

EMERGENCY PROCEDURES

Cook County Community YMCA



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COOK COUNTY COMMUNITY YMCA: EMERGENCY PROCEDURES

TABLE OF CONTENTS	2-3
GENERAL GUIDELINES & PHONE NUMBERS FOR EMERGENCIES	4
FIRE	5
MEDICAL EMERGENCIES	6
BOMB THREAT	7
WEATHER EMERGENCIES	8
HAZARDOUS MATERIAL/CHEMICAL EMERGENCIES	9
POWER OUTAGES	9
CHILD ABUSE	9-13
CATASTROPHIC EVENTS	14
POOL EMERGENCIES	14
FECAL CONTAMINATION IN THE POOL	15
LOST CHILD	15
BUILDING BREAK-IN/ROBBERY	15
VANDALISM	15
THEFT OF MEMBER'S POSSESSIONS	15
ABUSIVE BEHAVIOR	16
VIOLENCE IN THE WORKPLACE	16
EMPLOYEE INJURY IN THE WORKPLACE	16
HARRASMENT IN THE WORKPLACE	16
INTOXICATION	17

BUS/VEHICLE ACCIDENT	17
SUICIDE	18
SHOOTING	18
INTRUDER	18
LOCKDOWN	19
CRISIS COMMUNICATION	20
EXECUTIVE TEAM ROSTER	20

GENERAL GUIDELINES FOR EMERGENCIES

Become familiar with these emergency procedures. More specific information can be found under each subject heading.

1. When in doubt, call 911. Follow the procedure under the incident type as to who is supposed to call 911.
2. A member of the Leadership Team and Member Services must be notified immediately of all emergencies.
3. Instructors remain responsible for children until turned over to parents.
4. For all incidents, the Leadership Team member involved in the report is responsible for ensuring follow-up within 48 hours. If a youth is injured, the Leadership Team member is responsible for notifying the contact parent or guardian immediately.
5. For all serious accident/incident and 911 calls, you must notify the Branch Executive Director and CEO, as soon as possible.
6. For incidents involving a student or emergencies that may have a potential impact on the school, notify the school superintendent immediately. When students are in the building, school staff will remain responsible for students and follow school policies and procedures.

EMERGENCY PHONE NUMBERS	NON-EMERGENCY PHONE NUMBERS
<p>Fire/Ambulance/Law Enforcement: 911 Poison Control: 1-800-222-1222</p>	<p>Fire: 218-387-9092 Law Enforcement: 218-387-3030 MN DNR: 218-387-3037 MN Highway Patrol: 218-723-4888 US Border Patrol: 218-720-5465</p>
<p>IMPORTANT CONTACTS</p>	<p>GM Public Utilities (Electricity/Water): 218-387-1848 Arrowhead Electric: 218-663-7239 Como (Gas/Propane): 218-387-1165 Century Link (Telephone): 1-800-954-1211</p>
<p>Branch Director – Emily Marshall: 218-730-8774 (ext 506) Superintendent – 218-387-2271 (ext. 612) CEO – Sara Cole: 218-606-2327</p>	<p>Emergency Management Director, Grace Grinager: 503-890-7997</p>
<p><u>For Pool Issues</u> Pool Operator 1 – Karen Runkle 612-310-5704 Pool Operator 2 – Emily Marshall: 218-730-8774 Pool Mechanical – Brian Silence: 218-370-0654</p>	<p>MN Pollution Control: 1-800-222-1222 Cook County City Hall: 218-387-1848 Cook County Courthouse: 218-387-3000 Cook County Highway Department: 218-387-3014 North Shore Hospital: 218-387-3269 US Coast Guard: 218-387-2574</p>
<p>Routine/Preventative Maintenance, HVAC, & Grounds – Tom Nelson: 218-370-8489</p>	<p>Suicide Prevention: 1-800-273-8255 U.S. Forest Service: 218-387-1750</p>
<p>Maintenance emergency repairs & structural/mechanical – Brian Silence: 218-370-0654</p>	<p>Health and Human Services: 218-387-3620 Department of Homeland Security:</p>
<p><u>For Technology Issues:</u> Help Ticket: help.duluthymca.org Emergency Tech – Jeremy Riddlebauer: 218-370-0733</p>	<p>http://www.dhs.gov/report-incidents Violence Prevention Center: 218-387-1237</p>

FIRE

FIRE DETECTED:

1. Once fire or smoke has been detected, call 911 and activate a fire alarm if possible.
2. Upon calling 911, contact a member of the Leadership Team and Member Service Desk. The member service desk staff will announce "Please evacuate immediately". If the alarm is sounding, all leadership staff are to report immediately to the Member Service Desk.
3. A member of the Leadership Team will:
 - A) Evacuate building – depends on location and extent of fire. Persons evacuating the Y should meet on the tennis courts adjacent to the Y. If it is inclement weather use discretion with making members stand outside. Space is available in the community center. (Emergency keychain w/ keys to community center is located at the front desk.) The only exception to this rule is for pool patrons, people in bathing suits may meet at the pool exit doors and must evacuate only if the threat is real.
 - B) The Leadership Team should make a sweep of the building to ensure evacuation.
 - C) Classes with rosters must keep the participants together, manage sign-out to parents if necessary
 - D) Instructors or staff should report any missing participants to a Leadership Team member immediately.
 - E) Alarms will be reset by the School Building Services Manager (Tom Nelson).
 - F) Do not go back into the building until it is declared safe by fire or law enforcement personnel
 - G) Complete an Incident Report
4. Elevators/Lifts should not be used for evacuation.
5. Fire extinguishers may be used:
 - On small controllable fires.
 - If there is a clear exit route.
 - If the Fire Department has been called or is being called.
 - If the team member knows how to use the extinguisher (PASS – Pull, Aim, Squeeze, Sweep)
6. Fire extinguishers are to be selected, located and maintained by a contract service provider.
7. Fire extinguishers must be clear of any obstructions
8. Fire extinguishers are to be visually inspected monthly by the Building Services Manager, and all problems are to be referred to the contract service provider.
9. The contract service provider is to inspect fire extinguishers annually.
10. This facility is equipped with heat detectors for fire protection.
11. Heat detectors are to be tested annually by the School Building Services Manager (Tom Nelson)
12. Team members will meet to debrief following any crisis by the Member Services Desk.
13. Exit routes are to be continuously maintained free of objects or obstructions that may hinder quick building evacuations.
14. The exit route is to be clearly marked from every part of a building, and should be kept free of obstructions for emergency evacuation.

The school is required to have 9 fire drills per year. Because the Y is attached to the school, we must also practice evacuation during these drills.

MEDICAL EMERGENCIES

EMS should always be called when the injured...

1. Is unconscious.
2. Has a head injury.
3. Has severe external bleeding or suspected internal bleeding.
4. Has obstructed airway (even if the victim recovers).
5. Has a seizure.
6. Has a critical burn.
7. Has a suspected fracture.
8. Has suspected spinal injury.
9. Has certain or suspected sudden illness.
10. Near drowning
11. Has received rescue breathing or CPR
12. Or if you aren't sure.

A member of the Leadership Team and Member Services must be notified immediately of all emergencies.

1. If not already done, the Leadership Team member should call 911. EMS will need the following information:
 - A) Location of emergency (105 W 5th Street, Grand Marais, M 55604)
 - B) Phone number of location (218-387-3386)
 - C) (Caller's name) at the Cook County Community YMCA
 - D) What happened
 - E) How many are injured
 - F) Conditions of the injured
 - G) What care is being given
 - H) Where EMS should be directed to and who will meet them

DO NOT HANG UP UNTIL EMS GIVES THE OKAY TO DO SO!

2. After calling 911, care for the conditions you find and direct other staff and members to:
 - A) Bring AED to the emergency if necessary.
 - B) Direct EMS to emergency site and unlock appropriate doors and/or gates.
 - C) Crowd control
 - D) Locate parent if injured is a minor
3. Continue care for the injured until EMS arrives. If person recovers or says he or she does not need help, 911 must still be called.
4. Complete an Incident Report Form. If medical help is refused when EMS arrives make sure the box is checked and signed on the incident form. Stay with the person until they are no longer in your care.

BOMB THREAT

1. In the event of a bomb threat, **DO NOT** use radios as they may activate a bomb. Use of cellular telephones should also be kept to a minimum – emergency traffic only.
2. In the event of a bomb threat being made, stay calm and ask questions. It is important to keep the caller on the phone as long as possible – attempt to obtain as much information as possible using the Bomb Threat Checklist. If possible, notify a member of the Leadership Team and Superintendent while the caller is still on the phone so that 911 may be called.
3. The call recipient needs to note the exact time the call is received. Identify the sex of the caller and their perceived age.

Bomb Threat Checklist:

<i>Questions to ask a caller:</i>	<i>Notes during phone call</i>
1. When is the bomb going to explode?	12. Is the voice familiar?
2. Exactly where is the bomb located?	13. What gender is the caller?
3. What is the size of the bomb?	14. Approximate age of caller?
4. What does the bomb look like?	15. How was the call received (caller ID)
5. What kind of bomb is it?	16. Pattern of speech
6. What will cause the bomb to explode?	17. Speech Tone
7. Did you place the bomb? Why?	18. Background Noise
8. What is your address?	
9. Where are you?	
10. What is your name?	
11. What is your telephone #?	
	LEAVE YOUR PHONE OFF THE HOOK. DO NOT HANG UP AFTER CALLER HANGS UP.

4. For a written notice, preserve evidence and call law enforcement.
5. Call 911 and report:
 - A) The YMCA address (105 W 5th Street, Grand Marais, MN 55604)
 - B) The time the call was received
 - C) The time the bomb is to explode
6. Evacuate the building and grounds. Leadership staff will facilitate the evacuation of the building in this manner:
 - All participants should exit the facility through the main entry doors.
 - The Executive Director or designated Leadership Team member will sweep the building on the tail end of the evacuation checking all rooms to make sure no one was left behind.
 - All programs with rosters (gymnastics classes, swimming classes, etc.) must use these rosters to keep track of program participants during a crisis.
 - After evacuating the facility, members, staff, and participants will gather at the Community Center.
7. The Police and/or Fire departments will organize a search. (DO NOT undertake any type of search for a bomb without the specific directions of the authorities.) They may ask for assistance from the Leadership Team and other employees who are familiar with the area. The Police and/or Fire departments will brief the search teams on techniques to be used in the search. **DO NOT TOUCH ANYTHING SUSPICIOUS.** Staff should report anything unusual or suspicious they noticed.
8. A decision to re-enter the building or program operations will be made upon consultation with emergency personnel and leadership staff.
9. For Chemical or Biological Threat: When sorting mail, receiving any packages, or opening any letters, notify a member of the Leadership Team and Law Enforcement if you come across anything suspicious or any written threats. Do not touch anything that looks suspicious.

WEATHER EMERGENCIES

TERMINOLOGY: Storm or Tornado

Watch: Continue normal activities, but tornadoes and severe thunderstorms are possible. Stay alert for possible warning.

Warning: A tornado or funnel cloud or severe storm has been sighted or indicated on radar. Listen for location of storm and the direction it is moving. Take cover immediately if Grand Marais is in the storm path, and/or if sirens are sounding outside.

MONITORING WEATHER. A member of the Leadership Team is responsible for monitoring the weather at all times, and for informing appropriate building personnel in the event of watches or warnings. Monitor NOAA Weather Radio All Hazards (National Weather Service)

In the event of a tornado warning or a severe storm warning with anticipated high winds, follow the appropriate procedure below:

ON SITE

1. The Member Service staff will announce instructions to move to "take cover" locations (locker rooms for adults, and back hallway for families and youth).
2. Keep all groups calm!
3. After emergency is announced, adults may leave building if they wish. Ages 17 and under unaccompanied by an adult must remain in building.
4. A member of the Leadership Team will check all areas to make sure building is clear, especially Kid Club. Member Services will lock up money, put out sign informing people where to go if they enter the building, and proceed to the locker room. The front doors will remain unlocked.
5. Ensure people (especially youth) are in tuck position.
6. Do not leave place of cover until the Emergency Weather Broadcast issues the announcement of "All Clear".

OUT OF BUILDING (OFF-SITE PROGRAMS)

1. Know the weather emergency plan for your program area.
2. Monitor weather conditions.
3. Take shelter immediately in event of any kind of warning. Take attendance of your group. Notify your Supervisor of your location during the severe weather.

TRAVELING IN VEHICLES

1. If on the bus or van and severe weather arises, the vehicle should, if possible, move occupants to low areas. Exit the vehicle and lay down in a low area.
2. Safe public areas along bus routes such as churches or YMCA's are excellent places to go for cover in case of severe weather.
3. Communicate a change in plans or itinerary to the Program Supervisor.

SNOW STORM

If school is cancelled all programs are cancelled. All other staff should attempt to come to work if possible. If not possible, an area of the Y may need to close if not able to staff it appropriately.

LIGHTNING

When lightning is present, the pool may be closed for a ½ hour at the lifeguard's discretion. If the lifeguard chooses to do so, the Leadership Team will be notified and will assist in the closing procedures and communication. There has never been a documented incident in an indoor pool due to lightning. The facility was built to code to be able to withstand lightning strikes and is properly bonded and grounded.

ACID LEAK/SPILL

1. **DO NOT PANIC.** Notify a member of the Leadership Team, the Pool Operator, and the County Maintenance Director.
2. Treat all unknown liquids like they are hazardous. Confirm the acid leak. Depending on the size of the spill, there will be a conspicuous odor smelling like rotten eggs. A very small amount (a pinch) of sodium bicarbonate will react and bubble with acid.
3. If leak/spill is confirmed, get protective equipment on and contain the leak/spill. Prevent entry into waterways, sewers, and drains. Prevent further leakage if safe to do so. Close acid injectors (labeled) and turn off acid pumps in the closet (labeled). Use sand or dirt to soak up the spill applying thoroughly. Cover area with plastic sheet or tarp to minimize spreading. Pick up and transfer to properly labeled containers. The recycling center will store hazardous waste (call 218-387-3044 to confirm). After cleaning, flush away traces with water.
4. Acid is only dangerous to the skin when exposed. If you come in contact with Acid, flush the area with large amounts of cool water and cover. If severely burned or surface area of burn is very large, and blisters form, visit a health care professional.
5. Fumes from acid are not toxic and will not cause lasting effects. However, respiratory discomfort may take place if breathing air with acid fumes, so evacuating to an area with fresh air if having trouble may be necessary.
6. Complete Incident Report.

CHLORINE LEAK/SPILL

1. **DO NOT PANIC.** Notify a member of the leadership team, Pool Operator, and
2. Put on personal protective equipment and contain the leak/spill. Prevent entry into waterways, sewers, and drains. Prevent further leakage if safe to do so.
3. Close chlorine injectors (labeled) and turn off chlorine pumps in closet (labeled)
4. Use sand or dirt to soak up spill (apply thoroughly) and cover the area with plastic sheet or tarp to minimize spreading.
5. Pick up and transfer to properly labeled containers. The recycling center will store hazardous waste.
6. After cleaning, flush away traces with water.

CHLORINE GAS LEAK/SPILL

1. Chlorine gas can be formed in the pool area only if the chlorine and acid get mixed together. This will start a reaction that forms gaseous chlorine.
2. If this happens, evacuate the building. The reaction can only be stopped once all of the liquid chlorine and acid have been used up.
3. To confirm a gas leak, add a small amount of ammonium hydroxide (glass cleaner) to a rag. If there is chlorine gas, there will be a white cloud coming from the rag.
4. Call 911 if exposed and bring the MSDS to the emergency room.

HAZARDOUS MATERIALS

1. Notify a member of the Leadership Team.
2. Call 9-1-1. Report if the type and/or location of hazardous material is known.
3. If necessary, begin evacuation of the building to the tennis courts (or community center if inclement weather).
4. Seal off the area of leak/spill. Close doors.
5. Programs with rosters must maintain control of their group and monitor sign-out if necessary.
6. If incident occurs outside of the Y, consider closing air intake and take direction from fire officer on sheltering or evacuation if necessary.

7. For both internal or external hazardous material incidents, resume normal operations when fire officials approve.

POWER OUTAGES

1. Emergency lights will come on. Call the Facility Supervisor (Tom Nelson)
 2. All physical activities should cease and staff should secure their areas and help gather participants and in the lobby. All participants in the pool must leave the water immediately.
 3. If the power is not restored within five minutes, contact the Executive Director, Facility Supervisor, or member of the Leadership Team for instructions. The YMCA may need to close, as emergency power is only available for a short time.
 4. Emergency lights will only last about 20 minutes. Flashlights are located in first aid kits and at the member service desk.
 5. Keep new entrants to the building in the lobby area close to the doors
 6. When power is restored, some equipment will need to be checked.
 - a. Turn on spa and pool pumps (depending on the duration of the power outage, it is normal to see air coming out of the water inlets to the pool and spa. Do not be alarmed.
 - b. Check the pool and spa heaters. They should come on automatically after a power outage, but double check just to make sure they are running.
 - c. Check the pool and spa UV systems. Make sure the UV is on and running. A dose should show on the display screen.
 - d. Reset the K factor on the GPM meters: On the GPM readers hit Ent, Ent, down, down, K(11 over), up, 3 up, 1 down, over, over, over, up, up, hit up/down at the same time, hit up/down at the same time.
 - e. Reset the pool Syresco unit on the rooftop (turn handles to off, open panel, hit reset on the box inside and then close the unit and turn the handles to on, you should hear the machine fire up again) You'll need a coin to open the locking mechanism on the unit.
 - f. If the front desk computer has "remote" message and can't log in, the server is off. Call or email Andrew in IT to reset the server.
 - g. Restart lobby computers.
 7. Fill out an Incident Report.
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CHILD ABUSE

Any staff member who suspects neglect, physical abuse or sexual abuse is mandated to make an immediate report to their supervisor. Make an oral report within 24 hours to the police (218-387-3030). Fill out the child abuse report form and call a screener at 218-387-3620. The staff member should gather the following information on the child:

1. Child's full name, date of birth, home address, phone number and parents'/guardians' names.
2. Any person believed to be responsible for the abuse or neglect of the child.
3. The nature and extent of the abuse or neglect.
4. The name and address of the reporting party.

The oral report is then to be followed up by a detailed written report within 72 hours to the notified agency. Law enforcement can then assist with determining if the child is abandoned, subject to a real or imminent threat, in need of medical attention, and whether to send the child home.

If law enforcement or a child protection worker comes to the Y to interview a child, the Branch Executive Director should be notified. The director will be given a written notice of the intent to interview a child at the Y. Y staff cannot disclose to the parents, legal custodians or perpetrator that a request to interview a

child has been made until after the abuse or neglect investigation or assessment has been concluded. Any staff member who makes a child abuse or neglect report in good faith is provided with civil and criminal immunity in accordance with the Maltreatment of Minors Reporting Act. Additionally, the identity of the reporter is protected except in very limited circumstances.

A sample of the "Suspected Child Maltreatment Reporting Form" is found on the next two pages.

CHILD MALTREATMENT

Child Protection Services: (218) 387-3620, Fax (218) 387-3020

Cook County Sheriff's Office (218-387-3030)

Any staff member who suspects neglect, physical abuse or sexual abuse is mandated to make an immediate report to Cook County Child Protection Services or Cook County Sheriff's Department. The reporting staff member should provide the following information:

1. The child's full name, date of birth, home address, phone number and parents'/guardians' names.
2. Any person believed to be responsible for the abuse or neglect of the child.
3. The nature and extent of the abuse or neglect. (Do not interview the child – just report what you know or why you are concerned)
4. The name and address of the reporting party.

An oral report is to be made immediately to the police or the appropriate child protection agency after the information has been obtained. If you need assistance with this step the school social worker, counselor or administration is available to assist you. The oral report is then to be followed up by a detailed written report within 72 hours to the notified agency. This report must be forwarded to the building principal. If a school employee or volunteer is involved in suspected maltreatment the superintendent is to be informed immediately.

Law enforcement can then assist with determining if the child is abandoned, subject to a real or imminent threat, in need of medical attention, and whether to send the child home. If law enforcement or a child protection worker comes to the school to interview a child, the principal or school administrator shall be notified. The principal or school administrator will be given a written notice of the intent to interview a child at school; the document can be filled out at the time of the interview and needs to be kept on file. Y staff cannot disclose to the parents, legal custodians or perpetrator that a request to interview a child has been made until after the abuse or neglect investigation or assessment has been concluded.

Any staff member who makes a child abuse or neglect report in good faith is provided with civil and criminal immunity in accordance with the Maltreatment of Minors Reporting Act. Additionally, the identity of the reporter is protected except in very limited circumstances.

The "Suspected Child Maltreatment Reporting Form" is found on the next two pages. Please feel free to duplicate this form when reporting incidents. After the oral report has been made the form should be completed, a screener called at 218-387-3620, and then the form should be faxed 387-3020, as required by law. The original should remain on file with the Y director.

SUSPECTED CHILD MALTREATMENT REPORT

Minnesota Statutes Section 626.556, sub 3, include: “Any professional who has knowledge of or reasonable cause to believe a child is being neglected or physically or sexually abused shall **make an oral report immediately by phone, a written report must be filed within 72 hours of the oral report excluding weekends and holidays.**”

Date Reported Incident Occurred: _____ **Date Report Made:** _____

To Whom Suspected Maltreatment Reported (please check all that apply):

- **Child Protection Services: (218) 387-3620, Fax (218) 387-3020**
(Do not mail original if you have faxed and received a faxed confirmation)
- **Law Enforcement Center (218) 387-3030**

Name of Child Protection/Law Enforcement Officer who took the verbal report: _____

Please complete as much of this form as possible. Thank you for your assistance.

Relationship to Victim:		
Is the Victim in Imminent Danger? Yes No		Has Law Enforcement Been Contacted? Yes No
Does the Perpetrator have Access to the Victim? Yes No		Name of Officer/Deputy and Phone:
Name of Child:	Date of Birth or Age:	Sex: Male Female
Home Address:		Phone:
Child's School:		

Alleged Victim's Parent Information			
	Date of Birth or Age	Address	Phone Number
Mother			
Father			

Others in Alleged Victim's Home		
Name of Others in Home	Relationship	Birth date or age

Alleged Perpetrator		
Perpetrator Name:	Date of Birth or Age:	Sex: Male Female
Address:		Phone:
Perpetrator Relationship to Family or Victim:		
Date(s) and Location of Incident(s):		
Relevant Background Information (mental health, chemical use, previous reports or other information that you may have available)		

ALLEGED MALTREATMENT (attach additional page if needed):

Reporter's Signature	Print Name	Date Written Report Made
_____ / _____	_____ / _____	_____ / _____
Date/Time Faxed to: (218) 387-3020		Date/Time Submitted to Director

CATOSTROPHIC EVENT

Catastrophic events are those that would have significant impact on the Y for a substantial period of time. Examples include natural disasters, multiple fatalities, significant acts of violence, etc. These events impact the Y psychologically and financially. They require immediate response and long term planning.

Employees:

1. Remain calm and contact the crisis communication team (members are listed on the back page of this document) who will take over the situation.
2. Do not talk to media, direct media to a member of the crisis communication team.
3. Reassure parents/members that there is a plan and encourage people to check website, facebook page, boreal, and WTIP for information updates.
4. Contact crisis communication team with significant concerns from community members or yourself.
5. Check email and phone regularly for messages.

Executive Staff:

1. Call an emergency board meeting if necessary
2. Prepare for mass media response and provide off-site location for media to meet. Provide them with frequent media updates.
3. Make a decision about whether or not the Y should be closed. If closed, decide when to re-open.
4. Contact crisis assistance management service.
5. Arrange for additional mental health support as necessary.
6. Visit hospitalized members and contact families of any fatalities
7. Arrange service for support for community if appropriate
8. Assign two volunteers to handle donations and gifts.
9. Resume normal schedule as soon as possible.

POOL EMERGENCIES

The YMCA has an emergency alert system called "The Safety Turtle". Lifeguards will have a remote panic button that when pressed will sound an alarm at the Member Service Desk, alerting them to call 911 and bring emergency equipment to the pool area.

If you hear this alarm, DROP WHAT YOU ARE DOING AND FOLLOW THESE STEPS:

1. Member Services desk calls 911, and be sure to say pool emergency.
2. Bring the AED to the pool area.
3. Prop the pool door open near the entrance so EMS can get in.

Responsibilities for Leadership Team Members Upon Arrival:

- A) Assist with primary care of the victim if needed.
- B) Move pool equipment, and lane lines if necessary.

- C) Get equipment such as towels, backboards, first aid, bag valve mask, etc if necessary
- D) Designate one person to direct EMS to emergency within building.
- E) Provide crowd control.
- F) Locate parent if victim is a minor.

* Always continue to care for the injured until EMS arrives. If the injured recovers and states they do not need help, continue to call 911. If medical help is refused when EMS arrives make sure the box is checked and signed on the incident form.

* The Lifeguard, and Leadership Team member will finish completing an Incident Report.

FECAL MATTER IN THE POOL

1. If fecal matter is unconsolidated (diarrhea), close the pool for at least 7 hours
 - a. Raise free chlorine to 40 ppm and PH should remain below 7.5
 - b. Use Calcium Hypochlorite to raise chlorine
 - c. Refer to directions for the amount to add.
 - d. CT value should be 15,300. The equation for this is $C \times T = 15,300$. C is the free chlorine and T is the time in minutes.
 - e. Backwash all filters thoroughly
 - f. Return free chlorine to desired level before re-opening pool (Free chlorine = 2 ppm) and PH = 7.4
2. If fecal matter is consolidated (stool), evacuate the pool, and remove immediately. If all matter is removed, close the pool for about 30 minutes, sanitize equipment and then re-open. Test pool water to ensure free chlorine is at least 2 ppm and ph is below 7.5
3. File an Incident Report.

LOST CHILD

1. Report to a member of the Leadership Team and Member Service Desk immediately if a child is suspected missing.
2. Member Service representative makes a page for all available staff and volunteers to report to the desk immediately. Assign staff program areas to search as they arrive and instruct them to report back ASAP if they found the child or report back for a new assignment if the child was not found in the area they searched.
3. After searching for a reasonable amount of time (No more than 5 minutes) and confirming child is lost, parents/guardian must be notified immediately.
4. Identification of the missing child needs to be established:
 - Name
 - Age
 - Physical Characteristics
 - Clothing Worn
 - How Long They Have Been Missing
 - Where They Were Last Seen
5. Place YMCA staff at each entrance to monitor people exiting the building. Make sure each child is leaving with the appropriate parent/guardian. We cannot prevent people from leaving the building, but demand people leaving the building with children provide identification and identify the child they have with them.
6. Staff will continue to search general area where the child was last seen.
7. If child is not found on YMCA ground, or YMCA program area, contact 911 for search assistance.
8. **INFORM ALL STAFF UPON FINDING CHILD.** Search is then ceased and complete incident report.

BUILDING BREAK-IN (after hours)/ROBBERY

1. Call 911 as soon as evidence of a break-in is noticeable.
2. Fill out an Incident report.
3. Notify a member of the Leadership Team immediately for further instruction.

VANDALISM

*** When positive identification of vandal is possible:**

- A) Two YMCA employees, one of whom should be a member of the Leadership Team should confront the vandal, and if a minor, call parents and explain situation.**
- B) The Executive Director should assess the damage, using the extent of the damage to gauge whether to call the police.**
- C) Complete incident report.**

THEFT OF MEMBER'S POSSESSIONS

- 1. Complete theft report. Identify and clearly describe all items stolen.**
- 2. Call police if positive identification of person who stole items is possible.**
- 3. If unable to identify suspect, the police are to be called by the member. (Recommendation of the Cook County Sherriff's Department)**

ABUSIVE BEHAVIOR

- 1. Demand the behavior stop immediately. Verbal, physical, or violent behavior without immediate cooperation – Call 911 and notify a member of the Leadership Team.**
- 2. DO NOT use physical means to interact with abusive person or persons but encourage the participants to separate**
- 3. Don't let a crowd incite participants. Disperse onlookers and keep others from congregating in the area. Then call the parent or guardian if the abusive person is a minor.**

If 911 does not need to be called immediately, diplomatically remove abusive person or persons from general membership areas.

- 4. Assess whether or not person has calmed down to the point of further participation.**
- 5. If not, ask him or her to leave for the night.**
- 6. If a victim is injured, follow medical emergency procedures and care for the conditions you find.**
- 7. Fill out an incident report.**

VIOLENCE IN THE WORKPLACE

***If serious physical or threatening violence occurs, call 911 immediately upon the happening of the incident.**

Workplace violence is threat or action that occurs at the workplace, in which someone (employee, volunteer, participant or visitor) seeks to intimidate, threaten to harm, or harm another person, including words or actions that hurt people.

Employees are instructed to report any instance involving violence in the work place immediately. This includes actual violence, threats of violence, or perceived threats of violence. Prompt action will be taken to deal with the situation.

Possible actions include:

- Call 911 if necessary**
- Discussions with affected employees**
- Verbal or written reprimands**
- Dismissal**
- Contact Executive Director**

If someone brings or is suspected to have brought a weapon (knife, firearm, etc.) into the YMCA:

- 1. Immediately notify a member of the Leadership Team. If a member of the Leadership Team is not available, call law enforcement, non emergency 387-3030 to request assistance. If the person seems threatening, call 911 immediately.**
- 2. Consider the best time and place to approach the person. Remind the person with a weapon they are in violation of the Member Code of Conduct and they must remove the weapon from the YMCA immediately. In compliance with the Minnesota Conceal and Carry Law of 2003, the YMCA has posted statutorily required signage to legally ban guns on our premises. If a gun or weapon is found on our premise, the owner must be referred to the sign and told that guns and other weapons are banned.**
- 3. If the person threatens you with the weapon, DO NOT try to disarm him/her. Back away with your hands up and stay calm.**
- 4. Fill out an incident report form.**
- 5. Contact Executive staff for further questions.**

EMPLOYEE INJURY IN THE WORKPLACE

- 1. If an employee is injured while working at the YMCA appropriate action should be taken as soon as possible.**
 - A) Fill out Incident form.**
 - B) Fill out First Report of Injury form.**
 - C) Notify Executive Director within 24 hours.**
- 2. If a volunteer is injured while working at the YMCA appropriate action should be taken as soon as possible.**
 - A) Fill out Incident form.**
 - B) Ask volunteer to see his or her private doctor as soon as possible.**
 - C) Report to manager immediately.**

HARRASSMENT IN THE WORKPLACE

Harassment, including sexual harassment, is contrary to basic standards of conduct between individuals and is prohibited by state and federal law. For a further definition refer to the YMCA personnel policy handbook.

If you feel you have been harassed:

- A) Report such incidents to their supervisor, or Executive Director.**
- B) All complaints will be investigated promptly, impartially, and discreetly.**

INTOXICATION

- 1. Assess condition. Ask them if they have been drinking.**
- 2. Contact police, by calling 911, if belligerent.**
- 3. If minor, notify parents and have them picked up.**
- 4. Intoxicated person should not drive!!! A cab or friend should be called to take them home.**
- 5. If you suspect an intoxicated person gets in his or her car to drive somewhere, record the license number and call police immediately.**
- 6. Complete Incident Report**

BUS/VEHICLE ACCIDENT

1. **If fire or other immediate vehicle danger, evacuate and direct everyone to safe location.**
2. **Scan accident quickly for information (# of vehicles, location, # of injured people, etc) and call Law Enforcement.**
3. **Notify a member of the Leadership Team, Executive Director, and CEO.**
4. **Assess for medical emergencies and care for whatever conditions you find.**
5. **Protect children from visual trauma as much as possible.**
6. **Arrange for the pick-up or safe transportation of participants and notify any parents of youth involved.**
7. **Fill out an incident report and assist law enforcement with any questions/reports.**

SUICIDE

Suicide Threat: Consider any reference to suicide serious. Do not leave the person alone. Notify a member of the Leadership Team and Law Enforcement immediately. If the person is a minor, do not allow them to leave without a parent, guardian or other appropriate adult supervision.

Suicide Attempt: Notify a member of the Leadership Team and call 9-1-1 if the person needs medical attention, has a weapon, or needs to be restrained or a parent/guardian cannot be reached. Try to calm the suicidal person. Stay with the person until suicide intervention staff arrives. Isolate the person or the area if possible. Initiate first aid. If the person is a minor, do not allow them to leave without a parent, guardian or other appropriate adult supervision.

SHOOTING

If a person displays a firearm or begins shooting:

1. **Move to or seek safe shelter. Go to lockdown procedures.**
2. **Call 9-1-1**
3. **Notify a member of the Leadership Team if possible**

If you hear gunshots:

1. **If possible, determine where the shooting is taking place.**
2. **Seek safe shelter. If outside, stay low to the ground and find any kind of cover.**
3. **If inside, go to lockdown procedures.**
4. **Classes with rosters must take attendance and notify a member of the Leadership Team of any missing students or staff as soon as it is safe to do so.**

A member of the Leadership Team may order lockdown procedures:

1. **Assess the situation as to the shooter's location, injuries, and potential for additional shooting.**
2. **Call 9-1-1 and give as much detail as possible about the situation.**
3. **Secure the Y if appropriate**
4. **Help members and guests find safe shelter.**
5. **Care for the injured if it is safe to do so until EMS arrives. Do not add to the victim list by exposing yourself to danger.**
6. **When it's safe to do so, fill out an incident report and contact the crisis communication team.**

INTRUDER/HOSTAGE

Intruder – a person that enters the Y that is not authorized.

- Politely greet intruder and identify yourself.
- Inform intruder that all visitors must register in the lobby.
- Ask intruder the purpose of his/her visit. If possible, try to identify the individual and/or vehicle. If intruder's purpose is not legitimate, ask him/her to leave. Accompany the intruder to the exit.

If intruder refuses to leave:

- Notify a member of the Leadership Team and law enforcement if intruder refuses to leave. Give law enforcement full description of intruder.
- Back away from the intruder if he/she indicates a potential for violence. Allow an avenue of escape. To the extent possible, maintain visual contact.
 - Be aware of intruder's actions at this time (where he/she is located in the building, whether he/she is carrying a weapon or package, etc.)
 - Maintaining visual contact and knowing the location of the intruder is less disruptive than doing a building-wide search later.

Should the situation escalate, a Leadership Team member may decide at any time to initiate lockdown procedures.

Witness to a hostage situation:

If the hostage-taker is unaware of your presence, DO NOT INTERVENE!

- Notify a member of the Leadership Team. A Leadership Team member may wish to initiate lockdown procedures or evacuation.
- Call 911. Give dispatcher details of situation.
- Seal off area near hostage scene.
- Law enforcement will take control of hostage scene; building administrator coordinates with law enforcement for safety and welfare of students and staff.
- Document all activities.

If taken hostage:

- Cooperate with hostage-taker to the fullest extent possible.
- Try not to panic. Calm students if they are present.
- Treat the hostage-taker as normally as possible.
- Be respectful to the hostage-taker.
- Ask permission to speak; do not argue or make suggestions.

One means of securing the school is to implement lockdown procedures. These procedures may be called for in the following instances.

- 1) Lockdown without intruder – The threat is outside of the school building. The school may have been notified of a potential threat outside of the building.
- 2) Lockdown with intruder – The threat/intruder is inside the building.

LOCKDOWN PROCEDURES

- Leadership Team member or member services staff will announce, "Attention all staff. We are going into lockdown with intruder at this time. Secure members and lock doors." Repeat the announcement several times.
- Immediately direct all members and guests into the nearest secured space or if exiting the building is faster/safer, run to the community center which can be secured.
 - Areas that can be secured are the Daycare, Bathrooms, Family Locker Rooms, Pool pump room, and storage closets.
- Lock doors quickly and move people away from windows and doors. Turn off lights.
- Keep out of sight (areas to hide include offices, bathroom stalls, and under the waterslide)
- Keep everyone quiet.
- DO NOT respond to anyone at the door until the "all clear" is announced.
- Stay calm.
- Notify law enforcement.
- Be specific; give as much information as possible.
- When "all clear" has been given, fill out an incident report, debrief with those involved in the incident, and contact the crisis communication team

CRISIS COMMUNICATION: EMERGENCY, DISASTER, OR UNEXPECTED SITUATION

Goals:

- Maintain a positive image of the YMCA
- Portray the YMCA as caring, honest, respectful and responsible by being responsive to the public, members, staff and volunteers.
- Empower staff to execute a crisis situation in a professional manner by adhering to all organizational, legal, ethical and social guidelines.

WE CARE. SAFETY IS OUR TOP PRIORITY. WE'LL KEEP YOU INFORMED.

In the event of a Crisis, the following staff should be contacted immediately:

	<u>Work phone</u>	<u>Cell phone</u>
Emily Marshall	218-387-3386 x506	218-730-8774

Communication Tips:

If the media contacts you, please respond by doing the following:

- "I am NOT authorized to give you any information. I will let you know when the appropriate person arrives."

Executive Team Roster:

Emily Marshall	218-730-8774	District Vice President
Sara Cole	218-606-2327	Duluth YMCA CEO
Jeremy Katchuba	218-269-3473	Senior Vice President of Operations