

# Cottingham Campus Emergency Action Plan



Foothills Area YMCA

Updated August 2025

# Branch Emergency Action Plan

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## **Foothills Area YMCA**

### **Purpose of the Emergency Action Plan**

This guide is to provide procedures, guidelines and policies for Foothills Area YMCA staff and employees to follow during emergencies and crisis situations that may occur at the YMCA, off site facilities and/or off-site programs.

This plan is devised with the purpose of dealing with emergency situations in a prompt, efficient and appropriate manner to prevent or minimize injuries or harm to YMCA members, program participants and YMCA employees. Each Branch may have information that is unique to its operations, your operation specific is inserted into your EAP. Information should be reviewed annually and updated as needed.

## **Emergency Telephone Numbers**

Cottingham Campus YMCA Department Supervisors (call your supervisor 1<sup>st</sup>):

Lindsey Little	Head Swim Team Coach	217-521-2472
Meadow Rosenthal	Aquatics Director	607-371-0383
Daphne Hoffman	Childcare Director	757-288-2106
Kim Wyatt	Fitness Director	731-345-9505
Dida Weeks	Marketing Director	864-249-4975
Pam Holladay	Branch Executive	864-710-5117
Vacant	Human Resources	
Sarah Tate	Branch Executive	864-553-9973
Sydney Lia	Branch Executive	705-262-6480
Christle Ross	CEO	803-984-9206
Ambulance/Fire/Police		Dial 911
Oconee County Sheriff non-emergency:		864-638-4111
Alarm Service (Addison Safety Group):		864-834-2670
Poison Control Center:		1-800-222-1222
Electric: Seneca Light and Water		864-885-2723
Gas: Fort Hill Natural Gas		864-850-6375
Water: Seneca Light and Water		864-885-2723

## **General Emergency Procedures**

**Prevention:** It is the responsibility of each employee to be certain that all YMCA equipment is in good working condition. Report any equipment failure immediately. DO NOT take unwarranted risks with equipment. It is the responsibility of each employee to be certain that all patrons and staff using the facility are doing so in a safe manner. If you see unsafe behavior, please address the patron in a polite but firm attitude and get them to stop the unsafe behavior.

### **Accidents/Illness (non-Aquatic):**

**Main concern-** When an accident occurs, your first concern is the person who had the accident or injury. You must give immediate and professional attention.

**Obtain Consent,** If the person is alert or the person is under 18 and the parent is nearby, you must introduce yourself and level of training, and ask the person or person's parent if they consent to you giving care. If the person is not alert and not under 18 with a parent nearby, it is implied that they would consent to your help.

**Make sure 911 has been called,** assign this job by telling one person directly to call 911. If you are the only staff member present, make sure someone is going to send another staff or CPR/First Aid trained person to help you. Assign an individual to flag down the ambulance at the main entrance.

**Call for a lifeguard and/or Manager,** call for the lifeguard on the walkie-talkie or send someone to the pool deck to alert the lifeguard to respond with the crash bag

**Protect yourself first,** ALWAYS use Personal Protective Equipment or PPE (Gloves) and make sure the scene is safe

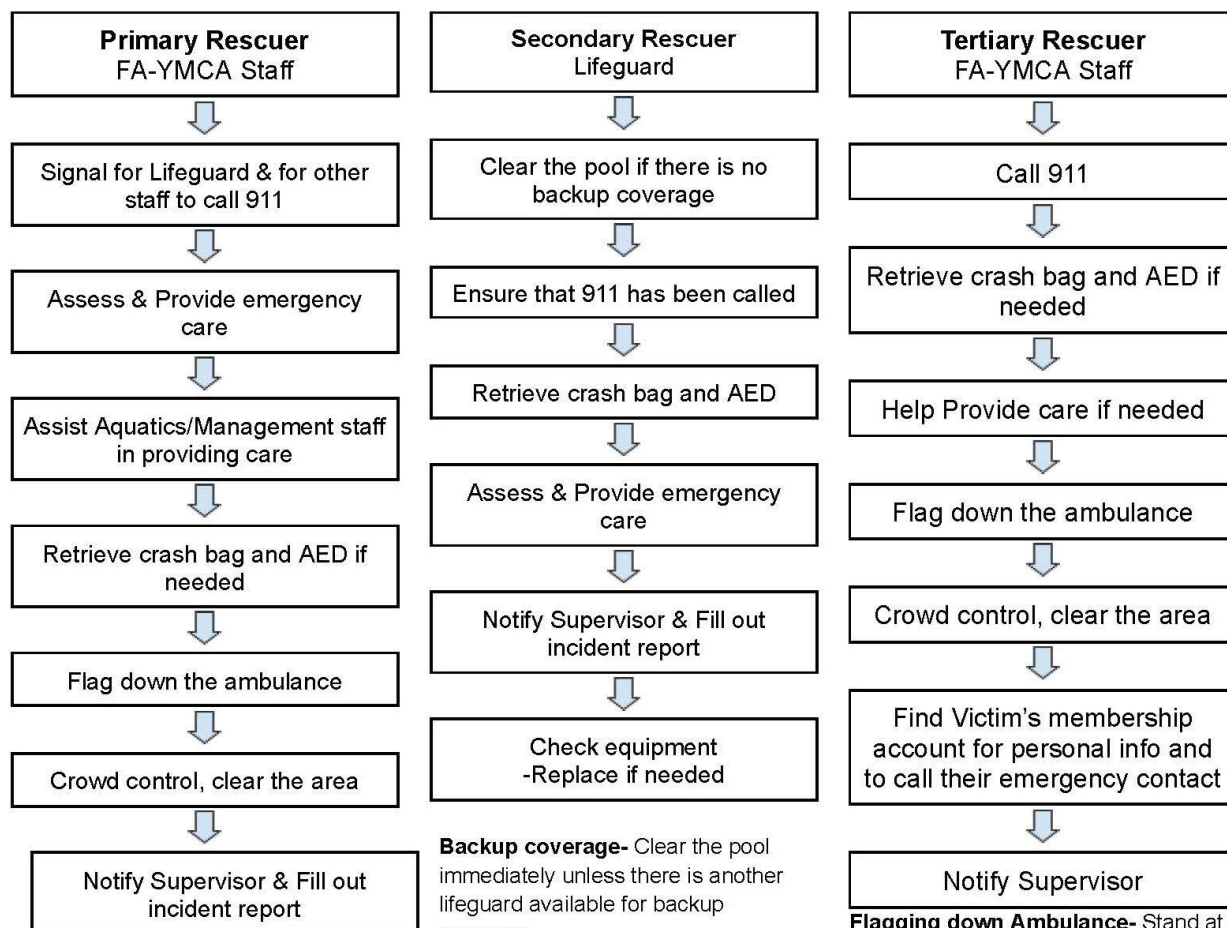
**Send for the AED.** If you are at Cottingham Campus, also, Call for the lifeguard to respond with the emergency medical oxygen that is on the pool deck.

**Check for a pulse and breathing** for 5-10 seconds if the person is not responding. Pulse and Breathing = Continue monitoring the person, Pulse but no breathing = Rescue Breathing, No pulse and No Breathing = CPR

**Fill out an accident report** after administering care and notifying chain of command

**Do not release any information:** Even in the extreme case of a death, no information is to be released except by the Association Spokesperson, the C.E.O. or their designated representative. All information is confidential. Do not discuss the situation with anyone other than your supervisor.

## **Non-Aquatic Cottingham Campus Emergency Action Plan Flowchart**



**Signaling-** Call the Lifeguard on radio to respond to the location with the crash bag and AED or send another staff member to get the lifeguard to respond with the crash bag and AED.

**Assisting-** Retrieve the crash bag and AED from the pool deck if other responders did not. Unless instructed otherwise, assist in providing emergency care. Additional responders may set up oxygen/ AED while you continue care.

**Standard Precautions-** Put gloves on before you touch the person.

**Backup coverage-** Clear the pool immediately unless there is another lifeguard available for backup coverage.

**Retrieving equipment-** Retrieve AED and the crash bag from the pool deck if it is not already on scene.

**Oxygen-** The use of medical oxygen should never delay lifesaving care. If the person does not have a pulse, use of an AED and CPR should be prioritized. Only an aquatics staff member or a Manager can set up the oxygen delivery system.

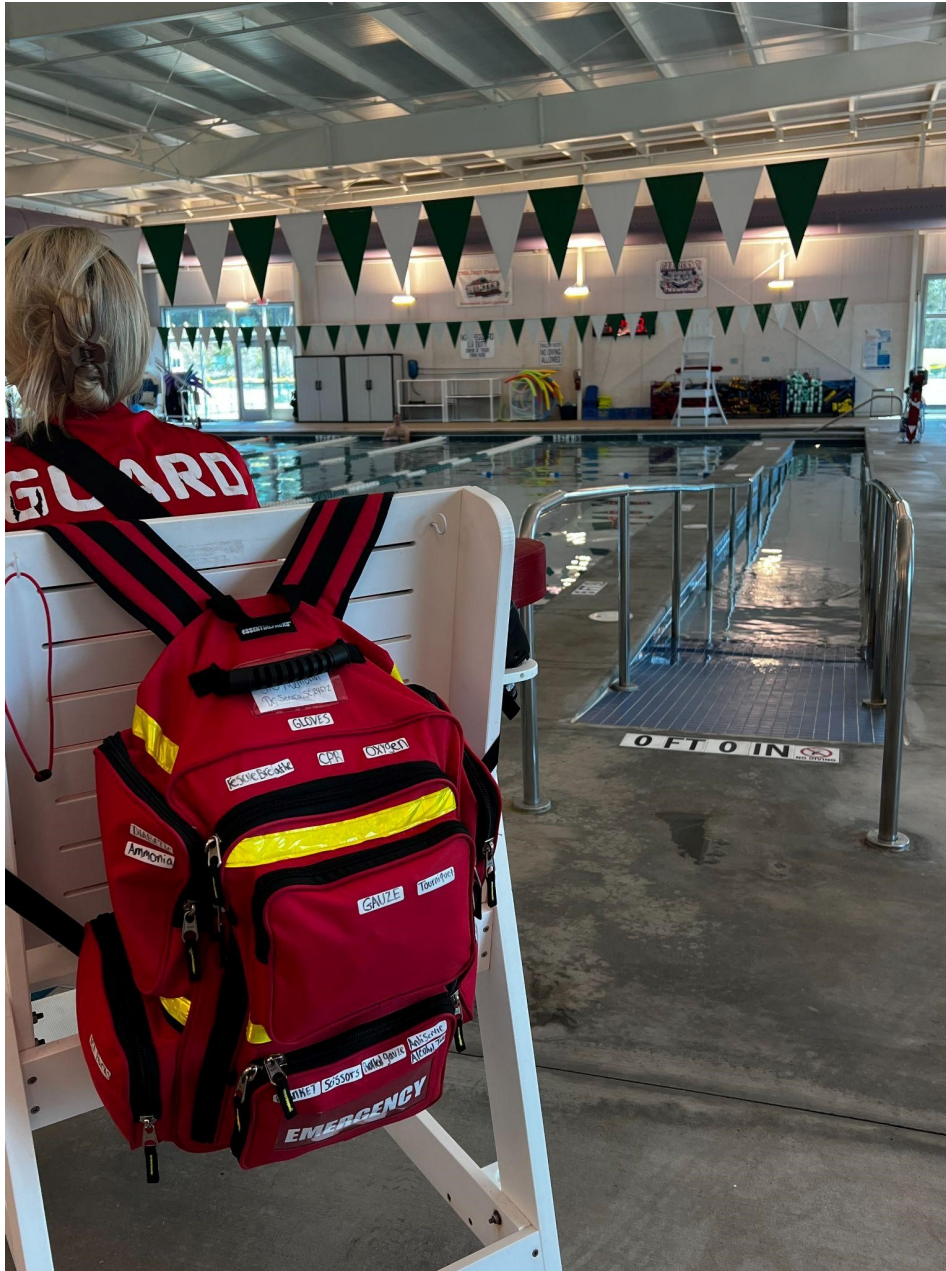
**Flagging down Ambulance-** Stand at the entrance to the parking lot and signal ambulance on where to go by waving arms and running to the front entrance.

**Crowd Control-** Keep patrons calm and escort out of the area until the situation is resolved. Give the person privacy if possible.

**Membership Account-** If the person's identity is unknown, try to get a look at their face and then on Core go to Check in, and scroll down to "View Logs". Write down or print their personal information to send with EMS and call their emergency contact.

## Crash Bag

The crash bag is located on the back of the lifeguard stand on the pool deck. See picture below.





## **Some Specific Situations**

1. Heart Attack: Recognize it by chest pain and/or pressure that comes and goes, fast or noisy breathing, pale or ashen skin, sweating, dizziness, nausea, and fatigue. Women are more likely to experience sharp short-lived chest pains or no chest pain, shortness of breath, back or jaw pain, and unexplained fatigue/malaise. Get the person comfortable and monitor them closely, have the AED and CPR certified personnel on standby.
2. Severe Bleeding: Always use PPE. Use two hands to apply firm, direct pressure with gauze pads, once placed do not remove gauze, if bleeding continues, stack more gauze. Use a tourniquet to stop life threatening bleeding to a limb, only if you have been trained to do so.
3. Shock: Recognize it by altered mental state, cool, moist or ashen skin, hyperventilating, faintness, nausea & vomiting. Cover the person with blankets and keep the person still, do not move them unless necessary, and do not allow them to eat or drink anything.
4. Fainting: If the person does not recover right away, call 911. Keep the person lying down and monitor them, maintain an open airway.
5. Broken Bones: Do not move the person. Limit movement of the broken bone, control any external bleeding, and apply a cold compress to help with pain and swelling.
6. Back and/or Neck Injury: Do not move the person or twist the neck or back, keep the person as still as possible. If in the pool, the lifeguard should follow proper procedures per training.
7. Seizure: Keep the person from further injury. If the person is in the pool, keep their head above water and the airway open. Don't remove the person from the pool until the seizures subside. If the person is not in the pool, turn their head to the side, and put something soft under their head. Do not put anything between the person's teeth.
8. Stroke: Recognize it by unconsciousness, paralysis, difficulty breathing, inability to talk or slurred speech. Maintain an open airway; provide rescue breathing/CPR if required. Remember with the acronym F.A.S.T. Facial weakness/drooping, Arms or grip weakness, Speech Disturbance and Time to call 911.

8. Allergic Reaction/Anaphylaxis: Recognize it by swelling of the tongue and throat, difficulty breathing and swallowing, hives, faintness, fatigue, and confusion. Ask the person if they have an Epi-Pen and help them administer it if trained to do so.
9. Asthma Attack: Recognize it by shortness of breath, wheezing, coughing, chest pain, blue lips/fingernails, and fatigue. Ask the person if they have an inhaler and help them administer it, if condition does not improve quickly or gets worse call 911.
10. Diabetic Shock: Recognize it by fatigue, fruity breath odor, changes in level of consciousness, irritability, and skin that is cold, clammy, and sweaty. Give the person a glucose tablet if they are able to swallow and follow simple commands. Call 911 if the person is unresponsive, cannot swallow, or does not get better within 10-15 minutes

## **BLOOD BORNE PATHOGENS**

OSHA's Standard for reducing exposure to blood borne pathogens is based on the adoption of these universal precautions as a method of infection control. Hazards can be minimized or eliminated using a combination of engineering and work practice controls, personal protective clothing and equipment, training, signs and labels, Hepatitis B vaccination, and other provisions. Universal precautions assume that all human blood and body fluids are potentially infectious for HIV, HBV, HCV, and other blood borne pathogens.

Blood borne Pathogens are identified as certain pathogenic microorganisms found in the blood of infected individuals which may be transmitted to other individual by blood or certain other body fluids such as semen, vaginal secretions, saliva, and in body fluid that is visibly contaminated with blood, and in all body fluids where it is difficult or impossible to differentiate between body fluids. Feces, nasal secretions, sputum, sweat, tears, urine, and vomit are not infectious unless they contain visible blood.

If confronted with a medical emergency and/or the handling of blood contaminated materials, equipment, or surfaces, please follow these steps:

1. Always wear disposable rubber gloves. If performing CPR use personal protective equipment.
  - a. Under NO circumstances should you put yourself in any danger. You must first protect yourself.
  - b. Gloves - new pair every time is needed
  - c. Mask - pocket mask for CPR

- d. Eye shield or goggles
  - e. Any other protection which you must need
2. Lay down paper towels on the spill to prevent splashing and apply disinfectant to the paper towels when cleaning up a blood spill.
  3. Dispose of blood contaminated materials in a specific plastic bag (red) for hazardous waste.
  4. Immediately wash your hands after the incident with soap and water.
  5. Don't touch your face, eyes, and other parts of your skin while wearing rubber gloves.
  6. If you're exposed, wash the exposed area immediately with soap and water; report the contamination exposure to your supervisor.
  7. You can comfort the victim, but do not touch blood.
    - a. **Note:** Sweat and tears are not considered potentially infectious bodily fluids.
  8. Find a facility first aid provider to administer first aid to the victim.
  9. If first aid provider cannot be found you may provide first aid after first protecting yourself (see #1) . Note: See common first aid actions.
  10. After providing care for the victim, dispose of all contaminated first aid materials in proper containers.
  11. Clean the area properly. Use brooms, brushes, dust pans, and tongs for cleaning any sharp edges. Do not touch with your hands. Clean and store the cleanup materials.
  12. Remove and dispose of protective devices carefully.
  13. Wash hands with soft soap at one of the wash basins. It is never too late to prevent disease.
  14. Notify the Executive Director or one of the Program Directors immediately.
    - a. **Note:** If you have had the Hepatitis B Vaccine recently, then you may be covered. Still notify your director.
  15. Document the incident thoroughly and fill out an incident report.

### **Aquatic Related Issues**

1. A certified lifeguard must be on deck during hours of operation
2. All children 14 and under need to be given a swim test before entering the pool to determine swimming ability
3. Non-swimmers shall be given a personal floatation device before entering the pool.
4. The diving blocks are only to be used during swim lessons and swim team practice with the supervision of a coach or swim instructor
5. Non-swimmers are not permitted in deep end

### **Drowning/Near Drowning**

(Lifeguard procedure once initial in-water rescue is made)

1. Send someone to get help from the Welcome Center and managers if the injury is serious or life threatening.
2. Confirm that the welcome center has dialed 911 or direct someone nearby to do so
3. Clear the pool and pool area without delaying care
4. Ask YMCA staff and/or adult bystanders to control the crowd and help bring equipment.

### **Emergency equipment:**

- Back Board, Crash Bag on pool deck, AED

6. Give Appropriate Care with the help of secondary and tertiary responders. Start with a primary assessment.

**No Pulse, No Breathing = CPR:** start with 2 breaths then turn them on their side to clear water out of the airway, turn them back and continue CPR. Ensure AED is

on its way (you must bare and dry the chest and remove any body hair that would prevent the pads from sticking) turn the AED on, and follow all prompts given, ensure no one is in standing water or touching the person before pressing the shock button. Rotate while the AED is analyzing (every two minutes) and set up the oxygen as soon as someone else is available to take over compressions. CPR is most effective when started immediately after cardiac arrest (2 breaths then turn them on their side to clear water out of the airway, turn them back and continue CPR.

**Pulse but No Breathing= Ventilations:** aka rescue breathing, open the airway and deliver one breath every 6 seconds, on the count of 6 for adults and deliver one breath every 3 seconds, on the count of 3 for children. Use medical oxygen, and a bag valve mask to give ventilations as soon as any are available to you. Have the AED ready and apply it if someone can do so without interrupting ventilations or if there is no longer a pulse. Reassess/ Check for a pulse and breathing EVERY 2 MINUTES.

### **Emergency and Accident Procedures at Pool Areas**

Many different emergency situations could happen at the pool, and your exact response will depend on the situation at hand.

#### **1. Drowning**

- A. Upon discovery blow one long, loud whistle while pressing the button on the Walkie and RESPOND.
- B. Bring the victim to safety, the front desk staff can help with the backboard if no other aquatic staff are on duty. Put on PPE and do a primary assessment (check for pulse and breathing).
- C. If further emergency care is needed, activate the EAP: You need help! Call on the walkie or send a bystander to the front desk. Someone needs to call 911 and flag down the ambulance, and 1-3 others need to clear the pool and then help you give care.
- D. Give appropriate care until help arrives.

## 2. Serious Injury

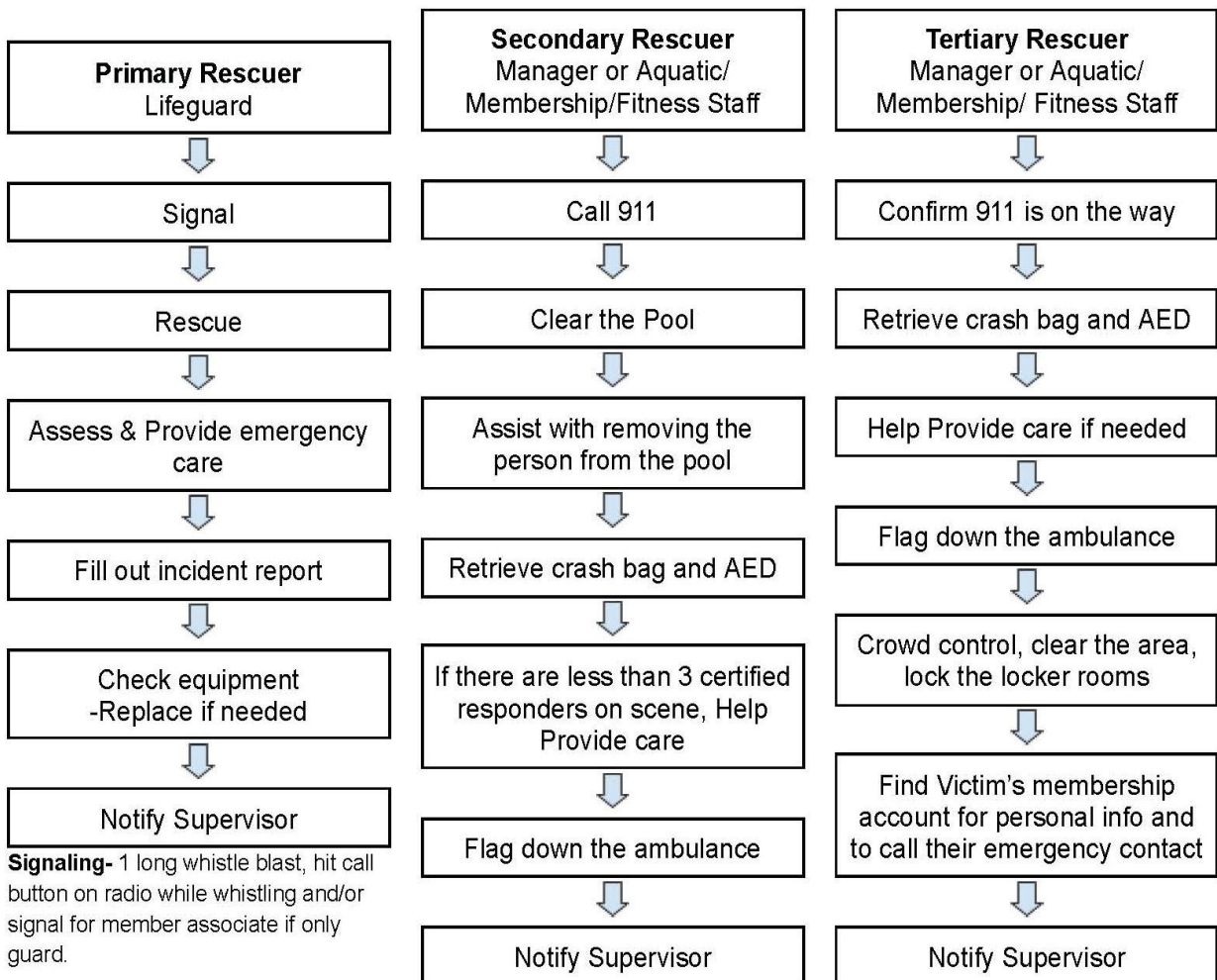
- A. Assess the scene and try to determine the cause of the injury, activate the EAP by walkie-talkie or by sending a bystander to alert the front desk, and give as much detail as you can "Call 911 and send help, a senior woman slipped on the pool deck and broke her leg and it's bleeding".
- B. Obtain crash bag, if scene is safe, approach, obtain consent if the person is conscious, obtain crash bag, use PPE, and give appropriate care.
- C. Treat for shock and reassure and comfort the victim until EMS arrives.

## **Legal Considerations**

If there is any question of the exact duration of the arrest, the victim should be given the benefit of the doubt and resuscitation started. When CPR is initiated and started in the absence of a physician, it should be continued until one of the following occurs:

- A. Effective spontaneous circulation and ventilation have been restored
- B. Resuscitation efforts have been transferred to another person of equal or higher certification who continues basic life support.
- C. EMS or a physician assumes responsibility
- D. The victim is transferred to properly trained professional medical or allied health personnel charged with responsibilities for emergency medical services
- E. The scene becomes unsafe or you are too exhausted to continue
- E. EMS or a physician assumes responsibility

## **Aquatic Cottingham Campus Emergency Action Plan Flowchart**



**Signaling-** 1 long whistle blast, hit call button on radio while whistling and/or signal for member associate if only guard.

**Standard Precautions-** Put gloves on before you touch the person on dry land.

**Oxygen-** The use of medical oxygen should never delay lifesaving care. If the person does not have a pulse, Use of AED and CPR should be prioritized. Only an aquatics staff member or a Manager can set up the oxygen delivery system.

**Clearing the Pool-** Once determined emergency care is needed, clear the pool immediately.

**Assisting-** Unless there are more qualified additional responders available such as another lifeguard or Manager, assist in the rescue and emergency care once the pool has been cleared. Bring the backboard to the lifeguard if asked to do so.

**Retrieving equipment-** Once the person is removed from the pool, retrieve AED and crash bag from the pool deck as soon as possible.

**Flagging down Ambulance-** Stand at the entrance to the parking lot and signal ambulance on where to go by waving arms, and running to the front entrance.

**Crowd Control-** Keep patrons calm and escort out of the area until the situation is resolved. Give the person privacy if possible.

**Membership Account-** If the person's Identity is unknown, try to get a look at their face and then on Core go to Check in, and scroll down to "View Logs" Write down or print their personal information to send with EMS, and call their emergency contact.

### **Fire Emergency**

1. Confirm that there is a fire, its severity, and location.
2. If SMOKE or FIRE is visually spotted or strongly suspected, **call 911, pull the fire alarm and/or get the fire extinguisher.**
3. Notify the Welcome Center or appropriate staff to announce and begin an evacuation of all persons in the facility. Meeting PLACE for all is outside of the Building in PARKING LOT (specific by location).
4. In the event of a fire, if it is safe to do so: de-energize or unplug the system.
5. Have staff aid in the evacuation. Keep records of each area as it is evacuated (use form located in this packet). Please see the evacuation duties sheet at the end of the emergency plan, this includes getting a crash bag.
6. Notify Chain of Command (all levels will report up).
7. Ask members and guests to stay on property but do not force the issue, unless they are suspected of starting the fire. Staff will write down the name and contact info of individuals if unsuspected persons want to leave.
8. If the fire is minor, then a staff member may attempt to put it out with a fire extinguisher - only if it can be done safely and an escape route is clear.
9. Close all doors and windows that can be safely reached.
10. Designate someone to meet the Fire Department and to give specific location of fire in the building or on property upon arrival.
11. Complete an incident report.

### **Flood or Water Damage Emergency**

1. Confirm that there is water inside the Y, its severity and location.
2. Notify chain of command.
  - Survey the area to make sure power is off if it is necessary.
  - Turn off water supply if needed or possible.
3. Notify the Welcome Center or appropriate staff to announce and begin an evacuation of all persons in the facility or parts of the facility if necessary. Meeting PLACE for all is outside of the Building in PARKING LOT.



4. Have staff aid in the evacuation. Keep records of each area as it is evacuated (use form located in this packet). Please see the evacuation duties sheet at the end of the emergency plan, this includes getting a crash bag.
5. Ask members and guests to stay on property but do not force the issue, (try to retain suspects that may have caused the damage. Staff will write down the name and contact info of individuals who want to leave.
6. Complete incident report.

### **Winter Storm: Including Snow, Ice or other Winter Related Emergency**

In the event of a severe storm that impacts the YMCA's ability to serve our members and guests the following will occur:

1. If a staff member cannot report to work for a weather-related situation they MUST contact their supervisor by phone. Failing to report to work is considered abandonment of a job.
2. Staff should be prepared to travel in all types of weather and are expected to report to work as scheduled unless specifically notified by a supervisor or someone in their upward chain of command.
3. Senior Staff will notify the CEO and only upon the direction of the CEO or his/her designated representative will the facility(ies) be closed.
4. We will notify the appropriate media of the YMCA closure and update the Website and social media.
5. Appropriate signage will be posted at the entrance.
6. Supervisors will contact all scheduled staff to notify of closure and when the YMCA is expected to reopen (Supervisors are expected to have an up-to-date department phone list at all times).
7. In the event the building must be closed after it has been open; staff will communicate as needed with any members and guests in the facility. Staff will ensure the facility is empty, voicemail is updated, and signage is posted at entrance prior to setting the alarm and exiting the building.

## **Storms: Including Lightning, Thunder, and Hail.**

1. Thunderstorm watch: issued when one of the following is likely to develop: damaging winds above 58 miles per hour or hail  $\frac{3}{4}$  inch or greater in diameter
2. Thunderstorm warning: issued when a severe storm has been sighted or seen on radar. Restrictions and guidelines should be followed by the staff, volunteers and program participants.
  - All outside and pool activities will be stopped for the duration of a severe thunderstorm warning in the immediate area issued by the National Weather Service. Do not venture outside unless absolutely necessary. Stay away from exterior doors and windows.
  - If no indoor facilities are available, stay in vehicles for the duration of the storm.
  - If no structure or vehicle is available, get to an open area away from trees, poles, power lines and fences. Stay away from metal objects and bodies of water. Squat or sit, but do not stand.
  - Facilities are grounded but the POOL will be CLOSED upon the sight of lightning. Lifeguards will also clear the pool deck during this time (this includes all Lifeguards and staff off deck and into a safe area).
  - From sighting of lightning or hearing thunder (5 miles away on radar) until 30 minutes after the last thunder is heard or strike is seen, all outdoor activities should be suspended.
  - From the first sight of hail until 15 minutes after hail ceases and the weather breaks for all outside activities.

## **Emergency Procedures for Tornadoes and High Winds**

The U.S. Weather Bureau is the official source of weather forecast information. When tornadoes are expected to develop, the Bureau issues a TORNADO WATCH. When tornadoes have actually been sighted, the Bureau issues a TORNADO WARNING and a siren will sound.

YMCA Leadership will monitor weather bulletins and contact the staff (via walkie-talkies, messages, emails, etc.) if weather conditions merit emergency procedures.

### **Tornado**

1. Tornado watch: Conditions are favorable for a tornado or severe weather. When a tornado watch is issued, YMCA staff should continue to monitor conditions and act as needed.

- In the event of a TORNADO WATCH, staff members from each department should remain near their supervised areas for instructions from their supervisor.

2. Tornado warning: A tornado may be imminent. YMCA staff should direct members, program participants and employees to take shelter and continue to monitor weather reports. Note: members will not be permitted to continue any activity until the situation is over.

### **Tornado Procedures and Guidelines**

If a tornado warning is issued or a tornado is present the following steps should be followed

1. YMCA staff should direct facility occupants to move in an orderly fashion to interior corridors, which are away from windows and to designated areas. Each facility will have designated safe areas based on their configuration. Staff will understand where safe areas are and remain in those areas until notified by the supervisor.
2. Make sure the storm is over before leaving shelter.
3. After the storm is over, search the entire building for missing or injured people.
4. Apply first aid as needed and call medical personnel if necessary.

5. Check for gas leaks and electric circuit problems.
6. Do not use electricity if electric circuit problems are suspected.
7. Be careful of falling debris and broken glass.
8. Contact gas and or electric companies if problems are suspected.
9. Notify chain of command.
10. Reports of damage are made to the insurance company.
11. Unaccompanied youth must follow the directions/instructions of YMCA staff

### **Earthquake Guidelines**

In the event of an Earthquake the following steps should be followed:

1. YMCA staff should direct facility occupants to move in an orderly fashion to interior corridors, which are away from windows.
2. Make sure the tremors have stopped before leaving shelter.
3. After the tremors have stopped, search the entire building for missing or injured.
4. Apply first aid as needed and call medical personnel if necessary.
5. Check for gas leaks and electric circuit problems.
6. Do not use electricity if electric circuit problems are suspected.
7. Be careful of falling debris and broken glass.
8. Contact gas and or electric companies if problems are suspected.
9. Notify chain of command.
10. Reports of damage are made to the insurance company.
11. Unaccompanied youth must follow the directions/instructions of YMCA staff

## **Power Failures**

1. Clear swimmers out of the pool.
2. Notify the chain of command and give an update.
3. Appropriate staff should notify the utility company.
4. Establish limited access to the building based on available light.
5. After 30 minutes or lack of appropriate light, the facility will be closed until power has been restored. Evacuate members from the building. Staff will stay or depart based on the supervisor's directions.
6. Once power has been restored, check all areas to see that service is working properly. Maintain closed areas that are not safe. Open when appropriate.
7. Reopen the building upon the direction of the chain of command.

## **Workplace Violence**

If a person confronts another person (staff, member or guest) in a verbally abusive or a physical way, or if two or more persons have a physical altercation:

1. Intervene in situations, only if you feel no personal harm will come to self.
2. Separate individuals
3. Speak calmly and directly to persons and let them know police will be called if the situation continues.
4. Defuse the situation to the best of your ability.
5. Determine course of action to keep the situation defused, such as escorting person(s) off-site or calling police.
6. Determine consequences of actions with supervisor assistance.
7. Fill out the incident report, notify the supervisor.

To Do/Verbally abusive:

1. Speak calmly and defuse situations to the best of your ability.
2. Help people understand that this type of language is not acceptable at the YMCA.
3. Fill out the incident report, notify the supervisor.

Note: All physical altercations (and possibly verbal abuse) will result in some type of suspension of membership or use of YMCA facilities.

## **Hostage Situations**

1. Evacuate the facility immediately and call 911.
2. If possible, make sure that all participants are out.
3. Become familiar with all building locations.
4. It is usually best to work your way down if you are in a multi-story building.
5. Occasionally the only escape may be up and out.
  - a. If other types of emergencies are involved follow these action steps:
    - i. Notify authorities (i.e., fire or police 911).
    - ii. Notify chain of command (all levels will report up).
    - iii. Do not talk to the press. Foothills Area YMCA leadership will handle all communications to the press.

## **Guns, Weapons, and Personal Threats**

1. Take any weapons or threats or usage of weapons seriously.
2. If possible, establish the identity of person(s).
3. Explain our association policy regarding weapons. No weapons are permitted.
4. If a police officer or other authorized person is the owner of the weapon, ask them to remove the weapon & store it in a secure area in a personal vehicle. (No weapons should be stored in the facility and/or premises).
5. If a person refuses, in a calm and reassuring manner, explain why we have this policy in place. If it appears the person is becoming violent or extremely agitated DO NOT TRY TO CONFRONT.
6. As the situation allows (by yourself or another staff member in the area) contact management staff on duty. DO NOT MAKE CALL IN FRONT OF THE AGITATED OR ANGRY PERSON(S).
7. Appropriate senior staff will contact the police, however, you may make the call to the police if you feel an immediate threat is present.
8. Follow police instructions- Never try to apprehend the person or use force to take the weapon.

## **Active Shooter**

**There are 4 panic buttons in our facility. They are located:**

1. At the front desk, under the countertop near the safe
2. On the wall across from the functional training room and past the Childwatch entrance
3. On the pool deck at the left exterior door
4. In the fitness center on the left side next to the offices

**If an active shooter has been spotted in our facility, if it is safe for you to do so, please hit one of the panic buttons. Pressing the button will alert 911 immediately and they will respond to our facility. This is the message you will hear once a button is pressed:**

**“An emergency situation is present in the facility. EMS has been notified. Please evacuate at the nearest exit or shelter in place until you have been cleared to exit safely.”**

Excerpts from the Active Shooter Booklet by:

U.S. Department of Homeland Security Washington, DC 20528

cfsteam@hq.dhs.gov / <http://www.dhs.gov/active-shooter-preparadness>

## **PROFILE OF AN ACTIVE SHOOTER**

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Good practices for coping with an active shooter situation

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door

- If you are in a hallway, get into a room and secure the door
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.

CALL 911 WHEN IT IS SAFE TO DO SO!

## HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

### **1. RUN**

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind and help other escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

### **2. HIDE**

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:



- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

### **3. FIGHT**

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

Information to provide to law enforcement or 911 operator:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

The first officers to arrive at the scene will not stop to help injured persons. Expect rescue teams composed of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all

witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

### Components of Training Exercises

The most effective way to train your staff to respond to an active shooter situation is to conduct mock active shooter training exercises. Local law enforcement is an excellent resource in designing training exercises.

- Recognizing the sound of gunshots
- Reacting quickly when gunshots are heard and/or when a shooting is witnessed:
  - Run
  - Hide
  - Fight the shooter as a last resort
  - Calling 911
  - Reacting when law enforcement arrives
  - Adopting the survival mindset during times of crisis

### Additional Ways to Prepare for and Prevent an Active Shooter Situation

- Preparedness
  - Ensure that your facility has at least two evacuation routes
  - Post evacuation routes in conspicuous locations throughout your facility
  - Include local law enforcement and first responders during training exercises
- Encourage law enforcement, emergency responders, SWAT teams, K-9 teams, and bomb squads to train for an active shooter scenario at your location - Prevention
  - Foster a respectful workplace
  - Be aware of indications of workplace violence and take remedial actions accordingly

For more information contact:

### **Chemical and/or Biological Threats**

If a chemical or biological threat is received via phone or package/letter is received in the mail:

1. Isolate the object or device if possible (do not touch it).
2. Secure the area.
3. Notify chain of command.
4. Evacuate the building.
5. Supervisor or leadership staff shall notify YMCA staff.

### **Threat by Phone**

1. Staff answering the phone shall remain CALM. While on the phone, the staff should write down the time and any pertinent information that could help authorities in their investigation.
  - Do not interrupt the caller while he/she is talking.
  - Do not argue or be antagonistic - Note caller's exact wording.
  - Listen for background noises.
  - Try to get a name, location of the item.
  - Use working phrases such as "OK", "Yes", "I Understand"
2. If the caller states that a chemical or biological hazard/device is in the building, the threat must be taken seriously.
  - Call 911 and evacuate the building immediately.
  - In the case of biological devices, do not let people leave the YMCA area until their name and phone number is taken.
3. Follow up with any action deemed necessary by local authorities,
4. Complete Incident reports.

### **Threat by Suspicious Package/Object**

1. If a suspicious article, i.e. package, is found, immediately report its location and description to the police.
2. Do not touch or open the package.
3. Secure the area.
4. Follow up with any action deemed necessary by local authorities.

### **Threat by Mail**

1. If a suspicious parcel is received in the mail, i.e. unexpected, for someone no longer working with your organization, unusual weight, marked personal or confidential, no return address, or containing or showing signs of a powdery substance, immediately report it to the police.
2. Do not open the parcel.
3. Isolate the parcel and secure the immediate area.

### **Theft of Personal Property**

If a person should have personal property stolen while visiting the YMCA, ask:

- What was stolen?
- Are they sure that they had the property when they entered the Y.
- Where was the property at the time of the theft (locker room, wellness area, etc.?)
- Was the property secured by a lock?
- **Do NOT assume responsibility.**

If personal damage was incurred to personal property while visiting the YMCA, ask:

- What was stolen or damaged?
- If an auto, was auto locked?
- Do they know who caused the damage?

*Example: auto accident or auto damage or theft of property in auto*

To Do:

- Fill out the incident report.
- Person may contact the police to file a report; the Y would not do this.
- If theft was in a place that our cameras have coverage, please note the approximate time and place of the damage or theft on the incident report and provide a copy of the report to YMCA Leadership Staff and they will review footage to determine if a suspect can be identified.
- If property was not secured or was in plain sight, please remind the person to secure property for all future visits.

### **Hazardous Waste Spills**

#### Exterior

- Close all windows and doors. Turn off all circulating and/or air conditioning units.

#### Interior

- Open all windows and doors.
- Have designated staff direct members and/or participants from the building using passage ways away from the spill.
- Call the Fire Department and if known, give them the name of the material that is spilled.
- Medical Safety Data Sheets (MSDS) must be current and in proper places (maintenance general areas) for any and all chemicals to be at the facility.
- Have everyone that works around any chemicals knowledgeable as to its effects, and how to properly handle it. (This information will be on the MSDS for that particular chemical). These will be located in the maintenance general areas.
- **Any unknown spills should be handled by proper authorities.**
- Make sure all equipment, etc., is safe and free of any chemical spill or its fumes. Then restart as appropriate.

- Clean up any spills when the chemical is known, and it is safe to do so.  
(Refer to the MSDS.)
- Make sure all cleaning agents will not react with spilled chemicals.

### **Child Abuse and/or Molestation**

1. Report suspected or actual abuse or molestation immediately to your chain of command.
2. All levels will report up.
3. Person receiving the initial report shall confirm the facts reported and the condition of the child the day of the report.
4. Upon confirmation, the appropriate supervisor shall notify DSS.
5. The CEO will be notified.
6. Any staff person named in a suspected case will be suspended, pending the completion of the investigation by the appropriate governmental agency.
7. Any volunteer person named in a suspected case will be suspended pending the completion of an investigation by the appropriate governmental agency.
8. Documentation, any and all reports, must be maintained to assure confidentiality throughout the process. All documents are internal documents and cannot be shared without legal request and approval of the CEO.
9. Review all procedures and supervisory requirements to ensure no repetition.
10. The CEO only will respond to all media.

### **Lost/Missing/Kidnapped Person**

1. Verify the person's absence and notify direct supervisor or leadership staff in the facility. Give the location and the age of the missing person.
2. Leadership staff will search the facility for the missing person.
3. All staff members will pause activities and check their respective areas for the missing person. If the missing person has wandered into another area, staff members will alert leadership staff.

4. If the person is not found in this manner, staff members will resume activities while leadership staff contacts authorities.
5. The CEO only will respond to all media.

### **Off-Site Emergency Guidelines**

#### **In case of missing person**

1. Determine with quick search if the person is really missing. Ask group leaders and others in the group.
2. Combine groups if necessary to help maintain supervision of the remainder of participants, so that specific staff can aid in search.
3. Arrange for the search to continue while you take the steps listed below.
4. Notify the nearest authority (911), park or off-site facility staff.
5. Notify the chain of command, each level will report up.
6. Have all details and be prepared to give as much of the following information as possible:
  - Location and contact phone numbers
  - Name, address and age of the person
  - Occupation, names and addresses of leaders
  - Name of the parents and telephone number (child)
  - Background information on the program/event
  - Complete details of how the person disappeared, including their known movements and actions while still with the group and what the person was wearing
7. When proper notifications have been accomplished, return to your group and continue search procedures.
8. When an immediate emergency has passed or you are relieved, write a report and submit it to your supervisor.

### **Serious Illness or Accident while off-site**

1. Treat with appropriate first aid. Then secure medical aid from the nearest professional source, if available call Emergency Services.
2. If in a remote area, send a competent person for aid.
3. If it is necessary to notify emergency services, do so, then:
  - Notify supervisor
  - Notify parent/guardian (child)
  - Have a YMCA representative stay at the medical facility until a family member arrives
4. If illness is contagious, leadership staff will contact other participants in the program and disclose the illness and symptoms to look out for.
5. When an assured person is well cared for and will be returned home safely, and proper authorities notified, rejoin the group and continue the trip.

### **Criminal Acts by program or staff participant**

In case of a criminal act committed by someone who is part of the YMCA group, special action may be needed.

1. If there is any doubt about what should be done, get in touch with your chain of command.
2. If an accusation is made by police, cooperate and get in touch with your chain of command.
3. If the act was discovered by you or reported to you by someone other than police, and you think the authorities should be notified, first get in touch with your chain of command. **Do not discuss it with others.**
4. Don't take drastic actions if it can be safely delayed until the group returns to the YMCA.
5. Complete appropriate reports.



## **Transportation**

The YMCA relies upon buses to transport children and other program participants. An accident can be a dreadful event because there is a concentration of children and staff in one vehicle. There are many things that should be done to prevent accidents from happening; driver selection and training, proper maintenance of the vehicles and strong procedures. The vehicle should be equipped with emergency equipment at all times.

This should include: First Aid kits, motion sickness bags, reflective triangle, fire extinguisher, flashlight, and communication device (cell phone, two-way radio).

If any accident occurs, please do the following:

1. Pull over to the right, if possible, or to the most accessible safe spot
2. Stop the vehicle, turn off ignition, and turn on the emergency hazard lights
3. Assess the situation. Keep the passengers in the vehicle if this is the safest place; otherwise direct and guide them to safety.
4. Determine if anyone is injured and render first aid or notify emergency services, if necessary
5. Check for fire or fluid leakage. Place flares or reflectors 100 to 150 feet ahead of and behind the vehicle and turn on emergency flashers.
6. Call 911 and the YMCA
7. Never leave participants alone
8. Be accurate and factual in statements to the police.
9. In the event of a serious accident, refer to the Communication sections of this manual
10. Secure the following information of other drivers involved:
  - Driver's License and Insurance Card
  - Make, model and year of other vehicles
  - Description of damages to all vehicles
  - Be courteous; discuss the accident only with the police and YMCA representative

CHECK to be sure that the insurance card, current registration, vehicle log book (containing vehicle safety checklists), and emergency equipment are always in the vehicle.

YMCA staff must be 21 years of age, possess an appropriate vehicle license and have been approved as a driver by our insurance carrier.

In general:

- A. Operate vehicle under SC State Laws
- B. Re-inspect the vehicle daily and at fuel stops
- C. Secure the vehicle when left unattended
- D. Carefully supervise loading and unloading of the vehicle
- E. Stay within passenger load
- F. Obey Speed limit and all traffic laws
- G. Don't use cell phone while driving
- H. Have no moving violations for the previous 18 months, verified by a background check through DMV, and have participated in (when required) and passed random drug and alcohol testing.

### **Transportation Safety: Driver & Vehicle Policies and Procedures**

**Vehicle Safety Checks** – Prior to transporting members/staff/participants, the driver must complete a vehicle safety checklist in the log book on the bus.

**Loading and Unloading Passengers** – Load and unload in areas that are free from vehicular traffic unless an emergency. The vehicle should be in park with the emergency brake on and the motor turned off. Loading and unloading will take place in an orderly fashion following directions from staff members. Participants should be directed where to assemble after unloading and kept under supervision of an adult.

### **Dealing with Vehicular Breakdown**

1. Move off the road as far as possible. It's better to drive on a flat tire than park in an unsafe place.
2. Place the transmission in low, reverse or park. Turn off the ignition and remove the key.
3. Set the emergency brake.
4. Set four way turn (emergency) blinkers.

5. If vehicle must stop in non-designated parking area (ie., the side of the road), carry reflective triangles between yourself and the oncoming traffic when placing reflectors in the following places:
  - a. On the traffic side of the vehicle, within ten feet of the front or rear corners.
  - b. About 100 ft. behind and ahead of the vehicle, upon the shoulder of the lane you are stopped in.
  - c. Back beyond any hill, curve, or other obstruction that prevents other drivers from seeing the vehicle within 500 feet.
  - d. If stopped on or by a one-way or divided highway, place warning devices 20 feet, 100 feet, and 200 feet toward the approaching traffic.
6. If safe to do so, unload passengers and move them well off the roadway away from the vehicle. Make sure passengers are supervised at all times. If evacuation from a bus is necessary, follow established procedures and directions of the staff member.
7. Contact YMCA leadership staff with information about the nature of the breakdown and your exact location. Additional help may be requested if needed. One staff member must stay with the vehicle and participants.

### **Staff / Manager on Duty Evacuation Duties**

When evacuation of the YMCA is necessary due to fire, power failure, building collapse, etc. these tasks need to be completed.

1. Have appropriate staff announce that the building will be closing and notify emergency services.
2. Make sure areas leading toward the fire or problem area are blocked off.
3. Have appropriate staff get all people in the building to print names on the evacuation list as they exit (outside the building).
4. Coordinate the evacuation procedure. You may get other YMCA staff to help with the evacuation.
5. Provide care for any injuries that may have occurred to your level of training.
6. Have YMCA staff monitor the evacuation area at the designated area outside and away from the building.

7. Complete accident reports if there were injuries.
8. Keep yourself, other staff and members safe... do not go into a dangerous area
9. Complete appropriate report

### **Bomb & Threats of Facility Damage**

1. Remain calm and notify leadership staff. A staff member will immediately notify policy.
2. Ask questions that are on the Bomb Threat Form (attached in this document)
3. Encourage the caller to keep talking by being friendly, and using working phrases such as "OK", "Yes", "I understand", etc.

During the call:

- Do not interrupt the caller while they are talking.
  - In general, do not argue or be antagonistic.
  - Note the caller's exact wordings.
  - Listen for background noise.
  - Try to get the caller's name, location of the bomb, and time of explosion.
4. Evacuate as far away from the building as possible. Staff will lead patrons to a designated area.
  5. Search the facility to make sure everyone is out of the building. (If someone refuses to evacuate the building, get their name(s), and give it to the police upon their arrival.)
  6. Assist Police Department as directed and requested.
  7. If a bomb threat is directed to a certain area, the staff most familiar with the area will advise authorities of the specifics of the area.
  8. Do not use two-way radios or cell phones as such transmissions are capable of detonating some type of bombs.
  9. If a suspicious article, i.e. package, brief case or box is found, immediately report its location and description to the Police Department. DO NOT TOUCH THE ARTICLE.
  10. When Police arrive, follow their instructions

11. When the threat is over or the bomb has been removed, re-admit staff to the facility.
12. When the staff is in place, re-admit members to the facility.

### **Bomb Threat Record Form**

Guidelines for responding to telephone bomb threats are listed below. Use this document to record answers to questions.

*Stay calm and remain in control.* If a bomb threat is indicated, follow the procedures listed above. The fact that a call was made indicates that the caller has some need for stature, power, and recognition to be heard. Such callers often answer almost any question and even volunteer information.

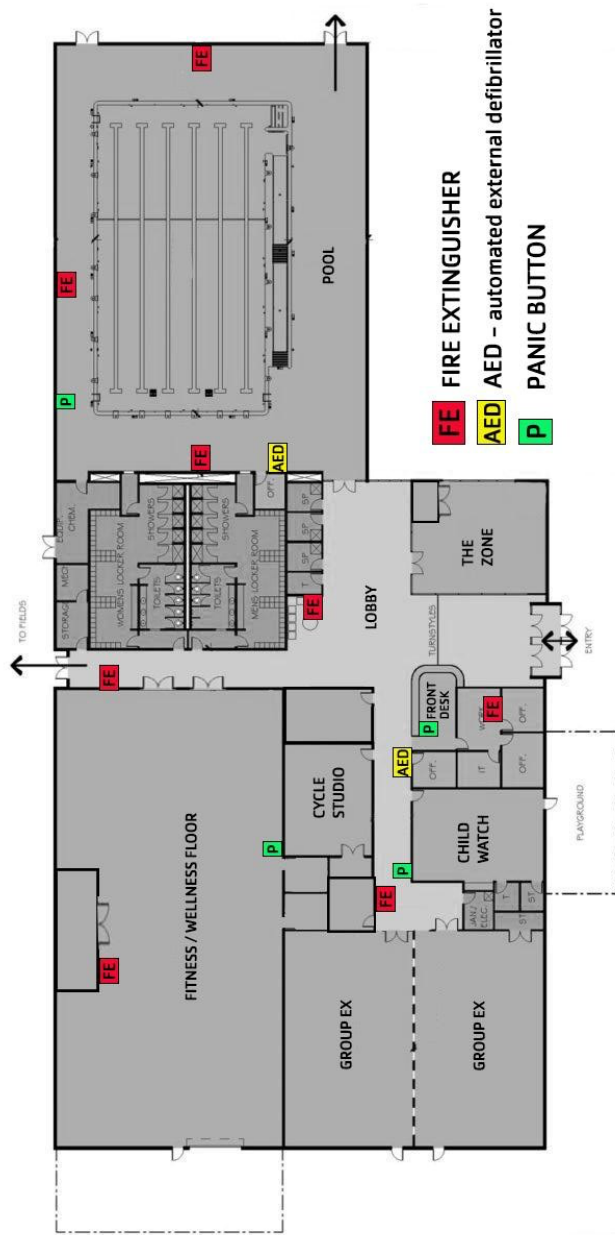
#### Questions you should ask.

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb? Why?
7. What is your phone number?
8. What is your address?
9. What is your name?

#### The kind of information you should listen for includes:

1. Exact wording of the threat.
2. Caller sex, age, accent/race.
3. Length of call, time and date.
4. Caller's voice (circle those that apply): Calm? Angry? Slow? Rapid? Crying? Slurring? Nasal? Deep? Rugged? Disguised? Raspy? Clearing Throat? Distant? Loud? Soft?
5. Threat language of caller: Educated? Foul? Irrational? Taped? Message seemed to be read by the caller?
6. Background sounds: Street noise? Voices? Music? Motor? Office Noises? Factory noises? Static? Animal noises? Long Distance? Phone booth?

Be prepared!! It will assure an orderly evacuation if necessary, and will help authorities in the apprehension of the caller, whether it was a false or a real threat.



### Member/Program Participant Evacuation List

Record the name and phone number of patrons who are leaving the YMCA premises during an evacuation.

[illegible]