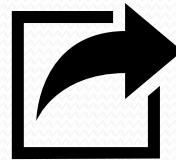




YMCA of Delaware Emergency Response Plan



RECOGNIZE → RESPOND → RECOVER

YMCA of Delaware:

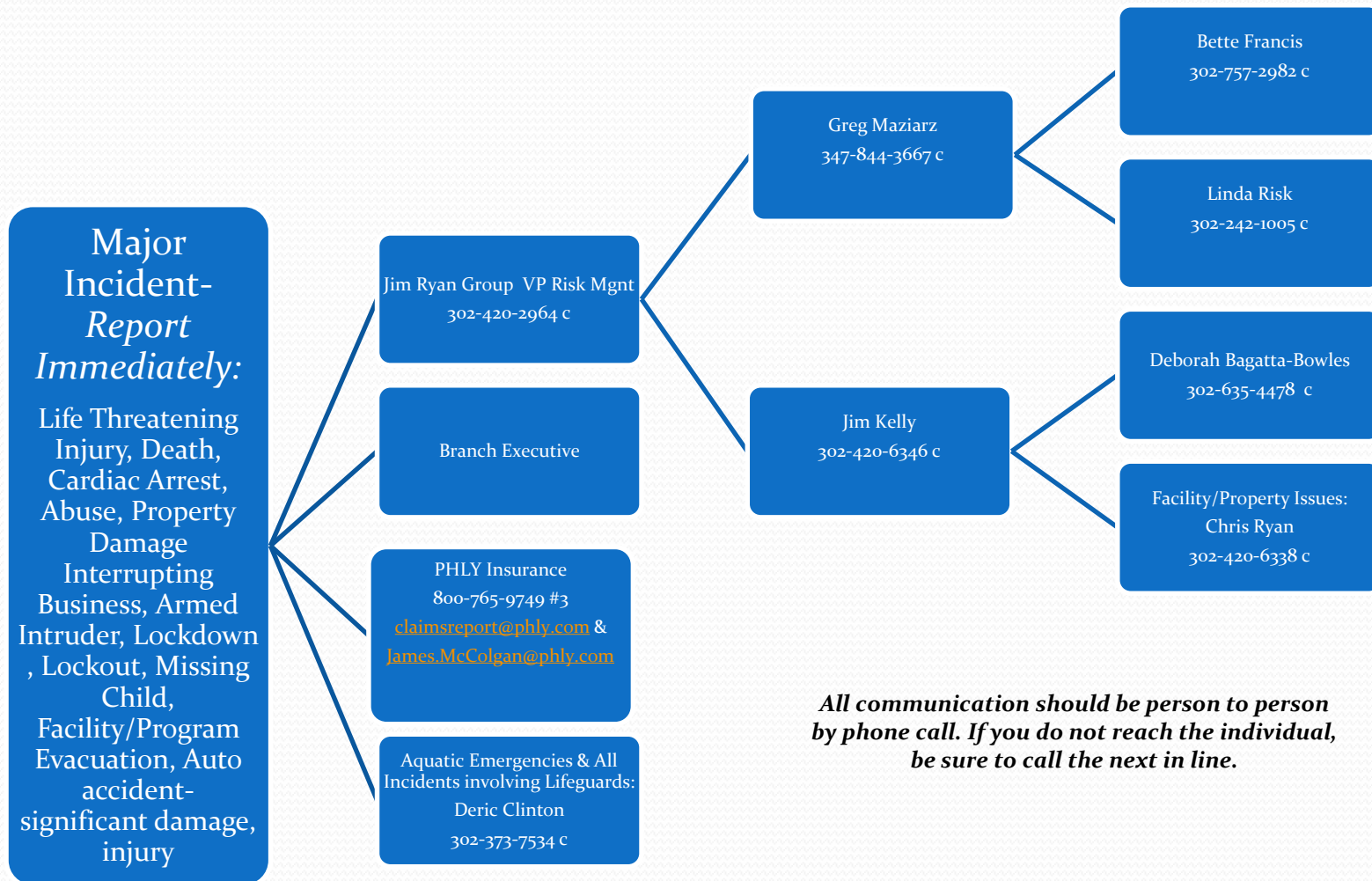
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EMERGENCY PHONE LIST

Emergency Response Needed	911
Poison Control	800-222-1222
Child Abandonment	800-262-9800
Child Abuse	800-292-9582
Delaware Emergency Management	877-729-3362
Ellis & Associates Emergency Hotline	800-742-8720
Philadelphia Insurance	
Claims	800-765-9749
Catastrophe Call Center	800-765-9749 #3
Suicide Crisis	
Child	800-969-4357
Adult	800-784-2433
Tockwogh	
Maryland Natural Resources Police	800-628-9944
US Coast Guard Rescue Center	757-398-6700
US Center for Safe Sport	720-531-0340

MAJOR INCIDENT- *Report Immediately*



All communication should be person to person by phone call. If you do not reach the individual, be sure to call the next in line.

Branch Contact List

POSITION:	WORK PHONE	CELL PHONE	E-MAIL
Executive Dir.			

YMCA OF DELAWARE EMERGENCY STAFF PHONE NUMBERS

Group Vice President of Risk Management

Jim Ryan O: 302-571-6902 C: 302-420-2964

Chief Operating Officer

Jim Kelly O: 302-571-6923 C: 302-420-6346

Association Director of Aquatic Safety & Compliance

Deric Clinton O: 302-571-6906 C: 302-373-7534

Group Vice President of Buildings & Property

Chris Ryan O: 302-571-6925 C: 302-420-6338

Director of Public Relations

Jamila Anderson O: 302-571-6903 C: 484-432-6097

Vice President of Human Resources

Bette Francis O: 302-571-6970 C: 302-757-2982

Chief Financial Officer

Gregory Maziarz O: 302-571-6967 C: 347-844-3667

Group Vice President of Marketing

Linda Risk O: 302-571-6905 C: 302-242-1005

Chief Executive Officer and Key Spokesperson

Deborah Bagatta-Bowles O: 302-571-6907 C: 302-635-4478

YMCA of Delaware Branch Phone Numbers

- Bear-Glasgow.....302-836-9622
- Brandywine.....302-478-9622
- Hanby Outdoor Center.....302-475-0700
- Camp Tockwogh.....410-348-6000
- Central.....302-254-9622
- Central Residence.....302-571-6950
- Dover.....302-346-9622
- Kent Outdoor Pool..... 302-510-1220
- Middletown..... 302-616-9622
- Silver Lake Pool..... 302-449-1304
- Sussex.....302-296-9622
- Walnut Street.....302-472-9622
- Western.....302-709-9622
- Western Youth Development Center..302-453-0123

RESPONSE TO ANY EMERGENCY

• RECOGNIZE

- Receive notification by staff, member, parent or other outside sources.
- Observe the individual(s) exhibiting symptoms of a potential emergency.
 - If there is any information regarding suspected or planned acts of violence at the YMCA, schools or anywhere in the community it should be reported to your supervisor immediately.
- All threats, information or communicated intent should be treated as true and accurate. Do not interpret the intent of a person's warning.

• RESPOND

- Call or Text **911** if emergency personnel are needed.
- Notify Association Risk Management & your Exec.
- Take charge of the area until the incident is contained or you are relieved.

How do I text 911? (State of Delaware)

- Enter the numbers "911" in the "To" or "Recipient" field. The first text to 911 should be short; include the location of the emergency; and ask for police, fire, or ambulance.
- Answer questions and follow instructions from the 911 call taker.
- Text in simple words — no abbreviations, emoji's or slang.
- Keep all text messages short.
- DO NOT TEXT AND DRIVE.

• RECOVER

- Contact Member Service office, & notify them of the situation. Ask them to notify appropriate director on duty or on call.
- Incident forms must be filled out to include all that are involved.
- Our procedure requires that staff call an ambulance for injured people.
- Refer media requests or inquiries to the Director of Public Relations and/or the President of the Association. Do not say "No Comment".
- Do not discuss YMCA insurance carrier.
- Do not, by word of mouth or action, imply that the YMCA or their insurance carrier is liable.
- Remember to review your emergency procedures for protocol on emergencies and crisis.
- Remember to manage groups of people not involved in the incident.
- Notify Emergency Contacts if someone is severely ill or injured.

When calling 911 (Dial 911 or 9-911)

- Describe the emergency as concise as possible
- Describe the condition of the injured patron
- Identify where you are & your phone number
- Describe the care being provided for the patron
- Answer questions and follow instructions from the 911 call taker.
- Be the last to hang up from the phone call

YMCA of DELAWARE PUBLIC RELATIONS BEST PRACTICES AND POLICIES

The main purpose of public relations is:

- **to promote an organization** and work in partnership with marketing to create a positive and favorable image in the public and in the news media, and
- **2) to protect an organization** from potential negative press coverage and publicity.

What should I do if a member of the news media calls, sends me an email or shows up at the branch?

- If a reporter or any member of the news media (including a camera person or photographer) calls or sends an email to you, please contact Jamila Anderson, Director of Public Relations, at the Association Office: janderson@ymcade.org or (302) 571-6903 (o), (484) 432-6097 (c). Secondary Contact: Linda Risk, Group Vice President of Marketing, Lrisk@ymcade.org (302) 242-1005 (c)
- **Additionally, if a reporter or any person representing the news media shows up at a YMCA of Delaware branch, camp, or event,** please immediately call Jamila Anderson at the contact information above.
- **Never feel obligated to immediately respond to a reporter.** Do not say, "No Comment". You can simply ask for their business card or contact information, and say that someone will be in touch with you shortly. If a reporter is persistent and asks a question, simply say that you will have a member of the communications team follow up with them as soon as possible.

- **If doing an interview with a reporter,** please make sure the Director of Public Relations is present with you during the interview and/or you have previously discussed the interview topic and talking points with a member of the Communications team at the Association Office.
- **If there is an emergency or sensitive situation that occurs at your branch that you feel the press may become aware of,** please immediately call Jamila Anderson or Linda Risk at the contact information above.
- **If you need assistance with developing talking points to address various member issues or concerns,** contact Jamila Anderson.
- **On YMCA of Delaware social media pages or handles (Facebook, Instagram or Twitter),** do not get into arguments with members or say negative things about any person or organization. It's important to keep the YMCA of Delaware's presence on social media as positive and encouraging as possible.
- **If you see an offensive or sensitive post or comment on one of our YMCA of Delaware social media pages,** please make sure Jamila Anderson and/or our Marketing team (marketing@ymcade.org) is aware, as we may need to resolve the issue.
- If the emergency requires hospitalization, contact parents or guardians to handle hospital admittance, if time permits. In the event of death, call police and hospital authorities first and then contact the Y staff.
- Express sympathy or empathy if there is a victim. Never admit fault or speculate out loud
- Refer any insurance questions to Risk Management Department.

ACTIVE SHOOTER (RUN. HIDE. FIGHT.)

RECOGNIZE

- An active shooter may be someone who has an issue with the Y. This could be a current or former employee. Alert the HR Department if you believe an employee exhibits potentially violent behavior. Indicators of potentially violent behavior are:
 - Increased use of alcohol and/or illegal drugs.
 - Unexplained increase in absenteeism and/or vague physical complaints
 - Depression/withdraw
 - Increased severe mood swings and noticeably unstable or emotional responses
 - Increase in talks of problems at home
 - Increase in unsolicited comments about violence, firearms, and other dangerous weapons and violent crimes
 - You receive notification from police, school system, staff, member, parent, other outside sources that there is an active shooter in the area.
 - Observe (see or hear) person armed with weapon(s) drawn.

RESPOND

- **RUN** (if possible).
- Run immediately – leave belongings behind.
- Help others escape if possible – evacuate regardless of whether they follow. Do not attempt to move injured people.
- Prevent others from entering the area where the shooter may be. Keep your hands visible. (**See Lockout Procedures page 27**)
- **HIDE** (**See Lockdown Procedures page 26**)
- Hide in an area out of the shooter's view.
- Lock the door or block the entry to your hiding place.
- Silence your cell phone and remain quiet.
- **FIGHT** (as a last resort).
- Use items around you as weapons.
- Attempt to incapacitate the shooter.
- Commit to your actions – your life depends on it

ACTIVE SHOOTER cont.

RECOVER

- Call or Text 911 as soon as possible and provide information.
- Stay on the line with the dispatcher and provide a description of what was observed; individuals involved along with their height, weight, race, sex, clothing, description of any weapon, and nature of threat.
- Provide Law Enforcement or 911
 - Location of active shooter
 - Number of shooters if more than 1
 - Physical Description of shooter
 - Number and types of weapons
 - Number of potential victims at the location
 - Vehicle tag number, color, make, model and direction of exit.
- Law Enforcement – Upon Arrival
 - Remain calm and follow instructions.
 - Immediately raise hands and spread fingers
 - Put down any items in your hands.
 - Keep hands visible at all times. Avoid quick movements.
 - Avoid pointing, screaming or yelling.
 - Do not ask officers for help – they will not help victims/ survivors until shooter is incapacitated.
- Await directions from emergency personnel
- After the situation has been cleared, account for all children and staff and administer first aid as necessary
- Complete and submit an incident report accounting for all details of the emergency within 24 hours

When calling 911 (Dial 911 or 9-911)

- Your safety is #1. If the situation does not permit the opportunity to talk, leave the phone call active so that the call taker recognizes an emergency
- If possible, describe the emergency as concise as possible
 - Identify where you are & your phone number
 - Answer questions and follow instructions from the 911 call taker.
 - Be the last to hang up from the phone call

How do I text 911? (State of Delaware)

- Enter the numbers “911” in the “To” or “Recipient” field. The first text to 911 should be short; include the location of the emergency; and ask for police, fire, or ambulance.
- Answer questions and follow instructions from the 911 call taker.
- Text in simple words — no abbreviations, emoji’s or slang.
- Keep all text messages short.

AQUATIC EMERGENCY

Non-Lifeguard Response

RECOGNIZE

- Individual in the pool in distress or unresponsive

RESPOND

- Call or Text 911 (Activate Emergency Action Plan)
- Rescue the individual
 - If active, bring the individual to the side wall.
 - If unresponsive open the airway and give two breaths in water.
 - Continue breaths until you reach the closest side wall.
 - **ADULT**, 1 breath every 5 seconds
 - **CHILD/INFANT** – 1 breath every 3 seconds
- Exit pool
- Follow Universal Precautions
- Provide immediate emergency care
 - Reassess person on pool deck.
 - If pulse, no breathing, start rescue breathing for 2-minutes
 - **ADULT**, 1 breath every 5 seconds
 - **CHILD/INFANT** – 1 breath every 3 seconds
 - If no pulse, start CPR.
 - **ADULT**, 30-compressions and 2-breaths
 - **CHILD/INFANT** – 30-compressions and 2-breaths if alone ; 15-compressions and 2-breaths with multiple rescuers.
 - If unresponsive, use emergency bag equipment. which includes AED & O2 as appropriate.
 - Continue care until EMS has arrived to take over care.

RECOVER

- Contact Branch Executive Director, Group VP of Risk Management & the Association Director of Aquatic Safety.
- Fill out and submit an incident report to account for all details of the emergency within 24 hours.
 - Confirm if a phone call to Ellis & Associates is necessary.

When calling 911 (Dial 911 or 9-911)

- Describe the emergency as concise as possible
- Describe the condition of the injured patron
- Identify where you are & your phone number
- Describe the care being provided for the patron
- Answer questions and follow instructions from the 911 call taker.
- Be the last to hang up from the phone call

How do I text 911? (State of Delaware)

- Texting 911 in this situation should not be necessary
- If phone service is not available, following guidelines on page 7 when texting 911.

BLOOD BORNE PATHOGEN/BODILY FLUID CLEANUP

RECOGNIZE

- Any observed or reported bodily fluids including blood, vomit, urine or feces.
- Any objects or equipment with bodily fluids present.
- Wear Necessary Protective clothing: gloves goggles mask , lab coat

RESPOND

- Wash hands and arms thoroughly with non-abrasive soap and water immediately after exposure
- Notify maintenance staff if area needs to be cleaned or de-contaminate.
- Always use gloves and a disposable CPR airway when necessary.

RECOVER.

- Notify your supervisor immediately if you are injured
- Follow up with medical professional if an unsafe exposure has taken place

BOMB THREAT

RECOGNIZE

- All threats are treated as though they are real. Receive notification from police, school system, staff, member, parent, or other outside sources that there is a bomb threat.
 - Observe (see or hear) signs of a suspicious package:
 - No return address
 - Incorrect titles
 - Foreign postage
 - Restrictive notes
 - Excessive postage delivery
 - Poorly handwritten
 - Strange odor
 - Strange sounds
 - Stains
 - Misspelled words
 - Unexpected
- **Staff Person Receiving Threats by Phone**
 - Remain calm. Try to keep the caller on the phone as long as possible. **DO NOT HANG UP – EVEN AFTER THE CALLER DOES.** Only hang up after police are onsite and advise you to.
 - Listen carefully and show interest.
 - Obtain as many details as possible (See Bomb threat checklist page 39)
 - **Staff Person Receiving Threat by Note**
 - Call or Text 911 and notify senior staff in charge.
 - Handle note as minimally as possible – copy note to another piece of paper.
- **Staff Person Receiving Threat by E-Mail or Digital Channel**
 - Call or Text 911 and notify senior staff in charge.
 - Do not delete message – leave message open – take a picture of screen if possible.

RESPOND

- Do not approach, touch or move any package that is identified as a possible bomb.
 - Do not use two-way radios, walkie-talkies, in the facility or on the grounds.
 - Do not use cell phones within the facility.
 - If threat is made through the phone: If possible write a note to a colleague to Call or Text 911 and notify senior staff in charge while the caller is on the line.
 - Respond to all methods of threat delivery as if they are real threats.
 - Initiate facility evacuation.
 - Do not wait for authorities/first responder to evacuate the building.
 - Do not re-enter facility until cleared by authorities.

RECOVER

- Information to give 911:
 - Location of bomb(s)
 - Number of bomb(s)
 - Physical description of bomb(s)
 - Number(s) and type of bomb(s)
 - Number of potential victims
- Contact Branch Executive Director and Group VP of Risk Management.
- Do not communicate with media.
 - If media representative asks for a statement, refer them to VP of Marketing or Director of Public Relations.
- Complete and submit an incident report accounting for all details of the emergency within 24 hours.
- Contact families of children (phone, text, email) and prepare for reunification and communicate continuity of operations.

CENTER FOR DISEASE CONTROL (CDC) RELATED CONCERNS (ILLNESS PANDEMIC)

A CDC-related concern is something that challenges the health and safety of members, staff or participants due to the possibility of widespread disease or sickness transmission.

RECOGNIZE

- Typically a public health agency contacts the Y or the Y is informed directly by a member/participant affected by a specific communicable disease.
- Common CDC-related illnesses are:
 - Ringworm
 - Lice
 - Norovirus
 - Hand, Foot, Mouth disease
 - MRSA
 - RWI (Recreational Water Illness)

RESPOND

- Collect/Verify contact information from all participants impacted by the illness.
- Obtain sufficient facts about the participant or staff and their particular condition and symptoms.
- Notify supervisor or director in charge for next steps

- Supervisor, director in charge or designee should contact the YMCA of Delaware Risk Management Department.
- The Department of Risk Management will advise on:
 - Contamination containment and other necessary measures.
 - If necessary communication with other participants/ members as required.

RECOVER

- Contact VP of Marketing or Director of Public Relations.
- Do not communicate with the media.
 - If media representative asks for a statement, refer them to the VP of Marketing or Director of Public Relations.
- Make a list of potentially exposed staff and facility users, based on health agency notification guidelines and direction.
- Complete and submit an incident report accounting for all details of the emergency within 24 hours.

CHILD ABUSE ALLEGATION: CHILD ABUSE AND NEGLECT

RECOGNIZE

- The YMCA provides each staff member with written information governing the reporting provision of the Delaware child abuse and neglect laws and regulations and the YMCA's policies and procedures for reporting and documenting suspected abuse and neglect. Staff members are required to sign off when receiving this information. This written documentation is maintained in their staff file as verification of their receipt of this information.
- The YMCA does not discourage, inhibit, penalize or otherwise impede any staff member from reporting any suspected or alleged incident of child abuse or neglect. All staff are required to complete the online *Smarter NOW* training before they start employment.
- **Physical abuse** is injury that is intentionally inflicted upon a child.
- **Sexual abuse** is any contact of a sexual nature that occurs between a child and an adult or between two children. This includes any activity which is meant to arouse or gratify the sexual desires of the adult or the other child.
- **Emotional abuse** is mental or emotional injury to a child that results in an observable and material impairment in the child's growth, development, or psychological functioning.
- **Neglect** is the failure to provide for a child's basic needs or the failure to protect a child from harm.
- We have a **zero tolerance policy** for Child Abuse. This means we will not interpret the intent of a behavior/action/report but pass on all observed actions and/or reports to the appropriate authorities.
- Some boundary violations, defined in our Child Protection Policy, include but are not limited to the following:
 - Staff/volunteers/children allowing children to sit on his/her lap
 - Staff/volunteers/children tickling children
 - Staff/volunteers/children giving participants gifts
 - Staff/volunteers/children who are in a one-to-one ratio with a child
 - Staff/volunteers/children who neglect or leave children unsupervised
 - Staff/volunteers/children who physically, verbally, sexually, or mentally abuse children
 - Staff/volunteers/children who touch participants in their bathing suit area
 - Staff/volunteers/children who contact participants using personal social media, such as Facebook, Twitter or texting
 - Staff/volunteers/children who use computers to access pornographic sites
 - Staff/volunteers/children who take pictures of campers on his/her personal devices
 - Staff/volunteers/children who meet program participants outside YMCA activities

CHILD ABUSE CONTINUED

RESPOND

The YMCA has developed, adopted, follows and maintains on file written policies and procedures for handling any incident of suspected child abuse or neglect that occurs while a child is in our care. The policies and procedures specify that:

- The YMCA will immediately report the suspected abuse or neglect as required by Law.
- The YMCA will immediately take remedial action to protect children from harm.
- The YMCA will take long-term corrective action to eliminate the factors or circumstances that may have caused or may have otherwise resulted in a continuing risk of abuse or neglect to children if the abuse or neglect occurred at the Center by a staff member.
- Any staff member alleged to have perpetrated an incident of child abuse or neglect shall not have direct contact with any child, or be reassigned to other duties that do not involve contact with children until the investigation of the incident has been completed.

RECOVER

- The YMCA will take disciplinary action, up to and including termination as required by Delaware Rules and by Law, against any staff member who committed an act of child abuse or neglect. This includes inappropriately picking up of children, for example, not using two hands to pick them up or not placing hands underneath arm pit area when picking up or withholding food and/or water from any child.
- Complete and submit an incident report accounting for all details of the emergency within 24 hours.

CIVIL DISORDER

RECOGNIZE

- Civil disorder is any public disturbance involving acts of violence by assemblages of three or more persons, which causes an immediate danger of or results in damage or injury to the property or person of any other individual.
- Examples could be: physical altercation, aggressive argument with communicated threats and/or concerns of further development, and/or custodial disputes.

RESPOND

- Attempts should be made to separate and calm combatants, but **do not put yourself at risk for injury**.
- If the disagreement cannot be quieted, Call or Text 911.
- If necessary, administer First Aid for any injured patrons.
- Gather detailed information regarding the event from all parties and document it.

RECOVER

- Contact the Branch Executive Director.
- Contact Group VP of Risk Management and/or VP of Marketing / Director of Public Relations (depending on severity).
- Do not communicate with media.
 - If media representative asks for a statement, refer them to the VP of Marketing or Director of Public Relations.
- Complete and submit an incident report accounting for all details of the emergency within 24 hours.

DANGEROUS WEAPONS

Recognize

- Dangerous weapons are defined but not limited to guns, firearms, knives, chains, martial art weaponry and explosives.
- No one is allowed to enter the building with a dangerous weapon.
- Police officers are to leave weapons at home or locked in squad cars when at the Y as a member.
- Use of a dangerous weapon in a violent manner, threatening manner, or even the mere presence of a dangerous or potentially dangerous weapon is cause for non-admittance and possible termination of membership.

Respond

- Notify Manager on Duty or Executive Director immediately.
- Call or Text 911 if necessary.
 - Do not attempt to disarm.
 - Avoid confrontation.

Recover

- Complete and submit an incident report accounting for all details of the emergency within 24 hours.

DATA BREACH (IT and Financial)

RECOGNIZE

- A data breach is a security incident in which sensitive, protected or confidential data is copied, transmitted, viewed, stolen or used by unauthorized individuals.
- Examples or situations to look for:
 - Stolen computer equipment
 - Unauthorized individuals accessing YMCA systems
 - Notification from customers, employees or law enforcement of possible identity fraud

RESPOND

- Confirm initial breach.
- Record date/time.
- Gather information and manage all evidence.
- Notify the IT department to confirm breach and assess threat.

RECOVER

- Provide customer service support as members, participants or staff have questions.
- Customer Service team will be contacted for FAQs and resource information.
- IT department will advise to the status and contingency plans to deal with the confirmed breach.

DISORDERLY CONDUCT

Recognize

- Should an altercation occur between two members, the members involved will need to report the event to the police.
- Remember to stay calm.
- Try to have a second staff person with you.
- Staff should not use force or incur danger.

Respond

- Attempt to calm the situation. Do not take sides during the initial conversation.
- Remove and or separate the member to an area away from other members when possible.
- Attempt to calm the situation. Do not take sides during the initial conversation.
- Should an altercation occur between two members, the members involved will need to report the event to the police.
- Contact local police for support if necessary

Recover

- Document the situation on an Incident reporting form and submit within 24 hours. See if security video is available.
- Check membership records to see if this member has been involved in any other situations within the YMCA.
- Discuss the situation with branch leadership to decide if any further action needs to be taken.

FIRE AND SMOKE

RECOGNIZE

- Signs to be attentive to:
 - Smoke
 - Burning smell
 - Alarms
 - Extremely hot metal, walls, other surfaces

RESPOND

- Respond to all drills and alarms with the understanding that it may be a real fire.
- Activate the fire alarm system if smoke or fire is observed.
- Call or Text 911.
- Evacuate the building, using **Facility Evacuation Plan**
- **Maintenance staff** will check all pull stations.
- Leadership staff will look for smoke and other signs of fire.
- Advise and assist others to leave the area.
- The last person to leave an area should close the door.
- Take only emergency calls. Simply reply: "We are in an emergency situation and must keep lines available."
- A staff person will stand at the doors to keep members out and greet the fire department.
- Any available staff should help evacuate small children.
- No children shall be released to parents until staff identify all children are accounted for.

Fire Drill Exceptions

- Patrons in the swimming pool do not need to leave the building but must gather at the emergency exit door until the fire drill is "cleared"

RECOVER

- Contact Branch Executive Director and Group VP of Risk Management.
- Once a decision is made about closing and/or re-opening, communicate with VP of Marketing / Director of Public Relations.
- Fill out and submit an incident report accounting for all details of the emergency within 24 hours.
- If this was a drill, complete a **drill log**.

Reminders for dealing with Fire:

- Only **trained** staff should use fire extinguishers and only if the fire is small.
- Always use fire extinguishers in pairs.
- Assist in finding the nearest/safe fire-rated stairway. **DO NOT USE THE ELEVATOR.**
- Assist people with mobility disabilities.
- If you must move the person up or down the stairs, exercise caution and concern for possible injury.
- Inform the police or fire responder of any person's inside location.
- Move to an area far away from the building.
- Do not return to an evacuated building unless authorized by fire or emergency officials.
- Complete and submit an incident report accounting for all details of the emergency within 24 hours.

FIRST AID FOR CHEMICAL EXPOSURES

RECOGNIZE

- Treat all chemical exposures with urgency and consistency to ensure safety.
- Signs and symptoms of possible chemical exposure:
 - Chest tightness
 - Dim or blurred vision, conjunctival injection
 - Mild increase in bronchial secretions
 - Miosis (pupillary constriction) with eye pain or headache
 - Moderate coughing, wheezing
 - Generalized weakness
 - Nausea, vomiting
 - Shortness of breath
 - Coma
 - Seizures

RESPOND

- Call or Text 911
- Call Poison Control

• For chemical eye contact:

- Refer to the Safety Data Sheet (SDS) for proper treatment for ingestion.
- Promptly flush eyes with water for a prolonged period (minimum 15 minutes); hold eyelids open.
- Do not put anything else into the eye except water unless instructed to do so by a physician.
- Seek medical attention (obtain Consent to Treat Form to begin Workman's Comp process).

• For chemical inhalation:

- Refer to the Safety Data Sheet (SDS) for proper treatment for ingestion.
- Relocate individual to an area with fresh air.
- Seek medical attention (obtain **Consent to Treat Form** to begin Workman's Comp process).

• For ingestion:

- Refer to the Safety Data Sheet (SDS) for proper treatment for ingestion.
- Encourage the victim to drink only if indicated on the SDS.
- DO NOT force fluids on an unconscious individual.
- DO NOT induce vomiting except on the advice of a physician.
- Seek medical attention (obtain **Consent to Treat Form** to begin Workman's Comp process).
- Proceed with the necessary spill containment and clean-up procedures after rendering first aid.

RECOVER

- Notify your immediate supervisor.
- Complete and **submit a Form-19 to Human Resources** accounting for all details of the emergency within 24 hours.

Flooding

RECOGNIZE

- A flood when a given location, site, or area is either covered by water or is in eminent risk of being covered by water to the degree that normal activities must be suspended or transportation to the location is prohibited.

RESPOND

- **Procedures:**
 - Cancellations of programs or building closures due to flooding will be determined and announced by the Branch Executive Director, CEO, COO, or VP of Buildings and Properties.
 - When flood conditions in specific locations exist, parents/guardians and employees are advised to listen to their local radio and television statements as well as social media for information related to early dismissals and/or cancellations
 - Early dismissals due to pending flood conditions will be determined announced by the Branch Executive Director, CEO, COO, or VP of Buildings and Properties. Parents/members will be notified by the appropriate staff members.
 - Facilities staff and Administrative staff are to take precautionary measures to minimize flood damage.
 - Do not enter flood area.
 - Staff should notify the front desk and identify yourself

RESPOND Cont:

- **Procedures – Staff General:**
 - Staff should notify the front desk and identify yourself.
 - Give location, nature of situation, and any other pertinent information.
 - Do not enter flood area.
 - Notify the Branch Executive Director, CEO, COO, or VP of Buildings and Properties.
 - Wait for further instructions
 - Complete and submit incident report

RECOVER

- Notify your immediate supervisor.
- Complete and submit incident report

FOOD AND ALLERGIC REACTION: PREVENTION & RESPONSE

RECOGNIZE look for symptoms of Anaphylaxis

- MOUTH itching, swelling of lips and/or tongue
- THROAT* itching, tightness/closure, hoarseness
- SKIN itching, hives, redness, swelling
- GUT vomiting, diarrhea, cramps
- LUNG* shortness of breath, cough, wheeze
- HEART* weak pulse, dizziness, passing out
- *Only a few symptoms may be present. Severity of symptoms can change quickly.*
- **Some symptoms can be life-threatening. ACT FAST*

Ask what may have caused it – does the child/adult know of any allergies or possible exposure to an allergen.

RESPOND

- Administer Medication according to instructions provided by the Dr. that has been provided by the parent (Epi-Pen, Benadryl or inhaler .)
- If no medication has been provided, call 911 immediately.
- Lay person flat with legs elevated.
- Call 911
- Call Parent or emergency contact.

RECOVER

- Go to Emergency room for further evaluation
- Complete and submit an incident report accounting for all details of the emergency within 24 hours.

GAS LEAK

RECOGNIZE

- Natural gas, in its natural state, is non-toxic, colorless, odorless and lighter than air. Some signs of a gas leak include:
 - A rotten egg odor.
 - Discolored or dead vegetation over or near the pipeline.
 - A hissing, whistling or roaring sound near a gas appliance or pipeline.
 - Dirt or debris being blown into the air.
 - Persistent bubbles in streams, ponds or wet areas.
 - Flames (if a leak has ignited).

RESPOND

- Do not use the P.A. system or telephones inside the branch, this includes cell phones, pagers or walkie-talkies.
- Activate the fire alarm from the nearest pull station. Follow fire alarm procedures.
- Notify the Facility Director.
- Leadership staff will look for smoke and other signs of fire.
 - Immediately begin facility evacuation.
 - Communicate facility and campus closure to all members, staff and participants.
 - After complete facility evacuation ensure campus is locked to deny access.
 - From a safe place, Call 911.

- Senior Staff should call Delmarva:
 - New Castle County (DE) and Cecil and Harford Counties (MD) 1-800-898-8042
 - Kent and Sussex Counties (DE) and the Eastern Shore of Maryland. . . 1-800-898-8045
 - **To report a natural gas emergency**
 - New Castle County (DE) 302-454-0317

RECOVER

- Contact Branch Executive Director and Group VP of Risk Management.
- Once a decision is made about closing and/or reopening, communicate with VP of Marketing / Director of Public Relations.
- Complete and submit an incident report accounting for all details of the emergency within 24 hours.

What NOT to do if you suspect a gas leak:

- Do not use a cell phone
- Do not try to turn natural gas valves on or off.
- Do not smoke, use a lighter or strike a match.
- Do not use any electric switch, a land-line or a mobile phone, or flashlight. They can cause sparks and ignite gas.
- Do not start or stop nearby vehicles or machinery.

LOCKDOWN PROCEDURE

RECOGNIZE

- Lockdown procedures are initiated when you are aware of an intruder and cannot leave.

RESPOND

- Call 911 immediately if it is safe to do so
- Stay on the line with the dispatcher and provide a description of what was observed; individuals involved along with their height, weight, race, sex, clothing, description of any weapon, and nature of threat.
- Find shelter in a place like a small interior room with few or no windows
- Secure all doors and windows in the hiding place and turn off the lights if possible
- Keep children seated on the floor out of sight and out of danger-be sure to accommodate disabled & chronically ill children
- Try to keep the children as quiet as possible
- If you are the victim of or involved in an armed holdup situation, your personal safety is the primary consideration. Do not try to be a hero. Instead you should:
 - Avoid sudden movements
 - Move away if possible- try to keep some distance and/or table or other piece of furniture between yourself and the intruder
 - Speak slowly and clearly
 - Control your fear by observing as much as possible about the intruder. In particular note the person's speech, mannerisms, clothing, scars or tattoos. Do not stare at the person, their behavior is irrational.
 - Obey the intruder's instructions. Do only what you are told- nothing more, nothing less.
 - Leave as soon as possible

RECOVER

- Provide Law Enforcement or 911
 - Location of intruder
 - Number of intruders if more than 1
 - Physical Description intruder
 - Number and types of weapons if any
 - Number of potential victims at the location
 - Vehicle tag number, color, make, model and direction of exit.
- Law Enforcement – Upon Arrival
 - Remain calm and follow instructions.
 - Immediately raise hands and spread fingers
 - Put down any items in your hands.
 - Keep hands visible at all times. Avoid quick movements.
 - Avoid pointing, screaming or yelling.
 - Do not ask officers for help – they will not help victims/ survivors until shooter is incapacitated.
 - Await directions from emergency personnel
 - After the situation has been cleared, account for all children and staff and administer first aid as necessary
- Contact families of children (phone, text, email) and prepare for reunification and communicate continuity of operations.
- Complete and submit an incident report accounting for all details of the emergency within 24 hours.

LOCKOUT PROCEDURE

Lockout Procedure

A lockout is initiated when there is a threat or hazard outside the YMCA facility and it is safer for everyone to stay inside.

RECOGNIZE

- **Important: If there is an immediate on-campus threat to the YMCA, initiate RUN. HIDE. FIGHT.**

RESPOND

- **Lockout Procedures**
 - Move all YMCA participants, members, staff and identifiable guests inside the building.
 - Lock all exterior doors.
 - Post a senior staff member at all exterior doors (as safety allows).
 - Inform all persons leaving the facility that a lockout is in place and why.
 - Let them know that they are welcome to stay as long as needed.
 - Allow only recognized persons into the facility (as safety allows).
 - Allow entrance and exit to occur from only one entrance.
- **If the threat becomes immediate – initiate RUN. HIDE. FIGHT.**

RECOVER

- Call 911 as soon as possible and provide information.
- Stay on the line with the dispatcher and provide a description of what was observed; individuals involved along with their height, weight, race, sex, clothing, description of any weapon, and nature of threat.
- Provide Law Enforcement or 911
 - Location of active shooter
 - Number of shooters if more than 1
 - Physical Description of shooter
 - Number and types of weapons
 - Number of potential victims at the location
 - Vehicle tag number, color, make, model and direction of exit.
- Law Enforcement – Upon Arrival
 - Remain calm and follow instructions.
 - Immediately raise hands and spread fingers
 - Put down any items in your hands.
 - Keep hands visible at all times. Avoid quick movements.
 - Avoid pointing, screaming or yelling.
 - Do not ask officers for help – they will not help victims/survivors until shooter is incapacitated.
- Await directions from emergency personnel
- After the situation has been cleared, account for all children and staff and administer first aid as necessary
- Contact families of children (phone, text, email) and prepare for reunification and communicate continuity of operations.
- Complete and submit an incident report accounting for all details of the emergency within 24 hours.

MEDICAL EMERGENCY

RECOGNIZE

- A medical emergency occurs when anyone becomes severely ill, unconscious or injured on YMCA property or in a YMCA program.
- Receive notification by staff, member, parent or other outside sources.
- Observe member, staff, or participant exhibiting symptoms of a medical emergency (chest pains, difficulty breathing, slurred speech, extreme confusion, disorientation, etc.).

RESPOND

- Assess the scene, evacuate the program area of people, isolate injured individual.
- Designate someone to call 911.
- Provide 911 dispatcher with:
 - Nature of the emergency
 - Details you can about the medical emergency
 - Physical address and location within the campus
 - Phone number from which you are calling
- Do not hang up until dispatcher advises
- Designate staff to meet emergency personnel to guide them to the scene.
- Designate someone to call parent/guardian if the emergency involves a minor.
- Notify trained personnel at your facility (lifeguards, directors, nurses, etc.).

- Designate staff to grab emergency bag from nearest location.
- Always use universal precautions.
- Assess the person at the scene.
- If pulse there is a pulse but no breathing, start rescue breathing for 2-minutes
 - **ADULT**, 1 breath every 5 seconds
 - **CHILD/INFANT** – 1 breath every 3 seconds
- If no pulse, start CPR.
 - **ADULT**, 30-compressions and 2-breaths
 - **CHILD/INFANT** – 30-compressions and 2-breaths if alone ; 15-compressions and 2-breaths with multiple rescuers.
- If unresponsive, use emergency bag equipment, which includes AED & O₂ as appropriate.
- Continue care until EMS has arrived to take over care.
- Stay and provide relevant information to EMS.

RECOVER

- Notify Emergency Contacts if someone is severely ill or injured.
- Contact Branch Executive Director and Risk Management Department & COO
- Contact VP of Marketing / Director of Public Relations if necessitated by severity of incident.
- Complete and submit an incident report accounting for all details of the emergency within 24 hours

MISSING PERSON GENERAL

RECOGNIZE

- Receive notification by staff, member, parent, or other outside sources.

RESPOND

- Inform a director or supervisor in charge.
- Begin preliminary search process:
 - Inform staff through walkie talkies if currently in use.
 - Ensure proper supervision of current programming is maintained.
 - Check immediate area including all bathrooms, closets, stairwells, etc.
 - Calmly ask nearby participants if they have seen the missing person.
 - Check with the Welcome Center and Access Desk if they have seen the participant leave.
- If the person is still not found, director in charge should activate FACILITY LOCKOUT procedures.
 - Thoroughly search all assigned areas in an attempt to locate the missing person.
 - Ask parent/spouse/friend to remain in missing person's last known location if present.
 - Each staff should search their assigned area thoroughly for ten minutes and then meet back at the person's last known location.
 - If found, staff should communicate this by saying "I have (person's name)."
 - Confirm time and location where the person was last seen.
 - Compile a detailed description of the missing person including: name, address, emergency contact information, special needs, last known whereabouts, physical description including clothing, state of mind, and any information as to where they may have gone

- If the person has not been found after 10 minutes of searching, the director on call should contact the police and parents/guardian/emergency contact.
 - While the director contacts the parents and the police, the "search" should be continued and broadened.

RECOVER

- Contact Branch Executive Director, Group VP of Risk Management and VP of Marketing / Director of Public Relations.
- Do not communicate with media.
 - If media representatives ask for a statement, refer them to the VP of Marketing or Director of Public Relations.
- Complete and submit an incident report accounting for all details of the emergency within 24 hours.

MISSING PERSON YOUTH PROGRAMS

RECOGNIZE

- Inconsistency in head count
 - Receive notification by staff, member, parent, school, participant or other outside sources.

RESPOND

- Inform leadership staff.
- Begin preliminary search process:
 - Inform staff through walkie talkies if currently in use.
 - Keep the group assembled and orderly. Ensure proper supervision of all children.
 - Ask your co-counselor if he/she knows where the child is.
 - Calmly ask the other members of the child's huddle if they know where the child went.
 - Over the walkie talkie, calmly ask the Site Director if the child has been signed out for the day.
 - Check immediate area and last known location.
- If child is still not found, then your leadership staff should enact the Missing Child search now.
- All huddles should report to a central location.
- Once all huddles are in this central location, each huddle should perform a quick and accurate face count.
- All leadership staff and one counselor from each huddle should remain in the central location with his/ her huddle.

- The other counselor from each huddle should meet the Director in the hallway with his/her huddle's walkie talkie.
- The Director will assign search areas to each of these counselors.
- Each counselor should search their assigned area thoroughly for ten minutes and then meet back in the hallway outside the central location.
 - If found, staff should communicate this by saying "I have (child's name)."
 - Compile a detailed description of the missing person including: name, address, emergency contact information, special needs, last known whereabouts, physical description including clothing, state of mind, and any information as to where they may have gone.
- If the child has not been found after 10 minutes of searching, the director must contact the child's parents and the police.
 - While the director contacts the parents and the police, the search should be continued and broadened.

RECOVER

- Contact Branch Executive Director and Group VP of Risk Management.
- Do not communicate with media.
 - If media representatives ask for a statement, refer them to VP of Marketing / Director of Public Relations.
- Complete and submit an incident report accounting for all details of the emergency within 24 hours.

PROGRAM/FACILITY EVACUATION

RECOGNIZE

- Evacuation for a facility, branch, or program is used to move people away from the threat or actual occurrence of a hazard.
- Examples include: structural damage, fire, gas leak, flooding or other alarms sound, etc.

RESPOND

- The most senior staff member present should make the call to evacuate.
- Notify branch/facility staff of evacuation by radio, telephone, or in person.
- Staff will then notify members/program participants.
- Call or Text 911 if injuries have been sustained.
- In the event of an evacuation, all spaces of the building should be cleared by designated staff members.
- The building should not be re-entered until the all-clear is given by authorized personnel.
- The result of an evacuation should be a total clearing of the branch/facility, and all members/program participants should be relocated to safe assembly areas outside the facility and away from the imminent risk causing the evacuation (*Identify and arrange accommodations in advance*).
- When the all-clear is given by authorized personnel, staff and members/participants may return to the building.
- Programs will resume as soon as is safe.

RECOVER

- Contact Branch Executive Director, Group VP of Risk Management, and VP of Marketing/Director of Public Relations.
- Once a decision is made about closing and/or re-opening, communicate with VP of Marketing / Director of Public Relations.
- Contact families of children (phone, text, email) and prepare for reunification and communicate continuity of operations.
- Complete and submit an incident report accounting for all details of the emergency within 24 hours.

SUSPICION/ EVENT OF VIOLENCE

RECOGNIZE

- Any information regarding suspected or planned acts of violence at the YMCA, schools or anywhere in the community should be reported to your supervisor immediately.
- All threats, information or communicated intent should be treated as true and accurate. Do not interpret the intent of a person's warning.

RESPOND

- Suspicion of violence:
 - Always assume the information is true.
 - Never promise to keep this type of information confidential.
 - Tell the person you will be discussing this information with your supervisor.
 - Try to get names, location and/or other details of the perpetrator(s) and intended victims.
 - In the event of an actual situation of violence:
 - Initiate RUN. HIDE. FIGHT.
 - When appropriate, Call or Text 911 to report the incident.

RECOVER

- Call or Text 911 as soon as it is safe to do so.
 - Information to give 911:
 - Location of perpetrator
 - Number of perpetrator(s)
 - Physical description of perpetrator
 - Number and type of weapons
 - Number of potential victims
- Contact Branch Executive Director and Group VP of Risk Management.
- Do not communicate with media.
 - If media representative asks for a statement, refer them to VP or Marketing / Director of Public Relations.
- Complete and submit an incident report accounting for all details of the emergency within 24 hours.

SUSPICIOUS/UNAUTHORIZED PERSON

RECOGNIZE

- An unauthorized person is anyone who does not have permission to be in the program or facility.
- A suspicious person is anyone that is making staff or other participants uncomfortable.

RESPOND

- Assess the situation for the intent of the suspicious/unauthorized person.
- Approach only if the situation appears to be safe.
 - **Never approach a stranger if the situation feels unsafe.**
 - **Do not put yourself at risk for injury.**
- Be polite but cautious.
- Never approach the person alone. Always be with another staff member or within sight of another staff member.
- Politely greet the person and introduce yourself.
- Ask how you can help him/her, the purpose of the visit.
- Let the person know a program or activity is in progress or that they are on private property.
- Invite them to check in at the Welcome Center. Inform them about the guest policy.
- Escort the person to the Welcome Center. If they don't want to go ask them politely to leave.
- **If the situation does not appear safe, Call or Text 911.**

RESPOND (cont)

- Keep participants together in a room or other locations.
- Close and lock all doors. Do not leave participants alone or use them as messengers.
- Never try to apprehend any suspicious or unauthorized person.

RECOVER

- Notify Manager on Duty & provide them with the following information:
 - Number of unauthorized persons
 - Location of persons
 - Activity of person, what they are doing, where they are headed
 - Give a detailed description
- If necessary, contact the Branch Executive Director & Group VP of Risk Management.
- Complete and submit an incident report accounting for all details of the emergency within 24 hours.

SEVERE WEATHER

RECOGNIZE

- Utilize a weather radio for regular storm warning updates and notifications.
- Manager on Duty will designate staff to monitor weather if severe weather is threatening.
- Use Weather Bug app/website for monitoring incoming weather.

RESPOND

- Lightning Storm
 - Cease all outdoor activity.
 - Stay away from open doors and windows.
 - Close indoor pools.
 - Monitor Weather using the Weather Bug app/website.
- Tornado Watch
 - Cease all outdoor activities.
 - Monitor the weather for updates.
 - Monitor Weather using the Weather Bug app/website.

- Tornado Warning
 - Notify all other YMCA staff.
 - Child care – take rosters with you as you move locations/seek safety.
 - Evacuate participants/staff to interior room or against inside walls without windows.
 - Strongly encourage everyone to stay in the building.
 - Close all doors and windows.
 - If possible, cover face and head.
 - Monitor Weather using the Weather Bug app/website.
 - Remain shielded until all is clear.

RECOVER

- Assess injuries and damage to building and report to supervisor.
- Contact Manager of Duty and if necessary the Branch Executive Director & Group VP of Risk Management.
- Complete and submit an incident report in case of injuries or damage within 24 hours of incident.

THEFT

In the event of a theft relating to YMCA property–

- Report the theft to the local police and cooperate, as you are able in the investigation.
- Complete a PHL Y Insurance Incident reporting form. In the event of a significant theft, notify the COO/ Vice President of Operations and Group VP Risk Management

In the event of a theft or some kind of damage relating to the personal property of a member –

- Offer support and assistance as you are able to the member
- Encourage the member to contact the local police, as appropriate, and report what happened.
- You cannot do it for them.
- Complete a PHL Y Insurance Incident reporting form
- Do not provide any additional information to the member, but do support the efforts of law enforcement in their investigation as necessary.
 - In example: security camera video, access reports, etc.

TRANSPORTATION

- Program participants may be transported in either YMCA vehicles or contracted busses or vans only.
- A visual inspection of the vehicle should be done prior to use.
- A minimum of 3 people should be in a vehicle at any time, and the passenger number shall not exceed the maximum number permitted.
- Prior to riding any vehicle, all participants are required to review the rules and procedures for the particular vehicle.
- Do a face count and roster check off before and immediately after participants enter the vehicle. Do not leave the area until all participants are accounted for.
- While in vehicles, participants are to remain seated with seat belts on while the vehicle is in motion. Hands, feet, heads and objects are to remain in the vehicle.
- Noise levels should be maintained as to not distract the Driver.
- Eating and drinking is permitted with the permission of the Driver.
- All vehicles must be equipped with working fire extinguishers, first aid kits, and reflectors. A cell phone must be carried by at least one adult
- When traveling with more than one vehicle, all vehicles can stay together but at a safe distance. The preferred method is to have a predetermined stop location and each Driver should carry directions, phone numbers and maps.
- Participants and staff should only enter and leave the bus under the direction of a staff member or the Driver. If the vehicle should make an emergency stop, passengers should follow directions from the staff member or Driver in charge and use the buddy system when leaving the vehicle.
- **All participants are to be face checked as they enter the vehicle and checked off on a roster sheet before the vehicle departs from home base and again before departing the destination and any stops along the way. In addition, a separate staff member will do a head count to confirm the number of participants on the checked roster.**
- Any incidents/accidents shall be recorded on a PHLY Insurance reporting form and reported to the Branch Executive or the Associate Executive.
- All Drivers must have a DMV background check done prior to driving and complete the online Redwoods driver training course or equivalent.
- Staff may use either the “2 adult” or the “3 person” chaperone rule when traveling on mini vans. Consideration should be given to the following factors:
 - Gender mix of children, ages of children, distance of travel, proximity to the YMCA, how well you know the children you are traveling with and anticipated behavior of the group. Staff should be sure that there is no possibility of you ending up in a one on one situation any time during the trip. Should any question arise, staff should consult with branch leadership.

UTILITY OUTAGE

RECOGNIZE

- Loss of power, gas or water to the facility.
- Be prepared for potential utility outages during storms, high winds, snow and/or hurricanes.

RESPOND

- Immediately notify the director in charge. Director in charge will immediately:
 - Confirm what areas of the campus are impacted by the outage.
 - Notify the Facility Director.
 - Contact appropriate utility company for more information and return service timeframe if outage dictates.
 - Communicate to staff and members appropriately on status of programs and outage details.
- **During a Power Outage:**
 - Remain calm and immediately locate flashlights.
 - Conduct a facility walk-through and suspend all programs and equipment use.
 - Confirm emergency lighting has activated.
 - Staff will assist participants in the facility to well-lit areas and provide information about the outage/ incident. Leave no area unchecked (locker rooms, bathrooms, studios, etc.).
 - Clear pool area. Check pool bottom. If light is acceptable, members may enter locker room for clothing. If dark, gather people into areas where there is adequate emergency lighting.
 - Use emergency lights and flashlights in aquatic director's office, member services desk, and maintenance office.
 - Make sure no one enters pool area.
 - When power is restored, call maintenance and have them check reset buttons.

IF POWER IS NOT RESTORED WITHIN 30 MINUTES, THE FACILITY IS TO SHUT DOWN OPERATIONS UNTIL POWER RETURNS.

During a Water Outage:

- Remain calm and notify members of the situation.
- If water will return within the hour, modified programming should continue (areas impacted by loss of water should be suspended).
- If water return estimates exceeds one hour, facility should close until water is restored.
- Branch leadership will make a decision about opening, closing or evacuating within one hour of incident occurring.

RECOVER

- Contact Branch Executive Director, Group VP of Risk Management and VP of Marketing/Director of Public Relations.
- Do not communicate with media.
 - If media representatives ask for a statement, refer them to our VP of Marketing or Director of Public Relations.
- Once a decision is made about closing and/or reopening, communicate where required.
- Complete and submit an incident report accounting for all details of the emergency within 24 hours.

VEHICULAR TRAFFIC

RECOGNIZE

Identify safe areas to drop off or pick up individuals.

Use traffic control safety equipment (vest and stop sign) when managing the flow (stop and go) of the traffic.

Make sure parking lots directional markers and speed limit signs are clearly visible to drivers.

Make sure cross walks are clearly marked and used by pedestrians and that groups cross together.

RESPOND

Observe for violators and educate appropriately.

Document accidents and/or injuries on an accident report form.

RECOVER

Review reports and evaluate for possible changes.

BOMB THREAT CHECKLIST

BOMB THREAT Checklist

- ☐ **Date:** _____ **Time:** _____
- ☐ **Time Caller Hung Up:** _____
- ☐ **Phone Number Where Call Received:** _____
- ☐ **Phone Number Where the Call is being made from:** _____
- ☐ **Ask Caller:**
- ☐ Where is the bomb located? (Building, Floor, Room, etc.) _____
- ☐ When will it go off? _____
- ☐ What does it look like? _____
- ☐ What kind of bomb is it? _____
- ☐ What will make it explode? _____
- ☐ Did you place the bomb? Yes No
- ☐ Why? _____
- ☐ What is your name? _____

Exact Words of Threat: _____

Information About Caller:

- ☐ Where is the caller located? (Background and level of noise) _____
- ☐ Estimated age: _____
- ☐ Is voice familiar? If so, who does it sound like? _____
- ☐ Other points: _____
- ☐ **Caller's Voice** **Threat Language:** **Background Sounds:**
- ☐ Accent ☐ Animal Noises ☐ Incoherent
- ☐ Angry ☐ House Noises ☐ Message read
- ☐ Calm ☐ Kitchen Noises ☐ Taped
- ☐ Clearing throat ☐ Street Noises ☐ Irrational
- ☐ Coughing ☐ Booth ☐ Profane
- ☐ Cracking voice ☐ PA system ☐ Well-spoken
- ☐ Crying ☐ Conversation
- ☐ Deep ☐ Music
- ☐ Deep breathing ☐ Motor
- ☐ Disguised ☐ Clear
- ☐ Distinct ☐ Static
- ☐ Excited ☐ Office machinery
- ☐ Female ☐ Factory machinery
- ☐ Laughter ☐ Local
- ☐ Lisp ☐ Long distance
- ☐ Loud
- ☐ **Male** **Other Information:**
- ☐ Nasal
- ☐ Normal
- ☐ Ragged
- ☐ Rapid Raspy
- ☐ Slow Slurred
- ☐ Soft
- ☐ Stutter

EMERGENCY DRILL BEST PRACTICES

Regular drills are useful for maintaining a high level of readiness and opportunity to reinforce emergency action plans for our facilities. These drills should be conducted to compliment regular “table-top” conversations at staff meetings of branch leadership & department staff. Drills should be executed at different times of the day and week. All drills should be documented by an observer to record results and for later review. After the drill is run, the procedures should be reviewed and analyzed to determine effectiveness and modified if necessary.

Emergency Drill Best Practices: Frequency

FACILITY / OFF-SITE FACILITY / RESIDENT CAMP			DAY CAMP / YOUTH SPORTS		
<u>Drill</u>	<u>Frequency</u>	<u>Delivery</u>	<u>Drill</u>	<u>Frequency</u>	<u>Delivery</u>
Active Shooter	1 time per year	Discussion	Severe Weather	1 x per season	Discussion
Missing Child	2 times per year	Live	Missing Child (Day Camp Only)	1 x per month	Live
Fire Drill	1 time per year	Live			
BEFORE & AFTER CARE			LICENSED CHILD CARE CENTERS		
<u>Drill</u>	<u>Frequency</u>	<u>Delivery</u>	<u>Drill</u>	<u>Frequency</u>	<u>Delivery</u>
Active Shooter	1 time per year	Discussion	Severe Weather	1 time per year	Discussion
Missing Child	2 times per year	Live	Missing Child	2 times per year	Live
Fire Drill	1 time per month	Live	Fire Drill	1 time per month	Live
			Bus Evacuation	1 time per year	Live

Emergency Drill Formstack: [CLICK HERE](#)

Branch Safety Committee Representative will complete Formstack at the conclusion of any drill.

*The completed Formstack is automatically sent to the Branch Executive,
Branch Safety Committee Representative & Association Risk Management Office.*

Emergency Drill Implementation & Documentation

Drills should be performed as practice run for employees and volunteers to handle emergency situations before they happen. Members may be resistant to taking part in the drills, but they should be informed of the drill ahead of time to give them a warning about the situation. Any drill referenced in the previous slide for a program area that is conducted at a facility counts towards the facility drill expectations for the year.

When a fire drill is conducted, guests in any pool do not have to exit the building, however everyone should exit the pool and move to the closest exit. Lifeguards are to remain with these guests and verbally discuss next steps if an actual emergency were to occur.

Documentation of these drills should be kept on file submitted via formstack & conducted in tandem with the facility representative of the Safety Committee for the organization. This individual is identified as the “Observer” of all facility drills and expected to execute with program leadership & review all drills for their facility.

Drill: AFTER ACTION REPORT

Emergency Or Event:

Date & Time of Emergency or Event:

Emergency or Event Review by:

When review was completed (circle one): During Event
After Event Completion

Brief Summary of Event_____

Time to evacuate/ recover (if necessary?)

If building was evacuated, were all doors closed?

Were staff assigned areas during evacuation/recovery?

If assigned, were these assignments fulfilled?

Were all aware of after-evacuation gathering point?

Was Alarm sounded?

Was 911 called?

Was DOD or Exec notified?

Were considerations for disabled in place?

Were head counts conducted?

Was communication during the event clear?

Explain:

What went well and why?

Success:_____

Why?_____

How to insure in the future:_____

Success: _____

Why?_____

What can be improved and how?

What?_____

How?_____

What ?_____

How?_____

Report completed by:_____

Send copy of Drill report to: jryan@ymcade.org

Incident/Injury Reporting Procedures

When is an Incident/Injury Report Necessary?

A report must be completed for any event or behavior that is out of the ordinary: causes injury, damage, interruption of business or threatens the safety of a member or participant.

EXAMPLES

- Damages to Y equipment or property
- Pipe break or chemical spill
- Storm damage
- Injury/illness reported or observed
- Inappropriate activities or behavior
- Behavior where one member/participant acts out against another
- Behavior/disclosure reported to Child Care Hotline
- Event requiring action per Emergency Response Plan
- Theft of Y or member property
- Interference of Programs/Facility use: police chase, wild animal, non-custodial parent on property, alarms, utility outage

Reporting Guidelines

Report to Insurance Company

MAJOR INCIDENTS: Report immediately

- Death
- Life-threatening injuries or medical events
- Cardiac arrest
- Any aquatic event that requires oxygen, CPR, rescue breathing or AED use
- Alleged sexual abuse or inappropriate contact
- Alleged physical abuse
- Property damage that interrupts business
- Auto accidents resulting in significant injuries or property damage

MINOR INCIDENTS: Report within 24 hours

- Any incident in which the injured party or a family member requests compensation for injuries, demands reimbursement for bills or lost wages, or threatens a lawsuit
- Aquatic events that do not require CPR, rescue breathing or AED use
- Fractures or other significant injuries
- Auto accidents resulting in minor injuries or property damage
- Minor property damage that does not interrupt business but does exceed deductible

Internal Only Report

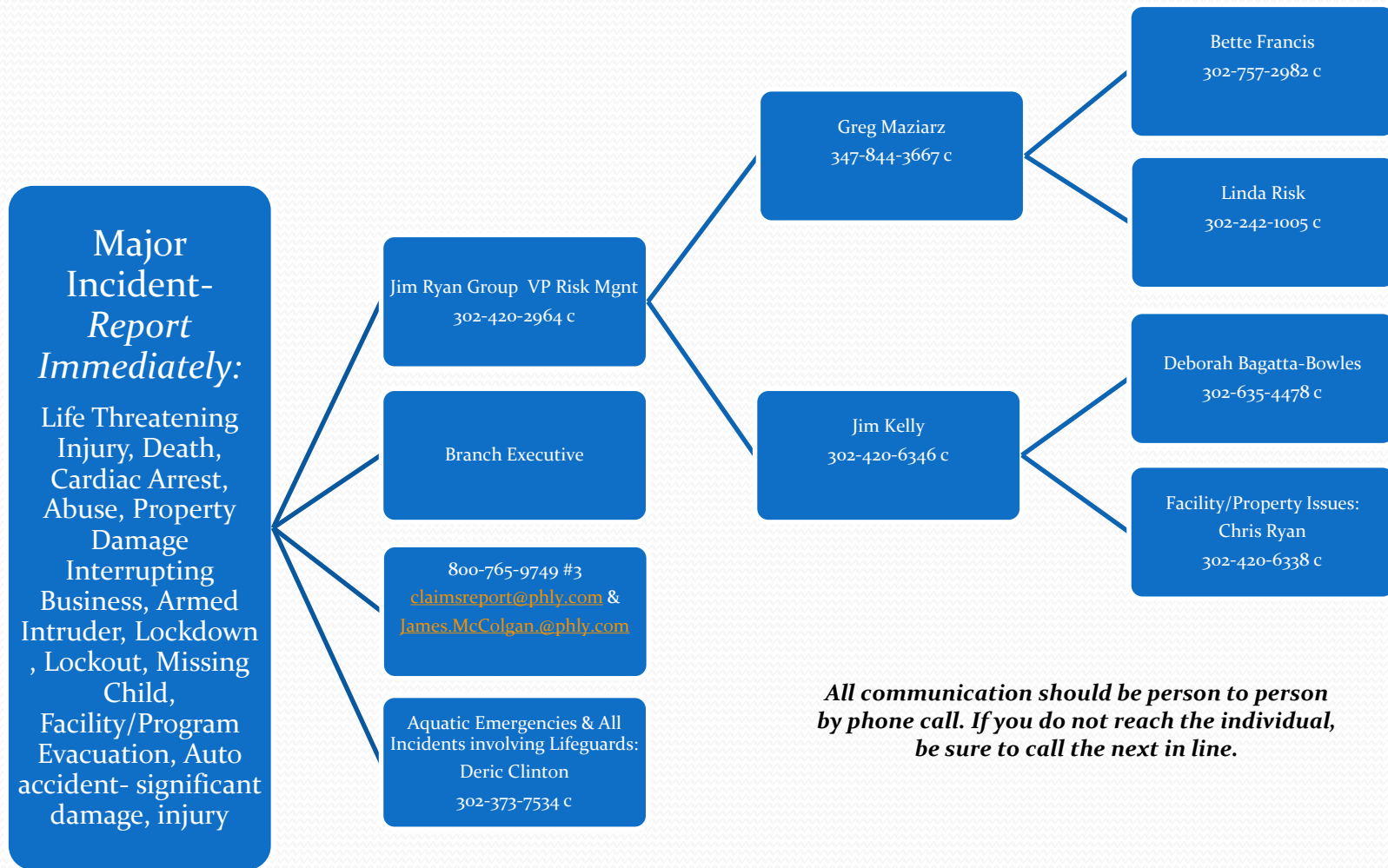
CAMP INJURY/INCIDENT: Report to Risk Management Weekly

- Child leaves early due to injury
- Any head injury
- Staff are involved in injury to camper
- Inappropriate activity involving staff, member or guest
- Child acting out against other child or staff
- Anytime parent is called
- Behavior reportable to ChildLine
- Theft of Y or member property
- Events/actions that interfere with programs/facility use: police chase, non-custodial parent on grounds, wild animal, anything requiring action per the Emergency Response Plan

BRANCH RECORD: Maintained at Branch (Boo-Boo Book)

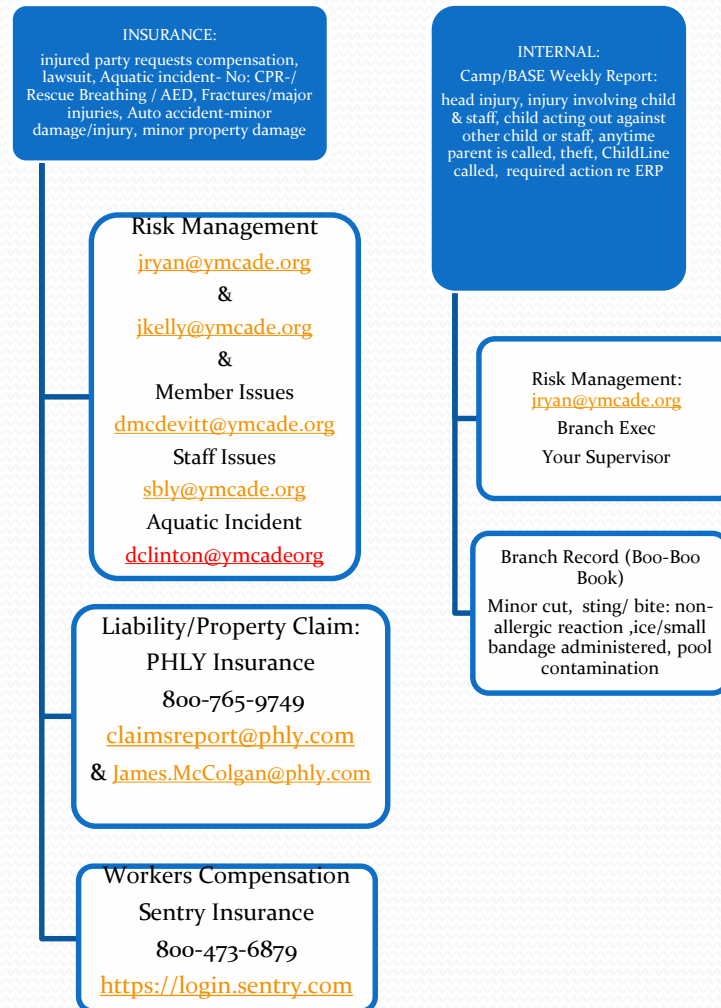
- Minor 1st aid administered
- Insect bites, stings- non-allergic reaction
- Ice/small bandage administered
- Pool Contamination

MAJOR INCIDENT- *Report Immediately*



***All communication should be person to person
by phone call. If you do not reach the individual,
be sure to call the next in line.***

MINOR INCIDENT-Report within 24 hours



How to Report

Insurance: Claims are submitted to the Insurance Co. by the branch claims coordinator, typically the office manager.

**Philadelphia Insurance-
General Liability & Property Claims:**
claimsreport@phly.com &
James.McColgan@phly.com

Claims: 800-765-9749
Catastrophe Call Center :800-765-9749 #3

**Sentry Insurance-
Workers Comp Claims**
Claims: 800-473-6879
<https://login.sentry.com>

CC:
jryan@ymcade.org, jkelly@ymcade.org, and
If Member Oriented: dmcdevitt@ymcade.org,
If Staff Oriented: sbly@ymcade.org
If involving Lifeguards: dclinton@ymcade.org

Internal: Who to Report to..

Risk Management: Major & Minor Incidents

- Jim Ryan Group VP Risk Management
jryan@ymcade.org W 302-571-6902, C 302-420-2964

EMERGENCY- MAJOR INCIDENTS

- Your Branch Executive/Associate Exec
- Jim Kelly COO
jkelly@ymcade.org 302-571-6923, C 302-420-6346
- Bette Francis VP HR
bfrancis@ymcade.org W 302-571-6970, C 302-757-2982
- Chris Ryan Group VP Buildings & Property
cryan@ymcade.org W: 302-571-6925, C 302-420-6338
- Deric Clinton Association Director of Aquatic Safety & Compliance.
dclinton@ymcade.org W 302-571-6906, C 302-373-7534
- Greg Maziarz CFO
gmaziarz@ymcade.org W 302-571-6967, C 347-844-3667
- Linda Risk VP Marketing
lrisk@ymcade.org W 302-571-6905 C 302-242-1005
- Deborah Bagatta-Bowles CEO
dbowles@ymcade.org W 302-571-6907, C 302-635-4478