# How to Use:

* + This is bookmarked at the register
	+ Printed out at the register including all links in the document printed as well
	+ We walk through this during training and review quarterly
	+ There is also a link / print out of emergency contact information
	+ All sheets/docs linked in this document (and this document itself) are “available offline” which is an option for google office. When I worked somewhere with microsoft office we kept them printed out and saved in a folder on each desktop
	+ Review with [Mission Statement](https://docs.google.com/document/d/1sUg41GQELDqJgjGXoxMo8T998ZyXzBBNqDsLoJfLTpQ/edit?usp=sharing) and [Code of Conduct](https://docs.google.com/document/d/1gfbwIDFx6GsjP3XqpZGNwrLv7SCQFeRJD3LW51lcOjE/edit?tab=t.0)
	+ This is a part of our larger Staff Handbook as a part of training/ to be referred to as you grow as a bookseller

# Operational Issues

* **When the AC/ Heat are down!**
	+ Locate the AC/HEAT panel [list troubleshooting specific to your store]
	+ If this basic troubleshooting does not work we will contact the landlord for urgent repairs (information in the PW tab on the login google sheet)
	+ Where to find heaters or fans etc if that is a substitute option
	+ List the temperature (hot and cold) that the call to close is automatically made
	+ Who to contact and link to verbiage docs for public posting
* **Blackouts**
	+ If there is a blackout on the block due to weather or power lines etc we will close temporarily and get in touch with the Owners and Operations Manager to track if this is going to be a long term blackout or if we should wait it out
	+ Use of the phone line is available in case of cell phones being down
	+ Landlord will be contacted as well in case of store closing or potential building issues due to long term blackout
* **When POS Goes Down**
	+ Check to see if it is an internet issue! Follow the When the Internet is Down below if so
	+ If not an internet connection, pull up POS IS DOWN SALES sheet and ring up books that way by scanning in ISBN/SKU and putting in quantity, etc. [Doc available offline]
	+ If a customer says they are a member, take their first and last name and phone on the phone and believe them
	+ If someone has a gift card, take the gift card number on the sheet and believe them about the amount. If unknown, default amount is $X
	+ Ring up items using their item cost and hit the + sign between each item. You will get the proper cost
* **When the Internet Goes Down**
	+ First, confirm that it is plugged in properly not only to the wall but on the modem and booster as well
		- Location of your router
		- We have Mifi’s for backup [insert location]
		- Contact Manager/ Owner t let them know wifi is down if basic troubleshooting does not work. You can use the LogIn Doc for your location to contact the internet provider, but it is often easier for Management to do that remotely.
* **When the Weather is Intense**
	+ The store will close early or open late (or close entirely) in case of dangerous travel conditions for staff. If the weather is impacting public transit contact Manager/Owner to confirm plans for getting everyone in/out safely
	+ SNOW
		- Location of Salt/ Shovels
		- Our responsibilities (city/ landlord) written out and clear
	+ STORMS/ HIGH WINDS
		- Bring in any signage, dog bowls, carts etc
		- In case of power outage due to storms there are flashlights at the stores in the office areas and at the registers
		- Make sure all windows and doors are sealed shut and check occasionally for leaks if there are high winds

# When the Alt-Right is Terrorizing Us

[(see ABA checklist for safety HD helped write)](https://www.bookweb.org/news/planning-secure-drag-story-time-event-1630484)

* In-Person at DRAG STORY HOUR
	+ Check in with the Rainbow Coalition captain and confirm the plan.
	+ Let the RC do their job protecting the entrance and exist and stay focussed on the customers and kiddos
	+ If there is not a concern of break of entry or the sound drawing out the speaker, continue the story hour
	+ If staff and RC determine it is not safe to continue, follow RC plan to get Drag performer out of the space safely and the rainbow tunnel for children to exit
	+ Take photos of the terrorist folks if able in case of follow up on damage or threats
	+ Check in with Owner/Manager to determine if we will close the store as well
* In-Person single human
	+ Photos
	+ Saying weird shit
* Calling in/ Emailing in / Social Media threats
	+ Save any record (voicemail, text, email) and share with Owner/Manager ASAP
	+ If a cop shows you a message sent to them, ask for it to be sent to us so we have a record of it. They will not think of this otherwise
	+ If the threat is immediate, empty the store and call the cops. Reach out to Owner/Manager so they can alert existing case files and put out any release if needed
	+ Even if the threat is vague, still alert Owner/Manager immediately!
	+ Reading and hearing these things can be very difficult. Take a break and process what you have had to hear
* If Cops Show Up
	+ If the event is ongoing, coordinate with the RC and make a plan so the kids are not disturbed
	+ Cops are there to protect the property. If public space is involved (a sidewalk, a street) and terrorists are on it they are very limited in what they can/will do. Unless private property is breached or a direct threat is made against an individual (such as a bomb threat or a direct physical attack) they will not intervene. Remember to focus on RC de escalation processes and keeping stress out from kids.
	+ If there is a bom threat or similar, allow them entry and to check for bombs or whatever threat is and make sure to get any and all information (badge #s, contact info, and details about threat) to send to Owner/Manager
	+ If the event is not ongoing, check in with other staff present and allow them entry for inspection. If Owner/Manager are not present, get at least one of them on the phone to talk to cops
	+ Do not wait for Owner/Managerto arrive in case of bomb threat; give them access to the space to check it out
	+ If at X location instead of store alert X partner of what has happened as well

# In-Store Non Alt-Right Problems

* + De-Escalating People Awkward in Store
		- Socially inappropriate
		- Drunk/High
		- Not supervising child
	+ Unhoused/Unstable Neighbors
		- Refusing to leave
		- Using the restroom to bath
		- Substance use in the store
		- Usually chill… NOT CHILL today
			* Threatening self harm or harm to others
			* Know us too well for usual tactics
	+ When customers are harassing staff members
		- Sexual harassment
		- Intimidation/ hate
		- Physical threats
		- Lonely/ eating up time
		- Remember the Code of Conduct

# Public Verbiage Document

* Closing information for social media/ website
	+ Weather
	+ Illness
	+ Emergency
	+ Blackouts
* Canva graphic links (for posting on social media/front door/ windows)