



Emergency Action Plan

Activity Center

September 2008

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Emergency Telephone Numbers

Dial 911 for any serious emergency

Fire Department and Paramedics: (INSERT # HERE XXX-XXX-XXXX)

Police: (INSERT # HERE XXX-XXX-XXXX)

Security: (INSERT COMPANY NAME, XXX-XXX-XXXX)

Electric: (INSERT COMPANY NAME, XXX-XXX-XXXX)

Water: (INSERT COMPANY NAME, XXX-XXX-XXXX)

Gas: (INSERT COMPANY NAME, XXX-XXX-XXXX)

Telephone: (INSERT COMPANY NAME, XXX-XXX-XXXX)

Activity Center Manager: (INSERT NAME, CELL # XXX-XXX-XXXX, HOME #
XXX-XXX-XXXX)

Chain Of Command

Should an emergency arise, the following staff person should take charge of the situation. If the first person listed is not in the building, then the second person will be in charge, and so on:

1. The Activity Center Manager – **(INSERT NAME)**
2. An Activity Center Supervisor, in this order – **(INSERT NAMES IN ORDER)**
3. An Activity Center Program Coordinator, in this order – **(INSERT NAMES IN ORDER)**
4. **(INSERT NAME)**
5. **(INSERT NAME)**
6. **(INSERT NAME)**
7. **(INSERT NAME)**

If any emergency does occur, **(INSERT MANAGER NAME)** (or an AC Supervisor if **(INSERT MANAGER NAME)** cannot be reached - **(INSERT ALL SUPERVISOR NAMES)**) should be notified immediately. There is an action plan in place to deal with various agencies including the press. Staff should not speak with the press as the BVRC has already designated certain individuals with the organization to speak for the BVRC.

EVACUATION ROUTES

Evacuation route maps have been posted throughout the building. The following information is marked on evacuation maps:

1. Emergency exits
2. Emergency sheltered areas (tornadoes)

MEDICAL EMERGENCY

- Call the fire or police department.
- Provide the following information:
 - a. Nature of medical emergency,
 - b. Location of the emergency (address, building, room number),
 - c. Your name and phone number from which you are calling.
- Do not move victim unless absolutely necessary.
- Call BVRC building personnel trained in CPR and First Aid (aquatics, custodian, BVRC full-time staff member) to provide the required assistance prior to the arrival of the professional medical help.
- If personnel trained in First Aid are not available, as a minimum, attempt to provide the following assistance:
 - Stop the bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids, use latex gloves if available).
 - Clear the air passages using the Heimlich Maneuver in case of choking.
- Attempt first aid ONLY if trained and qualified.

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FIRE EMERGENCY

When fire is discovered:

- Activate the nearest fire alarm.
- Call 911.

Occupants must:

- Leave the building using the designated escape routes.
- Remain outside until the BVRC staff member in charge announces that it is safe to reenter.

The BVRC Staff member in charge should:

- Disconnect utilities and equipment unless doing so jeopardizes his/her safety.
- Coordinate an orderly evacuation of personnel.
If it can be done safely, the BVRC staff member in charge should check all areas of the building, upstairs and downstairs. Ensure the physically challenged are assisted.
- Provide the Fire Department personnel with the necessary information about the facility.
- Contact the Activity Center Manager. If unavailable, contact an Activity Center Supervisor or the Director.

Fire Alarm Reset

If the fire alarm is accidentally pulled, the procedure to reset is as follows:

1. Call **(INSERT COMPANY NAME, XXX-XXX-XXXX)** (they will stop the police and fire department from coming out).
2. Go to the alarm panel in the sprinkler room in classroom #2 and press the "Silence Alarm" button (this will stop the very loud alarm going on throughout the entire building). The panel is located to the right as you go in the door.
3. Go to the alarm keypad behind the front desk. The small sheet of instructions say to press "CMD 47" to reset the alarm. If this doesn't work, try "CMD 4". If this doesn't work, call **(INSERT COMPANY NAME)** again to ask them for help.
4. All of the alarms should now be silenced.
5. Go back to the alarm panel in the sprinkler room and press all three buttons. This will reset the alarms.
6. Next go to the fire alarm that was pulled to reset the arm. For the old part of the building it is a key that is marked "Fire Alarm". For the new part of the building it is an allen wrench. Your supervisor should tell you where these are located. Each custodian should have one of these readily available. Even though the arm is down on the fire alarm, the alarm should be silent.

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Severe Weather – Tornadoes, Thunderstorms, Lightning

Indoor classes at the Activity Center will not be modified during thunderstorm watches or warnings. All outdoor classes will be canceled if thunder is heard or lightning is observed. An outdoor activity may resume 30 minutes after the last thunder or lightning was observed. The swimming pool will not close for thunder/lightning.

Tornado Watch

- Front desk staff will monitor the weather radio, a local TV station and AM radio station 980. **(INSERT MANAGER NAME)** should be contacted, or an AC supervisor (**(INSERT ALL SUPERVISOR NAMES)**) if **(INSERT MANAGER NAME)** cannot be reached, that a tornado watch is in effect.
- Classes will be held as normal, however patrons should be notified by front desk personnel that a tornado watch has been issued.

Tornado Warning

- The front desk staff will monitor the weather radio, a local TV station, AM radio station 980 and listen for sirens. The weather service that we contract with, "**(INSERT COMPANY)**", should be telephoned at **(xxx-xxx-xxxx)**. Identify yourself as the Blue Valley Recreation Complex on 151st Street and ask them to give you some information specific to our area.
- Should a tornado warning be issued for our area and/or the sirens go off in our area, the person in charge (see page 4) should take control of the situation. **(INSERT MANAGER NAME)** should be called immediately – **(xxx-xxx-xxxx)**. If **(INSERT MANAGER NAME)** cannot be reached, call an AC supervisor (**(INSERT ALL SUPERVISOR NAMES)**).
- If a warning is issued and it is within 10 miles of our building (get this information from "Weather Or Not"), everyone in the building should be instructed to go to the appropriate tornado shelter area in the building, per the signage in each classroom/area. Patrons will be encouraged to take shelter in our building and not leave, but we will not require them to remain in the building. If they choose to remain in the building, then they must follow our direction. Staff should be assigned to the "safe" areas to supervise the patrons.
- The front desk staff, if it can be safely done, should place a message on the after-hours recording instructing patrons to call the BVRC inclement weather telephone number for the status of classes following the expiration of the warning. That number is **(xxx-xxx-xxxx)**. **(INSERT NAME)** will provide instructions to the front desk on how to place this message on the after-hours recording.
- All current and upcoming activities will be canceled until the warning has expired. Following the expiration of the warning, **(INSERT MANAGER NAME)** (or an AC supervisor if **(INSERT MANAGER NAME)** cannot be reached) and front desk staff will determine if/when classes should resume and place that information on the inclement weather telephone line, web site and Text Caster as soon as possible.
- If it is after-hours and the building is closed with only the custodian or one/two other staff members in the building, **(INSERT MANAGER NAME)**, or an AC supervisor (**(INSERT ALL SUPERVISOR NAMES)**) should be contacted by telephone for consultation. Custodians should always wear their pager as a means to know what is happening with the weather.

POWER LOSS, WATER PROBLEM, GAS SHUTOFF

POWER LOSS

- Call **(INSERT COMPANY NAME, XXX-XXX-XXXX)**
- Should staff need to cut power to the building, there are two places this needs to be done. The first is in the pool electrical room. The second is in the sprinkler room in classroom #2. Both main shutoffs are marked “Electrical Main Shutoff”.

WATER PROBLEM

- Should the water need to be shut off, for example a water pipe bursts, the valve for the main AC building and pool is located in the sprinkler room in classroom #2. This main shutoff is marked “Water Main Shutoff”. Staff should then call **(INSERT COMPANY NAME)** and inform them of the problem – **(XXX-XXX-XXXX)**.

NATURAL GAS

- Should the gas need to be shutoff to the building, for example natural gas is smelled in the building, the main shutoff is located outside near classroom #2. Staff should call **(INSERT COMPANY NAME)** immediately and inform them of the problem – **(XXX-XXX-XXXX)**. If the smell is prominent throughout the building, clear the building immediately.

Notify **(INSERT MANAGER NAME)** immediately. If **(INSERT MANAGER NAME)** cannot be reached, notify an AC Supervisor (**(INSERT ALL SUPERVISOR NAMES)**).

Bomb Threat

Phone Bomb Threat

- Stay calm – do not alarm others.
- Call 911.
- Decision to evacuate the building will be made by law enforcement personnel.
- Do not give information to anyone except supervisor and law enforcement personnel.
- Write down as much as can be remembered about the call.

Written Bomb Threat

- Remain calm and leave the message where it is found.
- Do not handle the document any more than necessary to preserve fingerprints and other evidence.
- Do not alarm others.
- Call 911.
- Decision to evacuate the building will be made by law enforcement personnel.
- Do not give information to anyone except supervisor and law enforcement personnel.

Suspicious Object, Package or Mail

- Evacuate the immediate area.
- Call 911.
- Decision to evacuate the building will be made by law enforcement personnel.
- Do not give information to anyone except supervisor and law enforcement personnel.
- Do not:
 - Touch the suspected bomb.
 - Use cell phones.
 - Use 2-way radios.

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Robbery

During a robbery:

Do exactly as you are told. DO NOT RESIST!

Try to stay calm. Don't make any sudden movements to upset the robber.

Tell the robber about anything that might surprise him, such as someone who is expected to arrive soon.

If you have to move or reach, tell the robber what you are going to do and why.

Try to get a good look at the robber so you can describe him later.

Give the robber time to leave.

Note his direction of travel when he leaves.

Try to get a description of his vehicle ONLY if you can do so without exposing yourself to harm

Following a robbery:

Call 911 immediately.

Evacuate the building and lock all doors.

Do not discuss the details of the robbery with witnesses or fellow employees.

Ask any witnesses to stay until police arrive. If they can't, get their names, phone numbers and addresses.

Do not touch anything that the robber may have touched. Block off areas where the robber was, if necessary.

Try to recall as much as you can about the robber's appearance, speech and mannerisms. Make notes.

Step outside the building when the police arrive so that they'll know the robber is gone and you are safe.

Let the police answer inquiries from the news media.

Do not discuss the amount of money taken with anyone other than police.

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MANAGER NAME) cannot be reached - **(INSERT ALL SUPERVISOR NAMES)**) should be notified immediately. There is an action plan in place to deal with various agencies including the press. Staff should not speak with the press as the BVRC has already designated certain individuals with the organization to speak for the BVRC.

Lost Child/Possible Kidnapping

If a child is missing, get a description and immediately enlist the assistance of other staff members to help locate the child. However, do not leave any activities/children unattended.

Perform a quick, but thorough, search of the entire building and grounds.

If the child cannot be located, call 911.

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Unruly Patron

Should a patron become unruly, follow these guidelines:

- Assume the patron is right.
- Listen attentively and get all the facts.
- Never argue or lose your temper.
- Call in a second staff member to assist.
- Attempt to isolate the patron from others.
- As a last resort and if needed, telephone the police.
- Follow-up with your supervisor.