Z. Smith Reynolds Library

Emergency Procedures

July 2024



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Introduction

The Z. Smith Reynolds Library Emergency Procedures have two primary goals: to reduce the likelihood that the library will experience a disaster and to mitigate the impact of disasters that do occur.

The best disaster is one for which we are so well prepared that it never happens. Potential for disaster can be reduced by identifying and correcting hazardous conditions and by encouraging staff alertness in detecting and reporting problems.

Disasters can happen at any moment and may come in many forms. The purpose of this plan is to provide useful guidelines for identifying individuals, services, and materials required in the event of a disaster. Because fast action is often needed and because it is difficult to think clearly under emergency conditions, this plan outlines how to respond.

A print copy of this document is distributed to the ZSR Dean's Office and to each director. The current online version is available at zsr.wfu.edu/files/ZSR-Library-Emergency-Procedures.pdf



QR Code for this document online.

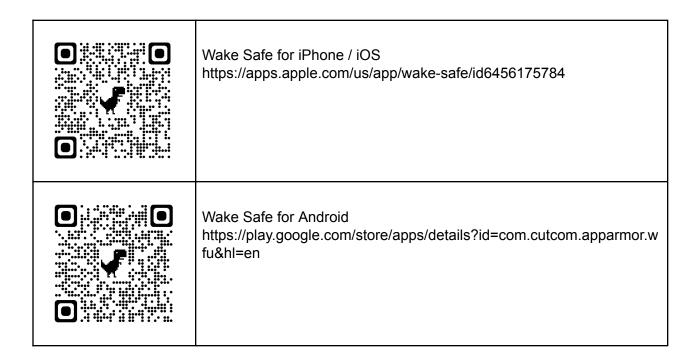
A Mobile Disaster Kit, complete with a copy of the Emergency Procedures, supplies, map of Winston-Salem, etc. is located in a box in the ZSR mailroom. This kit can be used for quick response to offsite disasters.

The Emergency Procedures will be reviewed biennially for major changes in procedures. Informational changes, such as names and phone numbers, will be updated as they occur, and will be corrected in all versions of the plan.

Official Emergency Communications

<u>Wake Alert</u> is the University's mass notification system for communicating about situations affecting safety and security. In the event of an emergency or when a safety response is needed, an alert may be sent by any of the following methods: text, email, phone message (mobile), Twitter (@WakeAlert), Facebook (Wake Alert), and Wake Safe app notifications.

<u>Wake Safe</u> is a free personal mobile application for Wake Forest University students, staff, faculty, visitors, and surrounding community members to engage in a two-way conversation with Wake Forest University police. Please download the app to your mobile device.



Who to Call

In emergencies, minutes may make a big difference in response. If you have any doubt about what emergency service to call, just call 911. From a campus phone, this will reach campus police; from a mobile phone, this will reach Forsyth County Emergency Management. *If time permits*, follow up any call to the county with a call to campus police at 336-758-5911.

University Police

911 from a campus phone(336) 758-5911 from an off campus or cell phone

Library Services Desk

Dial 4931 from a campus phone Dial (336) 758-4931 from an off campus or cell phone

Dean's Office

Dial 5480 from a campus phone Dial (336) 758-5480 from an off campus or cell phone

Safety and Security Chair

Dial 6140 from a campus phone Dial (336) 758-4713 from an off campus or cell phone

Facilities Management

Dial 4255 from a campus phone Dial (336) 758-4255 from an off campus or cell phone

Home / Cell numbers of important contacts

University Police and University Facilities have a list of home/cell numbers for first contacts about building emergencies, including the Library Dean, the Associate Dean, and the Chair of the Safety and Security Committee.

Fire

What To Do Right Away

Treat every fire alarm as if it were the real thing.

Unless you have safety related responsibilities, please evacuate the building. Library staff should not endanger themselves or others to save library materials. Safety comes first.

Fire/Smoke Response

If you discover a fire, pull the fire alarm

- If you hear the fire alarm follow evacuation procedures (see below).
- If you encounter fire, smoke or a hot door on your way out, take an alternate exit route.
- If fire appears to be small and is contained, use nearest fire extinguisher if you are comfortable. (See Addendum: <u>Maps</u> of Floors for fire extinguisher locations.)

• If you smell smoke or burning odor, investigate to determine the source. If fire is discovered or suspected, pull fire-pull and initiate evacuation procedures. After evacuating, communicate suspected location of the fire to a member of the Safety and Security Team.

Evacuation Procedure

Upon hearing the fire alarm, staff members complete evacuation of assigned areas. If you are responsible (See <u>appendix 1</u>) for evacuating a level:

- 1. Tell all patrons to leave by the closest exit. Do not wait for all patrons to leave.
- 2. Check restrooms/elevators.
- 3. Clear study areas, stacks and carrels.
- 4. Evacuate the building and report to Safety and Security Team Member outside of the library. Report anyone left behind or handicapped persons needing assistance to the Safety and Security Team members outside of the library.
- 5. Everyone should assemble on Davis Field, near Salem Hall or on the seating area between Benson and Tribble.Remain 200-300 feet from the building and await instructions.

Safety and Security Committee will assemble outside the library's main entrance to coordinate and ensure that all exits are covered (Main entrance, East Entrance, West Entrance, Loading Dock door). Committee members are assigned entrances to keep people at a safe distance from the building. Once all evacuation procedures have started, await University Police response

No one will be allowed to return to the building until authorized by University Police.

Evacuation Procedures for Handicapped Persons

Individuals who can't use the stairs to get out of the building should be moved into stairwells that are closed off to other areas of the library. Wilson Wing stairwells or east and west stairwells in Reynolds Wing are closed off stairwells. Make sure that all fire doors into the stairwell are closed. Report locations of remaining individuals to Safety and Security Team Members, who will relay this information to University Police. Once additional help arrives, University Police and emergency personnel will move remaining individuals out of the library. Let authorities know we have an Evac-Chair located in the back of the stacks area behind theLibrary Services Desk, should it be necessary.

Tornadoes and Severe Weather

Be aware that in rapidly changing conditions, many library users will be getting updates through

their phones or other devices. We recommend that ZSR employees also monitor weather and emergency apps on their phones to supplement any alerts issued by the University.

Tornado Watch

A watch means there have been no reported sightings, but weather conditions are favorable for a tornado to develop in the immediate vicinity. University personnel will receive a notice from Wake Alerts if a tornado watch is issued. No action is necessary except to be prepared to act appropriately if the alert is upgraded to a warning.

Tornado Warning

A warning means that a tornado has been sighted in the immediate vicinity.

University Police will activate the "Wake Alert" and outside speakers as well as text messages will be sent to registered cell phones.

- Upon receipt, Public Services staff will use <u>PA to announce imminent danger</u>.
- Move everyone to either stacks areas on Reynolds 1 to 3, or Wilson 1 (basement). Do not use the Atrium. People who cannot safely move to the first floor should shelter in an interior hallway or room on the lowest level they can safely reach.
- Move away from open doors and windows.
- Do not use elevators.
- Do not leave the building until the tornado warning is over.

Provide periodic updates over the PA or in Wilson 1 as needed. When the warning has ended, make another <u>PA announcement that the threat has ended</u>. Revisit those areas where students are told to shelter to ensure they know the threat is over.

Severe Storms/Hail/Wind/Hurricane

- When severe weather is imminent per Wake Alert, instruct patrons and staff to move to interior of building, away from glass, out of the Atrium.
- Close blinds if taking cover in a room with windows.
- Avoid using electronic devices connected to an electrical outlet.

Power Failure

Public Services staff will call Facilities Management (336-758-4255) to report the outage and contact the Associate Dean Mary Beth Lock (248-921-2411). Public Services staff will consult with

the Dean's office regarding evacuation. If the building is to be evacuated, the same evacuation routes established for fire should be used. University Police may help prevent anyone from entering the building. When power goes out, it is likely that campus phones will not work.

Safety and Security Committee members and/or other library employees will check the elevators for occupants.

Library staff should assist patrons by directing them with flashlights which are kept on hand in each office area (see <u>Maps</u>). It is the responsibility of each department to check the flashlights periodically to be sure they are in working order.

Medical Emergencies

Call 911 and request help.

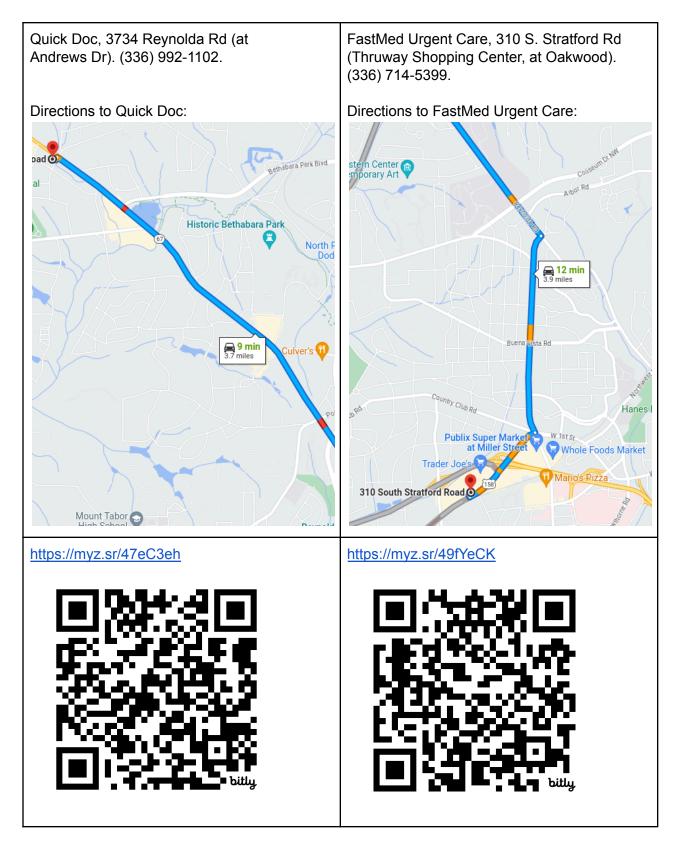
Care of Injured

- Do not move severely injured persons unless in danger of receiving further injury.
- Apply first aid as necessary and as you are able. First aid kits are available in every department and at the Library Services Desk.
- Contact Library Services Desk, (x4931) to inform where emergency is.
- AED units are located across from the Library Services Desk and the north wall of Wilson 4.

Workplace Injury

If you are injured at work and need immediate treatment of an injury, please go to <u>one of the</u> <u>following preferred facilities</u>. Call 911 if needed, or after hours.

As of November 2023, HR's preferred facilities for include:



As reasonably possible, the employee who has sustained an injury or accident must report it to their supervisor and Human Resources by emailing absence@wfu.edu or by phone at (336)758-4700, press option 3.

Supervisors will be provided instructions to complete the First Report of Incident form.

After a seven-day waiting period, the employee may begin drawing weekly workers' compensation benefits if they require time away from work.

The employee should provide a written copy of the Doctor's notice to return to work to Human Resources.

If the injured employee is provided a prescription, or release notes they should be scanned and emailed to HR at askhr@wfu.edu.

See <u>Workers' Compensation</u> for more information.

Patron Injury

Call 911 and request help if needed. Apply first aid as you are able.

Threats of Violence/Harm

Inside the building

If a suspicious package/object/backpack or written note is found:

- Don't touch it
- Evacuate the immediate area
- Call 911 and tell them the location and appearance of object, your name, location, and phone number. Stay on the line until told you can hang up.
- Do not evacuate the building unless directed to do so.
- Notify the Library Dean's Office (x5480)

By email, social media, and other electronic communications

• Do not destroy or delete the post. Take a screen capture and/or screen shot of the post, and print a physical copy as well. Hide if possible (if it's a comment on a ZSR post, ie) but

do not delete.

- Contact 911 or the appropriate police emergency number and report the threat.
- Report the threat to the Library's social media coordinator (currently the Communications and Events Coordinator) so they can escalate it to University communications, etc.
- Monitor any comments within the prior to hiding the post and report any additional related posts thereafter.

By phone

If a phone call threat is received, have someone else call 911 from another line. Do not hang up. Do not evacuate the building unless directed to do so by the University Police.

Get as much information as possible about the threat and the caller:

- Time of call
- Sex and age of caller
- Speech pattern (accent, slur, etc.)
- Emotional state of caller, background noise
- Information about container (if a bomb) or its location, when the threat might come, etc.

If evacuation is ordered:

- Follow established evacuation procedures. Do not re-enter the building until directed to do so by University Police.
- Public Services staff will use PA to activate evacuation procedures (Use <u>"Threats requiring</u> evacuation" announcement).
- Repeat announcement if necessary and aid in <u>building evacuation</u>.

Chemical/Biological Releases

If the chemical/biological release is indoors:

- Public Services staff will use PA to activate evacuation procedures (Use "<u>Building Evacuation</u>" <u>announcement</u>).
- Call University Police, and leave immediately.
- Assemble on Davis Field.
- Wait for information/instructions from University Police.

If the release is outdoors:

- Stay indoors and move to the highest level possible with the fewest windows or vents.
- Call University Police.
- Seal cracks around doors and windows.
- Call Facilities (x4255) or Fire Department to shut off ventilation.

Explosions

If there is an explosion in your area, immediately call 911.

Emergency Response

- If the landline is not in operation, use a cell phone to call Police or call from another building.
- If in immediate danger, move wounded to a safe location.
- Keep everyone away from broken windows.

Evacuation

- If you are on the ground floor of the building and may exit safely, do so.
- Evacuation from upper floors should only be attempted if life threatening situations exist (ie. fire, more explosions, etc.)
- Do not use elevators. Wait for help from University Police and Fire Department.
- Care for injured.
- If fire alarm is raised, proceed as with evacuation.

Active Shooter

Shots fired sound like a popping sound. If you hear such a sound, take cover. The University recommends the "<u>Run. Hide. Fight</u>" approach.

- Get Out: Try to get outside if you can. If you hear shots, you may not be able to find a safe route out.
- Hide Out: Lock doors and windows
 - Some classrooms have emergency locks that notify University Police when activated. These emergency locks are labeled.
 - Turn off all lights and be quiet. Silence cell phone. Lie down on floor or hide behind furniture away from doors and out of sight of windows. Remain in place until police advise you it is safe. Do not respond to voice commands until you can verify they are being issued by police. Ask the police to slide their badge under the door to confirm their identity.
 - If you know where the shooter is, call 911 (336-758-5911) if it is safe to do so. Tell dispatcher what is happening, where you are and if anyone is hurt. Do not hang up until instructed to do so.

• Take Out: If you have no other option, prepare to act in your own defense.

Sit-Ins and Protests in the Library

For protests that occur in or come into the library:

- Contact the Dean's office (x5480) during office hours or the Dean at home (during non-office hours)
- Notify campus police that there is an ongoing peaceful protest.
 - Script: (There is a student? Other group?) protest in the Library (location). There are (number) students. It is currently peaceful.
- If they are blocking the entrance, ask them to leave a pathway open for egress
- Call campus police if anyone is harming others or property, or if the protesters refuse to open a path of egress
- Don't be confrontational
- If there are noise complaints, refer students to Reynolds 6-8
- Monitor situation to ensure safety

For protests that appear to be confrontational, violent, or unsafe:

- Call 911
- Public Services Desk staff get to a safe place
- Send an email to lib-I if possible to alert the library staff
- If you have downloaded the Wake Safe app, alert University Police
- If employees feel unsafe and can safely leave, they should. If they cannot, shelter in place

Water Damage Procedures

Initial Response to Any Water Event

CAUTION: Standing water can cause electrocution when outlets are live. If water issues occur in a collections area, wait for "all clear" before beginning rescue of books/materials. In cases of standing water, do not enter flooded areas. Place plastic garbage cans, repurposed from nearby waste/recycling areas, to collect falling water.

1. During business hours, notify Dean's office (x5480) and the Preservation Librarian, Craig Fansler (x5482). After 5pm and on weekends, contact the Public Services Desk. Public Services staff should call Campus Police (x5911) and then the Director of Public Services, Rodrigo Castro at home (786-624-0039).

- A. These offices will contact Facilities (x4255) to: adjust heat or air conditioning; provide dehumidifiers and fans; and remove standing water by mopping or wet vacuuming.
- B. Campus Police (x5911) may also be notified.

2. Tape off the water damaged area to protect collection and preserve the workspace.

4. If needed, shut off the building's water supply to prevent further water damage or accumulation. The shut-off valve is located outside on Gully Drive between the ZSR driveway and Tribble, between the fire hydrant and the sidewalk (see picture). The padlock key is in the key cabinet behind the Library Services Desk, number 39, Water Shut-off.



Location of the shut-off valve behind the Wilson Wing.

Containing Water Damage

- Again, wait for the "all clear" before beginning rescue of books and materials.
- If water is from above: Place plastic sheeting over any library materials or files in proximity to the leak. If water is from below: Use barriers (in emergency supplies) to prevent additional water from entering the area. Water spreading across uncarpeted floor can be absorbed using cardboard or newspaper.
- Monitor the leak to make sure that water isn't spreading. Is water accumulating on or dripping around the edges of plastic sheeting covering the shelves? Are ceiling tiles collecting water and in danger of collapsing?
- Materials in danger of becoming wet should be removed and stored in another location.
- Materials already damaged should be removed and housed separately from dry materials.

Complete follow up steps for containing water damage and handling wet books can be found at: https://myz.sr/48SSe1y

Appendix 1: Evacuation

Responsibility for Evacuation of Library by Floor

Monday – Friday, 8am – 5pm

REYNOLDS WING

Level 8:	Thomas Dowling (\checkmark) or Kristen Morgan (\checkmark)
Level 7:	Barry Davis (\checkmark) or Will Clarke (\checkmark)
Level 6:	Tanya Zanish-Belcher (\checkmark) or Megan Mulder (\checkmark)
Level 5:	Beth Tedford (\checkmark) or Melde Rutledge (\checkmark)
Level 4:	Rebecca May (\checkmark) or Meghan Webb (\checkmark)
Level 3:	Craig Fansler (\checkmark) or Amanda Kaufman (\checkmark)
Level 2:	Will Ritter (\checkmark) or James Harper (\checkmark)

WILSON WING

- Level 6: Molly Keener (\checkmark) or Kyle Denlinger (\checkmark)
- Level 4: Roz Tedford (🗸) or Hu Womack (🗸)

Level 2/Atrium: Carol Cramer (✓) or Leslie McCall (✓); Bridge supervisor, clear The Bridge

Persons assigned to these positions are responsible for designating substitute(s) in the event of their absence.

After hours and weekends

REYNOLDS WING

Levels 8-5:	Public Services Employee
Levels 4-3:	Public Services Employee
Levels 2-1:	Public Services Employee

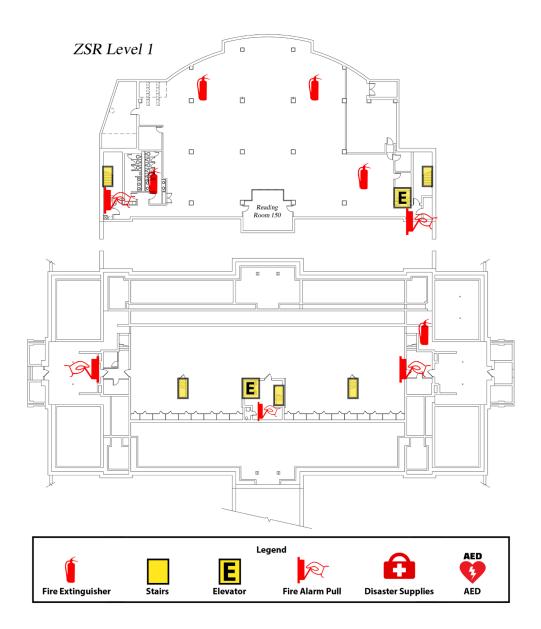
WILSON WING

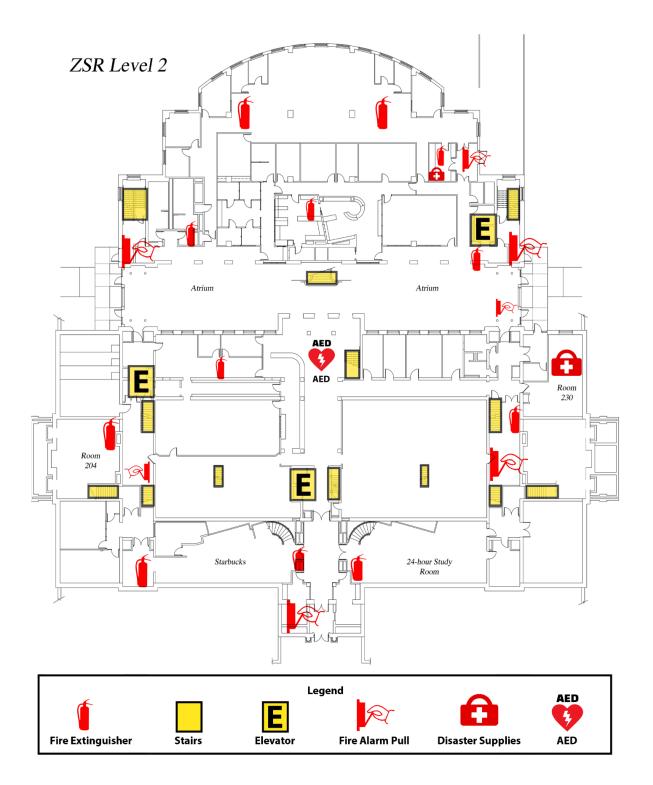
Atrium, Wilson 1:Public Services EmployeeBridge, Mac Lab:Bridge staff/students

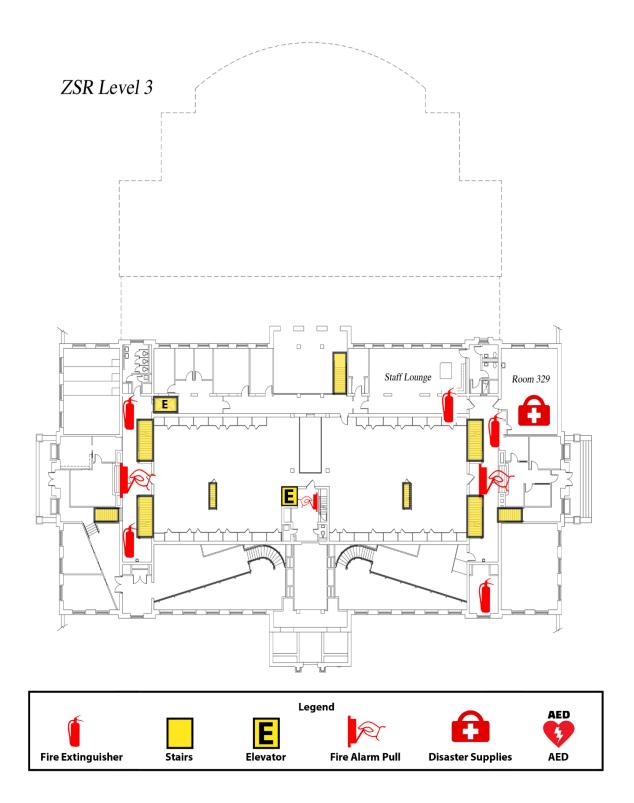
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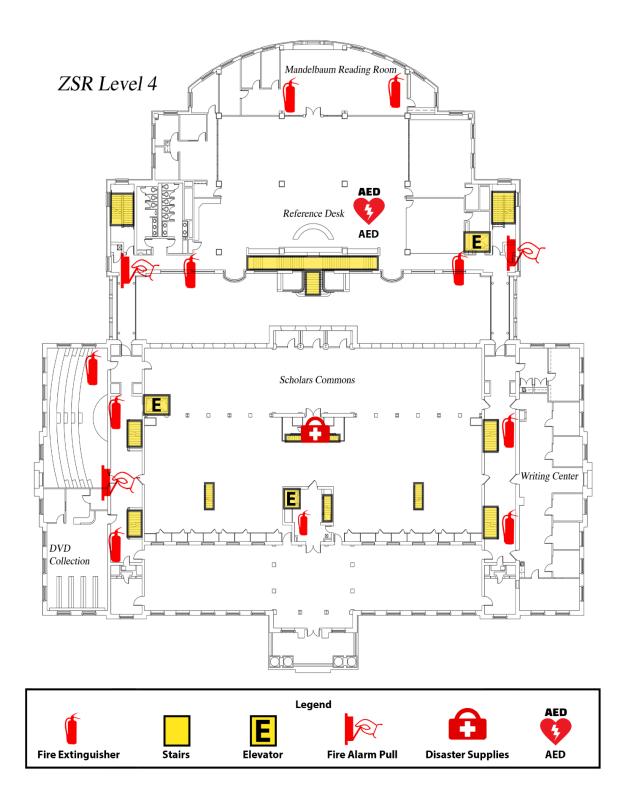
Appendix 2: Maps by Floor with Fire Extinguishers and Fire Exits Identified

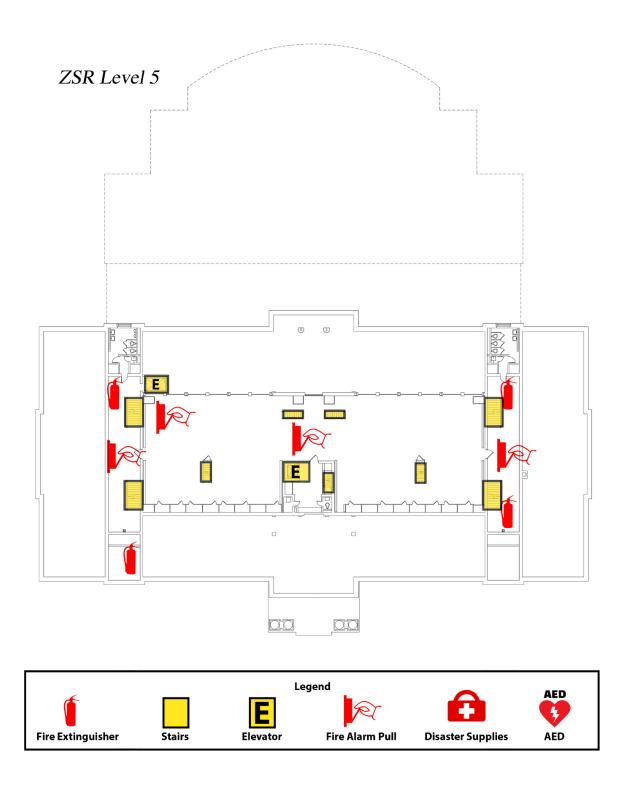
Floor plans as of December 2023.

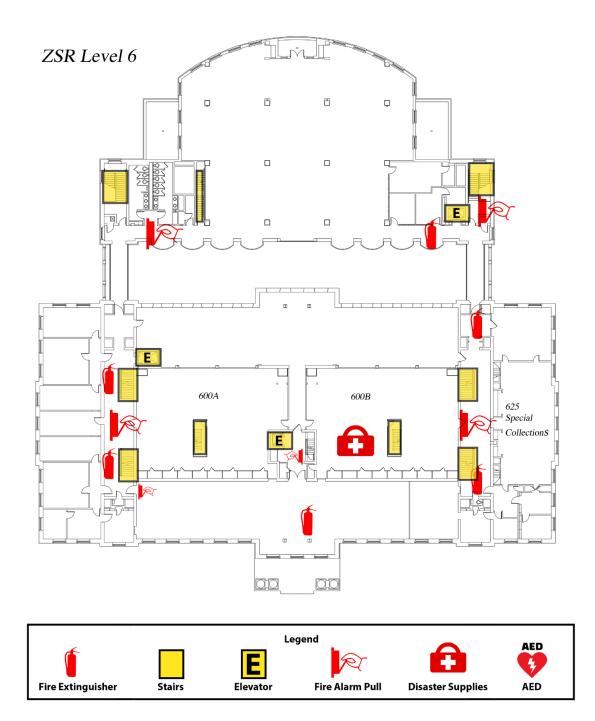


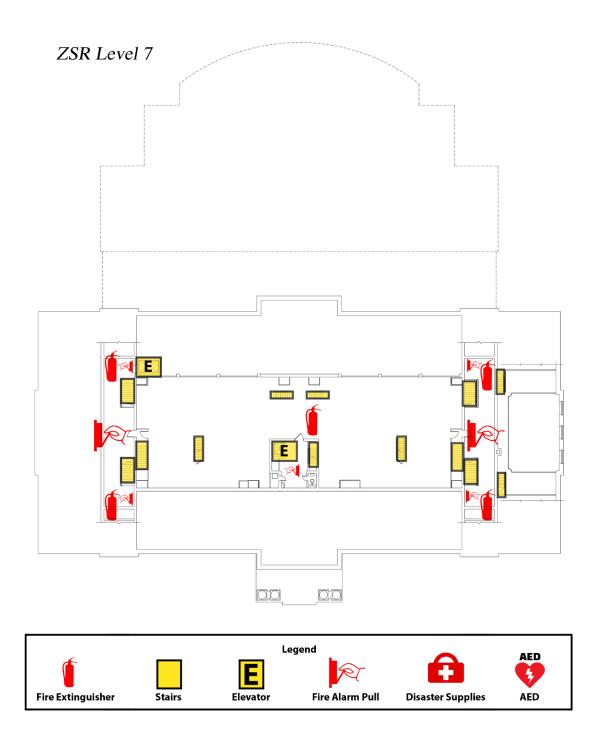


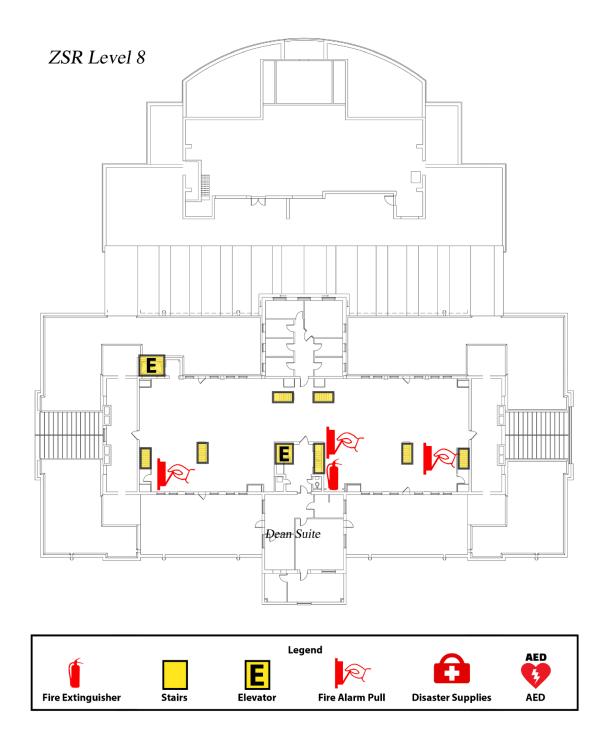












Appendix 3: Disaster Supplies and Locations

The ZSR Library maintains two types of disaster supplies provisions: **Mobile Disaster Kits**, which are disaster-ready supplies kept in large containers located in Wilson 2 Mailroom, Reynolds 2 Room 200, and Reynolds 6 Special Collections Room 600B; and **Disaster Supply Stock Inventory**, which include additional supplies to conduct disaster remediation work. Disaster Supply Stock Inventories are located in Reynolds 230 Gift Room, and Reynolds 408 Gov. Docs Closet, aka Disaster Closet.

Mobile Disaster Kits Supplies

Quantity	ltem	More info, supplier
1 roll	Plastic Sheeting	Clear Poly Sheeting in Dispenser Box - 2 Mil, 10' x 100' - often available via <u>https://www.uline.com</u>
1 roll	Trash bags, black	Custodial services
1 roll	Tape to seal boxes	Reinforced Water-Activated Gummed Paper Tape - available at a number of vendors
1 roll	Flood barrier	Quick Dam Water Activated Flood Barrier, 10 feet long (comes in bags) - available via <u>https://quickdams.com/</u> or elsewhere
4 each	Writing supplies	Markers, pencil, legal pads from Dean's office
1 box	N95 masks	https://www.amazon.com/Approved-25-Pack-Particulate-Res pirator-Universal/dp/B09FZ7HVV9/ref=sr_1_1_sspa?crid=1N 5K9HHE7TTLD&dib=eyJ2ljoiMSJ9.JBx1GTvAUK8nEvcbOJN 5OGOaBoJd6pCaTvLWqHKn_WAYjPr5EO6Vviog7YMiGJuli HBmiLfZgrRqFG26MLtOGjy2SQJTyFvT4X35bmLCyUQUn6T GQk-DUY3t5u0Kq8ytfi4j93HHtKtiDcZvJswByCSmFOeYADo YEbER6Bmg8R3Q5gNmiB4BfSKRjXLq6sAuHhhH8Bo7vrel3 vRz3NONjXCDK1B3dZMwLusBHzPQbuqeBhLX08vpqMfvG QgUN07KDpoLkiyTKfpVx3QgzJ0njhEFGPrZHalJtnGT7wxG9 a4.NPhsiDom4Q1WIT68QJOSwJRMrpSLVaHOOCydoRzhs MQ&dib_tag=se&keywords=N95+masks&qid=1714656727& sprefix=n95+masks%2Caps%2C89&sr=8-1-spons&sp_csd=d 2lkZ2V0TmFtZT1zcF9hdGY&psc=1
1	Scissors	

1	Flashlight	Wind-up flashlight (currently Energizer)
1	First aid kit	
Several	Interleaving paper	Butcher/kraft paper sheets https://www.amazon.com/dp/B0B8CWFP7S https://www.amazon.com/dp/B08VWRRYR9
1 box	Nitrile Select Exam Gloves	https://www.amazon.com/Medline-FG2503H-FitGuard-Nitrile- Gloves/dp/B00OMEYD12/ref=sr_1_10?crid=PFKI4DSIIXD2& dib=eyJ2ljoiMSJ9.kCyp3XGn4U8dGISX9DMJf33TcoY8qZvA ZzV0BGjJ070TcZAkt_P4LohVzTGj9MLmb0oIV91sFF8KzdV WNVIAly6Wduelv8g4teexHULuTxmyTdL3nWZ70p4SGZcIJG S8Pdt-Ov9p_b7WkTSFRQFyB2QzW24j67EeGJ9QUB7sTzb E7jaz7eryMOFX3C_AYj39pNvTF0478WPMFGckT4rYQMLa5 pFWf8xRuR-vbBb1XSY.Gmal4holxdFqLnybecmftyukGzCDR TZ2UaSUbTowDyY&dib_tag=se&keywords=Nitrile+Select+E xam+Gloves&qid=1714656571&sprefix=nitrile+select+exam+ gloves%2Caps%2C117&sr=8-10
1 box	2.5/3Gallon-siz e baggies	https://www.amazon.com/Hefty-Slider-Jumbo-Storage-Plastic/d p/B0741C6N93/ref=sr_1_9?crid=2ATTIQUB4G0K&dib=eyJ2ljoiM SJ9.BotkgErl-gsY_X1gxYKgkmEiZ55w-vXyXkG4zbM_xH76fYpBD UUmAacvfxtuMnYYS90B-9jf38DZ2r-2KFkw_H19MqykiFjReihxp4 I-x3ZJ5QazYizsQljZtrCyvC0RTB8szFCpZCVhR7v2Yhs2b4yf3oia St6u059oAHqaN-fXN3SAesGfVRTTIa3WKJifRzjlZNgoSeobbIzA Gr1LPalQpTcAUo8oo8q-I55Xs2IsrSyaK3x3P0Hv5WDBodIHz8X fKj993paX03VX5SPBW1hcSgkMNbPPDBLh6gMqk.iCa_TJZUq9li 6pOA5k_1boAoOYv50plukRAXQmtFfpA&dib_tag=se&keywords= 3+gallon+ziploc+bags&qid=1714656265&rdc=1&sprefix=3+gallo n+%2Caps%2C90&sr=8-9

Disaster Supply Inventories

Quantity	ltem	More info, supplier
3 box	Plastic Sheeting	Clear Poly Sheeting in Dispenser Box - 2 Mil, 10' x 100' - often available via <u>https://www.uline.com</u>
2 stacks	Wrapping paper	
40 (2 boxes)	Rescubes	
1	Mobile	See above

	Disaster Kit	
4 each	Writing supplies	Markers, pencil, legal pads from Dean's office
4 boxes	N95 masks	
4	Flashlight	Wind-up flashlight (currently Energizer)
1	First aid kit	
Several	Interleaving paper	Butcher/kraft paper sheets https://www.amazon.com/dp/B0B8CWFP7S https://www.amazon.com/dp/B08VWRRYR9
4 boxes	Nitrile Select Exam Gloves	https://www.amazon.com/Medline-FG2503H-FitGuard-Nitrile- Gloves/dp/B00OMEYD12/ref=sr_1_10?crid=PFKI4DSIIXD2& dib=eyJ2ljoiMSJ9.kCyp3XGn4U8dGISX9DMJf33TcoY8qZvA ZzV0BGjJ070TcZAkt_P4LohVzTGj9MLmb0oIV91sFF8KzdV WNVIAly6Wduelv8g4teexHULuTxmyTdL3nWZ70p4SGZcIJG S8Pdt-Ov9p_b7WkTSFRQFyB2QzW24j67EeGJ9QUB7sTzb E7jaz7eryMOFX3C_AYj39pNvTF0478WPMFGckT4rYQMLa5 pFWf8xRuR-vbBb1XSY.Gmal4holxdFqLnybecmftyukGzCDR TZ2UaSUbTowDyY&dib_tag=se&keywords=Nitrile+Select+E xam+Gloves&qid=1714656571&sprefix=nitrile+select+exam+ gloves%2Caps%2C117&sr=8-10
150	Pasteboard boxes	
6 rolls	Packing tape	
4	Flood barriers	Quick Dam Water Activated Flood Barrier, 10 feet long (comes in bags) - available via <u>https://quickdams.com/</u> or elsewhere: https://quickdams.com/products/outdoor-grab-go-bucket-kits? variant=47489020068151