



# **CRISIS MANAGEMENT AND EMERGENCY RESPONSE PLAN**



*Revised 6/21/2019*

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## Emergency Phone List

Listed below are the phone numbers of people to contact in the event of a crisis situation. Call your supervisor first and if they are unavailable call the Superintendent of your Department. If neither of these people is available call the individuals below in the order listed. **Remember** to dial 7+1+area code to place a call from within the Park District telephone system.

<b>Job Title</b>	<b>Name</b>	<b>Business</b>	<b>Cell</b>	<b>Home</b>	<b>Time Called</b>
Executive Director	Miletic, Don	(847) 391-5080	(847) 962-6953	(847) 506-1465	
Deputy Director	Cathey, Paul	(847) 391-5088	(847) 962-6934	(847) 635-6946	
Superintendent of Parks	Guza, Paul	(847) 390-4939	(847) 372-9339		
Superintendent of Business	Barrera, Barbara	(847) 391-5098	(224) 478-9725	(847) 635-0158	
Superintendent of Recreation	Weber, Joe	(847) 391-5090	(224) 223-5981		
HR & Risk Manager	McNulty, Nicole	(847) 391-5092	(847) 400-4708		
Asst. Superintendent of Rec	Boys , Jennifer	(847) 391-5091	(847) 962-6974	(630) 279-3397	
Asst. Superintendent of Golf	Panek, Brian	(847) 803-4739	(630) 988-2413		
Business Manager	Telichowska, Gosia	(847) 391-5081			
Facilities Manager	Sarg, Shelli	(847) 391-5716	(847) 312-3486	(847) 963-8005	
Aquatic & Youth Program Mgr	Hartnett, Matt	(847) 391-5097	(847) 529-4324		
IT Manager	Vilches, Jacob	(847) 391-5095	(224) 422-8059		
Marketing & Comm. Manager	Haring, Gene	(847) 391-5087	(708) 476-2110		
Operations Analyst	Berard, Jeanette	(847) 390-4915	(847) 848-0711	(847) 394-0411	
Cultural Arts Supervisor	Suwalski, Nancy	(847) 391-5094	(847) 894-2621		
Athletic Supervisor	Cantres , Josh	(847) 391-5714	(224) 567-1133		
Facilities & Athletics Supervisor	Poole, Chris	(847) 391-5717	(630) 418-1816		
Recreation Supervisor	Smith, Carolanne	(847) 391-5096	(858) 229-7525		
Recreation Supervisor	Yelich, Cindy	(847) 390-4916	(224) 392-6648		
Golf & Facilities Supervisor	Fuchs , Tyler	(847) 803-4754	(847) 977-0611		
Mechanical Op. Supervisor	Kelley, Edward	(847) 390-4941	(847) 962-6985		
Landscape Supervisor	Auten, Robert	(847) 390-4943	(630) 664-6543		
Special Projects Supervisor	Prellberg, Don	(847) 390-4942	(847) 962-6986	(847) 265-0839	
Building Services Supervisor	Rochau, Ken	(847) 390-4940	(847) 962-5064	(847) 827-7394	

## Important Emergency Numbers:

<b>Commissioners</b>	<b>Business</b>	<b>Cell</b>	<b>Home</b>
Grady, James	(847) 259-0202 x 1210	(847) 298-6047	(847) 226-5428
Haas, Jana		(847) 297-5111	(847) 951-5111
Rosedale, Don		(847) 827-0446	(847) 302-0446
Yates, William		(847) 297-1126	(847) 975-1136

<b>Emergency</b> 9-1-1	<b>Ellis and Associates (Pool Incidents)</b> 800-742-8720
<b>PDRMA</b> Office: 630-769-0332 Fax: 630-769-0449	<b>Attorney, Greg MacDonald</b> Office: 847-298-0169 Home: 847-827-7063

<b>Facility Numbers</b>		<b>News Media Outlets</b>	
Administrative and Leisure Center	(847) 391-5700	<b><u>Television Stations</u></b>	<b><u>Phone Number</u></b>
**After Hours	(847) 668-6983	WGN - Channel 9	312-528-2311
Arndt Park Field House	(847) 391-5728	WLS - Channel 7 (ABC)	312-750-7777
Chippewa Pool	(847) 390-4956	WMAQ - Channel 5 (NBC)	312-836-5555
Frisbie Senior Center	(847) 768-5944	WBBM - Channel 2 (CBS)	312-944-6000
Cumberland Terrace Field House	(847) 391-5726	WFLD - Channel 32 (FOX)	312-565-5532
Day Camp Office	(847) 391-5731		
School District #62	(847) 824-1136	<b><u>Radio Stations</u></b>	
Greenhouse	(847) 391-6923	WBBM AM780	312-944-6000
Golf Center	(847) 803-4653	WGN AM720	312-222-4700
History Center	(847) 391-5399	WMAQ AM670	312-670-6767
Iroquois Pool	(847) 391-5724		
Lake Park Garage	(847) 391-5732	<b><u>Daily Newspapers</u></b>	
Lake Park Clubhouse	(847) 391-5730	Chicago Tribune	312-222-3232
Maine West High School	(847) 827-6176	Chicago Sun Times	312-321-3000
Maine-Niles Special Rec	(847) 966-5522	Journal & Topics	847-299-5511
Mountain View Adventure Center	(847) 391-5733	Times (Pioneer Press)	847-824-1111
Mystic Waters	(847) 391-5741	Daily Herald (Paddock)	847-870-3648
Oakwood Maintenance	(847) 391-5744		
Prairie Lakes Community Center	(847) 391-5711		
**After Hours	(847) 391-5713		
Rosemont Pool	(847) 698-9325		
West Park Field House	(847) 391-5723		

## Other Emergency Phone Numbers

Poison Control	800-222-1222
Child Abuse & Neglect Hotline (under 18)	800-25-ABUSE (2873)
Illinois Dept of Health & Human Services (over 18)	800-368-1463

### Area Hospitals

Lutheran General Hospital	847-723-2210
Holy Family Medical Center	847-297-1800
Resurrection Medical Center	773-774-8000
Glenbrook Hospital	847-657-5800
AMITA Occupational Health	224-265-9000

### City of Des Plaines Resources

Des Plaines Police	(non emergency)	847-391-5400
Des Plaines Fire Department	(non emergency)	847-391-5333
City of Des Plaines		847-391-5300
Public Works		847-391-5464
Emergency Management Agency		847-391-5396

### Utility Companies

Phone Company – AT&T (Buildings without internet)	800-727-2273
Phone Company – Comcast	877-742-5103
Com Ed	877-426-6331
Nicor Gas	888-642-6748

# **Crisis Management/Emergency Response Plan**

## **What is a Crisis?**

A crisis is a situation or event that causes, or has the potential to cause, keen public or media concern. It could be, among other things, accidental drowning, allegations of abuse, a severe vehicle accident, or a criminal act that occurred on District property. The potential crisis list is endless. If you know of a situation or event that could be of concern to the patrons/public or media, please contact the Executive Director, (Head of the Crisis Team) immediately. The Des Plaines Park District has appointed the Executive Director as the Head of its Crisis Team/Official Spokesperson. This person will decide whether the Crisis Plan needs to be implemented or whether the situation needs to be monitored and how it should be handled. If the Head of the Crisis Team is not available, potential or immediate crisis should be reported to one of the Superintendents or the Safety Chair.

## **Chain of Responsibility**

In the event that the designated Crisis Team Head/Official Spokesperson is absent, the following chain of responsibility will be followed in descending order. The first available staff position listed below will take temporary responsibility for implementing the District's Crisis Communication Plan. All decisions and public responses should come from a consensus of the Crisis Team members. The Crisis Team Head/Official Spokesperson will be responsible for making official statements to the media on behalf of the Crisis Team.

The following is the chain of responsibility order for the Crisis Team Head:

1. Executive Director
2. Superintendent of Recreation
3. Superintendent of Parks and Golf
4. Superintendent of Business
5. Assistant Superintendent of Recreation
6. Human Resource and Risk Manager
7. Facility/Program Supervisor
8. Parks Operations Supervisor
9. Marketing and Communications Manager

# Members of the Crisis Team and Their Roles

## Official Spokesperson and Crisis Team Head Duties

The Executive Director will be responsible for the overall coordination of the District's Crisis Management Plan. In the absence of the Executive Director, the next individual listed on the Chain of Responsibility will take the Spokesperson/Crisis Team Head's position.

The Spokesperson/Crisis Team Head is the primary voice of the Park District throughout the crisis, but may request that others with more knowledge of the affected department's operation also speak to the media.

The Spokesperson should keep District employees informed regarding the facts of a crisis when appropriate. Not informing employees can lead to the release of misinformation, speculation, and false rumors.

The role of the Spokesperson is to present official accurate information to the media on behalf of the District, when appropriate. The District is not obligated to share any information with the media. However, the term "no comment" can lead the media to look for unreliable sources of information. In limited circumstances, it may be prudent not to discuss the crisis with the media pending further investigation. The designated Spokesperson should have in-depth knowledge of the organization, be a good public speaker, present oneself in a professional manner, and be trained as a Spokesperson.

On behalf of the District and Crisis Team, the Spokesperson should present factual information to the media at the crisis location, or at a press conference. It is best to begin any interview by reading a prepared statement to accurately present the District's response to a crisis.

The Spokesperson should refrain from answering any questions when verified facts are not available. In addition, the Spokesperson should never:

- Release victim information until family members are notified.
- Speculate on liability, damage costs, causes, etc. (until verified).
- Fix blame on others or mislead.
- Speak off the record.

The Spokesperson should admit that a crisis has occurred, and highlight what steps are being taken to control it. The Spokesperson **should**:

- State the facts surrounding the crisis.
- Highlight rescue efforts.
- Highlight positive safety record.
- Use the media to tell the District's story.
- Balance any false statements made by the public or others.

When the Spokesperson is confronted with a difficult question, it is best to respond by stating that the question is still under investigation and that additional information will be released when available. This will give the Spokesperson and the Crisis Team additional time to confirm facts, gather additional facts, and formulate a specific answer to the difficult questions.



### **Superintendent of Recreation Duties**

The Superintendent of Recreation will coordinate the processing of incoming information such as witness statements, employee statements, incoming phone calls, radio reports, television reports, and accident investigation results by the Safety Committee Chair and PDRMA. The Superintendent of Recreation is further responsible for establishing the following:

- Exactly what happened
- Where the incident occurred
- Why did it happen?
- What is currently being done to control or minimize the existing crisis?
  - If the answers to the above questions are not known, when will they be known?
  - Update the Official Spokesperson about changes in the situation as they occur.
  - Establish and maintain contact with the City of Des Plaines Command Post.
- Who was/is involved?
- When did it happen?

### **Superintendent of Parks & Golf Operations Duties**

The Superintendent of Parks should ensure that the Crisis Management Team has access to necessary buildings, facilities, and power sources. Depending upon the crisis, the Superintendent will coordinate efforts with the City Public Works, Police and Fire Departments, utility companies, etc.

### **Superintendent of Business Duties**

Superintendent of Business may be assigned to assist the Executive Director, Spokesperson, Superintendents, Crisis Team, Risk Manager, or the clerical staff. Some potential assignments may include:

- Providing specific information on a program or facility.
- Being responsible for identifying and reserving a designated media site capable of accommodating a large group such as a news conference or open public forum.
- Help assemble accurate information and formulate accurate answers to questions.
- Obtain information about callers and inquiries from office staff.
- Disabling or providing any necessary access to computers or other related equipment
- Obtaining any related security video footage.

The Superintendent of Business should also be responsible for obtaining any needed audio visual equipment and any other equipment necessary to complete the investigation.

### **Marketing and Communication Manager Duties**

- Contact the news media as directed by the Spokesperson.
- Assist the Spokesperson in responding to inquiries as directed.
- Record and date all statements given to the media.

### **Asst. Superintendent of Recreation Duties**

- Contact the necessary governmental agencies with applicable information (i.e EPA in chemical spills, IDOL in death of an employee, etc.)
- Complete the Accident/Incident Report form which should be faxed to PDRMA within 24 hours.
- Gather employee statements as directed by PDRMA staff in a narrative format to supplement the Accident Report form

- Review the accident/incident circumstances and causes and decide a course of action to eliminate or hopefully prevent a similar situation from occurring in the future. This information will be presented to the District staff after the crisis is controlled.

### **Risk Manager Duties**

- Contact and assist PDRMA with investigative efforts
- Obtain, compile, or present pertinent safety documentation or practices conducted by the District
- Assist as directed by PDRMA staff with gathering employee statements in a narrative format to supplement the Accident Report form
- Contact EAP or other counseling agencies as directed by Crisis Team Head.
- Assist in reviewing the accident/incident circumstances and causes and decide a course of action to eliminate or hopefully prevent a similar situation from occurring in the future. This information will be presented to the District staff after the crisis is controlled.

### **Office Staff Duties**

Answer telephone inquiries associated with the emergency, and screen reporters, photographers, or others who arrive unannounced at the administration building or facility. Before answering any questions, obtain the following information and keep a log of the calls and media visitors.

- The name of the person who is calling or visiting.
- Their title and organization.
- The name of the newspaper, radio, or TV station (if applicable).
- The telephone number where the inquirer can be reached.
- Their FAX number (if applicable).
- Their e-mail address.
- Reporter's deadline (if applicable).

Provide only the official information that has been approved by the Spokesperson. Let the caller know that they will be contacted as quickly as possible with accurate information. If a reporter, photographer, or other interested person arrives at the reception desk, notify the Official Spokesperson after obtaining the above information.

### **Facility Manager**

- Keep staff that is present updated and notify any staff that is not present
- Notify patrons of any schedule changes.
- Change voice mails, signage, website, etc.
- Handle calls and inquiries at the facility.

## **General Action Steps for the Crisis Team When a Crisis Occurs**

1. Whenever a crisis occurs that involves injury or property damage, the first responsibility of the Crisis Team is to ensure that the District's Emergency Response Plan is implemented, local EMS services are contacted (Call **9-1-1**), and any other actions are taken to minimize further loss. Until the crisis is controlled, **it is recommended that no statements be made**

**to the media until the Crisis Team has had time to fully assess the crisis and its impact on those involved.**

2. Stay calm and in control. Notify employees that a crisis exists and that all information about the crisis needs to be immediately communicated to the Crisis Management Team. Notify the Head of the Crisis Team at once and provide all known details. The Head of the Crisis Team will direct actions depending on the severity of the crisis, the need for immediate information, and the time of day. If contacted, members of the Crisis Team must report to the Park District's administration office or other designated location.

**If the Crisis Team Head is not available, the following action steps should be implemented by the acting Crisis Team Head.**

3. The Head of the Crisis Team, in all crisis or potential crisis situations, should immediately contact PDRMA and the District's attorney. If applicable, an Accident/Incident Report Form should be submitted to PDRMA within 24 hours. **Accident/Incident Report Forms are internal documents and not to be given out to the public or media.**
4. Depending upon the situation, the Head of the Crisis Team should contact the President of the Board of Park Commissioners to make him/her aware of the situation, followed by notifying other available Board members.
5. Continue to obtain and compile accurate information as quickly as possible so the Crisis Team can disseminate accurate information to the media. Document all events surrounding the crisis. Staff should monitor all forms of media and forward any reports to the Executive Director. The Crisis Team may appoint fact gatherers to verify all facts necessary for the preparation of written press/media releases, a meeting with the press, meeting with relatives, and other affected parties. Staff should limit any email communication when forwarding news reports. Remember email is subject to FOIA and is not confidential unless a District lawyer is included.
6. Establish a Clerical Team to answer phone calls and relay any pertinent information to the Crisis Team. The Clerical Team, as well as the entire Crisis Management Team, should document all information received; who called, their title, time of call, etc. The Crisis Team will inform the Clerical Team on how to handle phone calls and questions. If possible, a hotline number will be established to direct callers in regards to the crisis.
7. The designated Spokesperson may address the media after the Crisis Team has prepared a statement. In some cases, depending upon the facts of the crisis, the Crisis Team may not choose to make a public statement. The designated Spokesperson should speak on behalf of the District and fault should not be discussed.
8. The Crisis Team may appoint fact gatherers to verify all facts necessary for the preparation of written press/media releases, a meeting with the press, meeting with relatives, and other affected parties. Staff may be asked to take photographs or recordings with their cell phones and provide the media to the District.
9. Should representatives of the police department or other governmental investigative agencies wish to interview on-site staff as part of the fact finding and investigative process, if appropriate, a member of the District's Administrative Team will be present to support the staff. PDRMA will be contacted to decide whether their legal team needs to be a part of the interview process.

10. Emergency Response Plans, specific to each site, shall be present at each site and reviewed regularly by the staff as part of their ongoing in-service training program.

### **Specific Action Steps for Crisis Team**

During a crisis, it may be difficult for the Crisis Team to know where to start in the information gathering process. The following is a list of questions that should be asked in order to respond to a crisis. Depending upon the circumstances, there may be additional information to gather.

1. When appropriate, have the proper authorities been notified (police, fire, poison control, utility companies, etc.)?
2. Has PDRMA been notified?
3. Have the District's attorney and Board members been notified?
4. Have victims' families been contacted?
5. What outside parties should be notified?
6. Has the crisis situation been fully investigated? What is the potential for a secondary crisis?
7. How can the Crisis Team assure the public that the crisis is under control?
8. Has the waiting media been made comfortable (electrical power for equipment, coffee, etc.)?
9. Will a formal press conference be appropriate and/or necessary? When? Where?
10. Has the Spokesperson been updated with current information and tested with anticipated media questions?
11. Will a crisis center need to be established? Where?
12. Have false statements been reported by the media which should be balanced with facts?
13. Have photographs or video been taken to document the damage?
14. Is it necessary to contact the Employee Assistance Program (EAP) or other counseling services for employees or public involved in the crisis?

## Media Relations Plan

The Crisis Team Head/Spokesperson will coordinate all interaction with the media. In general, it is beneficial to communicate with the media when accurate information is available. In some cases, it may not be prudent to present any information on a crisis to the media. The Crisis Team and legal counsel should make this decision. However, in some situations, not making official statements to the media may lead to the media seeking alternative and unreliable sources of information.

The Spokesperson may designate other individuals to be interviewed as appropriate, and will coordinate these interviews and be present for difficult questions. The District's legal counsel or PDRMA's general counsel should also be available to assist in answering certain questions.

It is recommended that waiting media be made as comfortable as reasonably possible with electrical power, indoor waiting area, coffee, etc. when applicable.

### Role of Employees Dealing With the News Media

In a crisis situation, all information should be released from members of the Crisis Team through the designated Spokesperson for the District. Employees who are knowledgeable of the event or who are witnesses to the event may be approached by reporters. Employees should direct reporters and others to the District's Spokesperson.

1. **If you are questioned by a reporter, you should not give an interview. If you are approached, you should simply say, "I'm not the best person to answer your questions. You may want to discuss this with the Executive Director (or the proper person in the Chain of Responsibility), the District's Official Spokesperson."**
2. It is acceptable not to know the answer to a question. Just openly admit, "I do not know." Direct the reporter to the spokesperson who may have the answer.
3. It is okay to express sympathy for any persons injured during a crisis. However, employees should direct any specific questions concerning the crisis to the Des Plaines Park District's spokesperson.
4. Do not say, "No comment." Reporters may interpret the "no comment" phrase to imply guilt or reluctance to talk with the media. You can say, "At this time, it would be premature and speculative to discuss the matter pending further investigation."
5. Do not say anything you do not want to see in print. A negatively phrased "Joke" loses its humor in print and can be very embarrassing when read later.
6. Never make an "off-the-record statement." The confidentiality of off-the-record statements cannot be guaranteed.

## Sample Initial Press Release

The Des Plaines Park District has been informed that on

\_\_\_\_\_ at approximately \_\_\_\_\_, the following occurred:  
(date of crisis) (time of crisis)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
(briefly describe crisis)

At this time, the specific facts and circumstances surrounding this event have neither been fully substantiated nor confirmed.

We are currently in the process of investigating this matter in full cooperation with:

\_\_\_\_\_  
(Identify investigating authorities)

Pending the outcome of our investigation and in fairness to the families and parties involved, it is premature to discuss this matter at this time.

In the interim, concerned or interested parties may contact \_\_\_\_\_  
at \_\_\_\_\_ for further information or developments.

# Post Crisis Evaluation Form

**“ATTORNEY/CLIENT PRIVILEGED”**

Everyone involved with the crisis situation should complete this questionnaire.

1. Name, Date, Position, Department

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2. What was your role?

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3. How did you learn of the incident?

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4. Were you satisfied with how you were notified?

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5. How could notification be improved?

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6. How can the Park District improve its Crisis Plan?

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## Blogging & Social Media Policy

In general, the Agency respects the right of employees to use social networking, personal websites and weblogs as a medium of self-expression. If you choose to identify yourself as a District employee and discuss matters related to our agency, staff or patrons on your website, weblog, or other online social network (i.e., Facebook, Twitter, YouTube, Instagram, etc.), please proceed with caution and discretion. Although your website, weblog, or any other medium of online publishing may be a personal project conveying your individual expression, some people may nonetheless view you as a de facto spokesperson for the District.

Such activities at or outside of work may affect your job performance, the performance of others, staff morale, teamwork, and/or the reputation or business interests of our agency. In light of these possibilities, we ask that you observe the following guidelines:

1. Make it clear that the views you express are yours alone and that they do not necessarily reflect the views of the District. Only those employees officially designated by the District have the authorization to speak on behalf of the agency. To help reduce the potential for confusion, we suggest that you put the following notice — or something similar — in a reasonably prominent place on your site (e.g., at the bottom of your “about me” page):

*The views expressed on this website/weblog/social network are mine alone and do not necessarily reflect the views of my employer.*

Many bloggers and social network users put a similar disclaimer on their home page stating who they work for, and that they’re not speaking officially. This is good practice, but may not have much legal effect. While it is not necessary to post this notice on every page, please use reasonable efforts to draw attention to it — if at all possible, from the home page of your site.

2. Be careful to avoid disclosing any information that is confidential or proprietary to the agency (including our patrons, staff, partner agencies/affiliates or vendors), to any third party that has disclosed information to us.
3. Since your site, blog or other posting is in a public space, be respectful to the District, our employees, our patrons, our partners and affiliates, and others. For example, refrain from posting personal insults or obscenity, or engaging in any conduct that would not be acceptable in the workplace. Show proper consideration for others’ privacy and for topics that may be considered objectionable, inflammatory, or counterproductive to morale or teamwork.
4. You may provide a link from your site to the District website. However, you will require permission to use the District logo or reproduce any District material on your site.
5. When using District computers, you are subject to both the agency’s Internet Use Policy and Computer Use Policy.
6. One of the District’s core values is “trust and personal responsibility in all relationships.” As a public agency, the District trusts – and expects – staff to exercise personal responsibility whenever they participate in social media. Remember, what you publish will be around for a long time, so consider the content carefully and also be judicious in disclosing personal details.
7. Blogs, wikis, virtual worlds, social networks, or other tools hosted outside of the District’s protected intranet environment should not be used for internal communications among



fellow employees. It is fine for staff to disagree, but please don't use your external blog or other online social media to air your differences in an inappropriate or counterproductive manner.

8. Recognize that both during working hours and non-working hours, you are an ambassador of the District. You are expected to conduct yourself at all times in the best interest of the District. Further, all employees are expected to promote teamwork and inspire trust and confidence. For example, if your views negatively impact the reputation or integrity of the District, hurt staff morale, and/or create friction among staff, you may be disciplined, up to and including termination.
9. Lastly, ***use your best judgment***. Your actions both in and outside the workplace reflect on your judgment, decision-making, professionalism, maturity, and commitment to the District. If you're about to publish something that makes you even the slightest bit uncomfortable, review the guidelines above and consider the potential consequences of your actions. Ultimately, you have sole responsibility for what you post to your blog or publish in any form of online social media.

If you have any questions about these guidelines or any matter related to your site that these guidelines do not address, please direct them to the Human Resources Manager.

# **Emergency Response Plan**

## **Emergency Response Plan Statement**

The Des Plaines Park District Board of Commissioners, Park District Administration, and staff recognize that no operation or areas are immune to emergencies. We believe that the Park District is responsible for safety of all employees and patrons. Through proper training, preparation, and emergency planning, the potential for harm, property damage, and injuries can be minimized. **This Emergency Response Plan has been developed to serve as a guide and resource for the proper administration of actions to be implemented during an emergency.**

If problems are complex or a crisis has occurred, the Crisis Management Plan should be put into effect. **If it is weather related, please take the necessary precautions for affected facility and patrons first and then notify other District facilities.**

## **Training and Plan Review/Modifications for Employees**

All employees shall be formally trained on the Emergency Response Plan policies and procedures that they are required to follow or implement. The employees Supervisor shall conduct the training before employees begin their employment or if modifications are made to the plan. The training shall cover the procedures to follow for emergencies as stipulated by the plan as well as specific responsibilities for Emergency Response Plan team members.

## **Plan Revision/Review/Modification Guidelines**

The Plan shall be reviewed at least annually and as often as deemed necessary to ensure effectiveness. The Plan shall be reviewed when changes occur in buildings, programs, etc. Employees and patrons may request that policies and procedures be reviewed to determine if the Plan may need modifications. Results from drills shall also be used as a means for determining effectiveness and the need for revisions.

## **Transportation to Medical Facilities**

Patrons shall only be transported to medical facilities by the Des Plaines Fire Department or approved ambulance service.

## **Participant Communication**

The Park District tries to maintain telephone communication in emergency situations. If this is not feasible, notices shall be provided to the public through designated facility voice mail systems and Park District website.

If classes must be cancelled during an activity, the Park District shall telephone the parents or guardians to arrange for pick-up of the children. Phones shall be made available to patrons to use for contacting and arranging rides if necessary. Designated locations shall be used as pick-up and parking areas. Instructors and Park District employees shall remain with the patrons until they have left the premises with their parents, guardians, or with suitable transportation home.

## **Drills**

Drills shall be conducted periodically to ensure that the effectiveness of the action plan is maintained.

# Tornado

## Tornado Watch

A **Watch** means that conditions in the area are such that a tornado is possible.

- No siren will be sounded.
- Notification will be received in the facility from the National Weather Service weather radio.
- All activities are to continue as usual.

## Tornado Warning

A **Warning** means that a tornado has been sighted or known to have touched down in an area that would include Des Plaines and/or communities immediately surrounding the area.

- Notification of a Tornado Warning will be received in the facility from the National Weather Service weather radio, which is located in each facilities office area.
- A siren is activated by the 911 Dispatch Center. The one-minute steady, one-minute silent, one-minute high/low is used to warn the public of a tornado sighting in the area. The system is tested each month on the first Tuesday of the month.
- Facility Supervisor/Desk Staff will call each facility to insure notification.

The following procedures should be followed:

### If Programs Are In Session:

- Classrooms will be notified by the Facility Supervisor/Designee of a Tornado Warning.
- Children will be required to remain in the facility and will not be dismissed until “All Clear” notification is received **or** parents pick-up their child(ren) in person.
- Stop all outside activity, move participants to designated tornado shelter.
- One member of the Crisis Management Team must remain in the office to monitor the National Weather Service weather radio and telephone.
- The Executive Director should identify one member of the Crisis Management Team to act as a spotter.
- All personnel and participants leave classroom/offices and go directly to designated tornado shelter area, see specific facility information in the back of this manual.
- Children should sit with knees up. Heads down on knees and hands over head. If it is cold enough for jackets, jackets may be placed over heads.

### Bus/Van Emergency

If a Tornado Warning occurs while children are being transported, bus/van drivers (and counselors if on a field trip) are to:

- Lower windows.
- Require students to maintain silence.
- Appoint a spotter to search sky for funnel clouds.
- If a funnel cloud is spotted, pull out of traffic and park bus.
- Maintain radio contact with Park District and give location and other pertinent information.
- Exit children using both doors and direct them to safe place. Instruct them to lie flat in a ditch, culvert, or along curb with hands over heads.
- Maintain prone position until “All Clear” signal is received or sky is clear.

### **“All Clear”**

- “All Clear” will be announced when imminent danger has passed. Information will also be given about status of emergency weather conditions.
- The Recreation Supervisor or front desk staff will call each facility/bus and van drivers to insure notification.

### **Tornado Damage**

- Call police/fire immediately if there is immediate danger.
- Call your supervisor
- Fill out Accident/Incident report within 24 hours.

## **Thor Guard Lightning Prediction System Procedures**

To assist staff in handling the facility and program participants when the Thor Guard warning system has sounded, the following procedures have been developed. Please familiarize yourself with these procedures and talk to your Supervisor if clarification is needed.

When the Thor Guard warning system (15-second horn blast) sounds, do the following:  
Clear the outdoor facility/park of all patrons and employees.

Explain to the patrons that they have two choices;

- a. seek and remain in a protected building
- b. wait in their vehicles until the weather clears and the all-clear signal (3 short horn blasts) sounds

**Note:** The facility supervisor will tell patrons that an update will be provided in a maximum of thirty minutes.

Call the Administrative Leisure Center (847.391.5700) during open office hours and inform them of the status. In addition, once activity resumes inform the ALC. (Office hours: Mon - Friday 8:30 am – 5:00 pm)

If the all-clear signal (3 short horn blasts) sounds, resume activity unless lightening or thunder has been detected within the last 30 minutes.

If the all-clear signal does not sound after thirty minutes, but the weather has cleared, check with your supervisor. If the weather has not cleared, continue to wait for the all-clear signal.

The following locations have stand-alone Thor Guard units:

- Administrative and Leisure Center
- Seminole Park
- Central School
- Chippewa Pool
- Mystic Waters/Rand Park
- Golf Center
- Lake Park North
- Lake Park South
- Arndt

The following locations have units, but are tied into the main base control unit at Prairie Lakes:

- West Park
- Blackhawk Park
- Mountain View Adventure Center

## **Fire Alarm/Emergency**

1. Pull alarm box if alarm system is not sounding, or if smoke or fire is detected.
2. Follow fire evacuation procedures for your facility.  
(Staff should take roll call once outside.)
3. Call **9-1-1** as evacuation is taking place.
4. Facility Supervisor/Designee will check area of alarm to assess situation. The Supervisor will then follow specific facility evacuation procedures.
5. Facility Supervisor/Designee should have available for the Fire Department upon its arrival:
  - Building Maintenance Personnel
  - Location and type of fire, if known
  - Knowledge & location of anyone remaining in the building
  - Floor plan and internal systems information
6. Facility Supervisor/Designee will notify their Supervisor, update and advise if any assistance is needed.
7. Facility Supervisor/Designee will notify Police/EMS/Fire Department if alarm was pulled falsely.
8. Facility Supervisor/Designee shall refer to **Role of the Employees in Dealing with the News Media. (See page 10.)**
9. Complete a detailed Accident/Incident Report within 24 hours.

## **Floods**

In the event of severe flooding, employees and patrons shall not enter areas where contact with electrical equipment and water is present. This will reduce the possibility of electrocution. All power equipment and operations shall be shut down from areas that will not increase the possibility of electrocution or contact with water. The flooded buildings shall be evacuated and occupancy shall not be allowed until the flooded areas have been properly maintained. The Emergency Operations Center shall be located at a determined area to meet with emergency officials.

Depending on the severity of the flood, call **9-1-1** if it is severe or if people are in danger. If not, call your Supervisor.

## **Earthquake Preparedness**

The following is adapted from “California Earthquake Preparedness Steps to Take.”

In the event of an earthquake during business hours, the following procedures should be followed to provide maximum safety for everyone.

1. If you are aware of a warning, notify your Supervisor.
2. Stay in the buildings.
3. In the event of an earthquake, Drop, Cover and Hold On! Minimize your movements during an earthquake to a few steps to a nearby safe place. Stay indoors until the shaking has stopped and you are sure exiting is safe.

**DUCK:** DUCK or drop down to the floor.

**COVER:** Take COVER under a sturdy desk, table or other furniture. If that is not possible, seek COVER against an interior wall and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects, mirrors or tall furniture.

**HOLD:** If you take cover under a sturdy piece of furniture, HOLD on to it and be prepared to move with it. HOLD that position until the ground stops shaking and it is safe to move.

4. When the event subsides, be certain that your Supervisor knows where you are and that you are uninjured.
5. Do not use the telephone to make outside calls (except for an emergency call to the fire department).
6. Remain calm and follow the direction provided by your Supervisor or the Crisis Team.

### **During The Quake**

- If indoors, stay there. Get under a desk, table or stand in a corner.
- If outdoors, get into an open area away from trees, buildings, walls and power lines.
- If in a building, stay away from windows and outside walls. Get under a table. Do not use elevators.
- If driving, pull over to the side of the road and stop. Avoid overpasses and power lines. Stay inside until shaking is over.
- If in a crowded public place do not rush for the doors. Move away from display shelves containing objects that could fall.

### **If you are inside a building:**

- Stay where you are until the shaking stops. Do not run outside. Do not get in a doorway as this does not provide protection from falling or flying objects, and you may not be able to remain standing.
- Drop down onto your hands and knees so the earthquake doesn't knock you down. Drop to the ground.
- Cover your head and neck with your arms to protect yourself from falling debris.
  - If you are in danger from falling objects, and you can move safely, crawl or additional cover under a sturdy desk or table.
  - If there is low furniture or an interior wall or corner nearby, and the path is clear, these may also provide some additional cover.
  - Stay away from glass, windows, outside doors and walls, and anything that could fall, such as light fixtures or furniture.
- Hold on to any sturdy covering so you can move with it until the shaking stops. Stay where you are until the shaking stops.

### **If getting safely to the floor to take cover won't be possible:**

- Identify an inside corner of the room away from windows and objects that could fall on you. The Earthquake Country Alliance advises getting as low as possible to the floor. People who use wheelchairs or other mobility devices should lock their wheels and remain seated until the shaking stops. Protect your head and neck with your arms, a pillow, a book, or whatever is available.

### **If you are outside when you feel the shaking:**

- If you are outdoors when the shaking starts, move away from buildings, streetlights, and utility wires. Once in the open, "Drop, Cover, and Hold On!" Stay there until the shaking stops. This might not be possible in a city, so you may need to duck inside a building to avoid falling debris.

### **If you are in a moving vehicle when you feel the shaking:**

- If you are in a moving vehicle, stop as quickly and safely as possible and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires. Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that the earthquake may have damaged.

### **After The Quake**

- Check for injuries. Apply first aid. Do not move seriously injured individuals unless they are in immediate danger.
- Do not use the telephone immediately unless there is a serious injury or fire.
- Hunt for hazards.
- Check for gas and water leaks, broken electrical wiring or sewage lines. If there is damage, turn utility off at the source.
- Turn on your National Weather Service radio for instructions and news reports. Cooperate fully with public safety officials.
- Do not use your vehicle unless there is an emergency. Keep the streets clear for emergency vehicles.
- Be prepared for aftershocks.
- Stay calm and lend a hand to others.

## Bus/Van Accidents

### At the Scene of the Accident:

#### **Never admit any guilt, keep to the facts!**

Driver(s) must stop at the scene or as close to it as possible without blocking traffic and secure the scene to avoid any secondary accidents.

The driver will **call 911**, unless injured. If the driver(s) is unable to make the call, the Trip Leader will assign someone to **call 911**.

A Driver who is directly involved in the accident, will need to be taken for drug testing.

If there are multiple drivers/employees, the Trip Leader will assign duties as follows:

1. Employee(s) to **check participants for injury** and tend to those who need immediate care.
2. An employee to **call the Superintendent of Recreation or Executive Director**. They will collect initial information and assign someone who will return the call and stay on the line to keep the District abreast of the situation.
3. A driver or designated employee will be assigned to the Fire/Police Command Post. **Never admit any guilt, keep to the facts!**
4. Depending on the accident and injuries, ask Emergency Personnel if it is possible to arrange for a better staging area to protect other participants from the accident site, weather conditions and or the press.
5. Another employee will be designated to **call the Emergency Contact**, from the roster, to inform them that there was an accident and that their loved one is being taken to a specific hospital. If the trip is not local, you may need to obtain the hospital name and address from the Emergency Personnel, to make it easier for the Emergency Contacts to locate the site.

Trip Leader or other employee if the Trip Leader needs medical care, will oversee the Medical Emergency Forms and keep track of:

Which participants are being transported to the hospital

The reason that they are being transported

Which staff is accompanying them and where are they being transported. If additional staff is needed, inform the Superintendent of Recreation during your initial call.

You may need to get addresses

**Emergency Medical Form information will be provided to the Emergency Medical staff.**

### Offsite:

#### **The Superintendent of Recreation:**

1. Immediately contact the Executive Director.
2. If necessary, set in motion an alternative mode of transportation for the non-injured participants.
3. Send additional staff to site if multiple participants will be transported to the hospital.
4. Get a team together to make phone calls to participants Emergency Contacts:



The team will consist of the Business Department, during regular office hours, or Recreation Supervisor and other staff available outside of regular office hours.

5. Possibly assign a Supervisor/Manager to the scene. That person will be in constant communications with the Executive Director.
6. Assign Risk Manager to contact PDRMA and or their legal team.
7. Asses the severity of the crisis and determine if a letter and/or email should be composed and distributed to camp participants.

**The Executive Director:**

1. Contact the Park District Board President and others depending on the situation.
2. Contact the Marketing Manager.
3. Will be the assigned Districts Spokesperson or designate a staff member to be the Spokesperson.

**The Marketing Manager:**

1. Will develop a script to be used by staff for press and other public inquiries.
2. This person will also inform all other Park District staff that an incident has occurred and provide them with the script.

**In all cases the following forms will need to be completed and turned in within a 24 hour period:**

Accident/Incident Report (Form 01) will be completed for all injured participants and staff.

A Vehicle Accident Report (Form 02)

Request a copy of the Police Report

**If necessary, complete the following reports:**

Property Loss Report (Form 03)

Employee Injury (Form 04)

## **Park District Vehicle Incidents**

If you are in an accident in a park district vehicle with no participants, follow the procedures below;

1. Make sure you get yourself to safety first.
2. Do not leave the scene of the accident, and if necessary, call 911.
3. If able, check on the other people involved in the accident.
4. Do not make any statements or claim responsibility for the accident.
5. Draw a rough diagram of scene of accident. Position of vehicles, pedestrians or skid marks. Step off distances. If a camera is available, take pictures of the damage and the scene.
6. When able, call your Supervisor.
7. Cooperate with authorities.
8. Fill out Accident Report within 24 hours.

## **Confrontational Person**

1. Request to continue conversation in an appropriate location away from a public area.
2. Attempt to defuse the situation. Let the individual speak without any interruptions.
3. Don't argue. Use non-aggressive body language, lower your voice and keep eye contact. Try to be apologetic.
4. Remain calm and professional.
5. Offer to help the situation.
6. Show interest and be a good listener and take notes of the conversation, if possible.

### **If The Situation Doesn't Calm Down, They Have A Gun Or Make A Threat**

1. Notify the Facility Supervisor/Designee.
2. Facility Supervisor/Designee will notify police (if necessary).  
Call **9-1-1**. If this person is not available or situation warrants, call 9-1-1 immediately yourself.
3. Facility Supervisor/Designee will contact Supervisor (if necessary).
4. Facility Supervisor/Designee will complete Accident/Incident Report within 24 hours.

## Fatal Incident

When any emergency situation results in death,

1. Secure area.
  - Disturb as little as possible.
  - Limit access until police arrive.
2. Call **9-1-1**(ambulance and police), if it has not been done already.
3. Contact Facility Supervisor/Designee, if it has not been done already.
4. If incident is isolated and no further safety concerns exist, continue with normal activities and programs, if possible.
5. Separate all witnesses until police arrive.  
(To the extent possible, witnesses should not speak with each other or anyone else.)  
**Document any statements made by witnesses.**  
**Do not conduct interviews with witnesses.**
6. Contact Executive Director and inform of situation and steps taken.
7. Facility Supervisor/Designee to contact family members at appropriate time if given permission by law enforcement or by the Executive Director.
8. Refer to **Role of the Employees in Dealing with the News Media** section. (See page 10.)

### Afterward

- The District Crisis Management Team will complete Accident/Incident Report within 24 hours.
- The District Crisis Management Team will establish strategies to work with staff and participants.
- Meet with employees and patrons for support.
- Activate Employee Assistance Plan to get counselor at the facility.
- Have appropriate District personnel available the next day for debriefing and planning.
- Encourage a return to normalcy.

# Lost Child Policy

In the event that someone reports a child missing ask the following questions:

1. How old is the child?
2. How long has the child been missing? (use this as your start time, if they say it has been more than 10 minutes start at the 5 minute mark)
3. Where is the last place you saw the child?
4. What is the child wearing?
5. What is the child's name?

If the child is 10 years old or older, make an announcement asking the child to come to the facility office/control desk.

If the child is under 10 years old, make an building announcement that there is a missing child, give the description and ask that if anyone sees the child please bring them to the facility office/control desk.

If after **3 minutes** the child has not been located send all available staff out to check the building thoroughly and report back.

Also, at this time designate staff to monitor the exits. Make sure they have the description of the child.

If after **5 minutes** the child has not been located, staff should continue to monitor the exits and parking lot, and have someone stay at the location the child left their belongings and see if they return.

If after a total of **10 minutes** the child has not been located, call the police and report the child as missing.

*If at any time the child is found with someone other than their parent/guardian, attempt to delay the departure of the person or get the child away from them without putting yourself or others at risk.  
Call the police immediately with descriptions of the child and the abductor (and car, etc.)*

Complete an accident/incident report form if the police are called.

If a child reports to you or is found ask the child their name, age and who they are here with. Mark the time and make an announcement for the parent or guardian. If after 10 minutes no one has claimed the child call the police.

If the police are called complete an accident/incident form.

## **Kidnapping (Witnessed or Confirmed Abduction)**

Kidnapping is to seize and hold or carry off a person against his/her will, by force or fraud, often for ransom.

1. Notify Facility Supervisor/Designee **immediately**.
2. Facility Supervisor/Designee will notify the police immediately **9-1-1**.
  - Give police abductee information.
    - Name, sex, age, address, dress, and general physical description
    - Any suspect information, vehicle information, and direction of travel.
3. Secure all outside doors.
4. Notify your Supervisor.
5. Facility Supervisor/Designee will notify parents if appropriate.
  - Inform them of incident.
  - Inform them of steps taken.
6. Have abductee information, if possible, available to the police upon their arrival.
7. Complete Accident/Incident Report within 24 hours.
8. Refer to **Role of the Employees in Dealing with the News Media** section (page 10) if necessary.

# Seizure Management Policy & First Aid Procedures

**Generalized Seizures** are caused by abnormal electrical activity over the entire brain simultaneously. This group of seizures affects the level of awareness and muscle movement of all extremities.

Seizure types: Absence seizures (Petit Mal), Myoclonic seizures, Atonic seizures, Tonic seizures, and Tonic-Clonic seizures (Grand Mal).

Seizure length: They range from 3 seconds to up to 5 minutes, depending on the type and severity.

Symptoms: a dazed look in the face, eye blinking, head bobbing, sudden brief jerks of a single muscle or group, unconsciousness, loss of body functions, and full body constriction.

**Partial (focal) Seizures** are seizures begin in one part of the brain instead of all over. Depending on which lobe of the brain that the seizure comes from will determine the physical symptoms of the seizure.

Seizure types: Simple partial seizures, Complex partial seizures. They can also be classified as Frontal Lobe, Temporal Lobe, Parietal Lobe, and Occipital Lobe.

Seizure Length: They range in length from seconds up to 2 minutes.

Symptoms: People, in the majority of cases, are completely aware and alert during these seizures. There can be tingling or shaking of a small body part, unusual smell, visual hallucinations or ill-defined feeling. They are also described as an altered consciousness, subtle, repetitive and stereotypical movements of the face or extremities.

**Hypoxic convulsions** are due to lack of oxygen in the brain. Persons may appear rigid or stiff, may jerk violently, and/or froth at the mouth. Unlike the seizure conditions described above, this is a life threatening condition.

1. Registration forms should encourage patrons to volunteer any important health information such as seizure disorders and/or to identify any need for reasonable accommodation. When seizure conditions are disclosed, adult participants (or parents/guardians of minor patrons) should be asked to provide information such as:
  - nature and duration of the seizure
  - frequency
  - triggering mechanisms
  - symptoms
  - date(s) of most recent seizures
  - parental/patron instructions &/or recommendations
  - up-to-date medical protocol from the primary health care provider

2. Depending on the frequency and/or nature of the seizures, the feasibility and need to provide 1:1 supervision should be evaluated. In the interim, the member should consider the appropriateness of temporarily suspending participation pending an analysis of the ability of the patron to safely participate in any activity, with or without reasonable accommodation. Members should promptly contact PDRMA's legal counsel and/or their corporate counsel to assist in identifying and balancing the rights of both the member and patron.
3. Whenever participation involves aquatic activities, the agency's **seizure prone swimmer policy** should be followed. Please refer to this document prior to any participation in aquatic programs. Pre-program planning and communication between the aquatic staff and the participant's instructor/counselor/program supervisor is strongly recommended.
4. Staff should begin monitoring and responding to the seizure as soon as the symptoms are recognized – this includes implementing established seizure/emergency procedures; coordinating with other emergency medical providers; monitoring the duration of the seizure from the moment staff first observed the symptoms (and when possible, from the time of onset) and; documenting the nature/character of the seizure.
5. As with any medical emergency, prepare a PDRMA incident report documenting all pertinent information about the event (when, where, how, responders, witnesses, victim condition, etc.).

#### **When to Activate the EMS (911) system:**

1. Anytime you are unaware of a pre-existing seizure disorder, summon EMS immediately.
2. Anytime you are uncomfortable with either the situation or the condition of the person, call EMS. Always err on the safe side, for the patrons' safety.
3. Anytime the seizure is different in nature or character than prior seizures, summon EMS immediately.
4. If you know the person is prone to seizures or is being medically treated **and you have written instructions from the patron or patron's parents/guardians not to summon EMS**, it may or may not be necessary to activate EMS unless:
  - The seizure lasts longer than 1-3 minutes
  - Another seizure begins within 1 hour after the first
  - The person does not regain consciousness after the convulsions or seizure have stopped
  - The person stops breathing for longer than 30 seconds
  - Seizure occurs after a known head injury or the person complains of a sudden severe headache
  - The person is pregnant
  - The person has a medical alert tag or diabetic alert tag
  - The person appears injured



- The person has swallowed excess amounts of water
  - You are at all uncomfortable with the situation
5. If you are provided patron/parent instructions on how to manage a seizure and/or not to summon EMS in the event of the seizure, you should:
- Require that the instructions be in writing and provided by or signed off on by the primary care physician (the physician's recommendations/instructions as to managing the seizure, or approval of the management instructions **must be dated and written within the past 6 months**).
  - Make several copies of the instructions and provide copies to relevant staff (i.e. staff that need to know!)
  - In the interim summon EMS in the event of a seizure or temporarily suspend participation until receipt and review of the requested documentation
  - If, after receipt of the documentation, you are uncomfortable with the instructions (or despite the instructions, you are at all uncomfortable with the situation), summon EMS in the event of a seizure --- you are not necessarily legally required to comply with patron/parent/physician instructions!
  - Do not hesitate to contact PDRMA's legal counsel or your corporate counsel for further guidance.

### **Emergency Procedures:**

1. Prevent the person from injuring themselves. Place something soft under their head, loosen tight clothing, clear the area of hard and sharp objects, and remove eyeglasses if needed.
2. Place the person in a recovery position to allow saliva to drain from the mouth.
3. Start timing the seizure as soon as symptoms are recognized.
4. If uncomfortable with the situation, contact EMS immediately.
5. **Do not** restrain the person's movements.
6. **Do not** place any items in the person's mouth and **do not** attempt to give any liquids.
7. Be sensitive of the environment and the person's privacy.
8. If staff is unfamiliar with the person, unsure if previously diagnosed as seizure prone or medically treated, contact EMS immediately.
9. Maintain the person's airway.
10. After the seizure subsides, complete an initial assessment to determine the condition of the person (airway, breathing, circulation, physical condition).

11. If the person is not breathing, begin CPR. Make sure EMS is contacted.
12. Provide an area for the person to rest until fully coherent, where the person can be observed by a responsible adult. Consider a shaded area or an office.
13. The person involved in the episode should be restricted from any aquatic programs for the remainder of the day.
14. If a minor, the occurrence of a seizure should always be reported to the person's parents or guardians.

If the seizure occurs in the water; follow the agency's seizure prone swimmer policy and first-aid procedures

**Shooting Incident  
(Shots Have Already Been Fired)  
or  
Shooting Inside Building  
(Perpetrator Is Believed To Be In the Building)**

- If you witness or suspect shooter outside the building communicate the coded phrase to the front desk. Front desk will make a facility announcement to alert all staff. Announcement should state:

**“There is a suspect INSIDE THE BUILDING that may be armed and dangerous.  
TAKE ACTION IMMEDIATELY.”** (include description of the person if available)

1. Actions to be taken:
  - a. Supervisor/Instructors to scan quickly for any participants in the hall and to get them into a room.
  - b. Lock down classes and main office. **Follow the specific lockdown procedure for your facility.**
  - c. Move participants toward the wall by room doors so perpetrator cannot see students in room.
  - d. Turn off lights.
  - e. KEEP QUIET and REMAIN CALM
  - f. If the room has outside access, exit the building and move away as far as possible.
2. Call 9-1-1 and let them know of your location, the situation at the time and any description of the perpetrator. Also let them know the number of people with you. Stay on the line until they tell you to hang up.
3. As soon as you are able, contact your Supervisor and advise of situation and steps taken.
4. **Do not** attempt to go through the building to assess situation. **Wait for police.**
5. Allow the police to handle the situation upon their arrival.
6. Refer to **Role of the Employees in Dealing with the News Media** section (page 10) if necessary.
7. Complete Accident/Incident Report within 24 hours.

## **Shooting Outside Building (Perpetrator Is Believed To Be Outside the Building)**

If you witness or suspect shooter in the building communicate the coded phrase to the front desk. Front desk will make a facility announcement. Announcement should state:

**“There is a suspect OUTSIDE THE BUILDING that may be armed and dangerous.  
TAKE ACTION IMMEDIATELY.”** (include description of the person if available)

1. Actions to be considered in plan response:
  - a. If patrons are outside, get to nearest cover or retreat inside building, whichever is closest.
  - b. If patrons are in class, get down low, move to side where windows are located, and stay below windowsill level (out of sight of perpetrator).
  - c. Lock down rooms and offices. **Follow the specific lockdown procedure for your facility.**
  - d. Turn off room lights.
  - e. **KEEP QUIET and REMAIN CALM**
2. Facility Supervisor/Designee to call **9-1-1**.
3. **Do not** attempt to go through the building to assess situation. **Wait for police.**
4. Do not attempt to assess the situation until police arrive.
5. When safe, contact your supervisor and advise of situation and steps taken.
6. Refer to **Role of the Employees in Dealing with the News Media** section (page 10) if necessary.
7. Complete Accident/Incident Report within 24 hours.

## Hostage Situation

1. Don't attempt to defuse, call **9-1-1**. **Inform 911 that this is a hostage situation.** Who makes the call or from where the call is made will depend on factors unique to each situation. The important issue for whomever is making the call is the following information:
  - Number and gender of perpetrator(s).
  - Type of weapon(s).
  - Number of hostage(s).
  - Name of participant(s) and adult(s) being held hostage, if known.
  - Any known injuries.
  - Type of demands being made, if known.
  - Any and all instructions the capturers may have given.

If possible, the caller should remain on the phone with the police so that updated information may be obtained prior to the arrival of the police on the scene.

2. If possible, get other facility/program participants as far away from situation. Do not initiate this if you feel that this will put yourself or others in any danger.
3. Call your Supervisor.
4. Once the police have been notified of a hostage situation, the primary responsibility for resolving the situation rests with the Police. Park District authorities should provide whatever assistance is within their ability to furnish.
5. If the situation is not quickly resolved, discuss options with police/Executive Director about information flow so there is no mass panic among families of people in the building.
6. Refer to **Role of the Employees in Dealing with the News Media** section (page 10) when necessary.

## Suspicious Substance/Anthrax

What to do if you receive a suspicious letter or package **or** if the letter or package is marked with a threatening message such as "Anthrax:"

1. **Do not panic.**
2. **Do not try to open the letter or package.**
3. Do not shake or empty the contents of the letter or package.
4. Isolate the letter or package by placing it in a plastic bag or some type of container to prevent leakage of the contents; or cover the envelope or package.
5. Evacuate the immediate area, close the door or section of the area, and notify your Supervisor.
6. Ensure that all persons who have touched the mail piece immediately wash their hands **with soap and water** to prevent spreading any powder to the face.
7. Call **9-1-1** or notify your local police, EMS, and/or postal service.
8. List all people who have touched the letter and/or package; or were in the room or area when this letter or package was noticed or received.

What if you open a letter or package and some type of powder spills out:

1. **Do not** try to clean up the powder. **Cover** the spilled contents immediately with anything (clothing, paper, trash can, etc.). Cover it carefully in order not to disturb the substance further or cause it to become airborne. Do not remove this cover.
2. **Leave** the room and **close** the door or section of the area to prevent others from entering.
3. Wash your hands with soap and water to prevent the powder from spreading.
4. Report the incident to the local police and your Supervisor.
5. Remove contaminated clothing as soon as possible and place it in a plastic bag or other type of container that can be sealed. Give this bag to the responding emergency personnel.
6. Shower with soap and water A.S.A.P.
7. List all people who were in the room or area and give this list to the responding police or health authorities.
8. Facility Supervisor/Designee will complete an Accident/Incident Report within 24 hours.

# **Workplace Threats and Violence Policy**

For purposes of this policy, workplace violence is defined as a single behavior or series of behaviors which constitute actual or potential assault, battery, harassment, intimidation, threats or similar actions, attempted destruction, or threats to District or personal property; which occur in a District workplace, while using District resources, at a District work location, or while an individual is engaged in District business.

## ***Reporting Procedure***

The Des Plaines Park District personnel are responsible for notifying the designated management representative of any threats which they have witnessed, received, or have been told that another person has witnessed or received-including those related to partner violence.

Even without an actual threat, personnel should also report any behavior they have witnessed which they regard as threatening or violent, when that behavior is job related or might be carried out on a company controlled site or is connected to District employment. Employees are responsible for making this report regardless of the relationship between the individual who initiated the threat or threatening behavior and the person(s) who were threatened or were the focus of the threatening behavior. If the designated representative is not available, personnel should report the threat to their supervisor or another member of the management team.

The Des Plaines Park District understands the sensitivity of the information requested and has developed confidentiality procedures, which recognize and respect the privacy of the reporting employee(s). Consistent with the values of the District, people should take action in ways that maintain respect and dignity for individuals while acting in an accountable and swift manner to address the situation.

## ***Designated Management Representative***

Name: Nicole McNulty

Title: Human Resources & Risk Manager

Department: Business

Telephone: (847) 391-5092

Location: Administrative & Leisure Center (2222 Birch Street Des Plaines, IL 60016)

## ***Procedures for Safety and Protection of Employees Experiencing Threats of Violence***

### **Employee**

- Encourage the employee to save any threatening e-mail or voice-mail messages. These can potentially be used for future legal action, or can serve as evidence that an existing restraining order was violated.
- The employee should obtain a restraining order that includes the workplace, and keep a copy on hand at all times. The employee may consider providing a copy to the police, his/her supervisor, security, or human resources
- The employee should provide a picture of the perpetrator to reception areas and/or security.
- The employee should identify an emergency contact person should the employer be unable to contact the victim.

- If an absence is deemed appropriate, the employee should be clear about the plan to return to work. While absent, the employee should maintain contact with the appropriate Human Resources personnel.

#### Employer

- Arrange the victim to have priority parking near the building.
- Have calls screened, transferring harassing calls to security-or have the employee's name removed from automated phone directories.
- Limit information about employees disclosed by phone. Information that would help locate a victim or indicates a time of return should not be provided.
- Relocate the employee's workspace to a more secure area or another site.
- The District has trained EAP professionals to assist the employee with development of a safety plan
- Work with local law enforcement personnel, and encourage employees to do so regarding situations outside the workplace.



## Bomb Threat – The Call

**\*\*Don't Hang Up\*\***

**\*\*Keep the Conversation Going\*\***

**\*\*Attempt to Get the Following Information\*\***

### Ask:

Where is the bomb?  
What time will it go off?  
What kind of bomb is it?  
What does it look like?  
Who are you?  
Why is this going to happen?

### Check:

Male\_\_\_\_\_ Female\_\_\_\_\_  
Speech Impediment? \_\_\_\_\_  
Background Noise \_\_\_\_\_  
Tone of Voice \_\_\_\_\_  
Accent \_\_\_\_\_  
Is Voice Familiar? \_\_\_\_\_

### Note:

Time\_\_\_\_\_ Date\_\_\_\_\_

Are there any other details you can remember? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**\*\*Keep the Conversation Going\*\***

(The Longer the Conversation,  
The More the Caller Might Disclose)

## Bomb Threat – Action after the Call

1. Notify Supervisor or person in charge of the building.  
***Do This In-Person.***  
**Avoid Electronic Communications –**  
**Do Not Use Cell Phones.**
2. **Notify Police & Fire Department on a regular phone – Call 9-1-1.**
3. Supervisor will notify the Executive Director or follow chain of command in the Crisis Management Plan to respond to specified location to establish a command center.
4. Floor plans of the building are to be ready for inspection by Police and Fire Departments Personnel.
5. Follow Fire and Police Departments instructions whether to hold classes or begin evacuation.  
**(Do Not Use Electronic Devices For Notification).**
6. Lock down access to outsiders.
7. Refer to **Media Relations Plan** section (page 10) if necessary.
8. Complete an Accident/Incident Report within 24 hours.

## Weapon Found On Property

- **A weapon on Park District property is a crime.**
- **A weapon found on Park District property is evidence.**

If a weapon is found on Park District property, take the following action:

1. **Do not touch the weapon**
2. Have a staff member stay with the weapon.
3. Notify Facility Supervisor/Designee.
4. Facility Supervisor/Designee to call **9-1-1**.
5. Cover the weapon from view of the public (cloth, wastebasket, box).
6. Close off participant traffic from the area of the weapon.
7. Facility Supervisor/Designee should assign someone to meet police and lead to weapon location.
8. Facility Supervisor/Designee should contact their Supervisor to inform them of the situation.
9. Refer to the **Role of the Employees in Dealing with the News Media** section (page 10) if necessary.
10. Facility Supervisor/Designee to complete an Accident/Incident Report within 24 hours.

## **Large Group Disturbance/Altercation**

- **Your goal is to contain and prevent escalation of the situation until police arrive.**

### **Facility Supervisor/designee shall:**

1. Contact police, call **9-1-1**.
2. Assign staff member to meet police and escort them to the location of the disturbance.
3. Do not release other participants, if in session, until situation is under control.

### **Park District Personnel, under the direction of Facility Supervisor/Designee, will:**

1. Clear bystanders and encourage participants to “go about their business” and not to get involved.
2. Intervene to defuse the situation without threatening staff safety.
3. Inform their Supervisor of the situation, steps being taken and any assistance needed.
4. Facility Supervisor/Designee will complete an Accident/Incident Report within 24 hours.

## **Gas Leak (Known or Suspected)**

1. **Do not** activate the fire alarm system or any other electrical equipment.  
**Leave as is.**
2. Notify Facility Supervisor/Designee and Maintenance Personnel immediately.
3. Facility Supervisor/Designee will delegate staff to evacuate the building by sending them room to room.
4. Evacuate the building using emergency exits furthest from the gas leak.  
(Staff should take roll call once outside.)
5. Facility Supervisor/Designee will call **9-1-1** as evacuation is taking place.
6. **Evacuate to pre-determined meeting place, (by your supervisor) no less than one (1) block from building.**
7. Facility Supervisor/Designee should have available for the Fire Department upon its arrival:
  - Building maintenance personnel
  - Location(s) of leaks if known
  - Knowledge & location of anyone remaining in the building
  - Floor plans and internal systems information
8. Facility Supervisor/Designee will notify their Supervisor and advise of situation and any assistance needed.
9. Refer to **Role of the Employees in Dealing with the News Media.** (See page 10.)
10. Complete an Accident/Incident Report within 24 hours.

## Chemical/Hazardous Material Incident

A chemical/hazardous incident is an accidental release of a toxic gas, liquid or solid that can poison people and the environment.

1. Notify Facility Supervisor/Designee immediately.
2. Facility Supervisor/Designee will evacuate building using standard fire emergency procedure, bypassing affected area. (Staff should take roll call once outside). **Stay down wind of the incident.**
3. Call **9-1-1** as evacuation is taking place. Describe condition and type of hazardous material if known.
4. **Evacuate to pre-determined meeting place, (by your supervisor) no less than one (1) block from building.**
5. If possible, have building maintenance personnel shut off supply line to tank or system in the case of a chemical spill and close off or dike all floor drains.
6. Facility Supervisor/Designee should have the following available to the Fire Department upon its arrival:
  - Person(s) knowing the location and type of hazardous material
  - Knowledge and location of anyone remaining in the building
  - Building maintenance personnel
  - Floor plans and internal systems information
  - All MSDS sheets should be provided to anticipate possible chemical interactions.
7. Facility Supervisor/Designee will notify Supervisor and report status and steps being taken. Indicate any assistance needed.
8. In the event a person comes in direct contact with suspected hazardous material, follow the safety precautions in the MSDS information manual or information listed on container. MSDS information manuals are located at each facility.

### Poison Control # 1-800-222-1222

9. Complete Accident/Incident Report within 24 hours.

## Chemical Threat or Attack

A chemical attack is the deliberate release of a toxic gas, liquid or solid that can poison people and the environment.

### Possible Signs of Chemical Threat

- Many people suffering from watery eyes, twitching, choking, having trouble breathing or loss of coordination.
- Many sick or dead birds, fish or small animals are also cause for suspicion.

### If You See Signs of Chemical Threat or Attack

- Quickly try to **define the impacted area** or where the chemical is coming from, if possible.
- Take immediate action to **get facility users and participants away**.
- If the chemical is inside a building where you are, get out of the building without passing through the contaminated area, if possible.
- Otherwise, it may be better to move as far away from where you suspect the chemical release is and stay there until instructed otherwise, or conditions change.
- If you are outside, quickly decide what the **fastest escape** is from the chemical threat. Consider if you can get out of the area, or if you can get inside the facility to safety.

### If You Think You Have Been Exposed To a Chemical

If your eyes are watering, your skin is stinging, and you are having trouble breathing, you may have been exposed to a chemical.

- If you think you may have been **exposed to a chemical, strip immediately** and **wash**.
- Look for a hose, fountain, or any source of **water**, rinse thoroughly first with water and then wash with **soap** if possible, being sure not to scrub the chemical into your skin.
- Seek emergency medical attention.

Call you supervisor as soon as you have the incident under control and complete and Accident/Incident form.

# Explosions

## **If a bomb threat leads to an explosion you should:**

- Get under a sturdy table or desk if things are falling around you. When they stop falling, leave quickly, watching for obviously weakened floors and stairways. As you exit from the building, be especially watchful of falling debris.
- Leave the building as quickly as possible. Do not stop to retrieve personal possessions or make phone calls.
- Do not use elevators.

## **Once you are out:**

- Move away from the building and entrances used by rescue officials.

## **If you are trapped in debris:**

- If possible, use a flashlight to signal your location to rescuers.
- Avoid unnecessary movement so you don't kick up dust.
- Cover your nose and mouth with anything you have on hand. (Dense weave cotton material can act as a good filter. Try to breathe through the material.)
- Tap on a pipe or wall so rescuers can hear where you are.
- If possible, use a whistle to signal to rescuers.
- Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.



## Structural Failure

Structural failure of a building may result from an earthquake, ground settling, heavy snow and ice accumulation on roofs, broken water or sewer lines or faulty construction. The structural failure may be catastrophic with sudden collapse severely injuring occupants. Some structural failures may cause large cracks in walls or foundations, flooding and loss of utilities which present a hazard to the safety of patrons and staff.

### Structural failure with collapse or partial collapse

- Upon the first indication of structural failure the Facility Supervisor should implement emergency procedures below or evacuation.
- If the roof, ceiling or wall collapses patrons and staff should immediately drop, cover and hold, seek shelter under desks and tables, and move away from windows or glass.
- Staff will immediately assess the injured and damages and wait for further instruction from the Facility Supervisor.
- The Facility Supervisor will initiate a safe evacuation of the building.
- The Facility Supervisor or designee will call **9-1-1**, identify the name and exact location of the facility, state the emergency, describe response actions taken and remain on the line to provide updates.
- The Facility Supervisor will direct staff to turn off utilities and seal off the high risk area, if necessary.
- The Facility Supervisor will notify CPR/First Aid certified staff of any medical emergencies, if necessary. Designees will check for injuries and provide appropriate first aid.
- No one will be allowed to reenter the building until declared safe by emergency management and public safety officials.

## If You Are Trapped Due to Fire

The following items are important and should be kept in mind.

1. It is vital that you remain calm.
2. If caught in smoke, take short breaths, breathe through your nose and crawl to escape. **DO NOT WALK.** The air is cleaner near the floor.
3. Feel all doors with your hands before opening. If door is hot, do not open it. If it is cool, open the door slowly and stay behind the door. If heat or pressure comes through the door, slam it shut. Please be cautious - Do not break glass windows.
4. Seal off cracks around doors and vents. If possible, use wet towels.
5. Call **9-1-1** and make sure the Fire Department knows your exact location in the building.
6. Do not try to fight a small fire until the Fire Department has been notified. If you elect to fight a small fire, do not fight it alone – get **HELP**.
7. **If panic should ever occur at the main exit, try to avoid the mob. If possible, find another way out.**

## **Crisis Emergency Equipment Boxes**

A Crisis Emergency Equipment Box (red or orange box) shall be maintained in each facility. The Safety Committee will annually inspect all emergency box equipment during scheduled building inspections. Supervisory staff will be responsible for monthly inspections of emergency boxes.

The crisis box shall be red or orange and written on "Box to be used Only in Crisis".

Emergency boxes will be located at the following facilities:

- |                           |                                       |
|---------------------------|---------------------------------------|
| 1. Administrative Office  | 6. Pools – Iroquois, Mystic, Chippewa |
| 2. Oakwood Garage         | 7. Golf Center                        |
| 3. Lake Park Clubhouse    | 8. Cumberland Terrace                 |
| 4. West Park Field house  | 9. Prairie Lakes                      |
| 5. Arndt Park Field house | 10. Mt. View Adventure Center office  |

Crisis Emergency boxes will contain the following materials:

- Crisis Manual
- Radio
- 4AA Batteries
- Flashlight
- Non-Latex gloves- 5 boxes
- 2 Pillars
- Screwdriver- Multihead
- 3 splints
- Triangular Bandages- 2 boxes
- 2 -3 2" roller bandages
- Safety pins
- Band Aids- 1 box
- 4X4 Gauze Pads- 2 boxes
- Rolls Non-Allergenic Bandage Tape- 2 boxes
- Ice Packs-10 boxes
- Alcohol Wipes- 6 boxes
- Antibacterial Ointment- 1 tube
- Tweezers
- Eye Wash-1 bottle
- Whistle
- Scissors
- Dust mask- 2 pack of 5
- 5 Mylar Blankets
- Roll duct tape
- One Way CPR Face Shield- 4 boxes
- Hand Santizer-1 bottle
- Antibacterial Hand Wipes- 1 box
- 1 Red Bag for Contaminated Waste
- 2 – 3 Garbage Bags

## **Administrative and Leisure Center Emergency Operation Plan**

**Note:** The Recreation Supervisor will be responsible for the implementation of this Emergency Plan. If the Recreation Supervisor is away from the facility, the following chain of command will be utilized for the “Person in Charge.”

Business Hours:

1. Assistant Superintendent of Recreation
2. Human Resources & Risk Manager
3. Recreation Supervisor – Camps & Preschool
4. Cultural Arts Supervisor
5. Business Manager
6. Executive Director

After Business Hours:

1. Building Supervisor
2. Building Custodian

### **Tornado and Severe Thunderstorm Watch**

- The front desk staff will monitor the weather radio and notify the Person in Charge of the pending conditions.
- The Person in Charge will inform staff of the watch.
- Continue normal operations.
- Watch for deteriorating weather conditions and move outdoor participants to indoor location if possible.
- All outdoor activities will be stopped and participants moved indoors when lightning is detected or thunder is audible. Outdoor activities will resume a minimum of 30 minutes after the last sign of lightning or thunder is noted.

### **Tornado and Severe Thunderstorm Warning**

- The Person in Charge should be informed immediately of the weather condition.
- The Person in Charge will monitor the weather conditions. The Person in Charge should direct staff to alert patrons and move outdoor participants to an indoor location. Children will not be released unless accompanied by their parent.
- **At the discretion of the Person in Charge, an announcement will be made to relocate all occupants of the building to the locker rooms and/or the hallway in the office area.**
- Each staff member should verify head counts of those in their class and then lead their class immediately to the facility locker rooms (East Wing – should always use the women locker room, while the rest of the building can use either). If the locker rooms are full, everyone else should relocate to the hallway in the office area. Keep individuals away from areas of

large glass windows and doors. Staff should instruct all individuals to face the wall in a crouch position covering their head.

- Special consideration and assistance may be needed with physically challenged individuals.
- After everyone is settled in position, staff members should take a second head count to verify and account for all participants.
- The Person in Charge will issue flashlights, Emergency Box, Weather Radio and AED to appropriate individuals.
- Staff members should stay with their group until the Person in Charge indicates everything is okay to resume activities.

## **Fire and Explosion Evacuation Plan**

- If a fire is detected and the automatic alarm does not sound, the fire alarm “pull boxes” should be pulled to call the fire department and emergency services.
- Call **9-1-1** to inform emergency services of the situation.
- After the alarm is sounded, evacuation of the building should be started immediately. The Person in Charge will designate staff responsibilities.
- Each staff member should verify the head count of the members of their class and lead their class out of the building. Occupants of the building should evacuate the building through the exit that is closest and safest. A map of the facility depicting primary and secondary routes of escape is posted throughout the building. Staff should keep their group isolated and together to assist in head count verification.
- The gathering place will be south of the building in the field **between the building and Iroquois School**.
- After reaching the gathering place, staff should perform a second head count to account for all individuals in their group. The Person in Charge shall be informed of any missing individuals.
- Only the police and fire departments can give the OK to reenter the facility. The Person in Charge should consult them. When it is determined that it is safe to reenter the building, the Person in Charge will notify staff to allow any individuals back into the building.
- The Executive Director should be notified as soon as possible of any emergency event.

## **Evacuation Plan**

- Occupants of the building should evacuate the building through the exit that is closest and safest. A map of the facility depicting primary and secondary routes of escape is posted throughout the building.
- If necessary, for longer evacuation shelter needs, participants will be directed to the Arndt Park Field house. Participants should not go to the shelter site unless directed by the Crisis Team.

## **Utility Failure**

- The Person in Charge will send staff members to each area to inform staff of the problem and advise staff to continue with quiet activities.

## **Police Emergency**

- If police notifies staff of an emergency, follow their directions.
- At the discretion of the Person In Charge, the following measures should be implemented:
  - ⇒ Move all participants inside.
  - ⇒ Secure the building.
  - ⇒ Phone or wait for parents/buses.
  - ⇒ Escort children out of the building.
  - ⇒ Adults may leave at the discretion of the Person in Charge.
- Once the emergency has been cleared, resume normal operations.

## **Securing the Building**

- In the event of a threat, the building may be secured to protect occupants. After notification to secure the building is received, the Person in Charge will see that each entrance to the building is closed and locked from the outside. If possible, blinds in occupied classrooms should be closed. After the building is secured, no one will be allowed to enter the building. Staff should be posted at each primary exit to ensure that no one enters the building while people are exiting. The Person in Charge should contact the parents of minor participants. No minor will be released to an adult without proper identification is received.
- If situation warrants, be prepared to move participants to bathrooms and/or storage areas.

**Facility:** Administrative & Leisure Center

<b>Component</b>	<b>Component Location</b>	<b>Shut Off Location</b>	<b>Check Off Column</b>
Gas Main	Exterior of building - Next to receiving room door.	Exterior of building - Next to receiving room door.	
Water Main	Basement Boiler Room	Northwest corner behind Boiler #2	
Boilers #1 & 2	Basement Boiler Room	<b>Gas</b> - Right side of each boiler unit. <b>Electric</b> - East wall panel breaker #13.	
Roof Top AC/Heat Unit #1	Northwest Administrative Office Area Roof	<b>Gas</b> - Lower basement above gas meter. <b>Electric</b> - Boiler room east wall breaker #23.	
Roof Top AC/Heat Unit #2	Northeast Administrative Office Area Roof	<b>Gas</b> - Lower basement above gas meter. <b>Electric</b> - Custodial closet office hallway DPI panel box #31, 33 & 35	
Roof Top AC/Heat Unit #3	Southwest Administrative Office Area Roof	<b>Gas</b> - Lower basement above gas meter. <b>Electric</b> - Custodial closet office hallway DPI panel box #37, 39 & 41	
Roof Top AC/Heat Unit #4	Southeast Administrative Office Area Roof	<b>Gas</b> - Lower basement above gas meter. <b>Electric</b> - Custodial closet office hallway DPI panel box #32, 34 & 36	

## Prairie Lakes Community Center Emergency Operation Plan

**Note:** The Facilities Manager will be responsible for the implementation of this Emergency Plan. If the Facilities Manager is away from the facility, the following chain of command will be utilized for the “Person in Charge.”

1. Facility Manager
2. Athletics & Facilities Supervisor
3. Superintendent of Recreation
4. Athletic Supervisor
5. Recreation Supervisor – Special Events
6. Aquatics Manager
7. Building Supervisor
8. Front Desk Receptionist

### Tornado and Severe Thunderstorm Watch

- Front Desk Attendant will monitor the weather radio and notify the Person in Charge of the pending conditions.
- The Person in Charge will inform staff of the watch.
- Continue normal operations.
- Watch for deteriorating weather conditions.

### Tornado and Severe Thunderstorm Warning

- The Person in Charge should be informed immediately of the weather condition.
- The Person in Charge will open the Emergency Equipment Box and continue to listen to the radio.
- All staff: Superintendent of Recreation, Athletic Supervisor, Cultural Arts Supervisor, Recreation Supervisor, Front Desk Receptionist, Building Supervisor; should meet in the main lobby to check in with the Person in Charge. The Person in Charge should direct staff to alert patrons and assign staff with responsibilities – area specific cards will be passed out to each staff person. Children will not be released unless accompanied by their parent.
- At the discretion of the Person in Charge, an announcement will be made to relocate all occupants of the building to one of the following areas, see specific evacuation areas listed below. All other staff in the facility should assist with escorting any participants to a designated safe area and should remain with the participants until notified by the Emergency Coordinator. ***\*see attached map with designated locations\****
- Each instructor should verify head counts of those in their class and then lead their class immediately to one of the above designated areas. Keep individuals away from areas of large glass windows and doors. Staff should instruct all individuals to face the wall in a crouched position covering their head.
- Special consideration and assistance may be needed with physically challenged individuals.
- The Person in Charge will issue flashlights to appropriate individuals.
- Staff members should stay with their group until the “all clear” is announced by the Emergency Coordinator.

**Areas to Be Checked By Designated Staff:** *(cards are located at the front desk)*

**Check Area:** Theatre Lobby, Restrooms, Support Rooms, Stage and Auditorium

**Escort To:** Mountain View 1, 2, 3

**Alternate:** Theater Restrooms

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**Check Area:** Offices, Arts and Craft Room, Babysitting Room, Prairie Room

**Escort To:** Arts and Crafts Room

**Alternate:** South Wing Restrooms

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**Check Area:** Health and Fitness Room, Locker Rooms, Gym and Track

**Escort To:** Women's Locker Room and Bathrooms

**Alternate:** Men's Locker Room

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**Check Area:** Aerobics Room and Racquetball Courts

**Escort To:** Main Hallway Bathrooms

**Alternate:** Men's and Women's locker rooms

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**Check Area:** Mechanical Rooms, Mountain View Rooms and Kitchen

**Escort To:** Mountain View Rooms

**Alternate:** Restrooms

---

**Check Area:** East Wing offices, Meeting Rooms 1-2, Multipurpose Rooms 1-2, Cycle Room

**Escort To:** East Wing Bathrooms, Interior Offices

---

**Check Area:** Outdoor Programs, time permitting

**Escort To:** Closest Available Designated Safe Area



## Fire and Explosion Evacuation Plan

- If a fire is detected and the automatic alarm does not sound, the fire alarm “pull boxes” should be pulled to call the fire department and emergency services. This can be done by either staff or public.
- Call **9-1-1** to inform emergency services of the situation.
- If an explosion call is received, staff should try to obtain as much information as possible. Questions should be asked such as:
  - ⇒ When and how the explosive device will detonate?
  - ⇒ Where in the building is the device located?
- After the alarm is sounded, evacuation of the building should be started immediately.
- The receptionist is responsible to first check the fire panel to determine locations of fire and then notify the Person in Charge of the exact location of the fire. The Person in Charge will then update the Fire Department on the situation upon their arrival. If time permits call the main office.

**NOTE: NEVER GO BACK INTO THE BUILDING FOR ANY REASON! DO NOT TURN OFF THE FIRE ALARM!**

- Each instructor should verify the head count of the members of their class and lead their class out of the building. Staff, in the facility, should assist with escorting occupants of the building to the nearest and safest exit in a calm and orderly manner. A map of the facility depicting closest exits is posted throughout the building.
- The Person in Charge should assign one staff member to each area of the building to perform a room-by-room check to see that no one is left in the building, if it is safe to do so. The Person in Charge will go to the gathering area at the West side of the North parking lot (in front of building) and meet with designated staff to determine if all individuals have been evacuated.
- Only the police and fire departments can give the OK to reenter the building. The Person in Charge should consult them. When it is determined that it is safe to reenter the building, the Person in Charge will notify the designated staff to allow people back into the building.
- The Executive Director should be notified as soon as possible of any emergency event.

## Evacuation Plan

- Occupants of the building should evacuate the building through the exit that is closest and safest. A map of the facility depicting closest exits is posted throughout the building.
- If necessary, for longer evacuation shelter needs, participants will be directed to the West Park Field House. **(Participants should not go to the shelter sites unless directed by the Crisis Team.)**

## **Utility Failure**

- The Person in Charge should refer to the Community Center's Procedural Manual.
- The Person in Charge will distribute flashlights to appropriate individuals.
- The Person in Charge will send staff members to each area to inform staff of the problem and advise staff to continue with quiet activities. Although the main phone system will not work, staff can use cell phones, fax machine phone and/or pay phone, as needed.

## **Police Emergency**

- If police notifies staff of an emergency, follow their directions.
- At the discretion of the Person In Charge, the following measures should be implemented:
  - ⇒ Move all participants inside.
  - ⇒ Secure the building.
  - ⇒ Phone or wait for parents/buses.
  - ⇒ Escort children out of the building.
  - ⇒ Adults may leave at the discretion of the Person in Charge.
- Once the emergency has been cleared, resume normal operations.

## **Securing the Building**

- In the event of a threat the building may be secured to protect occupants. After notification to secure the building is received, the Person in Charge will see that each entrance to the building is closed and locked from the outside. After the building is secured, no one will be allowed to enter the building. Staff should be posted at each primary exit to ensure that no one enters the building while people are exiting. The Person in Charge should contact the parents of minor participants. No minor will be released to an adult without proper identification is received.

**Areas to Be Checked By Designated Staff:** *(cards located at the front desk)*

**Check Area:** Kitchen Mountain View Rooms

**Exit To:** 1<sup>st</sup> exit - East down Hallway, exit main lobby doors  
2<sup>nd</sup> exit - West down hallway, exit Northwest doors outside of the theatre

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**Check Area:** Stage and Auditorium and Restroom

**Exit to:** 1<sup>st</sup> exit - Through doors on South Side, Northeast down the corridor and exit Northwest doors outside of theatre.  
2<sup>nd</sup> exit - Through doors on the North side.  
3<sup>rd</sup> exit - Through doors on South side, west down corridor through workroom/storage area and exit out west doors.

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**Check Area:** Theatre support room and storage area

**Exit To:** 1st exit - West down corridor, exit out doors  
2<sup>nd</sup> exit - East down corridor to theatre lobby, exit Northwest doors outside of theatre

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**Check Area:** Mechanical

**Exit To:** 1<sup>st</sup> exit - To corridor to theatre then exit Northwest doors outside of theatre.  
2<sup>nd</sup> exit - Through corridor to theatre then exit Northwest doors outside of theatre.

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**Check Area:** Arts and Craft Room, General Program Room and Office

**Exit To:** 1<sup>st</sup> exit - West through corridor to main lobby, exit lobby doors  
2<sup>nd</sup> exit - East through corridor, exit either the Northwest or Northeast exit

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**Check Area:** East wing program rooms and offices

**Exit To:** 1<sup>st</sup> exit - East through corridor, exit either the Northwest or Northeast exit  
2<sup>nd</sup> exit - West through corridor to main lobby, exit lobby doors

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**Check Area:** Fitness, Gym and Locker Rooms

**Exit To:** 1<sup>st</sup> exit – South exit to park  
2<sup>nd</sup> exit – Rear exit through the Gym

**Facility:** Prairie Lakes Community Center

<b>Component</b>	<b>Component Location</b>	<b>Shut Off Location</b>	<b>Check Off Column</b>
Gas Main	Exterior of building, outside of Mechanical - SW corner of building.	Exterior of building, outside of Mechanical - SW corner of building.	
Water Main	Mechanical Room	West wall of Mechanical Room	
Boilers #1 & 2	Mechanical Room	<b>Gas</b> - Right side of each boiler unit. <b>Electric</b> - Siemens Panel on north wall.	
Chiller AC Unit	Mechanical Room	Siemens Panel on North Wall	
Chiller Water Tower	Mechanical Room	Siemens Panel on North Wall	
Roof Top AC/Heat Unit #1	Gym Roof South End	Mechanical Room - Siemens Panel on north Wall	
Roof Top AC/Heat Unit #2	Gym Roof North End	Mechanical Room - Siemens Panel on north Wall	

**Facility:** Prairie Lakes Community Center

<b>Component</b>	<b>Component Location</b>	<b>Shut Off Location</b>	<b>Check Off Column</b>
Roof Top AC/Heat Unit #3	Community Center Roof	Storage Room PP1	
Roof Top AC/Heat Unit #4	Community Center Roof	Storage Room PP1	
Roof Top AC/Heat Unit #5	Senior Center Roof	Storage Room PP1	
Roof Top AC/Heat Unit #6	Upper level Mechanical Room	Upper level Mechanical Room - PP2	
Roof Top AC/Heat Unit #7	Upper level Mechanical Room	Upper level Mechanical Room - PP2	
Roof Top AC/Heat Unit #8	Upper level Mechanical Room	Upper level Mechanical Room - PP2	
Roof Top AC/Heat Unit #9	In Electrical Storage Room across from men's locker room.	In Electrical Storage Room across from men's locker room - PP1	

## **West, Arndt and Cumberland Terrace Field houses Emergency Operation Plan**

**Note:** The Person in Charge at the Facility will be responsible for the implementation of this Emergency Plan.

### **Tornado and Severe Thunderstorm Watch**

- The Person in Charge will monitor the weather radio and notify their Supervisor of the pending conditions.
- The Person in Charge will inform all staff members of the watch.
- Continue normal operations.
- Watch for deteriorating weather conditions and move outdoor participants to indoor location if possible.
- All outdoor activities will be stopped and participants moved indoors when; Thor Guard is activated, lightning is detected or thunder is audible. Outdoor activities will resume after Thor Guard has signaled all clear or a minimum of 30 minutes after the last sign of lightning or thunder is noted.

### **Tornado and Severe Thunderstorm Warning**

- The Person in Charge should be informed immediately of the weather condition.
- The Person in Charge will monitor the weather conditions. The Person In Charge should direct staff to alert patrons and move outdoor participants to an indoor location. Children will not be released unless accompanied by their parent.
- At the discretion of the Person in Charge, an announcement will be made to relocate all occupants of the building to the facility bathrooms. **At Cumberland Terrace, the first place to seek shelter should be the bathrooms.**
- Each staff member should verify head counts of those in their class and then lead their class immediately to the facility bathrooms at West and Arndt, and the storage closet at Cumberland Terrace. Keep individuals away from areas of large glass windows and doors. Staff should instruct all individuals to face the wall in a crouched position covering their head.
- Special consideration and assistance may be needed with physically challenged individuals.
- After everyone is settled in position, staff members should take a second head count to verify and account for all participants.
- The Person in Charge will issue flashlights to appropriate individuals.
- Staff members should stay with their group until the Person in Charge indicates everything is okay to resume activities.

## Fire and Explosion Evacuation Plan

- Call **9-1-1** to inform emergency services of the situation.
- After the alarm is sounded, evacuation of the building should be started immediately.
- Each staff member should verify the head count of the members of their class and lead their class out of the building. Occupants of the building should evacuate the building through the exit that is closest and safest. A map of the facility depicting primary and secondary routes of escape is posted throughout the building. Staff should keep their group isolated and together to assist in head count verification.
- The gathering places at each facility are as follows: **West Park – North Ballfield; Arndt Park – West Tennis Court; Cumberland Terrace – Playground.**
- After reaching the gathering place, staff should perform a second head count to account for all individuals in their group. The Person In Charge shall be informed of any missing individuals.
- Only the police and fire departments can give the OK to reenter the building. The Person in Charge should consult them. When it is determined that it is safe to reenter the building, the Person in Charge will notify the staff to allow any individuals back into the building.
- The Person in Charge should notify their supervisor as soon as possible of any emergency event.

## Evacuation Plan

- Occupants of the building should evacuate the building through the exit that is closest and safest. A map of the facility depicting primary and secondary routes of escape is posted throughout the building.
- If necessary, for longer evacuation shelter needs, participants will be directed to:  
**(Participants should not go to the shelter sites unless directed by the Crisis Team.)**
  - West Park to go to Prairie Lakes Community Center.
  - Arndt Park to go to Administrative and Leisure Center.
  - Cumberland Terrace to go to Prairie Lakes.

## Utility Failure

- The Person in Charge will distribute flashlights to appropriate individuals.
- The Person in Charge will send staff members to each area to inform staff of the problem and advise staff to continue with quiet activities.

## **Police Emergency**

- If police notifies staff of an emergency, follow their directions.
- At the discretion of the Person In Charge, the following measures should be implemented:
  - ⇒ Move all participants inside.
  - ⇒ Secure the building.
  - ⇒ Phone or wait for parents/buses.
  - ⇒ Escort children out of the building.
  - ⇒ Adults may leave at the discretion of the Person in Charge.
- Once the emergency has been cleared, resume normal operations.

## **Securing the Building**

- In the event of a threat the building may be secured to protect occupants. After notification to secure the building is received, the Person in Charge will see that each entrance to the building is closed and locked from the outside. After the building is secured, no one will be allowed to enter the building. Staff should be posted at each primary exit to ensure that no one enters the building while people are exiting. The Person in Charge should contact the parents of minor participants. No minor will be released to an adult without proper identification is received.
- If situation warrants, be prepared to move participants to bathrooms and/or storage areas.



**Facility:**      Arndt Field House

<b>Component</b>	<b>Component Location</b>	<b>Shut Off Location</b>	<b>Check Off Column</b>
Gas Main	On the west side of exterior of building near boiler room door.	On the west side of exterior of building near boiler room door.	
Water Main	Boiler Room	Boiler Room	
Boiler/Heater	Boiler Room	<b>Gas</b> - Boiler room. <b>Electric</b> - Panel box in boiler room.	

**Facility:** Cumberland Terrace Field House

<b>Component</b>	<b>Component Location</b>	<b>Shut Off Location</b>	<b>Check Off Column</b>
Gas Main	Mechanical room next to bathrooms.	Mechanical room next to bathrooms.	
Water Main	Mechanical room next to bathrooms.	Mechanical room next to bathrooms.	
AC/Heat Unit	Mechanical room next to bathrooms	<b>Gas</b> - Mechanical room. <b>Electric</b> - Storage room next to kitchen-circuit panel.	

**Facility:** West Field House

<b>Component</b>	<b>Component Location</b>	<b>Shut Off Location</b>	<b>Check Off Column</b>
Gas Main	On the north side of exterior of building near boiler room door.	On the north side of exterior of building near boiler room door.	
Water Main	Boiler Room	Boiler Room	
Boiler/Heater	Boiler Room	<b>Gas</b> - Boiler room. <b>Electric</b> - Panel box in boiler room..	

## **Iroquois and Chippewa Pools Emergency Operation Plan**

**Note:** The Aquatic/Youth Program Supervisor will be responsible for the implementation of this Emergency Plan. If the Aquatic/Youth Program Supervisor is away from the facility, the following chain of command will be utilized for the "Person in Charge."

1. **Asst. Supervisor**
2. **Manager on Duty**
3. **Veteran Lifeguard**

### **Tornado and Severe Thunderstorm Watch**

- The lifeguard office will monitor the weather radio and notify the Person in Charge of the pending conditions.
- The Person in Charge will inform staff of the watch.
- Continue normal operations.
- Watch for deteriorating weather conditions and move outdoor participants to indoor locker rooms if possible. Follow Thor Guard procedures.
- All outdoor activities will be stopped and participants moved indoors when lightning is detected or thunder is audible. Move participants indoors if possible and away from the pool. Person in charge will bring portable phone and weather radio into locker rooms. If both locker rooms are in use, staff will be assigned to monitor guests. Outdoor activities will resume a minimum of 30 minutes after the last sign of lightning or thunder is noted or Thor Guard gives the all clear signal.

### **Tornado and Severe Thunderstorm Warning**

- The Person in Charge should be informed immediately of the weather condition.
- The Person in Charge will monitor the weather conditions. The Person in Charge should direct staff to alert patrons and move outdoor participants to locker rooms. Children will not be released unless accompanied by their parent.
- At the discretion of the Person in Charge, an announcement will be made to relocate all participants of the pool to the **locker rooms**. Person in charge will bring portable phone, Emergency Box, AED and weather radio into locker rooms. If both locker rooms are in use, staff will be assigned to monitor guests.
- Keep individuals away from areas of large glass windows and doors. Staff should instruct all individuals to face the wall in a crouched position covering their head.
- Special consideration and assistance may be needed with physically challenged individuals.
- The Person in Charge will issue flashlights to appropriate individuals.
- Staff members should stay with the participants until the "all clear" is announced.

## **Fire, Explosion and Chemical Leak Evacuation Plan**

- If a fire, bomb or chemical leak is detected **9-1-1** should be called to alert the fire department and emergency services.
- In the case of a bomb threat, the person who received the call should try to obtain as much information as possible. Questions should be asked such as:
  - ⇒ When and how the explosive device will detonate?
  - ⇒ Where in the building is the device located?
- Evacuation of the building should be started immediately.
- Evacuation routes should be out of the exit furthest and downwind from the fire, bomb or leak. Occupants of the building should evacuate the building through the exit that is closest and safest. .
- The Person in Charge should open fence gates if pool is crowded and rapid evacuation is necessary.
- The Person in Charge should assign one staff member to each locker room to check to see that no one is left in the building, if it is safe to do so.
- Staff should lead participants to grassy area. The Person in Charge shall verify that everyone has left the buildings. Chippewa Pool should gather at the tennis courts, Iroquois Pool should gather at Iroquois School playground.
- Only the police and fire departments can give the OK to reenter the facility. The Person in Charge should consult them. When it is determined that it is safe to reenter the building, the Person in Charge will notify staff to allow any individuals back into the building.
- Your supervisor should be notified as soon as possible of any emergency event.

## **Evacuation Plan**

- Occupants of the building should evacuate the building through the exit that is closest and safest.
- If necessary, for longer evacuation shelter needs, participants will be directed to the Administrative Leisure Center or Prairie Lakes Community Center. (Participants should not go to the shelter sites unless directed by the Crisis Team.)

## **Utility Failure – Pools Need To Be Cleared of Patrons**

- **All pools need to be cleared of patrons.**
- The Person in Charge will distribute flashlights to appropriate individuals.
- The Person in Charge should assign staff to locker rooms to assist public if lighting is not sufficient. The Person in Charge will send staff members to each area to inform staff of the problem and advise staff to continue with quiet activities. Although the main phone system will not work, staff can use cell phones as needed.
- When pool is to be closed for whatever reason, staff should stay with minor children until parents pick them up.

## **Police Emergency**

- If police notifies staff of an emergency, follow their directions.
- At the discretion of the Person In Charge, the following measures should be implemented:
  - ⇒ Move all participants inside.
  - ⇒ Secure the building.
  - ⇒ Phone or wait for parents/buses.
  - ⇒ Escort children out of the building.
  - ⇒ Adults may leave at the discretion of the Person in Charge.
- Once the emergency has been cleared, resume normal operations.

## **Securing the Building**

- In the event of a threat, the building may be secured to protect occupants. After notification to secure the building is received, the Person in Charge will see that each entrance to the building is closed and locked from the outside. After the building is secured, no one will be allowed to enter the building. Staff should be posted at each primary exit to ensure that no one enters the building while people are exiting. The Person in Charge should contact the parents of minor participants. No minor will be released to an adult without proper identification is received.

## **Mystic Waters Family Aquatic Center Emergency Operation Plan**

**Note:** The Aquatic/Youth Program Supervisor will be responsible for the implementation of this Emergency Plan. If the Aquatic/Youth Program Supervisor is away from the facility, the following chain of command will be utilized for the "Person in Charge."

1. **Asst. Supervisor**
2. **Manager on Duty**
3. **Veteran Lifeguard**

### **Tornado and Severe Thunderstorm Watch**

- The lifeguard office will monitor the weather radio and notify the Person in Charge of the pending conditions.
- The Person in Charge will inform staff of the watch.
- Continue normal operations.
- Watch for deteriorating weather conditions and move outdoor participants to indoor locker rooms if possible. Follow Thor Guard procedures.
- All outdoor activities will be stopped and participants moved into locker rooms when lightning is detected or thunder is audible. Move participants indoors if possible and away from the pool. If both locker rooms are in use, staff will be assigned to monitor guests. Outdoor activities will resume a minimum of 30 minutes after the last sign of lightning or thunder is noted, or Thor Guard sounds the all clear.

### **Tornado and Severe Thunderstorm Warning**

- The Person in Charge should be informed immediately of the weather condition.
- The Person in Charge will monitor the weather conditions. The Person in Charge should direct staff to alert patrons and move outdoor participants to locker rooms. Children will not be released unless accompanied by their parent.
- At the discretion of the Person in Charge, an announcement will be made to relocate all participants of the pool to the locker rooms. Person in charge will bring portable (cell) phone, walkie talkie, Emergency Box, AED and weather radio into locker rooms. If both locker rooms are in use, staff will be assigned to monitor guests. Concessions and cashier staff will seek shelter in the food prep hallway, with all doors closed.
- Keep individuals away from areas of large glass windows and doors. Staff should instruct all individuals to face the wall in a crouched position covering their head.
- Special consideration and assistance may be needed with physically challenged individuals.
- The Person in Charge will issue flashlights to appropriate individuals.
- Staff members should stay with the participants until the "all clear" is announced.

## **Fire, Explosion and Chemical Leak Evacuation Plan**

- If a fire is detected **9-1-1** should be called to alert the fire department and emergency services.
- In the case of a bomb threat, the person who received the call should try to obtain as much information as possible. Questions should be asked such as:
  - ⇒ When and how the explosive device will detonate?
  - ⇒ Where in the building is the device located?
- Evacuation of the facility should be started immediately.
- Evacuation routes should be out of the exit furthest from and downwind of the fire, bomb or leak. Occupants should evacuate the building through the exit that is closest and safest.
- The Person in Charge should open fence gates if pool is crowded and rapid evacuation is necessary.
- The Person in Charge should assign one staff member to each locker room to check to see that no one is left in the building, if it is safe to do so.
- Staff should lead participants to the Rand Park Ball Fields. The Person in Charge shall verify that everyone has left the buildings. Only the police and fire departments can give the OK to reenter the facility. The Person in Charge should consult them. When it is determined that it is safe to reenter the building, the Person in Charge will notify staff to allow any individuals back into the building.
- Your supervisor should be notified as soon as possible of any emergency event.

## **Evacuation Plan**

- Pools need to be cleared of patrons.
- Occupants of the building should evacuate the building through the exit that is closest and safest.
- If necessary, for longer evacuation shelter needs, participants will be directed to Prairie Lakes Community Center. (Participants should not go to the shelter sites unless directed by the Crisis Team.)

## **Utility Failure – All Pools Need To Be Cleared of Patrons**

- **All pools need to be cleared of patrons.**
- The Person in Charge will distribute flashlights to appropriate individuals.
- The Person in Charge should assign staff to locker rooms to assist public if lighting is not sufficient. The Person in Charge will send staff members to each area to inform staff of the problem and advise staff to continue with quiet activities. Although the main phone system will not work, staff can use cell phones, fax phone and/or pay phone as needed.
- When pool is to be closed for whatever reason, staff should stay with minor children until parents pick them up.



## **Police Emergency**

- If police notifies staff of an emergency, follow their directions.
- At the discretion of the Person In Charge, the following measures should be implemented:
  - ⇒ Move all participants inside.
  - ⇒ Secure the building.
  - ⇒ Phone or wait for parents/buses.
  - ⇒ Escort children out of the building.
  - ⇒ Adults may leave at the discretion of the Person in Charge.
- Once the emergency has been cleared, resume normal operations.

## **Securing the Building**

- In the event of a threat, the building may be secured to protect occupants. After notification to secure the building is received, the Person in Charge will see that each entrance and gate to the building is closed and locked from the outside. After the building is secured, no one will be allowed to enter the building. Staff should be posted at each primary exit to ensure that no one enters the building while people are exiting. The Person in Charge should contact the parents of minor participants. No minor will be released to an adult without proper identification is received.

## **Golf Center Emergency Operation Plan**

**Note:** The Manager of Golf and Facilities will be responsible for the implementation of this Emergency Plan. If the Assistant Superintendent of Golf Operations is away from the facility, the following chain of command will be utilized for the “Person in Charge.”

1. Golf & Facilities Supervisor
2. Superintendent of Parks and Golf Operations
3. Front Desk Attendant

### **Tornado and Severe Thunderstorm Watch**

- The Desk Attendant will monitor the weather radio and notify the Person in Charge of the pending conditions.
- The Person in Charge will inform staff of the watch.
- Continue normal operations.
- Watch for deteriorating weather conditions and move outdoor participants to indoor location if possible. Follow Thor Guard procedures.
- All outdoor activities will be stopped and participants moved indoors when lightning is detected or thunder is audible. Outdoor activities will resume a minimum of 30 minutes after the last sign of lightning or thunder is noted or Thor Guard sounds the all clear.

### **Tornado Warning**

- The Person in Charge should be informed immediately of the weather condition.
- The Person in Charge will monitor the weather conditions. The Person in Charge should direct staff to alert patrons and move outdoor participants to an indoor location. Children will not be released unless accompanied by their parent.
- At the discretion of the Person in Charge, an announcement will be made to relocate all occupants of the building to the lower hallway located between GolfTec and the garage or inside GolfTec (away from windows). Move the Emergency Box, walkie talkie and AED to the shelter area.
- Keep individuals away from areas of large glass windows and doors. Staff should instruct all individuals to face the wall in a crouched position covering their head.
- Special consideration and assistance may be needed with physically challenged individuals.
- The Person in Charge will issue flashlights to appropriate individuals.
- Staff members should stay with the participants until the “all clear” is announced.

## **Fire and Explosion Evacuation Plan**

- Call **9-1-1** to inform emergency services of the situation.
- The person who received the call should try to obtain as much information as possible. Questions should be asked such as:
  - ⇒ When and how the explosive device will detonate?
  - ⇒ Where in the building is the device located?
- After the alarm is sounded, evacuation of the building should be started immediately.
- Evacuation procedures should follow emergency routes posted in each building.
- Staff should lead participants to the grassy area next to parking lot or nearest River Road. The Person in Charge shall verify that everyone has cleared the area.
- Only the police and fire departments can give the OK to reenter the facility. The Person in Charge should consult them. When it is determined that it is safe to reenter the building, the Person in Charge will notify the Verification Coordinator to allow any individuals back into the building.
- The Park District's Director should be notified as soon as possible of any emergency event.

## **Evacuation Plan**

- Occupants of the building should evacuate the building through the exit that is closest and safest. A map of the facility depicting primary and secondary routes of escape is posted throughout the building.
- If necessary, for longer evacuation shelter needs, participants will be directed to Prairie Lakes Community Center. (Participants should not go to the shelter sites unless directed by the Crisis Team.)

## **Utility Failure**

- The Person in Charge will distribute flashlights to appropriate individuals.
- When the Golf Center is to be closed for whatever reason, staff should stay with minor children until parents pick them up.

## **Police Emergency**

- If police notifies staff of an emergency, follow their directions.
- At the discretion of the Person In Charge, the following measures should be implemented:
  - ⇒ Move all participants inside.
  - ⇒ Secure the building.
  - ⇒ Phone or wait for parents/buses.
  - ⇒ Escort children out of the building.
  - ⇒ Adults may leave at the discretion of the Person in Charge.
- Once the emergency has been cleared, resume normal operations.

## **Securing the Building**

- In the event of a threat the building may be secured to protect occupants. After notification to secure the building is received, the Person in Charge will see that each entrance to the building is closed and locked from the outside. After the building is secured, no one will be allowed to enter the building. Staff should be posted at each primary exit to ensure that no one enters the building while people are exiting. The Person in Charge should contact the parents of minor participants. No minor will be released to an adult without proper identification is received.

**Facility:** **Golf Center**

<b>Component</b>	<b>Component Location</b>	<b>Shut Off Location</b>	<b>Check Off Column</b>
Gas Main	Exterior west wall, Northwest corner of lower level a few paces South of garage entrance.	Exterior west wall, Northwest corner of lower level a few paces South of garage entrance.	
Water Main	Lower level - garage West wall	Water Control & Elect. Rm.	
Electrical Main	Lower level - inside Water Control & Elect. Rm. - South wall	Electrical room	
Overhead Station Heaters 1st floor	Over each station on 1st or Lower level	Garage East wall, Breaker Panel - HP-1	
Overhead Station Heaters 2nd floor	Over each station on 2nd or Main level	Garage East wall, Breaker Panel - HP-3	
Overhead Station Heaters 3rd floor	Over each station on 3rd or Upper level	Garage East wall, Breaker Panel - HP-4 & HP-5	
Roof Top HVAC Unit #1-9	Roof top	Garage east wall, Breaker Panel - HP-2	
Golf Course Lighting	All over golf course & short game area	Stand alone panel, Northeast corner of range on hill just North of nets	

## **Lake Park Golf Course Emergency Operation Plan**

1. Manger of Golf and Facilities
2. Supervisor on Duty

### **Tornado and Severe Thunderstorm Watch**

- The Person in Charge will monitor the weather radio and notify their Supervisor of the pending conditions.
- The Person in Charge will inform all staff members of the watch.
- Continue normal operations.
- Watch for deteriorating weather conditions and move outdoor participants to indoor location if possible.
- All outdoor activities will be stopped and participants moved indoors when; Thor Guard is activated, lightning is detected or thunder is audible. Outdoor activities will resume after Thor Guard has signaled all clear or after a minimum of 30 minutes has passed since the last sign of lightning or thunder is noted.

### **Tornado and Severe Thunderstorm Warning**

- The Person in Charge should be informed immediately of the weather condition.
- The Person in Charge will monitor the weather conditions. The Person In Charge should direct staff to alert patrons and move outdoor participants to an indoor location as quickly as possible. Children will not be released unless accompanied by their parent. Participants may take shelter in the restrooms on hole 9 of the Golf Course.
- At the discretion of the Person in Charge, an announcement will be made to relocate all occupants of the building to the basement (away from the windows) preferably in the storage areas and restrooms where there is no glass.
- Keep individuals away from areas of large glass windows and doors. Staff should instruct all individuals to face the wall in a crouched position covering their head.
- Special consideration and assistance may be needed with physically challenged individuals.
- If this occurs during a class time or a league, staff members should take a head count to verify and account for all participants.
- The Person in Charge will issue flashlights to appropriate individuals.
- Staff members should stay with their group until the Person in Charge indicates everything is okay to resume activities.

## **Fire and Explosion Evacuation Plan**

- If a fire is detected and the automatic alarm does not sound, the fire alarm “pull boxes” should be pulled to call the fire department and emergency services.
- Call **9-1-1** to inform emergency services of the situation.
- After the alarm is sounded, evacuation of the building should be started immediately.
- Occupants of the building should evacuate the building through the exit that is closest and safest. If this occurs during a class or league time, staff members should do a head count to ensure all participants are accounted for.
- Participants should gather on the boat marina, safely away from the building.
- After reaching the gathering place, staff should perform a second head count to account for all individuals in their group. The Person in Charge shall be informed of any missing individuals.
- Only the police and fire departments can give the OK to reenter the building. The Person in Charge should consult them. When it is determined that it is safe to reenter the building, the Person in Charge will notify the staff to allow any individuals back into the building.
- The Person in Charge should notify their supervisor as soon as possible of any emergency event.
- If a bomb threat is received, the person who received the call should try to obtain as much information as possible. Questions should be asked such as:
  - When and how the explosive device will detonate?
  - Where in the building is the device located?
- Call 9-1-1 as soon as possible to report the bomb threat. The person who receives the call should take note of the caller’s voice, tone, accent, background noises, or other sources of identification.
- The Director should be notified as soon as possible regarding any emergency situations.

## **Evacuation Plan**

- Occupants of the building should exit through the closest door and head towards the parking lot or boat marina. Participants should remain in these locations until told by the Person in Charge that they may re-enter the building.
- If necessary, for longer evacuation shelter needs, participants will be directed to the Administrative Leisure Center. (Participants should not go to the shelter sites unless directed by the Crisis Team.)

## **Utility Failure**

- The Person in Charge will distribute flashlights to appropriate individuals.
- Staff should stay with minor children until parents pick them up.

## **Police Emergency**

- If police notifies staff of an emergency, follow their directions.
- At the discretion of the Person In Charge, the following measures should be implemented:
  - ⇒ Move all participants inside.
  - ⇒ Secure the building.
  - ⇒ Phone or wait for parents/buses.
  - ⇒ Escort children out of the building.
  - ⇒ Adults may leave at the discretion of the Person in Charge.
- Once the emergency has been cleared, resume normal operations.

## **Securing the Building**

- In the event of a threat the building may be secured to protect occupants. After notification to secure the building is received, the Person in Charge will see that each entrance to the building is closed and locked from the outside. After the building is secured, no one will be allowed to enter the building. Staff should be posted at each primary exit to ensure that no one enters the building while people are exiting. The Person in Charge should contact the parents of minor participants. No minor will be released to an adult without proper identification is received.



# **Good Shepherd Church Emergency Operation Plan**

1. Camp Director
2. Camp Counselor

**Note:** The Person in Charge at the Facility or Program will be responsible for the implementation of this Emergency Plan.

## **Tornado and Severe Thunderstorm Watch**

- The Person in Charge will monitor the weather radio and notify their Supervisor of the pending conditions.
- The Person in Charge will inform all staff members of the watch.
- Continue normal operations.
- Watch for deteriorating weather conditions and move outdoor participants to indoor location if possible.
- All outdoor activities will be stopped and participants moved indoors when; Thor Guard is activated, lightning is detected or thunder is audible. Outdoor activities will resume after Thor Guard has signaled all clear or a minimum of 30 minutes after the last sign of lightning or thunder is noted.

## **Tornado and Severe Thunderstorm Warning**

- The Person in Charge should be informed immediately of the weather condition.
- The Person in Charge will monitor the weather conditions. The Person in Charge should direct staff to alert patrons and move outdoor participants to an indoor location. Children will not be released unless accompanied by their parent.
- At the discretion of the Person in Charge, an announcement will be made to relocate all occupants of the building to the facility bathroom or hallway in the basement of Good Shepherd Church between the kitchen and the stairwells.
- Each staff member should verify head counts of those in their class and then lead their class immediately to the facility bathrooms
- Keep individuals away from areas of large glass windows and doors.
- Staff should instruct all individuals to face the wall in a crouched position covering their head.
- Special consideration and assistance may be needed with physically challenged individuals.
- After everyone is settled in position, staff members should take a second head count to verify and account for all participants.
- The Person in Charge will issue flashlights to appropriate individuals.

- Staff members should stay with their group until the Person in Charge indicates everything is okay to resume activities.

## **Fire and Explosion Evacuation Plan**

- Call **9-1-1** to inform emergency services of the situation.
- After the alarm is sounded, evacuation of the building should be started immediately.
- Each staff member should verify the head count of the members of their class and lead their class out of the building. Occupants of the building should evacuate the building through the exit that is closest and safest. Staff should keep their group isolated and together to assist in head count verification.
- The gathering location is: **Lake Park Club House.**
- After reaching the gathering place, staff should perform a second head count to account for all individuals in their group. The Person in Charge shall be informed of any missing individuals.
- Only the police and fire departments can give the OK to reenter the building. The Person in Charge should consult them. When it is determined that it is safe to reenter the building, the Person in Charge will notify the staff to allow any individuals back into the building.
- The Person in Charge should notify their supervisor as soon as possible of any emergency event.

## **Evacuation Plan**

- Occupants of the building should evacuate the building through the exit that is closest and safest.
- If necessary, for longer evacuation shelter needs, participants will be directed to: **Lake Park Clubhouse**
- **(Participants should not go to the shelter sites unless directed by the Crisis Team.)**

## **Utility Failure**

- The Person in Charge will distribute flashlights to appropriate individuals.
- The Person in Charge will send staff members to each area to inform staff of the problem and advise staff to continue with quiet activities.

## **Police Emergency**

- If police notifies staff of an emergency, follow their directions.
- At the discretion of the Person in Charge, the following measures should be implemented:
- Move all participants inside.

- Secure the building.
- Phone or wait for parents/buses.
- Escort children out of the building.
- Adults may leave at the discretion of the Person in Charge.
- Once the emergency has been cleared, resume normal operations.

### **Securing the Building**

- In the event of a threat the building may be secured to protect occupants. After notification to secure the building is received, the Person in Charge will see that each entrance to the building is closed and locked from the outside.
- After the building is secured, no one will be allowed to enter the building. Staff should be posted at each primary exit to ensure that no one enters the building while people are exiting.
- The Person in Charge should contact the parents of minor participants. No minor will be released to an adult without proper identification is received.
- If situation warrants, be prepared to move participants to bathrooms and/or storage areas.

# **Mountain View Mine Adventure Center Emergency Operation Plan**

1 Facilities Manager

3. Manager on Duty

## **Tornado and Severe Thunderstorm Watch**

- The Person in Charge will monitor the weather radio and notify their Supervisor of the pending conditions.
- The Person in Charge will inform all staff members of the watch.
- Continue normal operations.
- Watch for deteriorating weather conditions and move outdoor participants to indoor location if possible.
- All outdoor activities will be stopped and participants moved indoors when; Thor Guard is activated, lightning is detected or thunder is audible. Outdoor activities will resume after Thor Guard has signaled all clear or after a minimum of 30 minutes has passed since the last sign of lightning or thunder is noted.

## **Tornado and Severe Thunderstorm Warning**

- The Person in Charge should be informed immediately of the weather condition.
- The Person in Charge will monitor the weather conditions. The Person In Charge should direct staff to alert patrons and move outdoor participants to an indoor location as quickly as possible. Children will not be released unless accompanied by their parent.
- At the discretion of the Person in Charge, an announcement will be made to relocate all occupants of the building to the Mountain View Garage or back storage areas or bathrooms.
- Keep individuals away from areas of large glass windows and doors. Staff should instruct all individuals to face the wall in a crouched position covering their head.
- Special consideration and assistance may be needed with physically challenged individuals.
- The Person in Charge will issue flashlights to appropriate individuals.
- Staff members should stay with their group until the Person in Charge indicates everything is okay to resume activities.

## **Fire and Explosion Evacuation Plan**

- If a fire is detected and the automatic alarm does not sound, the fire alarm “pull boxes” should be pulled to call the fire department and emergency services.
- Call **9-1-1** to inform emergency services of the situation.
- After the alarm is sounded, evacuation of the building should be started immediately.

- Occupants of the building should evacuate the building through the exit that is closest and safest.
- Participants should gather in the baseball diamond located to the South of the Adventure Center, safely away from the building.
- Only the police and fire departments can give the OK to reenter the building. The Person in Charge should consult them. When it is determined that it is safe to reenter the building, the Person in Charge will notify the staff to allow any individuals back into the building.
- The Person in Charge should notify their supervisor as soon as possible of any emergency event.
- If a bomb threat is received, the person who received the call should try to obtain as much information as possible. Questions should be asked such as:
  - When and how the explosive device will detonate?
  - Where in the building is the device located?
- Call 9-1-1 as soon as possible to report the bomb threat. The person who receives the call should take note of the caller's voice, tone, accent, background noises, or other sources of identification.
- The Director should be notified as soon as possible regarding any emergency situations.

## **Evacuation Plan**

- Occupants of the building should exit through the closest door and head towards the baseball diamond North of Mountain View. Participants should remain in these locations until told by the Person in Charge that they may re-enter the building.
- If necessary, for longer evacuation shelter needs, participants will be directed to Prairie Lakes Community Center. (Participants should not go to the shelter sites unless directed by the Crisis Team.)

## **Utility Failure**

- The Person in Charge will distribute flashlights to appropriate individuals.
- Staff should stay with minor children until parents pick them up.

## **Police Emergency**

- If police notifies staff of an emergency, follow their directions.
- At the discretion of the Person In Charge, the following measures should be implemented:
  - ⇒ Move all participants inside.
  - ⇒ Secure the building.
  - ⇒ Phone or wait for parents/buses.
  - ⇒ Escort children out of the building.
  - ⇒ Adults may leave at the discretion of the Person in Charge.
- Once the emergency has been cleared, resume normal operations.

## **Securing the Building**

- In the event of a threat the building may be secured to protect occupants. After notification to secure the building is received, the Person in Charge will see that each entrance to the building is closed and locked from the outside. After the building is secured, no one will be allowed to enter the building. Staff should be posted at each primary exit to ensure that no one enters the building while people are exiting. The Person in Charge should contact the parents of minor participants. No minor will be released to an adult without proper identification is received.

## **Oakwood Maintenance Garage Emergency Operation Plan**

1. Superintendent of Parks
2. Supervisor on Duty

### **Tornado and Severe Thunderstorm Watch**

- The Person in Charge will monitor the weather radio and notify their Supervisor of the pending conditions.
- The Person in Charge will inform all staff members of the watch.
- Continue normal operations.
- Watch for deteriorating weather conditions and move outdoor participants to indoor location if possible.
- If Thor Guard has sounded, clear the outdoor facility/park areas of all patrons and employees
- Explain to the patrons/employees that they have two choices:
  - Seek and remain in a protected building or shelter until the all clear signal is given.
  - Wait in their vehicles until the “all clear” signal is given
- When the system has sounded and the strobe light is still indicating a warning, any patrons/public arriving to the facility/park must be warned to stay in their vehicles or enter a safe shelter until the all clear signal is given.
- Employees working in outdoor parks/facilities must seek shelter until the “all clear” signal is given. After a 30 minute period of continuous warnings, the employee(s) must contact their immediate supervisor for further instructions.

### **Tornado and Severe Thunderstorm Warning**

- The Person in Charge should be informed immediately of the weather condition.
- **The Person in Charge will immediately call over the radio and announce to all who can hear you that a tornado warning has been issued and to take proper precautions**
- The Person in Charge will monitor the weather conditions. The Person In Charge should direct staff to alert patrons and move outdoor participants to an indoor location as quickly as possible. Children will not be released unless accompanied by their parent.
- At the discretion of the Person in Charge, staff inside the building should be gathered and accounted for. Seek shelter in the bathroom or an inner office without windows or basement.
- Keep individuals away from areas of large glass windows and doors. Staff should instruct all individuals to face the wall in a crouched position covering their head.
- Special consideration and assistance may be needed with physically challenged individuals.

- The Person in Charge will issue flashlights to appropriate individuals.
- Staff members should stay with their group until the Person in Charge indicates everything is okay to resume activities.
- If you have the chance to take anything before seeking shelter, take the emergency equipment box with you and turn on a radio.

## **Fire and Explosion Evacuation Plan**

- If a fire is detected and the automatic alarm does not sound, the fire alarm “pull boxes” should be pulled to call the fire department and emergency services.
- Call **9-1-1** to inform emergency services of the situation.
- After the alarm is sounded, evacuation of the building should be started immediately.
- Occupants of the building should evacuate the building through the exit that is closest and safest.
- Staff will gather in the parking lot of the Cold Storage Building and await further instructions from Police and Fire Personnel.
- Only the police and fire departments can give the OK to reenter the building. The Person in Charge should consult them. When it is determined that it is safe to reenter the building, the Person in Charge will notify the staff to allow any individuals back into the building.
- The Person in Charge should notify their supervisor as soon as possible of any emergency event.
- If a bomb threat is received, the person who received the call should try to obtain as much information as possible. Questions should be asked such as:
  - When and how the explosive device will detonate?
  - Where in the building is the device located?
- Call 9-1-1 as soon as possible to report the bomb threat. The person who receives the call should take note of the caller’s voice, tone, accent, background noises, or other sources of identification.
- The Director should be notified as soon as possible regarding any emergency situations.

## **Evacuation Plan**

- In the event that an evacuation of the Oakwood Maintenance Center is necessary due to fire or other unforeseeable emergency. Staff will gather in the parking lot of the Cold Storage Building and await further instructions from Police and Fire Personnel. Staff will not attempt to recover personal items or remove vehicles and equipment from a compromised building.

## **Utility Failure**

- The Person in Charge will distribute flashlights to appropriate individuals.



## **Police Emergency**

- If police notifies staff of an emergency, follow their directions.
- At the discretion of the Person In Charge, the following measures should be implemented:
  - ⇒ Move all participants inside.
  - ⇒ Secure the building.
  - ⇒ Phone or wait for parents/buses.
  - ⇒ Escort children out of the building.
  - ⇒ Adults may leave at the discretion of the Person in Charge.
- Once the emergency has been cleared, resume normal operations.

## **Securing the Building**

- In the event of a threat the building may be secured to protect occupants. After notification to secure the building is received, the Person in Charge will see that each entrance to the building is closed and locked from the outside. After the building is secured, no one will be allowed to enter the building.

## **Des Plaines Park District Special Events/Outdoor**

There will be a 'person in charge' designated for each event.

### **Severe Weather and Lightning Policy**

Lightning is a violent act of nature and causes approximately 10 deaths per year in Illinois alone. In most instances, people injured by lightning are not directly hit. These non-direct hit injuries are caused by transients, currents that flow through people in the vicinity where lightning strikes the ground. Lightning strikes occur most frequently during the spring and summer months when thunderstorms are prevalent. It is the policy of the Des Plaines Park District that all persons supervising outdoor activities be aware that when lightning or thunder is observed or heard, outdoor programs should be suspended and everyone should seek appropriate shelter. All Staff should adhere to the following procedures and guidelines:

#### **Outdoor Program**

- Instructors, Coordinators, and Supervisors should listen to current weather forecasts the morning of any outdoor planned activities so that employees can be alert to changing weather conditions.
- Monitor weather conditions as they appear on the horizon.
- Monitor weather radios when possible.
- Designate buildings that can be used when severe weather occurs.
- Plan alternative indoor activities for camps and related programs.
- Whenever lightning is observed or thunder is audible, all outdoor activities should be suspended for a minimum of 30 minutes after the last sign of lightning or thunder is noted.

#### **When Outside**

- Avoid areas that are higher than the surrounding landscape.
- Do not use a tree for shelter.
- Keep away from metal objects, including bicycles, golf carts, umbrellas, etc.
- Avoid standing near tall or metal objects such as fences, light poles or power lines.
- Swimmers should immediately leave the water and find shelter.
- If you feel your skin tingle or your hair stand on end, squat low to the ground on the balls of your feet. Place your hands on your knees with your head between them. Make yourself as small a target as possible and minimize your contact with the ground.

#### **When Indoors**

- When indoors, stand clear from doors and windows.
- Do not use electrical equipment, including hair dryers, curling irons, computers, etc.
- Do not attempt to unplug TVs, stereos, or computers during a storm.
- Avoid contact with sinks, faucets and related piping.
- Do not use the telephone unless for emergency use.
- Indoor pool swimmers should immediately leave the water and seek shelter away from pool deck.