

# Emergencies & Safety

## EMERGENCY EVACUATION PLAN & OTHER SAFETY CONCERNS

The key in any emergency situation is to remain calm. Remember that security staff members are always on duty and are trained to handle all types of emergency situations. You are not expected to handle situations on your own. Your key duty is to be the eyes and ears of the security staff and report your concerns or observations to them.

The entire *Emergency Evacuation Plan* is contained in an Appendix at the end of the Reference. Please glance over it once or twice a year to ensure that you understand the basics of the plan, the location of emergency exits, and the designated gathering places for building evacuations.

Several of the more common types of safety and security concerns are discussed below.

### EMERGENCY RESPONSE

Several factors relate to almost all issues related to safety and security

1. In any emergency situation, try to remain calm.
2. All security staff members and several of the front entry staff members are trained in first aid and CPR.
3. In most emergency situations, do not use the elevators unless instructed to do so by security or emergency personnel.
4. Become familiar with all the emergency exits in the ALPLM complex. The maps at the end of this chapter are marked with these exits.

### FOOD SPILLS

1. Despite the fact the food and beverages are prohibited inside the ALPLM, accidents happen.
2. Contact a security staff member and arrangements will be made to immediately clean the mess.
3. Please direct visitors away from the area until it has been cleaned.



### A GUEST BECOMES ILL OR INJURED

1. Contact a security staff member.
2. Stay with the guest until security arrives.
3. Alert your supervisor that you are away from your post.

## A GUEST BECOMES LOST

1. If a child or guest appears to be lost or an adult reports a lost person to you, contact a security staff member immediately by calling 217.558.8988 or alerting a staff member. The security procedures for this situation will be started by security staff.
2. Reassure and comfort the guest and wait with him/her.
3. If the guest is a child, please feel free to stay with him/her until reunited with his/her caregiver. As you are the guest's first contact, he/she may feel more comfortable with you than with a uniformed security staff member.
4. Contact your supervisor to inform her that you have temporarily left your post.



## YOU ARE CONCERNED ABOUT YOUR OR A GUEST'S SAFETY

1. You are always encouraged to contact security staff to walk you to or from the ALPM parking garage.
2. If you see a situation that makes you uncomfortable, never hesitate to contact a security staff member or your supervisor with your concerns.

## SEVERE WEATHER

If the city of Springfield weather sirens have been activated, evacuation to a safe area is mandatory.

1. An announcement will be made over the public address system alerting you to the weather emergency and directing you what actions to take and where to go.
2. Remain calm.
3. Alert security staff to any visitors with special needs that may need help to reach the evacuation area.
4. Do not stand near doors or windows.
5. The evacuation area for the ALPL is the basement.
6. The evacuation areas for the ALPM are
  - a. Union Theater hallways
  - b. Holavision® exit hallway
  - c. Holavision® preshow area
  - d. Holavision® Theater
  - e. Front entry and Café bathrooms
  - f. Café hallway leading to loading dock



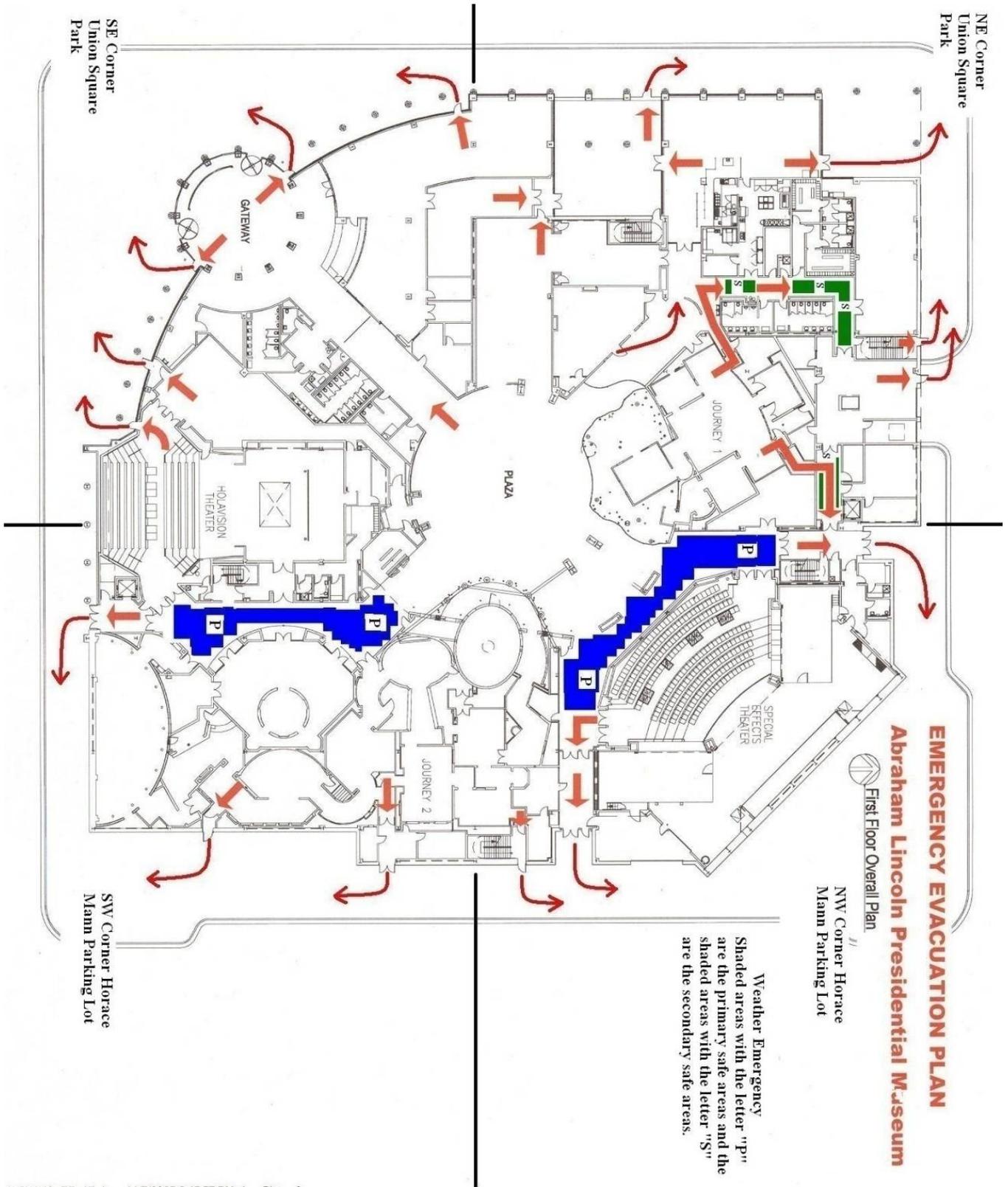
7. If there is not time to evacuate take cover under a desk, in a bathroom, or as far away from doors and windows as possible.
8. You may not leave the safe area until security personnel have decided it is safe to return and have issued an “all clear.”

## ACTIVE SHOOTER

Should a visitor display or fire a weapon it is imperative to determine the best way to protect your own life.

1. Evacuate the area even if others refuse to follow you.
2. If possible, call 911 when you are safe.
3. Try to prevent others from entering the area where the shooter is located.
4. Hide out. Close and lock doors if possible.
5. Follow the directions of police and security officers.
6. Keep your hands visible.

MUSEUM EVACUATION PLAN



LIBRARY EVACUATION PLAN

