stand or sit up

Fire

- If you hear the fire alarm:
 - Tell any other folks in the building to exit with you IMMEDIATELY (even if you think it is a test).
 - Follow the lit EXIT signs outside // evacuation diagrams posted near each exit door.
 - Close all doors securely as you pass through them to prevent fire from spreading..
 - Call or text a staff member if none are on site.
- If a fire starts in the shop
 - Clear the area and use fire extinguishers marked around the shop
 - Call 911 if a fire extinguisher does not resolve the issue quickly
 - Call a staff member, even if you are able to extinguish the fire.

Robbery

- Your safety is paramount. Give them whatever they want as calmly as you can.
- Make contact with a staff member as soon as possible.
- There is a security alarm button underneath the countertop, to the left of the cash drawer, that calls 911. **Only use the button or call 911 as a last resort if you feel there is no other option.**

Challenging People

In any and all instances of dealing with harassment or aggressive behavior from any human at SNTL, you are welcome to do the following and we ask that if you see something say something - be there to support one another at that moment:

If you or a member are the target of aggression or harassment:

1. Tell the person that as a volunteer you are not comfortable with their behavior and that you would like them to stop.
2. Add that they may follow up with a staff member if they feel they have been treated unfairly.
 - In this case - share the appropriate staff member's work email address only or the Library phone number (410-347-0850)
3. If that does not work:
 - Repeat that as a volunteer you are not comfortable with this situation and that you respectfully need to **ask them to leave** and repeat that they may follow up with a staff member if they feel they have been treated unfairly.
4. If that does not work:
 - Call a staff member to help assist you with next steps

If you witness a fellow volunteer or member being harassed:

1. Move towards the incident to hear if that volunteer or member is in control of the situation
2. If they are not *or you are unsure* - ask them **"Is everything okay here?"** And allow them to opt in to your help.
3. Do your best to deescalate the situation:
 - a. Ask the person to stop
 - b. Tell them they can follow up with a staff member
 - c. If they do not stop, ask them to leave
 - d. If they don't leave, inform them that you are going to call for another community member to help. Stay as close as you feel safe.
 - e. Call a staff member, board member, building manager, and/or another volunteer to assist you.