



Emergency Operations Management Plan

**Bolingbrook Park District
Emergency Operations Management Plan**

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POLICY STATEMENT

No operation or facility is immune from emergencies and the Bolingbrook Park District recognizes its responsibility for the safety of its employee's and patrons during such a time. In addition, Bolingbrook Park District has identified the need to protect property and assets and to expedite the recovery of District functions and activities.

Therefore, an Emergency Operations Management Plan shall be implemented in all facilities and programs. The plan shall give consideration to the public and employees in each identified case and shall cover the following:

- Possible emergencies.
- Employee training.
- Public notification.
- Warning systems.
- Evacuation and medical plans.
- Communications.
- Evaluation, drills and testing.

As part of the districts overall safety program the Bolingbrook Park District shall rely on Executive Director, Safety Committee and staff to review programs and facility changes, that would necessitate changes in the Plan.

In providing such a plan, the Bolingbrook Park District reaffirms its commitment to provide and maintain a safe atmosphere for all employees and patrons.

The update of this document will be made by the Bolingbrook Park District Safety Coordinator on a need-be basis.

Introduction

The Bolingbrook Park District attempts to provide the safest possible environment for its employees and the public. At the same time, the District realizes that the possibility of an unplanned emergency situation always exists. This plan has been prepared so that, in the event of an emergency situation, all conceivable actions that can be taken to ensure the safety and welfare of patrons and staff will be implemented. Preparing staff, participants and the public with appropriate instructions and practice in how to react in the case of an emergency will effectively minimize the problems that will arise in such a situation. The major objectives of this plan are to save lives and give aid to disaster victims. An overall emergency management plan requires a process for identifying security needs, developing prevention and intervention techniques, evaluating physical facilities and providing communication with staff, participants and the public.

This plan includes courses of action to be taken in case of an emergency or natural disaster. Each department head and supervisor is strongly encouraged to familiarize and review this plan with staff at least once a year. Each employee of the District is expected to be completely familiar with this plan so that he/she will be prepared to carry out appropriate procedures and responsibilities in the case of an emergency.

IMPORTANT

Please remember that children should never be sent home alone during an emergency situation.

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CRISIS MANAGEMENT TEAM

The following individuals are members of the Crisis Management Team:

- Executive Director
- Director of Recreation & Facilities
- Director of Business & Technology
- Director of Marketing & Customer Care
- Director of Buildings, Grounds & Natural Resources
- Superintendent of Recreation
- Superintendent of Facilities
- Superintendent of Special Recreation
- Superintendent of Business & Finance
- Superintendent of Human Resources
- Superintendent of Projects and Planning
- President, Board of Commissioners
- Park District Attorney
- Park District Risk Management Agency Representative
- Safety Coordinator

ACTIVATION OF CRISIS MANAGEMENT TEAM

In the event that the Emergency Operations Management Plan is activated, the following Crisis Management Team Members will assume their responsibilities as outlined. In all areas involving the Executive Director (as listed below), the Superintendent of Recreation will assume responsibilities if the Executive Director is not available.

Executive Director

1. Make immediate contacts (Board of Commissioners, Supt. of Recreation, Supt. of Marketing / Customer Care, Attorney)
2. In conjunction with Superintendent of Business & Technology, determine the potential need for 'Disaster Recovery,' and assemble the Operations Team as necessary per Disaster Recovery Plan.
3. Spokesperson
4. Receive all media calls
5. Gather pertinent information for distribution to media
6. Delegate key employees to assist with gathering of information and to be interviewed by media
7. Notify victim's family of emergency situation
8. Call Crisis Management Team together
9. Assist and direct media to Crisis Center
10. Produce memo regarding Media Crisis Policies for all Park District staff
11. Assist with Media Communication and Media
12. Notify other Village Agencies (if applicable)
13. Contact Attorney

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Director of Marketing & Customer Care

1. Make immediate contacts (Customer Care Team, Marketing Communications Manager)
2. Assist Executive Director with a media statement
3. Assist with establishing a Media Center
4. Assist with gathering pertinent information for distribution to media
5. Delegate key employees to assist with gathering of information and to be interviewed by media

Director of Recreation & Facilities

1. Make immediate contacts (PDRMA, Dir. of Buildings, Grounds & Natural Resources, Dir. of Business & Technology)
2. Notify front line staff of crisis
3. Complete Accident / Incident Report
4. Assist with media calls and communication
5. Contact EAP or other counseling services for employees or public involved in the crisis
6. Coordinate the identification of witnesses and gather contact information

Director of Buildings, Grounds & Natural Resources

1. Contact Superintendent of Projects & Planning
2. Secure facilities and grounds
3. Provide keys for locations
4. Assist Police / Fire Departments with investigation

Director of Business & Technology

1. Secure computer systems (if needed)
2. Contact Superintendent of Business & Finance and Superintendent of Human Resources (if needed)
3. Assist in other areas (if needed)

Superintendent of Projects & Planning

1. Assist Director of Recreation & Facilities with responsibilities (if needed)
2. Assist with photography / video capture of incident area (if needed)
3. Contact Facility Managers (if needed)
4. Assist in other areas (if needed)

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EMERGENCY PHONE LIST

	<u>Emergency</u>	<u>Non-Emergency</u>
Bolingbrook Paramedics/Fire Department	911	1-630-226-8540
Bolingbrook Police Department	911	1-630-226-0600

Outside Agencies

Alarm Company	1-847-879-8500
PDRMA	1-630-769-0332
J.U.L.I.E. (Underground Cable)	1-800-892-0123
Poison Control	1-800-942-5969
Nicor (Gas Leaks)	1-888-642-6748
ComEd (Electrical Outage)	1-800-376-7693

Park District Facilities

Annerino Community Center	1-630-739-0272
Bolingbrook Recreation and Aquatic Complex	1-630-739-1700
Pelican Harbor Outside Water Complex	1-630-739-1705
Lifestyles Fitness Center	1-630-739-1705
Ashburys at Boughton Ridge Office	1-630-739-2359
Boughton Ridge Golf Course	1-630-739-4100
Hidden Oaks Nature Center	1-630-739-2600
Hidden Oaks Bait Shop	1-630-759-2381
Buildings & Grounds Facility	1-630-739-4696

Board of Commissioners

	<u>Home</u>
Sue Vastalo (Commissioner)	1-630-739-3146
Al Traczek (Commissioner)	1-630-440-8858
Jerry Hix (Commissioner)	1-630-258-2062
Denise Allen (Commissioner)	1-630-696-1972
Melissa McCloud (Commissioner)	1-312-493-2247

Crisis Management Team

	<u>Cell</u>
Ron Oestreich (Executive Director)	1-630-803-8184
Mike Baiardo (Director of Recreation & Facilities)	1-630-803-3746
Kim Smith (Director of Marketing / Customer Care)	1-630-770-9640
Christine Martner (Director of Buildings, Grounds & Natural)	1-630-803-8185
Debbie Chase (Director of Business & Technology)	1-630-803-8386
Jim Patula (Supt. of Projects and Planning)	1-630-803-3748
Kai Wahlgren (Supt. of Recreation)	1-630-220-3748
John Chase (Supt. of Facilities)	1-630-269-8992
Jill Mukushina (Supt. of Special Recreation)	1-630-386-0689
Terri Tamer (Supt. of Human Resources)	1-630-803-7813
Tricia Dubiel (Supt. of Business & Finance)	1-630-379-7175
Jim Patula (Safety Coordinator)	1-630-803-3748

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CRISIS COMMUNICATION

In the unfortunate event of a crisis related to the Bolingbrook Park District, it is important to have one person available to receive updated information and to provide that official information to the media. Otherwise, differing messages with inaccurate facts may be given to reporters resulting in catastrophic repercussions for the park district. It may also prohibit important information from reaching the media. A crisis is defined as any event or emergency that generates deep public concern and a need to provide prompt, accurate information.

What is a Crisis?

A crisis is a situation or event that causes (or has the potential to cause) keen public or media concern. The potential crisis lists is endless, but see below for a list of potential incidents. If you know of a situation or event that could be of concern to the public or media, please contact the head of the Crisis Management Team immediately. The Bolingbrook Park District has appointed Executive Director as the head of its Crisis Management Team. This person will decide whether the crisis plan needs to be implemented or whether the situation needs to be monitored and handled carefully. If the head of the Crisis Management Team is not available, a potential or immediate crisis should be reported to any Department Head.

- **Drowning or other serious aquatic related emergency**
- **Serious Accident / Incident involving Park District employees or participants**
- **Allegations of abuse**
- **Criminal act that has occurred on any Park District Property**

Before a Crisis Occurs:

1. Designate a media spokesperson. This person will receive all media calls and coordinate all official information that is to be given to the media. The designated person should be the Director.
2. Make sure that all department heads, commissioners, receptionists and anyone who takes outside telephone calls know that the Director is to take media calls during a crisis. Put that information in writing near the telephones.
3. Make sure that all employees of the park district know that the Director needs to be kept informed of important news and needs to be updated frequently in any emergency. All departments must lend a helping hand to gather and investigate information during a crisis.
4. Staff, commissioners and receptionists should know how to reach the Director by phone.
5. All full-time staff members will act as a crisis team that will assist with communications and develop specific strategies when a crisis occurs. The team will help gather accurate information.
6. Understand the role of our attorneys in our communications efforts.
7. Compile a list of media contacts.
8. Determine where a news conference could be held, if ever necessary.
9. Practice implementing the plan.

Emergency telephone numbers are listed on page 4 of this plan. Do not give these numbers out to the public or the media.

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CRISIS COMMUNICATION FACT SHEET

What Happened?

Who Is Involved?

When Did It Occur?

How Did It Occur?

Why Did It Occur?

Action Taken?

THIS FORM IS LOCATED IN THE BACK SECTION OF THIS BINDER UNDER THE REFERENCE TAB

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CRISIS COMMUNICATIONS – DISTRICT SPOKESPERSON

Keep the following information nearby in case of a crisis at the Bolingbrook Park District. If there is accurate, up-to-date information available, that must be provided to the public in an emergency, the attached procedures will be followed and the attached information will be important.

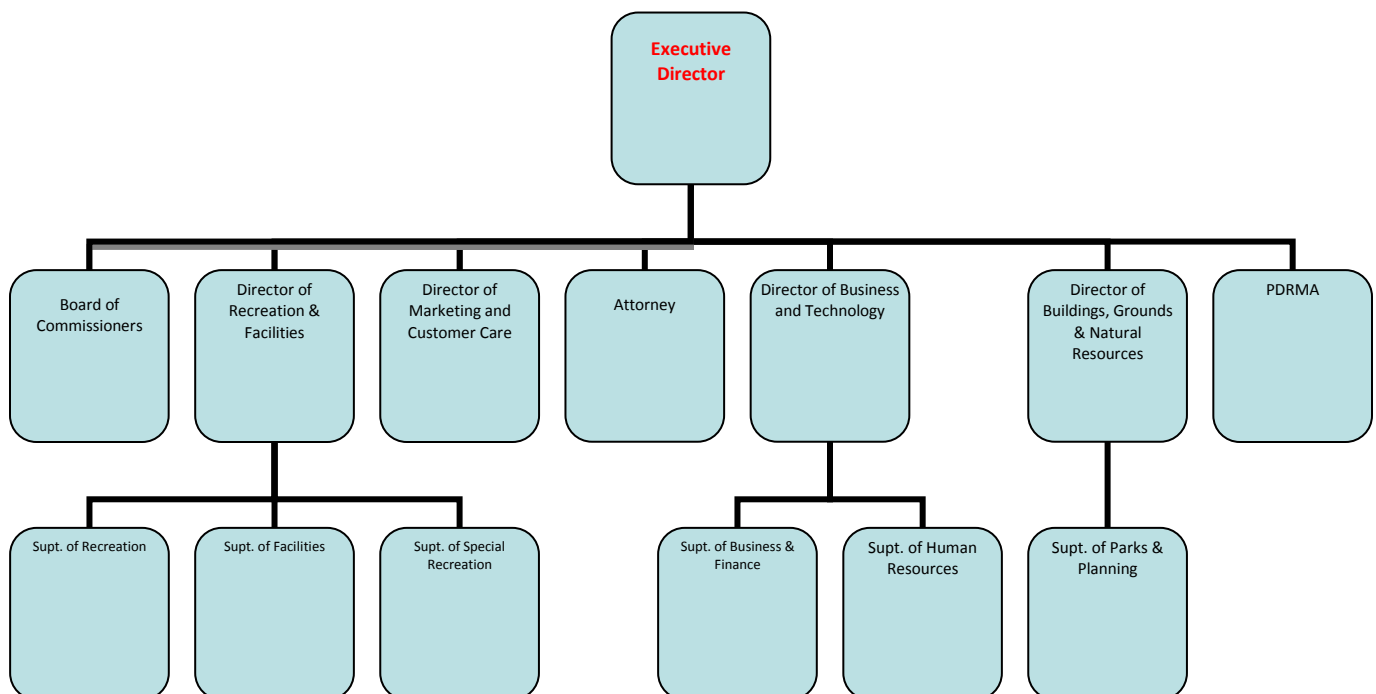
The Executive Director will be the official spokesperson of the Bolingbrook Park District. Contact the Executive Director immediately in a communications-emergency situation. If the Executive Director cannot be reached, the Superintendent of Recreation will take responsibility.

The official spokesperson will receive all media calls and coordinate all official information that is to be given to the media. The spokesperson will designate other individuals to be interviewed as appropriate and will assist the news media in getting access to the key individuals and accurate information.

The Executive Director must be kept informed of important news and must be updated frequently in any emergency. All staff members are delegated to assist in gathering and investigating information for its validity as it becomes available. If the news media cannot get accurate, prompt information through the Executive Director, they will quickly find their own sources to meet their deadlines.

CRISIS COMMUNICATION PROCEDURES FOR PARK DISTRICT STAFF

1. Stay calm and in control. Notify Executive Director that a crisis exists and give all information about the crisis to the Director immediately (that is known at the time).
2. Executive Director will quickly assemble the Crisis Management Team through the 'Phone Tree' (as shown below). Obtain and compile accurate information quickly.



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3. Executive Director will establish a Media Crisis Information Center to disseminate all related facts on the crisis as known (Conference Room at Annerino Community Center will be Crisis Information Center)
4. Executive Director will establish the Executive Director's office as the Crisis Management Team meeting room.
5. Superintendent of Marketing and Customer Care will contact on-duty Customer Care Representatives at each facility to inform of the activation of the Crisis Communication Plan has been activated.
 - a. Message to Staff will be as follows:
 - i. Brief Description of situation
 - ii. Inform staff that they may receive phone calls from media or concerned patrons
 - iii. Instruct that if contacted to simply state that we do not have any details regarding the situation and that the Executive Director is the spokesperson and can be reached at (630) 783-6531.
 - iv. Write down any media contacts on 'Media Log' when called
6. Once information has been gathered, the Crisis Management Team would then determine the investigation and research roles of employees present. Crisis Management Team will direct all statements to 'Media Plan.'
7. The Executive Director and the Board President will provide all "official statements." Any employee who has spoken with the media must notify the Director immediately and let the crisis team know what was said and to whom. The Crisis Management Team needs to be aware of the information being requested and/or disseminated.
8. The Executive Director or Board President shall notify and brief Legal Counsel and ask for immediate legal suggestions.
9. The Executive Director or Board President shall be immediately available to the media and provide the media with information as soon as it is verified.
10. Let the media know what information we can and cannot provide. ("We cannot release the names of the accident victims yet, but as soon as we have notified the victims' family, we will let you know.")
11. No victim information of any kind can be released until family is notified and may not be mentioned at all, depending upon the victim's age.
12. Never speak "off the record". Treat everything you say as if it were going to be on the television and radio news, it just might be.
13. Liability or guilt must never be admitted under any circumstances.
14. Never say, "No comment." Instead, let the media know that the Executive Director will provide the information as soon as it is available.

Because official statements can come from either the Executive Director or the Board President, it is imperative that they be in close communication throughout the crisis. Each must let the other know what official statements have been made to the media and each must be kept informed of new or changing information.

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MEDIA RELATIONS PLAN

The Bolingbrook Park District has already established a good working relationship with the media. However, we should all strive to enhance these communications even further, especially during a time of crisis.

The following are some basic ideas to help provide guidelines in dealing with the media. Special attention is given to suggestions on how to deal with crisis or emergency situations.

The Crisis Committee Must Know the Message to Convey

It is important for the Bolingbrook Park District spokespersons to be well informed about the event and issues that will be the focus of news stories and/or community attention. The crisis committee will try to provide this information on a timely basis.

While it may not always be possible to know in advance of a reporter's call, there are certain messages that are always appropriate for this organization:

1. The Bolingbrook Park District is a caring organization, dedicated to making the best possible decisions to serve the people of this community.
2. We are concerned about the taxpayers, park users and environment. Whatever policy decisions we make and whatever crisis we face, those concerns are paramount.
3. We will provide the media with any pertinent information they request. If we don't know the information, we will attempt to get it.

The Crisis Committee Must Know Their Audience

The kind of information you provide to the media depends on the audience that publication will be reaching. For example, the details you provide to the Bolingbrook Bugle and the Bolingbrook Patch would be of local human interest. It is important to change your editorial viewpoints when dealing with certain topics such as: guns in the parks, pesticides, safety, governance and other issues.

The audience for local publications is varied. It includes people of all ages and incomes, taxpayers, government employees, conservationists, developers and corporations. It includes all residents who live in the Bolingbrook Park District boundaries. These residents include large families and people who live alone. Each group could be affected differently by what you say. How will this impact your message? What information would you like to offer to reassure each group?

What other information is your audience receiving? Are newspapers, magazines and special-interest groups printing articles that have an impact on park district policies? How will you address those issues?

The Crisis Committee Must Know the Reporter

Just as each newspaper and television station has its own focus and style, so does each reporter. Some are general assignment reporters who cover anything they are assigned. Others are feature reporters; developing in-depth stories about people, programs and parks. Specialty reporters may cover the park district for a business, governmental or arts viewpoint.

Become familiar with the journalist who covers the Park District. Read their articles. Do they report the information we provide or do they do extensive research and write stories from their own perspective? Offer to clarify information for them so they report it accurately and suggest good sources for their research.

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Remember that if you make a statement, you can be quoted. Reporters like short phrases that are easy to quote especially colorful phrases that make good headlines. Use caution as you speak. Don't let a friendly reporter disarm you. If you don't want to read it in the paper, don't say it!

Be sure to ask when the reporter's deadline is and respect it. Remember that journalists are under pressure due to time constraints and unfortunately, accuracy sometimes suffers as a result. When you respond to a reporter's questions and inquiries on time, they will appreciate your efforts. If you must respond to a question posed by a reporter later, get the appropriate information and respond before the deadline. The finished article will be more accurate.

1. If a reporter telephones you at home or work and catches you by surprise, you will probably need time to get your thoughts together before the interview. It is okay to tell the reporter that you will telephone him right back with accurate answers. Find out what he/she needs to know and what his deadline is. Before you call the reporter back, decide what you want to say and get the information you need.
2. Every reporter will want to know these fundamental questions: Who? What? When? Where? Why? And How?
3. You will also want the reporter and audience to understand the message you want to convey: The Bolingbrook Park District is a caring organization dedicated to serving the people of this community. Think about your message as you answer the interviewer's questions. Weave that message into your answers. Give examples that express park district concern. **For example:**

Who? "Several residents who live near the parks have expressed concern about the use of pesticides by the park district. We understand their concern and we are making every effort to address this issue. We have spoken with the residents at length and have invited them to address the board at our next meeting."

What? "Because we realize that some of our citizens are concerned about the safety of pesticides, we have temporarily halted their application while we conduct a thorough study of this issue. Members of our staff have been researching literature about pesticides. We also had an international expert on this subject meet with our staff and discuss research findings on Roundup. He was most helpful in providing answers to our questions about the safety of these products. I would be happy to get his name for you. What is your deadline?"

4. Nothing is "off-the-record." Make sure you don't say anything that you don't want to read in print.
5. If the reporter asks you a question you are not prepared to answer, tell him/her you do not have that information. It is okay not to know. You are not required to answer every question.

WHEN DEALING WITH THE NEWS MEDIA

In a Crisis Situation, all information will be released from the Administrative Staff of the Park District. Employees that are knowledgeable of the event or who are witnesses to the event may be approached by reporters. Employees should automatically direct reporters to the Executive Director as the official spokesperson for the Bolingbrook Park District.

1. As members of the Bolingbrook Park District team of employees, you will be responsible for following the media policies of the District.
2. If you find yourself in an emergency situation, please take all immediate action. Once the situation is under control, notify your immediate supervisor and/or the Administrative team.
3. All contact with outside media sources such as reporters, producers and directors, print or television, must be referred to the Executive Director. If you can't remember that, refer them to your Department Head.
4. All media contact must be cleared through your Executive Director, who will in turn contact you if a reporter has been given your name as a media source.
5. Please do not talk to media without prior approval.
6. The procedure allows the District to protect the privacy of our staff and participants.

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7. Please refrain from speaking about the incident with friends, relatives or anyone outside of work until cleared to. Stories can be exaggerated based on who is telling it, and inaccurate information can get into the wrong hands.

ON TALKING TO THE MEDIA

After you have received approval from the Executive Director, you may speak with the media.

It is acceptable not to know the answer to a question. If so, just openly admit “I don’t know.” Direct the reporter at that time to the Executive Director as the Spokesperson. Do not say “No Comment” as the Reporters may interpret the “no comment” to imply guilt and reluctance to speak with the media.

When Speaking To The Media

- Stay Positive – Admit Crisis but never guilt or cause
- Only release verified information as directed by the Executive Director
- Reinforce rescue efforts, positive safety record, etc.
- Balance public statements with known facts
- Never say “No Comment”

Basic Media Response Outline

- Acknowledge incident
- Highlight rescue efforts
- Emphasize investigation efforts
- Provide facts as available and approved
- Always be honest
- Answer all phone calls from media in order they are received

Remember Following Responses

- “I know, and I can tell you....”
- “I know, and I can’t tell you, and here’s why.....”
- “I don’t know, but I’ll find out”
- “Let me get back to you”

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POST INCIDENT MANAGEMENT PLAN

Subsequent to any incident that requires the implementation of the Bolingbrook Park District Emergency Operations Management Plan, the following will occur:

- The Emergency Management Team will meet within 24 hours of the conclusion of the incident to review the effectiveness of the operation of the team.
- Representatives of outside agencies that were involved in the incident will be included in the review process; e.g. Fire Department, Police Department, Village of Bolingbrook, utility companies, PDRMA and Park District's attorney.

Bolingbrook Park District

Emergency Operations Management Plan

PARK DISTRICT SAFETY PROGRAM AND PHYSICAL FITNESS FACILITY MEDICAL EMERGENCY PLAN

Purpose

The Bolingbrook Park District maintains that the public and its employees are their most important assets. Therefore, public and employee safety is our greatest responsibility. In all of our assignments, the health and safety of all should be the utmost consideration. Personnel at all levels of the Park District workforce are directed to make safety a matter of continuing concern, equal in importance with all other operational considerations. Effective loss prevention is an integral part of our management philosophy and procedures.

Concept

Within the operational activities of any endeavor, there may be exposure to personal injury or property damage that may be unintentionally hidden. Reviews of operations should include consideration of problems and/or errors, which could occur as it relates to the environment, equipment, job procedures, and personnel. Accidents are unplanned events. Proper planning can minimize accidents. Most accidents are preventable. Loss prevention is to initiate such pre-planning as is necessary to minimize unsafe acts, contain environmental hazards, and control unsafe conditions.

Continual emphasis on loss prevention techniques, the refinement of work procedures, and safe working conditions have been shown to significantly reduce injuries, property damage, and work interruption. Every employee is charged with the responsibility of supporting and cooperating with the loss prevention program. All employees are expected, as a condition of employment, to adopt the concept that the safe way to perform a task is the most efficient and only acceptable way to perform it. Safety adherence and performance will be considered an important measure of supervisory and employee performance evaluations at the Bolingbrook Park District.

Staff Responsibilities

The success of the District safety program will depend upon the announced and demonstrated interest of management, the sincere and consistent example set by supervisors, and the cooperative, concerted efforts of all employees.

All Park District employees are required, as a condition of employment, to develop safe work habits and to contribute in every manner possible to the safety of themselves, their coworkers, and the general public. To that end, they shall:

1. Continuously observe and evaluate work conditions and work procedures to detect and correct unsafe conditions and/or practices. If noticed, please fill out the Park Districts "STOP – LOOK – REPORT" Form to report.
2. Promptly investigate accidents and complete required reports.
3. Be receptive to, and encourage, employees to report unsafe practices.
4. Participate in training courses designed to increase their professional knowledge of safety supervision principles and techniques.
5. Obtain and maintain high standards in housekeeping and personal environment sanitation in work activities.
6. Ensure that tools, equipment, and protective devices are properly maintained and properly utilized.
7. Become thoroughly familiar with and actively enforce all safety procedures applicable to the work they supervise.
8. Each individual employee will be directly responsible and held accountable for the safety rules and procedures as stated in this manual and as taught in in-service training programs.
9. Staff not complying with 'Safety Policies' will initially be given a verbal reprimand. A continuation of failure to follow policies will result in a written reprimand, followed by suspension and possibly dismissal.

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10. Whenever an employee is concerned about proper safe working conditions or equipment, this concern shall be brought immediately to the attention of (a) direct supervisor, (b) Safety Committee representative, (c) the Executive Director.
11. In any instance of damage or injury never admit guilt or fault, as you may not be aware of all the relevant facts.

Enforcement of Standards

All safety and health standards adopted by the Bolingbrook Park District will be strictly adhered to by all person employed by the Bolingbrook Park District.

Any employee found to be in violation of a safety standard will be issued a reprimand by his supervisor. This reprimand will be kept on file for one year. During this period of time, a second offense will warrant disciplinary action.

Each person who serves the Bolingbrook Park District in a supervisory capacity is responsible for ensuring the compliance with all rules and regulations of those employees under his direct authority. It is his duty to report any violation of a regulation to the Director of Parks and Recreation. This is to be done in writing. Negligence on the part of the supervisory personnel will be reflected in their records.

Any employee who is disciplined has the right to a hearing through the established Park District grievance procedure.

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CALLING POLICE OR PARAMEDICS

1. **DIAL 911**
2. **Stay Calm. Speak Clearly.**
3. **Identify the problem.**
“We have a stroke victim....”
“We have been robbed...”
4. **Give Your Location.**
5. **Give a more specific location.**
“Administrative building office, gym, kitchen...”
“Behind the maintenance building....”
6. **Stay on the line and be prepared to answer questions.**
“Is the robber still in the building?”
“Is the victim conscious?”
7. **Know your call back phone number.**
8. **Do not hang up before the operator does.**

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MANAGING MEDICAL EMERGENCIES

Every emergency is a unique situation. These are guidelines to go by but there are no set procedures to follow for every emergency.

1. One person should be sent to contact EMS (Emergency Medical Services) by dialing 911 immediately.
2. Usually only one qualified / trained person should be in charge of administering first aid, CPR.
3. Other staff members should assist in controlling crowd (if any) and keeping other participants out of the path of emergency vehicles and staff.
4. One person should meet the paramedics (Emergency Medical Services) and direct them to the scene.
5. The individual in charge should delegate any emergency assistance tasks.
6. An 'Accident/Incident Form' for all injuries should be thoroughly completed by a staff member with the names and phone numbers of all witnesses to the accident. Submit the accident report to the Park District office within 24 hours of the accident. (INJURED PARTICIPANT SHOULD NEVER FILL OUT ACCIDENT / INCIDENT FORM)

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ACCIDENT / INCIDENT REPORTING PROCEDURES

Forms

1. Accident / Incident Report (PDRMA Form 01)
2. Vehicle Accident Report (PDRMA Form 02)
3. Property Loss Report (PDRMA Form 03)
4. Employee Injury Report (PDRMA Form 04)
5. Supervisor Report (Internal Form)

Incidents

Incidents are defined as “near miss accidents” or minor occurrences with a potential for a claim. Example: Two boys are roughhousing in the building and one bumps his head. The bump is slight, non-serious, the boy may cry for a minute or two. Record the incident. Sure, the boy may seem fine and go back to rough housing in a few minutes, but we want to protect ourselves from getting a phone call three months later saying the bump had caused a blood clot in the brain with surgery required to release it. All incidents should be recorded in specific detail on the accident/incident form (Form 01). Remember that all incidents are potential accidents.

Accidents

Accidents are defined as an occurrence to a degree that it will almost certainly bring about a claim. Accident reports (Form 01) must be filed and the Department Head must be notified within 24 hours of the accident. Should the accident occur on a weekend, it is the employee’s responsibility to inform the Department Head the next business day.

Supervisor Reports (immediately following any Accident Reports)

Upon receipt of an accident/incident report, the supervisor is required to thoroughly investigate the accident using the Supervisor’s Investigation Report Form (sample attached). Recommendations to correct any unsafe condition or unsafe act should be noted. All accident reports and supervisors’ investigation reports will be reviewed by the Safety Committee.

If you believe an unsafe condition exists, notify your supervisor or the maintenance staff immediately.

Vehicle Incident / Accidents

Call police immediately for any vehicle accident, no matter how slight, with the exception of a Park District vehicle damaging our own District property (which in that case you should notify your immediate supervisor).

A vehicle collision report will be filled out following any/all accidents involving Park District vehicles. Employees will follow the same procedures for submitting the report as stated in the accident reporting process.

**COPIES OF EACH OF THE ABOVE ACCIDENT / INCIDENT FORMS ARE LOCATED IN THE BACK SECTION
OF THIS BINDER UNDER THE REFERENCE TAB**

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MINOR FIRST AID PROCEDURES

1. Administer necessary first aid. Remember: First aid may be temporary until the services of a physician can be obtained.
2. Remind the victim to inform his or her parents when he or she gets home to show them the injury.
3. Call the parents yourself. Tactfully - don't alarm them unnecessarily - inform them of the situation. Let them decide what is to be done next and let them do it.
4. For any injuries requiring more than a Band-Aid or ice pack, fill out an Accident / Incident Form or for injuries only requiring a Band-Aid or ice pack, use the "Minor Injury Log". No incident is insignificant.

First Aid Kits

Each program must have on hand at all times a first aid kit containing the supplies essential to the proper treatment of minor injuries. The kit shall also include disposable gloves and a Microshield to protect from bloodborne disease. Check the contents of the kit at the beginning of the session and replenish the supplies at frequent intervals.

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SERIOUS MEDICAL EMERGENCIES

It is important to recognize that there are also a wide range of medical emergencies other than sudden cardiac arrest. As in the case of using an AED, persons suffering from other medical emergencies can also benefit when staff recognizes that an emergency exists, acts promptly to summon emergency medical services to the facility by calling 911 and provides a level of attention commensurate with their level of first-responder training until paramedics arrive on the scene.

The following is a list of potential medical emergencies. The list is *not* all inclusive. It is the responsibility of the manager on duty to activate the medical emergency plan as needed.

- Lack of breathing
- Ineffective breathing
- Blocked airway
- Loss of consciousness
- Chest pain
- Seizure
- Shock
- Blunt injury trauma
- Broken bone
- Severe bleeding
- Head, neck, or back trauma
- Heat exhaustion or heat stroke
- Severe sprains
- Severe swelling
- Serious eye injuries

This document serves as the plan for responding to medical emergencies at this facility. The plan not only encompasses the use of an automated external defibrillator (AED), but is also intended to provide a timely, proper response to the occurrence of any other sudden, serious, and unexpected sickness or injury that would lead a reasonable person, possessing an average knowledge of medicine and health, to believe that the sick or injured person requires urgent or unscheduled medical care. The plan designates contacts to be notified in the event of a medical emergency (see emergency contacts section below).

Staff at this facility should call 911 for medical emergencies, including each time an AED is used. (Source: Illinois Department of Public Health: Physical Fitness Facility Medical Emergency Preparedness Code, 2005)

Responders' use of the AED should not replace the care provided by emergency medical services (EMS) providers, but it is meant to provide a lifesaving bridge during the first few critical minutes it takes for advanced life support providers to arrive. Upon arrival of the EMS providers, care of the injured person should be transferred. The automated external defibrillator (AED) will enable trained responders at the Bolingbrook Park District to deliver early defibrillation to victims in the first critical moments after a sudden cardiac arrest.

Medical Coordinator

The Medical Director has authority over the entire AED program and its participants. General responsibilities include the establishment and maintenance of the guidelines for care included in this protocol. In addition, the Medical Director also ensures quality assurance, compliance with protocols, proper training and provides positive reinforcement to individuals and the system, as well as corrective instruction.

AED Coordinator

The AED Coordinator is an employee of the Bolingbrook Park District who is the primary liaison between the Bolingbrook Park District's AED program and the Medical Director. This person has responsibility for maintaining the AED equipment and

Bolingbrook Park District Emergency Operations Management Plan

supplies, organizing training programs and regular re-training programs, forwarding any incident data to the Medical Director and holding post-incident debriefing sessions for any employees involved.

Park District CPR / AED / 1st Aid Training Program

The Bolingbrook Park District uses the Medic First Aid as its AED training program. This program has been approved by the Illinois Department of Public Health (IDPH). The Safety Committee and trained staff members will be responsible for compiling annual training dates and publish to staff on a yearly basis.

All staff that has successfully completed their CPR / AED / 1st Aid Training are eligible to perform necessary actions in any serious medical emergency. A list of those who have completed their training and expiration dates will be maintained in the Park Districts Human Resources Office.

Medical Emergency Protocol (example)

1. One person takes command.
2. Survey the scene to assure your safety before approaching the victim. (S.E.T.U.P.)
 - a. **S** (Stop and Survey the Scene)
 - b. **E** (Environmental Concerns)
 - c. **T** (Traffic – Pedestrian / Vehicular)
 - d. **U** (Unknown Hazards)
 - e. **P** (Personal Protective Equipment)
3. Send one person to notify EMS and one person to get the AED. (each individual should be separate)
4. An individual trained in CPR/First Aid should perform a primary assessment. This shall include checking and maintaining the airway, check for bleeding and checking for signs of shock. Implement the AED when necessary. The individual shall provide treatment as necessary.
5. Apply first aid if necessary or advisable.
6. Make the patient as comfortable as possible. Do not move the victim unless the current location is an immediate threat to life.
7. Allow Emergency Medical Services to take over once they arrive on scene.
8. Notify the patient's parents or family by calling the Supervisor or Park District Staff. Inform the Police of the child's name and address.
9. Prepare a written, detailed report of the incident and submit it to the Park District Office within 24 hours.
10. As soon as possible, notify your Supervisor or Director of any statement given to the Police Dept. or Fire Dept. Make no statements to anyone else until you have contacted your Supervisor and the Director.

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AED PROCEDURES / INFORMATION

An Automated External Defibrillator (AED) will be maintained at following facilities / locations:

1. Annerino Community Center (staff Office behind front desk)
2. Bolingbrook Recreation Aquatic Complex (behind Lifestyles Fitness Desk)
3. Pelican Harbor Outdoor Complex Manager's Office (Summer) / Indoor Pelican Harbor Managers Office (Winter)
4. Hidden Oaks Nature Center (behind front desk)
5. Ashbury's at Boughton Ride / Boughton Ridge Golf Course (hallway near Manager's Offices)
6. Buildings & Grounds Facility (hallway near locker rooms and break kitchen)

The AED shall be used in serious emergency situations warranting its use only by individuals trained for their use.

Use of AED

1. Determine condition of victim and activate Emergency Response Plan.
2. Upon arrival, place the AED near the head of the victim, close to the AED operator.
3. Prepare to use the AED.
4. Upon arrival, EMS shall take charge of victim.

After Use of the AED

1. Staff member's immediate supervisor should be made aware of use of AED.
2. Supervisor should be in contact with AED Coordinator.
3. AED will be checked and put back in readiness state by the AED Coordinator.

AED Safety Inspection(s)

1. Readiness status will be checked and monitored by the PT Assistant Facility Manager.
2. Readiness status will be assured following any AED use, by the AED Coordinator.
3. Maintenance and testing is conducted as required by the manufacturer and Risk Management Agency.

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EMPLOYEE INJURIES

1. Evaluate the situation
 “Is the employee conscious or unconscious?”
 “What is the extent of the injury?”
2. If the victim has a serious injury and needs to be transported to the hospital, it must be done by ambulance. If the injury appears to be minor but still requires medical attention the employee may be transported by a park district employee.
3. If the injury is not life threatening and the employee is conscious and does not need emergency care then he/she should be taken to:

Monday – Friday 7:30 am – 11:00 pm
Saturdays / Sundays 7:30 am – 4:00 pm
Physicians Immediate Care
391 S. Bolingbrook Drive
Bolingbrook, IL 60440
Phone 1-630-226-1006

Monday – Friday before 7:30 am or after 11:00 pm / Saturday – Sundays before 7:30 am or after 4:00 pm
Pager 1-847-355-0520
Cell 1-847-809-5966

4. An Employee Injury Report “Form 04” should be completed with the names and phone numbers of all witnesses to the injury and notify the Department Head and the Human Resource Generalist. All Form 04 should be sent to PDRMA within 24 hours or the next regular business day.

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BODILY FLUID CLEAN UP & DISPOSAL PROCEDURES / COMMUNICABLE DISEASES

Body fluids are liquids originating from inside the bodies of living humans. They include fluids that are excreted or secreted from the body. Human blood, body fluids (i.e. urine, feces, vomit, mucus, breast milk), and other body tissues are widely recognized as vehicles for the transmission of human disease.

Most body fluid spills at park district material are minor in nature: bloody noses, vomiting or a diaper spill. In all cases, take the necessary precautions and make sure to use personal protective equipment.

Body Fluid Spill Procedures:

1. Block off the area with staff or a trash can to prevent people from unknowingly walking through the area and potentially spreading the spill.
2. Notify the Facility Manager or Assistant Facility Manager of the spill.
3. Get the Body Fluid Spill Kit, located at each facility. (They are usually stored by the AED.) Check with the facility manager if you cannot find the kit.
4. Apply personal protective equipment (glove up).
5. Clean up the infected area. If the spill is minimal (a couple of drops of blood) you may consider using paper towels to clean the area. Larger spills should require the use of the Body Fluid Spill Kit.
6. Disinfect the area of the spill with a disinfectant like bleach water.
7. Bag all infected materials and cleaning materials used in one bag.
8. Remove gloves and place in the same bag.
9. Double bag the infected materials.
10. Take the infected materials bag to the dumpster at the facility. If you do not have access to the dumpster, notify the Facility Manager or custodial staff for assistance.
11. If the Body Fluid Spill Kit is used, notify the Facility Manager so the kit can be replaced.

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DEATH

1. Do not assume that the stricken person is dead. Call the Emergency Medical Service (EMS), check for signs of life and attempt first aid if it seems called for. Notify the Executive Director or your supervisor immediately to begin the Crisis Management Plan.
2. Clear the area around the body of spectators if the stricken person shows no signs of life. Relocate the nearby patrons as far away as possible. Do not remove any objects from the scene that may be considered evidence.
3. Seal off the area.
4. Do not disturb the body or any object near it, such as clothes, equipment and so on.
5. Identify any witnesses to the death.
6. Write down the date, time and sequence of events while waiting for help to arrive. Encourage witnesses to record their recollections as well.
7. Do not disturb articles that belong to the deceased person. Tell the police when they arrive about the articles.
8. Go to the Park District Administrative Office and meet with the Executive Director to discuss the events of the incident.

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SAFE HAVEN PROCEDURES

Safe Haven procedures have been developed for the event that the Park District needs to take temporary shelter in a secure area during a specific emergency situation.

Incident that would necessitate utilizing Safe Haven procedures include but are not limited to:

Environmental:

- On-site hazardous material release/spill (i.e. chemical spill on grounds).
- Off-site hazardous material (chemical, biological or radiological contaminants) accident (i.e. accident at a nearby plant that handles hazardous materials).

Medical:

- On-site medical emergency (i.e. severe injury, drowning or death).
- Off-site medical emergency (i.e. severe injury or death while on field trip).

Violence:

- On-site violent incident (i.e. intruder in the building).
- Off-site violent incident (i.e. police operations in neighborhood).

Hard Lockdown

A “hard lockdown” is when there is a threat inside the facility. All participants should lock themselves in ‘Safe Havens’ and stay clear of any windows and doors until the ‘all clear’ has been given. Under no circumstance should any patron and/or staff member allow entrance into a “Safe Haven” once locked in.

Soft Lockdown

A “soft lockdown” is when there is a threat outside of the facility but no immediate threat to anyone inside of the facility. Typically local law enforcement will be the one who will indicate that the facility should be placed under soft lockdown. No one will be allowed to enter facility during this time.

IMPORTANT

For designated “Safe Haven” locations for each facility please see attached documents specific to each individual facility.

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PANIC ARM PROCEDURES

This procedure outlines reporting emergencies and proper use of emergency panic buttons.

Panic buttons are located under reception desks at Bolingbrook Recreation & Aquatic Complex, Lifestyles Fitness Center @ BRAC, Pelican Harbor Aquatic Park (outdoors), Annerino Community Center, Hidden Oaks Nature Center, Hidden Lakes Bait Shop and the Buildings & Grounds Facility.

Members of the Safety Committee are responsible for performing quarterly tests of the panic buttons when conducting safety inspections.

Procedures:

If an emergency occurs and you are able to speak

1. If an emergency is occurring and you are able to safely relay the information, call 911 to report the incident.

If an emergency occurs and you are unable to speak

1. If you are unable to speak to the 911 dispatcher due to extenuating circumstances (i.e. hostage situation, person with a gun, etc.) activate the panic button.
2. If you are not near the panic button, but near a phone call 911, leave the line open so the dispatcher can hear what is going on, identify the location send emergency services.

What happens when an emergency occurs and you activate a panic button?

1. A signal and alarm is received by the Acadia monitoring station (formerly Infinity). They immediately notify Bolingbrook Police Department's 911 Center.
2. The alarm notification will identify the location of the activated panic button.
3. The 911 center will immediately dispatch police officers. Police will arrive to the location using their sirens.
4. Subsequently, the monitoring station will contact an employee on the District's emergency call list to alert them and if possible gain additional information.

If you accidentally activate the panic button

1. Immediately call the Acadia monitoring station at (847)879-8500. Acadia will ask for the facility password or account number (same information used for false burglar alarms).
2. Deactivate the verbal alarm by shutting off the system with the alarm panel.
3. Make a verbal command utilizing the Paging System that the activation of the alarm was done in error and that normal activities can resume in the facility. (roam the facility informing staff / patrons of false alarm)
4. If you don't have the above information, call 911 to alert dispatch of the false alarm.
5. After speaking to the monitoring service or 911 notify the Facility Manager of the false alarm.
6. Pulling the panic button out will not stop the silent emergency signal.

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STAFF RESPONSIBILITIES – HARD LOCKDOWNS

Facility Manager / PT Assistant Facility Manager

The Facility Manager / PT Assistant Facility Manager are the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the lockdown plan and procedure.

1. Press Panic Button (if possible). If not, notify local Police by calling 911, activate Crisis Communication. Panic button will inform rest of the facility for the need to lockdown.
2. Communicate to Executive Director of lockdown to activate Crisis Management Plan.
3. Move all patrons to designated safe haven locations within facility from general areas. (lock doors)
4. Shut off all lights and Instruct occupants to remain silent.
5. Close and lock all windows, doors and other openings. (if possible)
6. Report rooms in use to emergency authorities when they arrive.
7. Once in lockdown location, do not allow anyone to leave until all clear signal has been given (even if Fire Alarm is activated – unless there is smoke or fire present). All Clear will be given by the Police. Do not allow anyone into the room as Police will have a set of keys to unlock all rooms.

Program Staff / Park District Staff

1. Report threatening person/situation to Facility manager (if noticed).
2. Give physical description, exact location and/or incidents involved.
3. If outside, move all participants away from facility!
4. If inside, proceed to designated shelter area and secure it. (lock doors)
5. Move occupants out of view of windows or doors.
6. Instruct occupants to remain silent.
7. Take attendance. (quietly)
8. Report occupants of room to Facility Manager / PT Assistant Facility Manager.
9. Once in lockdown location, do not allow anyone to leave until all clear signal has been given (even if Fire Alarm is activated – unless there is smoke or fire present). All Clear will be given by the Police. Do not allow anyone into the room as Police will have a set of keys to unlock all rooms.

Executive Director

1. Coordinate response with emergency authorities. (once word has been received by Facility Manager of lockdown)
2. Keep contact with Facility Manager / PT Assistant Facility Manager to gather information and give instructions.
3. Develop message and begin media coordination procedures. (Crisis Communication Section)

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STAFF RESPONSIBILITIES – SOFT LOCKDOWNS

Facility Manager / PT Assistant Facility Manager

The Facility Manager / PT Assistant Facility Manager are the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the lockdown plan and procedure.

1. Local Law Enforcement will make call to facility to activate “soft lockdown”.
2. Activate Emergency Paging System by verbally stating that the facility is in a “soft lockdown” and what that means to all participants.
3. Communicate to Executive Director of lockdown.
4. Lock all exterior doors to the facility.
5. No patron is allowed to leave facility. If patron wishes to leave, we are mandated to allow them to leave but make them aware of the basis of a “soft lockdown”.
6. No one is allowed to enter the facility. (except local Law Enforcement)
7. Close and lock all windows, doors and other openings.
8. Track rooms in use to report to emergency authorities. (if needed)
9. No one is allowed out of the building until an All Clear has been given. Ending a soft lockdown will begin when a member of staff (or his/her designee) alerts the others that we are transitioning to an All Clear via voice. At this time, staff members will go room to room announcing the building is secure and normal activities can resume.

Program Staff / Park District Staff

Upon hearing the soft lockdown verbal page, take the following action.

1. If outside, move all participants into facility through front door! (other exterior doors will be locked)
2. If inside, continue business as directed unless otherwise noted by Facility Manager / PT Assistant Facility Manager.
3. Move occupants out of view of windows or doors.
4. Close and lock all windows, doors and other openings.
5. Do not allow anyone to leave facility until all clear signal is given. (even if Fire Alarm is activated)

Executive Director

1. Keep in contact with Facility Manager / PT Assistant Facility Manager to gather information and give directions.

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MISSING CHILD - "Code Adam"

The "Code Adam" alert is a child safety program and set of procedures designed to recover missing children. Any kind of report (i.e. from staff member, park user, guardian, etc.) that a child is missing should trigger a "Code Adam" alert. The following are duties, which agency staff should perform in the event of a missing child:

Facility Manager / PT Assistant Facility Manager

1. Assess the situation and determine whether or not the child is missing.
2. If missing, notified staff member should proceed to gather key personnel at a predetermined central location in the facility out of public view for a 'Meeting'. The parent or guardian of the lost child should be present at the meeting.
 - a. Notified staff member should use PA system to announce "Code Adam. Please meet in <designated location for building>" (to schedule the meeting)
 - b. Locations:
 - i. ACC - Workroom
 - ii. BRAC - Kitchen
 - iii. Outdoor Pelican (Outdoor Managers need to notify indoor CC staff) - Outdoor Managers Office
 - iv. Oaks - Managers Office
3. At Meeting:
 - a. Gather description (i.e. name, age, gender, physical traits, clothing & shoes) of missing child.
 - i. Obtain a picture (if available) of the child and provide to each member of the search team
 - b. Identify a reunification point for the group and family of the missing child (Instruct team to return to meeting point in 10 min).
 - c. Assign responsibilities to the group members and initiate search of facility and grounds, and parking lot for the child (if possible). Look for suspicious vehicles or people.
 - d. Responsibilities Include:
 - i. Door monitors-stationed at entrance doors watching for a child matching the description and keeping patrons in the facility until further notice. Individuals without children may be allowed to leave.
 - ii. Facility and grounds search team-search building and grounds for a child matching the description. Location assignments divided among search team members at initial Code Adam meeting.
 - iii. Parental support person
 1. Stay with parent to keep them calm and coordinate team efforts.
 2. Also announce on the PA that there is a code Adam and "please remain in your current location until further notification". All other notifications and calls to police (if needed) will go through this person
 3. Work with Customer Care to send out an email with details to district staff
 4. Monitor facility cameras to follow the child's movement through the facility
 - iv. Program notification-Staff person to go around and inform program staff of missing person's description.
 - v. Suspend regular activity at desks, while conducting / assisting search for child.
 - vi. If child is found:
 1. Reunite child with parent/guardian and announce "Code Adam All Clear" to other areas.
 - vii. If child is not found within the first 10 minutes after initial report (maximum of 10 minutes, will vary depending on situation and facility):
 1. Notify local police by calling 911. Provide police with description of missing child and guardian contact information.
 2. Contact appropriate staff to implement crisis media management plan. See section 31 in Operations Manual.
 3. Do not release patrons or program participants from supervision until police give permission & code Adam all clear has been given (over PA system).

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Support Staff and Instructors Responsibilities:

1. Keep other children/users under supervision.
2. Monitor all exterior doors and defined entrances to prevent missing child from leaving the facility.
3. Search for missing child using search sequence determined at initial code Adam meeting.
4. If child is found with someone other than parent/guardian, attempt to delay the departure of the person without putting the child, other patrons, or staff or others at risk.
5. If person departs, call police/911 and give description of the person.

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FIRE

Combustibles can be found almost everywhere. Fires can begin from highly volatile material, lightning strike, vandalism, appliances, fireworks, smoking materials, improperly stored flammable, etc.

To stop the spread of fire, early detection and extinguishment are essential. If a fire gets out of control or an explosion is imminent, then evacuation must be immediate. The impact of fire is greatly affected by fire arms, sprinkler systems, exit signs, emergency lighting and employees trained to use extinguishers.

Do not fight a fire if:

- The fire is spreading beyond the immediate spot where it started.
- The fire could block your exit.
- You have not been trained to use an extinguisher properly.
- You do not have the proper extinguisher.

Fight a fire with an extinguisher only if the following are true:

- 911 has been notified
- The fire department has been notified of the fire.
- The fire is small and confined to its immediate area of origin.
- You have a way out and can fight the fire with your back to an exit.
- You have the proper extinguisher (in working order via a current inspection tag).
- You use careful judgment. If your effort is failing, get out of the facility quickly and close the door behind you.

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FIRE EVACUATION PROCEDURE

In the event of a fire, the following procedures shall go into effect:

1. Pull any fire alarm pull station located in the building, if not equipped go to step 2.
2. Begin evacuation of all participants and staff. Remind them to stay calm, do not panic or run.
3. Notify the manager on duty of the location and nature of the fire.
4. Check all doors for heat before exiting.
5. Attempt to extinguish the fire only if trained and without putting you in any danger.
6. Have all patrons and employees meet at the reunion site. The reunion site shall be located approximately 500 feet away from the building, up wind and away from any roads or traffic, particularly out of the way for the responding emergency service vehicles.
7. Program Staff are to have attendance sheets of all participants (if possible) and take attendance once out of facility.
8. If an extended alarm or actual fire event, parents should be notified where to obtain their children from at the reunification site.
9. As parents arrive for pickup, participants should all be signed out and properly documented.

Facility Manager / PT Assistant Facility Manager

The Facility Manager / PT Assistant Facility Manager are the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the evacuation and coordinating the procedure.

1. Reaffirm that a Park District staff member has called the Fire Department.
2. Contact Executive Director to activate Crisis Management Plan.
3. Secure the First Aid Kit and AED.
4. Assist and coordinate the building evacuation.
5. Review injury and missing persons report from staff.
6. Second sweep of facility (if possible).
7. Render First Aid.
8. Take roll call of all employees.
9. Act as official liaison with the Fire Department and Emergency Personnel.

Park District Staff

1. Notify the Facility Manager / PT Assistant Facility Manager, who becomes in charge of the evacuation.
2. Assist in assembling participants from general public areas and evacuate the building through the predetermined exit routes. All persons shall assemble 500 feet from the building.
3. Upon reaching the reunion sites, assist with other Park District staff where needed.

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Program Staff

1. Automatically grab attendance documents.
2. Assist in assembling participants and evacuating the building through the predetermined exit routes. All persons shall assemble in the designated meeting areas.
3. Make sure all handicapped staff and patrons are assisted.
4. Upon reaching the reunion site, take roll call of participants and inform the Facility Manager / PT Assistant Facility Manager of any missing or injured participants.
5. Do not leave the reunion site until instructed to do so by the Facility Manager / PT Assistant Facility Manager.
6. If an extended alarm or actual fire event, parents should be notified where to obtain their children from at the reunification site.
7. As parents arrive for pickup, participants should all be signed out and properly documented.

IMPORTANT

For exact reunion sites for each facility, please see attached documents specific to each individual facility.

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POWER OUTAGE

Many things can cause a power outage: Fire, accidents, severe weather, flooding, and utility company equipment failures. Our building facilities are equipped with emergency evacuation lighting that may last for up to one hour. This will provide for the safe and unhurried evacuation of our patrons/participants using our public facilities, not for continued occupancy.

In the event of a power failure, the Emergency Operations Management Plan will be put into effect. Designated Crisis Management Team Members will assume their responsibilities as has been outlined.

- If outage in your area occurs, it's possible that the outage is limited to your area. Notify the administrative office as soon as possible, so staff can work on resolving the problem.
- During a power outage, elevators will not operate. Any evacuations should be made in accordance with the evacuation procedures outlined in this manual.

Facility Manager / PT Assistant Facility Manager

The Facility Manager / PT Assistant Facility Manager are the appointed person(s) in charge at the time of the incident. This individual is in charge of monitoring and keeping all involved in communication.

1. Contact Com-Ed to report the power outage and secure a possible restoration time.
2. Contact Building Maintenance Manager to dispatch the appropriate Building Technician.
3. Contact Superintendent of Business and Technology so they are aware that IT products are under battery backup.
4. Continue to coordinate with appropriate staff any updates to power and/or restoration time.
5. Communicate with Customer Care Team on any updates to make them aware of possible facility closing.
6. Upon restoration, communicate with Superintendent of Business and Technology for possible network changes.
7. Work alongside Building Technician to assist with any building items needing to be addressed.

Park District Staff

1. Notify the Facility Manager / PT Assistant Facility Manager, who becomes in charge of the issue.
2. Assist in ensuring that all public areas are lit with battery evacuation lighting. Move patrons if necessary and assist Facility Manager / PT Assistant Facility Manager with any issues or concerns.

Program Staff

1. Notify the Facility Manager / PT Assistant Facility Manager, who becomes in charge of the issue.
2. Assist in ensuring that all program participants are in a well-lit area monitored by battery evacuation lighting. Move program participants to another room if not.

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FACILITY CLOSURE (POWER OUTAGE)

The Park District Recreation Facilities should be closed to the public during a power outage if any of the following exist:

- Facility is not lit enough by battery powered evacuation lighting resulting in complete outages of rooms / facility
- Backup network battery for land line phones go completely down
- Sewage lines in bathrooms start to fail
- Facility becomes unsafe in any way (other issues as result of Power Outage)

IMPORTANT

During a Power Outage, the Indoor Pelican Harbor Water Complex will be shut down completely.

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COMPUTER NETWORK OUTAGES (PHONES / SERVERS / EMAIL)

Computer networks may abruptly have outages at certain times (unscheduled). Should this unfortunate situation ever occur, please see the below protocol that all staff should follow:

Facility Manager / PT Assistant Facility Manager

Please notify that IS Staff (Technology Team) via cell phone with the following information:

1. Is there power in the facility?
2. Are phones functioning normally?
3. Are the phones in failover? (emergency backup lines that should be activated automatically and CM Failover stated on the desk phones)
4. Is there network access?
5. Is the entire facility affected or only part of the facility? If part, which one?
6. Notify the Technology Team of any changes in power, phones, failover and network access

IS Staff / Technology Team

1. Within 15 minutes of diagnosis of issue, a District wide email will be sent regardless of email status and time frame
2. Superintendent and affected Facility Manager(s) will be updated by text message on the status of situation and time frame for resolution (if available) within five minutes after District wide email is sent
3. Once text message has been sent, Superintendent and affected Facility Manager(s) will be updated hourly via text

Superintendent(s) Team

1. Notify other relevant staff of the current situation and time frame for resolution (if available)
2. Notify the Technology Team of any changes in power, phones, failover and network access
3. Marketing & Communication Department will determine if a customer communication plan needs to be invoked

Technology Team Staff Members / Phone Numbers:

Superintendent of Business & Technology (630) 803-8386

Systems Support Manager (630) 818-7709

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ELEVATOR MALFUNCTION

The elevator at both Ashbury's at Boughton Ridge and Hidden Oaks Nature Center are inspected on a yearly basis and is equipped with an emergency phone. However, elevators can still fail periodically causing an occasional entrapment. In the event of an entrapment in the elevator the following procedure should be put into effect:

1. Tell persons trapped not to panic, and that help is on the way.
2. Call 911, immediately. State the type of emergency to the dispatcher.
3. Call Buildings Department.

In the event that there is no entrapment, and elevator is just malfunctioning, please power down and put up a sign to read "Elevator Out of Order Do Not Use." Call Buildings Maintenance Manager to schedule a repair of elevator.

Bolingbrook Park District Emergency Operations Management Plan

ARMED ROBBERY

The handling of cash in park and recreation facilities is a very common occurrence. Security measures can greatly assist in reducing the likelihood of a robbery, but such measures can never fully prevent an incident from occurring. The education and awareness of staff is a critical element in both preventing an armed robbery and minimizing the potential injury to both staff and patrons.

The following practices and procedures can assist towards proactively addressing a potential armed robbery scenario:

Pre-Event Security Procedures

1. Contact Bolingbrook Police Department or security officials to conduct an audit of your facility. Such an audit should include policy, procedures, and the physical site.
2. Report to the Bolingbrook Police Department suspicious activity in and around facilities. Often, assailants will “case” or conduct surveillance prior to the holdup.
3. Install and be familiar with panic alarms for staff. Most panic alarms are a silent alarm.
4. Count money out of public view and in a secure room.
5. Install drop-safes and post signage stating that staff does not have access to safes. Safes should be secured so they cannot be moved. Money drops should be conducted frequently to assure large cash amounts do not accumulate in registers.
6. When opening/closing facilities, check your surroundings for suspicious persons or vehicles.
7. After/before hours, doors should be kept locked. In evenings, exits should be minimized to control access to main entrances.
8. Park police or security can be utilized to “check-in” on a random basis. Times should vary as to not make a routine.
9. Establish procedures in the event of a robbery attempt. Employees should never resist. They should turnover any monies or other valuables.
10. Conduct training for all staff.

During an Armed Robbery

1. **Stay Calm**
2. Do not interrupt or antagonize the robber in any way.
3. Turn over the money to the robber without resistance and cooperate with the robber’s demands.
4. Make no sudden moves. Avoid surprising the robber. Tell the robber what you are going to do and if any employee is expected to arrive.

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5. Do not volunteer information.
6. Do not leave the scene with the robber if it can be avoided.
7. Observe the robber carefully, if it presents no danger to you. Robbers may demand that no one look at them and this command should be followed.
8. Do not chase after the robber.
9. Lock all doors as soon as it is safe to do so.
10. Call 911 as soon as you possibly can.
11. Calm patrons and assist anyone who may need medical help.
12. Keep patrons away from the scene, in case anything was touched or left behind by the robber.
13. Ask everyone involved to write down details and descriptions. Get the names, phone numbers and addresses of customers.
14. Notify the Executive Director immediately to initiate the Crisis Management Plan
15. Assess what was taken. (money, valuables and miscellaneous items)

Identify the following physical details:

- **Gender (male or female)**
- **Height, relative to yours.**
- **Hair, eye and skin color and features, such as a scar, mustache or tattoo.**
- **Build and weight relative to yourself or another employee.**
- **Nationality and accents (Oriental, Hispanic, etc.)**
- **All items of clothing, jewelry and eyeglasses.**
- **Weapon type, color, size and the hand in which it was held.**

• *Your life is much more important than Park District property!*

• *Do not try and be a hero!*

• *Your actions can make the difference between an unfortunate robbery or a robbery gone bad resulting in a murder!*

**Bolingbrook Park District
Emergency Operations Management Plan**

BURGLARY

1. Before attempting to enter the establishment, note anything unusual, such as a broken window or lock.
2. If you discover a burglary may have occurred, leave the premises immediately and find a safe phone to call the police at 911
3. If you suspect the burglar may still be hiding in the building, do not try to catch or restrain him or her. The thief may be armed. Leave the premises immediately and find a safe phone to call the police.
4. Describe the burglar to the Bolingbrook Police Department if he/she was seen.
5. Seal off the area; discover what is missing and list the serial or inventory numbers for the police. This should be done only when you are completely sure that the burglar(s) have left the premises and the police have completed their on site investigation.

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VANDALISM AND ARSON

1. Call the Bolingbrook Police Department and/or 911.
2. Evacuate patrons and employees (if necessary).
3. Call Emergency Medical Services (if needed) at 911.
4. Contact Executive Director to initiate Crisis Management Plan (if needed).
5. Have all customers and employees write down what happened and a description of the arsonist or vandal, if the individual was seen.
6. Assess damages.
7. Take photos.
8. Immediately replace any locks, doors or windows that are damaged.

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BOMB THREAT

Bomb threats are potentially dangerous and normally descriptive situations. To secure the premises and resume operations requires quick action by the staff. Knowing what to do when a threatening phone call is received requires training and practice.

Most bomb threats are received by phone. Bomb threats are extremely serious until proven otherwise. Act quickly, but remain calm and obtain information utilizing the check list below.

If a bomb threat is received via phone:

1. Remain calm and keep the caller on the phone for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully while being polite and showing interest.
3. Try to keep the caller talking to obtain more information (utilize the 'Bomb Threat Checklist' on what info to obtain)
4. If possible, write a note to a coworker informing them to call authorities immediately. If a coworker is not available, contact authorities as soon as possible.
5. If the phone has caller ID, write down the number or name.
6. Complete the 'Bomb Threat Checklist' as enclosed in this binder at the end under the 'Reference Section' A snippet of this form is illustrated below.
7. Immediately upon termination of the call, do not hang up the handset, but from a different phone, contact 911 immediately providing all information provided and await instruction.

If the bomb threat is received via email and/or Social Media:

1. Call 911 immediately.
2. Contact your immediate Supervisor and Executive Director immediately.
3. Do not delete the message.

BOMB THREAT CHECKLIST	
Date: <input style="width: 100%;" type="text"/>	Time: <input style="width: 100%;" type="text"/>
Time Caller Hung Up: <input style="width: 100%;" type="text"/>	Phone Number Where Call Received: <input style="width: 100%;" type="text"/>
Ask Caller:	
<ul style="list-style-type: none"> • 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:	
<ul style="list-style-type: none"> • Where is the caller located? (Background and level of noise) _____ • Estimated age: _____ • Is voice familiar? If so, who does it sound like? _____ • Other points: _____ 	

Information About Caller:		
<ul style="list-style-type: none"> • 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 <input type="checkbox"/> Accent <input type="checkbox"/> Angry <input type="checkbox"/> Calm <input type="checkbox"/> Clearing throat <input type="checkbox"/> Coughing <input type="checkbox"/> Cracking voice <input type="checkbox"/> Crying <input type="checkbox"/> Deep <input type="checkbox"/> Deep breathing <input type="checkbox"/> Disguised <input type="checkbox"/> Distinct <input type="checkbox"/> Excited <input type="checkbox"/> Female <input type="checkbox"/> Laughter <input type="checkbox"/> Lisp <input type="checkbox"/> Loud <input type="checkbox"/> Male <input type="checkbox"/> Nasal <input type="checkbox"/> Normal <input type="checkbox"/> Ragged <input type="checkbox"/> Rapid <input type="checkbox"/> Raspy <input type="checkbox"/> Slow <input type="checkbox"/> Slurred <input type="checkbox"/> Soft <input type="checkbox"/> Stutter	Background Sounds: <input type="checkbox"/> Animal Noises <input type="checkbox"/> House Noises <input type="checkbox"/> Kitchen Noises <input type="checkbox"/> Street Noises <input type="checkbox"/> Booth <input type="checkbox"/> PA system <input type="checkbox"/> Conversation <input type="checkbox"/> Music <input type="checkbox"/> Motor <input type="checkbox"/> Clear <input type="checkbox"/> Static <input type="checkbox"/> Office machinery <input type="checkbox"/> Factory machinery <input type="checkbox"/> Local <input type="checkbox"/> Long distance Other Information: _____ _____	Threat Language: <input type="checkbox"/> Incoherent <input type="checkbox"/> Message read <input type="checkbox"/> Taped <input type="checkbox"/> Irrational <input type="checkbox"/> Profane <input type="checkbox"/> Well-spoken



Homeland Security

While we are in an active Bomb Threat, do not perform the following:

1. Do not use two-way radios or cellular phones. Radio signals have the potential to detonate a bomb.
2. Evacuate the building until Police have arrived and evaluated the threat.
3. Activate the fire alarm.
4. Touch or move any suspicious package.

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HOSTAGE SITUATION

1. Call 911 immediately.
2. Do not attempt to capture the abductor or free the victim.
3. Avoid sudden or violent moves. Talk calmly and quietly to the abductor. Try to develop a rapport with the abductor. Violence is less likely when time and dialogue have allowed a relationship to develop between hostage and abductor.
4. Seal off the area or room commandeered by the abductor. Keep everyone away from the area.
5. Evacuate employees and patrons from the area and await police instructions.

PATRONS UNDER THE INFLUENCE OF DRUGS/ALCOHOL

1. Call 911 immediately.
2. Do not try to apprehend or subdue the person(s) under the influence.
3. Try to assess the guest's state of mind. (Friendly, disorderly, confused)
4. Ask patrons and employees to remain at a distance from the person(s).
5. NEVER GIVE THE PATRON ANOTHER ALCOHOLIC BEVERAGE (Ashbury's / Boughton Ridge Golf Course ONLY)
6. Offer to arrange a 'designated driver' or for taxi service for patron.

LEWD & OBSCENE BEHAVIOR

1. Call 911 immediately.
2. Do not approach or apprehend the person(s) that are engaged in lewd or obscene behavior.
3. Keep patrons from the area.
4. Get descriptions of the person(s) and give them to the police.

DISTURBANCE / DEMONSTRATION

1. Assess the situation and determine the seriousness and effect on the safety and participants and staff.
2. Contact the Police Department and inform them of the incident. (911 if needed)
3. Contact the Executive Director.
4. Call the Bolingbrook Police Department if at any time a patron, visitor, etc., becomes abusive or threatening towards any staff, patron or property.

Bolingbrook Park District Emergency Operations Management Plan

NATURAL DISASTERS

SEVERE WINDS, RAIN and HAIL

1. In the event of severe weather an employee of the Park District should continuously monitor a television or radio for current weather service updates. Notify all patrons and employees both indoors and outdoors of the weather status.
2. Caution patrons and employees to stay in the building if the following occurs:
 - a. Power lines are down.
 - b. Trees are down and blocking the road.
 - c. It is raining hard enough to make driving conditions hazardous or beginning to cause flooding.
 - d. Hail is beginning to fall.
3. For programs where children are involved, dismissal should not be completed unless a parent has arrived. Otherwise, children should be protected until the threatening period is over.
4. Check the roof and lowest building level for leaks during heavy rains. Be especially careful with leaks near electrical equipment.
5. After the storm, sweep hail from walkways and the parking lot, clean up any debris that has collected and move any outdoor items that have been blown out of place. Report all damage or lost items. Take pictures of all damage.
6. Advise patrons and employees to stay inside while heavy hail is falling.
7. If possible notify the phone company or the power company of any down lines.

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LIGHTNING

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

Outdoor Programs

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

When Outside (if getting inside is impossible)

- Avoid projecting above the surrounding landscape, as you would do if you were standing in an open field.
- In the wide-open spaces you should find a ravine, valley or, as a last resort, a depression in the ground and crouch low with your hands on top of your head.
- Avoid standing under isolated trees or under any other isolated shelters. (Potentially dangerous are the sun and rain shelters that are often provided on golf courses and in parks.)
- In wooded areas you should seek shelter in dense woods or among a thick growth of small trees and also crouch low with your hands on top of your head.
- Stay away from wire fences, above ground pipes, rails and other metallic paths along the ground which could carry lightning currents to you from a strike which has hit some distance away.
- Boaters and swimmers should immediately leave the water and find shelter.
- If you feel your skin tingle or your hair stand on end, squat low to the ground on the balls of your feet. Place your hands on your knees with your head between them. Make yourself as small as possible target and minimize your contact with the ground.

When Indoors

- Stand clear from doors and windows.
- Do not use electrical equipment, including hair dryers, curling irons, computers, etc.
- Do not attempt to unplug TV's, stereo's or computers during a storm.
- Avoid contact with sinks, faucets and related piping.
- Do not use the telephone unless for emergency use.

If someone has been struck by lightning you should contact 911 and begin First Aid/CPR immediately. Many victims, who appear dead, in that they are not breathing and have no heartbeat, can be revived with proper First Aid/CPR. If the victim does not breathe for a prolonged period (usually six minutes), he/she will suffer brain damage from lack of oxygen. It is very important that CPR be started and AED implemented immediately.

Bolingbrook Park District Emergency Operations Management Plan

TORNADO PROCEDURES

Please be aware of the two separate severe weather notices regarding Tornadoes - Tornado Warnings / Tornado Watches.

Tornado Watch

Conditions are favorable for the development of thunderstorms that are capable in producing tornadoes. When a 'Tornado Watch' has been issued, staff is expected to continue to monitor weather radios and the sky and be prepared for a Tornado Warning to be issued.

Tornado Warning

A tornado or funnel cloud has been spotted by the eye or if there are radars detecting tornado formation. When this 'Tornado Warning' has been issued, the Village of Bolingbrook tornado sirens will be going off throughout the community.

If inside, please follow the procedures below.

1. In the event of severe weather an employee of the Park District should continuously monitor a television or radio for current weather service updates. Notify all patrons and employee both indoors and outdoors of the weather status.
2. In the event that a tornado is sighted or the Civil Defense Siren is activated, please perform the following:
 - a. Activate Emergency Paging System by flipping 'TORNADO' switch (severe weather)
 - b. Move employees and patrons from windows at once and go to designated Tornado Shelter areas.

IMPORTANT

Please see 'Facility Specific Sections' for designated Tornado Shelters.

3. Shut off gas and electricity, only if there is enough time before the tornado hits. Avoid endangering anyone.
4. Secure First Aid kits and take roll of all participants and employees. Turn on radio and monitor conditions.
5. Speak calmly to patrons and employees to let them know that you are implementing emergency procedures.
6. Instruct patrons and employees to kneel on the floor, facing internal walls and cover heads with arms. Hold your position until the tornado has passed or the "all clear" siren has been sounded.
7. In the event of a tornado hitting the building, immediately contact the Executive Director to activate the Crisis Management Plan.
8. In the event of a tornado hitting the building, check immediately to see if anyone is injured and start first aid emergency procedures. (if needed)
9. Evacuate the building immediately in case the ceiling or walls collapsed.
10. If the utilities were not shut off before, do it immediately.
11. Check for any signs of fire and take appropriate action.

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12. Keep in contact with emergency services and listen to the radio for instructions. Encourage customers and employees to listen to the radio before leaving.
13. Have the building assessed for its stability. Make sure you do not enter a building where the tornado has damaged the structure.

If outside, please follow the below procedures.

1. Seek shelter area immediately. The supervisor of the activity shall instruct the participants and staff to the closest shelter area.
2. The supervisor shall take roll call and insure that nobody has been separated in the move.
3. Areas that shall be used for cover shall be best determined by the supervisor at the time and location of the incident. Locations of shelter shall include, but are not limited to the following:
 - a. The closest building or structure.
 - b. Low lying ravines, ditches, etc.
4. When threatening weather is observed, all outside activities shall take advance warning and move to alternate locations or cancel the activity.

If driving Park District vehicles during tornado warning conditions, follow the below procedures.

1. If you can see the tornado in the distance, attempt to change course and drive toward a sturdy shelter as soon as you are able. They recommend truck stops, convenience stores, restaurants, hotels. Once you are inside, go to the basement, a cellar, or an interior hallway or room without windows. Be sure the participants are all accounted for and well cared for.
2. It is possible to try to get out of the tornado's path. You may be able to stop and allow the tornado to pass, depending on where it is and how you're positioned. If you can see the tornado far in the distance and can determine its movement, drive at a right angle to that movement. So, if it's heading east, drive to the south.
3. If you're stuck in heavy traffic and there's nowhere for you to go, it's time to duck and cover in a ditch or low spot. In that case, attempt to get as far away from the vehicle as possible. Be sure the participants are all accounted for and well cared for.
4. If the tornado is imminent and you are forced to stay in your car, the National Weather Service recommends keeping seat belts on and making sure heads are covered, below your windshield and windows to protect it from glass.
5. It's understandable that motorists would feel safest under a sturdy structure like an overpass, but winds are actually higher in these openings, and debris is just as likely to harm you there. Do not park under an overpass.

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FLOOD RESPONSE PROCEDURES

Preventative Maintenance

1. Gutters and flat roof drains shall be checked and cleaned three times per year. Floor drains, both inside and outside, shall be checked and cleared of debris on a monthly basis.

Flood Response

1. If there is any major leaking occurring on the walls or ceiling, call the Buildings Maintenance Manager immediately. If the leakage is minor and does not seem to be threatening, fill out a work order request for maintenance.
2. Keep aware of current information about the storm on the radio, television or internet. Advise patrons and employees to leave early if it is safe.
3. Turn off the gas, electricity (except for sump pumps) and all equipment once the water begins to enter the building.
4. Stay away from all energized electrical equipment for the duration of the flood.
5. Follow instructions from fire evacuation.
6. Use only bottled water for drinking, cooking and washing utensils, hands and food-contact surfaces. Some health officials may say the water supply is safe if boiled. Follow all directions for the treatment.

After a Flood

1. Make sure you do not enter a building where floodwaters have damaged the foundation or structure.
2. Create a list off all damaged items and take photos.
3. Clean and sanitize the building and its contents. Water from floods often carries sewage and hazardous chemicals. Wear the proper protective equipment, such as rubber gloves, Tyvek suits, masks and rubber boots.

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SNOW AND ICE STORMS

1. In the event of severe winter weather an employee of the Park District should continuously monitor a television or radio for current weather service updates. Notify all patrons and employee both indoors and outdoors of the weather status.
2. Advise patrons and employees to leave if they have a long distance to travel or if there is the likelihood of becoming snowed in. Notify all parents to pickup there kids well in advance of threatening weather.
3. Contact the Grounds Department for snow and ice removal.
4. Keep vents, air filters, windows and doors clear. If snow is very wet, heavy and accumulating at a rapid rate, a flat roof should be kept clear to prevent cave-in.
5. Prevent snow and ice from building up in the parking lot and on customer walkways.
6. Salt and sand walks to prevent slips and falls.
7. Keep employees and patrons at the establishment if advised to do so by the police or radio.
8. Start alternate heating if power fails. Only trained employees should be allowed to set up the heating equipment. If kerosene or any form of fuel is used make sure it is vented well to avoid being overcome by fumes. To prevent a fire you should keep all alternate heat sources away from flammable and combustible materials, such as gas, paints, oils, wood and cloth.

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EARTHQUAKES

The greatest threat during an earthquake is from falling debris. Earthquakes occur without much warning or notice. The first indication of an earthquake may be a gentle rolling or shaking of the earth and or buildings. The following are actions to be taken in the event an earthquake occurs and one is inside the building:

1. The Facility Manager / PT Assistant Facility Manager shall activate the Emergency Paging System and announce a "Take Shelter Command". At this time he/she shall instruct all staff and participants to seek cover immediately, kneel and cover heads with arms.
2. Shelter shall be taken against internal walls, under heavy tables, desks and in door frames.
3. Stay away from windows, overhead fixtures, wall mounted cabinets and shelves.
4. Facility Manager / PT Assistant Facility Manager should contact the Executive Director to inform them of the Earthquake and that an evacuation will take place immediately following the Earthquake.
5. As soon as the earthquake is over, the Facility Manager / PT Assistant Facility Manager shall announce a building evacuation. This shall be carried out according to normal evacuation procedures.
6. Once all participants and staff have reached the reunion site, a roster call shall be taken. The Facility Manager / PT Assistant Facility Manager shall be informed of any missing people.
7. If anyone is missing the Fire Department shall be notified to search the building. Park District employees should not enter a damaged or demolished building. Often times there are aftershocks which could cause additional damage.
8. If anyone is injured, call 911 and give appropriate first aid to your ability.
9. Have the building assessed for its stability. Make sure you do not enter a building where an earthquake has damaged the foundation or structure.
10. Create a list of all damaged items and take photos.

Bolingbrook Park District Emergency Operations Management Plan

HOMELAND SECURITY THREAT LEVELS

The Department of Homeland Defense has developed a color-coded threat level system to warn the public of the potential for a terrorist attack. Following is the definition of each threat level as well as procedures to be followed during each level of threat.

Threat Condition GREEN – Low risk of terrorist attack.

1. Continue all normal activities.
2. Report any suspicious activity to the Bolingbrook Police Department via non-emergency line. (1-630-226-0600)
3. Use common sense practices in daily routines.

Threat Condition BLUE - Guarded - General risk of terrorist attack.

1. Follow all procedures outlined under condition Green.
2. Supervisors should stress importance of securing Park District buildings and vehicles.

Threat Condition YELLOW – **Elevated** – Significant risk of terrorist attack.

1. Follow all procedures outlined under condition Blue.
2. Administrative staff should advise personnel who handle mail, package and courier deliveries to remain vigilant and report any concerns or suspect items.
3. All staff should be reminded to be on the lookout for any suspicious items, people or vehicles in and around the Bolingbrook Park District's buildings and parks.
4. If needed, the Executive Director, and Administrative Team should review all applicable sections of the Bolingbrook Park District Emergency Operations Plan.

Threat Condition ORANGE – High risk of terrorist attack.

1. Follow all procedures outlined under condition Yellow.
2. Be prepared to follow all specific warnings given to the Bolingbrook Park District by an outside emergency agency.
3. Begin spot checks of common areas of buildings for suspicious items/persons.
4. Lock all buildings, rooms and storage areas that are not in use.

Threat Condition RED – Severe risk of terrorist attack.

1. Follow all procedures outlined under condition Orange.
2. Executive Director should consider enforcing parking of vehicles away from building.
3. Monitor local media for specific warnings from the emergency broadcast system.
4. Check all emergency equipment for operational readiness.
5. Consider offsite mail sorting and package delivery.

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MAIL HANDLING AND SUSPICIOUS PACKAGES

Due to the events of September 11th 2001 it is important for the staff of the Bolingbrook Park District to be aware of the possibility that someone could receive a suspicious package. Some characteristics that should trigger suspicion include:

- Have any powdery substance on the outside.
- Are unexpected of from someone unfamiliar to you.
- Have excessive postage.
- Have handwritten or poorly typed and misspelled addresses.
- Are addressed to someone no longer with the Park District or the wrong title.
- Have no return address or have one that cannot be verified.
- Are of unusual weight, given their size or are lopsided or oddly shaped.
- Have an unusual amount of tape on them.
- Are marked with restrictive endorsements such as “Personal” or “Confidential”.
- Have strange odors or stains.

In the event you receive a letter that you believe to be contaminated by a chemical or biological agent the following steps should be taken:

1. Do not open or handle the mail piece or package.
2. Notify your supervisor who will immediately contact the Bolingbrook Police Department.
3. Make sure that suspicious packages are isolated and the immediate area is cordoned off.
4. Ensure that all persons who have come in contact with the mail piece wash their hands with soap and water for at least two minutes.
5. List all persons who have touched the letter and/or envelope. Include contact information and have this information available for the authorities. Place all items worn when in contact with the suspected mail piece in plastic bags and have them available for law enforcement agents.
6. As soon as practical, shower with soap and water.

Signs and Symptoms of Biological or Chemical Agents

1. **ANTHRAX** – Symptoms of the disease vary depending on how the disease was contracted, but usually occur within seven days.
 - a. **Inhalation:** The initial symptoms of inhalation anthrax infection may resemble the common cold without the runny nose. These symptoms may go away for a day or two then progress to severe breathing problems, shock and death.
 - b. **Cutaneous:** Symptoms typically appear within seven days. Most anthrax infections occur when the bacterium enters a cut or abrasion on the skin. Skin infection begins as a raised itchy bump that resembles an insect bite, but within one or two days develops into a vesicle and then a painless ulcer, usually 1-3 cm. in diameter with a characteristic necrotic (dying) area in the center. Some glands in the adjacent area may also swell.
 - c. **Intestinal:** The intestinal disease form of anthrax typically follows the consumption of contaminated meat causing an acute inflammation of the intestinal tract. Initial signs and symptoms include nausea, loss of appetite, vomiting, fever, abdominal pain and severe diarrhea.

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2. **Small Pox:** The incubation period for small pox can range from 7 to 17 days following exposure. Initial symptoms include high fever, fatigue, head and back aches. Following the initial symptoms, a rash typically appears on the face and arms and legs.
3. **Botulism:** Food borne botulism is a muscle paralyzing disease with symptoms occurring within 6 hours or up to two weeks (most commonly between 12 & 36 hours) after eating toxin contaminated food. The symptoms of botulism include double vision, drooping eyelids, slurred speech, difficulty swallowing, muscle weakness that descends through the body – first shoulders, then upper arms, lower arms, thighs, calves, etc. Paralysis of breathing muscles can cause person to stop breathing and die unless assistance with breathing is provided.
4. **Sarin:** Sarin is a lethal nerve agent that can enter the body by inhalation, ingestion, through the eyes and possibly through the skin. Sarin has been used by terrorists in other countries.
 - a. The symptoms of sarin exposure appear in varying order depending on the route of exposure. Symptoms typically include runny nose, watery eyes, drooling or excessive sweating, tightness of the chest, difficulty breathing, dizziness, nausea, vomiting, twitching, jerking, staggering, headache, drowsiness, coma and convulsion.
 - b. If a person is exposed to sarin, contaminated clothing should be removed and skin should be washed with large amounts of water. After removing the agent from the skin, call 911 to be taken to a community hospital that maintains a sarin antidote.
5. **Pneumonic Plague:** Pneumonic plague infects the lungs and begins with a high fever, headache, weakness or bloody cough. The pneumonic progresses over 2 to 4 days and may cause septic shock. If not treated early, it may cause death.

Recommendations: In the event of a confirmed bio-terrorist attack, State and Federal agencies will quickly respond to manage the incident. However, the first link of identifying a bio-terrorism attack will likely come from regular employees who come across a suspicious package or note an unusual incident of illnesses in the workplace. It is important that we at the Bolingbrook Park District stay alert to this possibility and inform the proper authorities if a situation does arise.

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HAZARDOUS MATERIAL RELEASE

Spills, leaks and emissions of hazardous materials can occur from within the Bolingbrook Park District or due to an outside source. A leak or spill can affect employees, neighbors and the environment. Internally, liquid chlorine or muriatic acid are possible agents which can leak at the swimming pool facility.

Outside sources could become significant if Park District grounds are immediately adjacent to a highway, train tracks or a commercial chemical establishment. In addition, spills can occur upon delivery of material to the district. General recommendations include:

1. Evacuate the area or building if there is any question as to the seriousness of the spill. Have all patrons and employees move up-wind of the spill location.
2. Notify the Bolingbrook Fire Department.
3. Strictly enforce a 'No Smoking Policy' in or around any hazardous material.
4. Render first aid if necessary. If safe, remove patients to fresh air.

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VIDEO SURVEILLANCE SYSTEM

The Bolingbrook Park District being a good practitioner of risk management does what it can to prevent incidents from occurring. Unfortunately incident will and do happen.

To help in investigation and to deter those incidents the Bolingbrook Park District has purchased and installed a closed circuit video surveillance system.

Cameras not only can be used for an investigative tool after an incident has occurred, but also as a way for staff to watch unsupervised areas.

If you have any questions about the video surveillance systems please contact the IT Department.

Bolingbrook Park District Emergency Operations Management Plan

TRAINING & DRILLS

Carrying out training and drills are the only way to properly test and prepare for any emergency situation. Therefore, an annual emergency operations training session will be required for all employees.

This training session will review the emergency plans and procedures for the individual facilities and cover individual staff responsibilities. This session will be carried out on a departmental basis.

Fire Drills

Fire drills will be carried out in a semi-annual basis for all Park District operated facilities. The drills shall involve all staff and participants. Drills will also be held by departments as turnover and programs necessitate.

Tornado Drills

Tornado drills shall be held in March of each year. Periodic departmental drills and training will be carried out afterward, to insure that instructors and participants are aware of the procedures.

Lockdown Drills

Lockdown drills shall be held in November of each year. Periodic departmental drills and training will be carried out afterward, to insure that instructors and participants are aware of the procedures.

New Hires

At the time of hire, all employees are to be trained in emergency procedures for the position and facility that they are assigned to. These procedures are to be reviewed by the Safety Coordinator or the Facility Manager. This session must be documented.

Annerino Community Center (ACC) Emergency Response Plan

	FIRE	MISSING CHILD	TORNADO	HARD LOCKDOWN	SOFT LOCKDOWN
STEP ONE	Lead all patrons / staff out of facility. Assist any handicap or elderly patrons.	Collect information about missing child. (name, age, sex, height, clothing, location of child last time seen)	Activate Muzak Emergency Paging System by flipping 'Tornado Switch'	Activate Muzak Emergency Paging System by pressing Panic Button located at desks or Facility Mgr. Office	Activate Muzak Emergency Paging System by flipping 'Lockdown Switch'
STEP TWO	Report to reunification site - Trojan Football Field.	Search of building for child.	Perform walk-through of facility to ensure all patrons are in designated "Tornado Shelters"	Move all patrons inside "Safe Haven" locations. (if possible)	Lock all exterior doors to facility.
STEP THREE	Communicate with first responders (Fire Department / Police Department)	After 10 minutes of searching, contact Bolingbrook Police Department for assistance.	Move all patrons inside facility to designated "Tornado Shelters"	Lock all doors / Close all blinds / Turn off all lights.	Close all blinds to rooms.
STEP FOUR	Supervise patrons and restrict re-entry into facility until 'All Clear' given by Fire Department	Contact Facility Manager to start review of video surveillance.	Remain in designated shelter until the severe weather risk has ended.	Remain quiet in designated shelter.	Supervise patrons and restrict anyone leaving facility.
STEP FIVE	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	Once risk has ended, allow patrons to return to program rooms.	Supervise patrons and restrict entry into "Safe Haven". Do not leave facility until 'All Clear' given by Police.	No one enters facility until 'All Clear' has been given by local law enforcement.
STEP SIX			Assess any external damage to facility.	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"
STEP SEVEN			(IF NEEDED) Contact Executive Director to begin "Crisis Communication"		

Bolingbrook Park District Emergency Operations Management Plan

Annerino Community Center Facility Plan (ACC)

FACILITY EVACUATION

In the event of a fire, bomb threat, power outage or chemical spill, the Annerino Community Center (ACC) is to be evacuated immediately. All patrons and staff inside facility will be asked to exit the nearest exterior fire door and proceed away from the building and meet at the facility reunification site. Patrons and staff are led to this reunification site for safety, control and to remain clear of all emergency equipment responding to facility.

ACC REUNIFICATION SITE IS LOCATED AT – TROJAN FOOTBALL FIELD (SOUTH PARKING LOT)

Below is a listing of responsibilities for all Park District staff members. Please understand that this may change at any time depending on the actual number of staff in the facility based on day / time. It is each staff member's responsibility to ensure that all guests have exited the building in a timely manner and report safely to the reunification site.

Facility Manager / PT Assistant Facility Manager

The Facility Manager / PT Assistant Facility Manager are the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the evacuation and coordinating the procedure.

1. Reaffirm that a Park District staff member has called the Fire Department.
2. Contact Executive Director to activate Crisis Management Plan. (if needed)
3. Secure the First Aid Kit and AED and building keys / two-way radio.
4. Assist and coordinate the building evacuation.
5. Review injury and missing persons report from program staff.
6. Second sweep of facility (if possible).
7. Render First Aid. (if needed)
8. Take roll call of all employees and patrons present.
9. Act as official liaison with the Fire Department and Emergency Personnel.

Building Technicians / Custodial Staff

Upon hearing the fire alarm, take the following action.

1. Ensure you have facility keys.
2. Communicate with all other maintenance staff of emergency.
3. Close all doors to each maintenance closet inside facility.
4. Assist in assembling participants and evacuating the building through the predetermined exit routes. All persons shall assemble in the designated meeting areas.
5. Make sure all handicapped staff and patrons are assisted.
6. Assist Facility Manager / PT Assistant Facility Manager in communicating with Emergency Services Personnel.
7. Do not leave the reunion site (Trojan Field) until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

**Bolingbrook Park District
Emergency Operations Management Plan**

Annerino Community Center Facility Plan (ACC)

Program Managers / Supervisors

Upon hearing the fire alarm, take the following action.

1. Ensure you have facility keys.
2. Assist Customer Care Team staff in alerting others in all common areas (i.e. locker rooms / gymnasium)
3. Assist Program Staff at each of the program rooms with patrons (i.e. Childcare Room)
4. Assist in assembling participants and evacuating the building through the predetermined exit routes. All persons shall assemble in the designated meeting areas.
5. Make sure all handicapped staff and patrons are assisted.
6. Assist other staff in helping keep patrons calm by providing any emotional assistance.
7. Do not leave the reunion site (Trojan Field) until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

Program Staff

Upon hearing the fire alarm, take the following action.

1. Automatically grab attendance documents.
2. Assist in assembling participants (including bathrooms located inside rooms – if applicable) and evacuating the building through the predetermined exit routes. All persons shall assemble in the designated meeting areas.
3. Make sure all handicapped staff and patrons are assisted.
4. Upon reaching the reunion site, take roll call of participants and inform the Facility Manager / PT Assistant Facility Manager of any missing or injured participants.
5. Do not leave the reunion site (Trojan Field) until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

Customer Care Team (Front Desk)

Upon hearing the fire alarm, take the following action.

1. Lock computer by holding down (CTRL – ALT – DELETE) to ensure safety of our network and your cash drawer.
2. Grab your two-way radio to be able to communicate with Facility Manager / PT Assistant Facility Manager.
3. Alert staff and patrons in all common areas, including all hallways and locker rooms.
4. Assist in assembling participants and evacuating the building through the predetermined exit routes. All persons shall assemble in the designated meeting areas.
5. Make sure all handicapped staff and patrons are assisted.
6. Upon reaching the reunion site, assist with other Park District staff where needed.
7. Do not leave the reunion site (Trojan Field) until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

**Bolingbrook Park District
Emergency Operations Management Plan**

Annerino Community Center Facility Plan (ACC)

IMPORTANT

Please do not re-enter facility once evacuated for any reason. If there is reason to believe that a patron or staff member has been left inside the facility, please inform the Facility Manager / PT Assistant Facility Manager or Emergency Services Personnel of location.

All Clear Notice

Once an 'All Clear' has been given by Emergency Services Personnel, the Facility Manager / PT Assistant Facility Manager will pass along the "all clear" to all staff / patrons verbally. After the all clear, all staff is to assist patrons in re-entering facility orderly and returning to program room(s).

**Bolingbrook Park District
Emergency Operations Management Plan**

Annerino Community Center Facility Plan (ACC)

SEVERE WEATHER / TORNADO

Tornado Watch

Conditions are favorable for the development of thunderstorms that are capable in producing tornadoes. When a 'Tornado Watch' has been issued, staff is expected to continue to monitor weather radios and the sky and be prepared for a Tornado Warning to be issued.

Tornado Warning

A tornado or funnel cloud has been spotted by the eye or if there are radars detecting tornado formation. When this 'Tornado Warning' has been issued, the Village of Bolingbrook tornado sirens will be going off throughout the community.

Severe Weather Shelter Areas

<u>Location in ACC</u>	<u>Severe Weather Shelter Location</u>
Preschool Rooms A / B	Administrative Office Area
Arts and Crafts	Administrative Office Area
Board Room	Administrative Office Area
Administration Offices	Conference Room / Administrative Office Area
Gymnastics	Lobby Locker Rooms
Lobby Area/Climbing Wall	Lobby Locker Rooms
Gymnasium	Lobby Locker Rooms
LifeStyles II	Conference Room
Childcare	Childcare Room
Dance/Aerobics room	Childcare Room

If there is a need for overflow, the following areas are also approved as Severe Weather Shelter Locations.

- North - Hallway between Board Room and Preschool Rooms
- West - Hallway leading to LifeStyles II
- South - Racquetball Courts

Bolingbrook Park District Emergency Operations Management Plan

Annerino Community Center Facility Plan (ACC)

Below is a listing of responsibilities for all Park District staff members. Please understand that this may change at any time depending on the actual number of staff in the facility based on day / time. It is each staff member's responsibility to ensure that all guests have been safely led to their designated shelter area.

Facility Manager / PT Assistant Facility Manager

The Facility Manager / PT Assistant Facility Manager are the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the severe weather plan.

1. If there is a 'Tornado Watch' in the local area, continuously monitor a television, radio or weather radio for any updates. Continue to notify employees of the current weather status.
2. If there is a 'Tornado Warning,' immediately activate the Emergency Paging System by flipping the "tornado" switch.
 - a. Begin moving all employees and patrons from rooms to the designated Tornado Shelter areas.
 - b. Secure First Aid kits.
 - c. Continue to monitor weather radio for all weather related updates.
 - d. Speak calmly to patrons and employees to let them know that you are implementing emergency procedures.
 - e. In the event of a tornado hitting the facility, immediate contact the Executive Director.

Building Technicians / Custodial Staff

Upon hearing the tornado page, take the following action.

1. Ensure you have facility keys.
2. Communicate with all other maintenance staff of emergency.
3. Assist in assembling participants and leading them to designated shelter areas.
4. Make sure all handicapped staff and patrons are assisted.
5. Communicate with Facility Manager / PT Assistant Facility Manager regarding emergency.

Program Managers / Supervisors

Upon hearing the tornado page, take the following action.

1. Assist Customer Care Team staff in alerting others in all common areas (i.e. locker rooms / gymnasium)
2. Assist Program Staff at each of the program rooms with patrons and lead all patrons to designated shelter locations.
3. Make sure all handicapped staff and patrons are assisted.
4. If tornado is approaching, direct all patrons to position themselves as close to floor as possible. Lower your head and cover the back of your neck with your hands.
5. Do not leave the shelter area until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

**Bolingbrook Park District
Emergency Operations Management Plan**

Annerino Community Center Facility Plan (ACC)

Program Staff

Upon hearing the tornado page, take the following action.

1. Automatically grab attendance documents.
2. Assist in assembling participants (including bathrooms located inside rooms – if applicable) and lead all patrons to designated shelter locations.
3. Make sure all handicapped staff and patrons are assisted.
4. Upon reaching the reunion site, take roll call of participants and inform the Facility Manager / PT Assistant Facility Manager of any missing or injured participants.
5. If tornado is approaching, direct all patrons to position themselves as close to floor as possible. Lower your head and cover the back of your neck with your hands.
6. Do not leave the shelter area until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

Customer Care Team (Front Desk)

Upon hearing the tornado page, take the following action.

1. Lock computer by holding down (CTRL – ALT – DELETE) to ensure safety of our network and your cash drawer.
2. Alert staff and patrons in all common areas, including all hallways and Locker Rooms.
3. Assist in assembling participants and lead all patrons to designated shelter locations.
4. Make sure all handicapped staff and patrons are assisted.
5. If tornado is approaching, direct all patrons to position yourself as close to floor as possible. Lower your head and cover the back of your neck with your hands.
6. Do not leave the shelter area until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

All Clear Notice

Once an 'All Clear' has been given by Emergency Services Personnel, the Facility Manager / PT Assistant Facility Manager will pass along the "all clear" to all staff / patrons verbally. After the all clear, all staff is to assist patrons in returning to room(s).

**Bolingbrook Park District
Emergency Operations Management Plan**

Annerino Community Center Facility Plan (ACC)

HARD LOCKDOWN

A “hard lockdown” is when there is a threat inside the facility. All participants should lock themselves in ‘Safe Havens’ and stay clear of any windows and doors until the ‘all clear’ has been given. Under no circumstance should any patron and/or staff member allow entrance into a “Safe Haven” once locked in.

Designated “Safe Haven” Shelter Areas

<u>Location in ACC</u>	<u>Safe Haven Shelter Areas</u>	<u>How To Lock Room?</u>
Preschool Rooms A / B	Preschool Bathrooms	Doors Locked at Beginning of Class
Babysitting Room	Babysitting Room Bathroom	Deadbolt Lock Lever
Arts and Crafts Room	Corner of Room / Away from Doors & Windows (to best of your ability)	Deadbolt Lock Lever
Board Room	Corner of Room / Away from Doors & Windows	Thumb Lock – on Panic Bar
Administrative Offices / Office Area	Any Individual Office with Lock	Deadbolt Lock Lever
Gymnasium	Gymnasium Closets / Underneath Bleachers	Thumb Lock – on Panic Bar
Gymnastics Room	Corner of Room / Away from Doors & Windows (to best of your ability) / Storage Rooms	Thumb Lock – on Panic Bar
Community Room	Community Room Closets	Thumb Lock – on Panic Bar
Common Areas (Lobby/Hallways/Climbing Wall)	Offices / Closet Safe Haven	Inside Door Frame – Push Button
Dance / Aerobics	Closet in the Dance Room	Deadbolt Lock Lever
Lifestyles II Fitness	Behind Wall in Lifestyles II	Door Automatically Locked - Inside
Martial Arts Room	Closet in the Martial Arts Room	Thumb Lock – on Panic Bar

Below is a listing of responsibilities for all Park District staff members. Please understand that this may change at any time depending on the actual number of staff in the facility based on day / time. It is each staff member’s responsibility to ensure that all guests have been safely led to their designated “Safe Haven”.

Facility Manager / PT Assistant Facility Manager

The Facility Manager / PT Assistant Facility Manager are the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the lockdown plan and procedure.

1. Activate Emergency Paging System by pressing Panic Button located at each of the desks or in the Facility Managers Office.

**Bolingbrook Park District
Emergency Operations Management Plan**

Annerino Community Center Facility Plan (ACC)

2. Communicate to Executive Director of lockdown to activate Crisis Management Plan.
3. Move all patrons to designated safe haven locations within facility from general areas. (lock doors)
4. Grab your two-way radio to be able to communicate with other staff.
5. Instruct occupants to remain silent.
6. Close and lock all windows, doors and other openings. (if possible)
7. Shut off all lights, fans, HVAC and other mechanical systems. (if possible)
8. Report rooms in use to emergency authorities when they arrive.
9. Do not allow anyone to leave shelter until all clear signal is given. (even if Fire Alarm is activated)

Building Technicians / Custodial Staff

Upon hearing the lockdown page, take the following action.

1. Ensure you have your facility keys.
2. Secure yourself in a designated "Safe Haven" location.
3. Communicate with Facility Manager / PT Assistant Facility Manager.

Program Managers / Supervisors

Upon hearing the lockdown page, take the following action.

1. Ensure you have your facility keys.
2. If possible, assist in assembling participants and lead all patrons to designated "Safe Haven" locations.
3. Make sure all handicapped staff and patrons are assisted.
4. Head to "Safe Haven" shelter to keep yourself safe. If you have any information beneficial, please communicate with Facility Manager / PT Assistant Facility Manager. (quietly, if possible)
5. Do not leave the "Safe Haven" until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

Program Staff

Upon hearing the lockdown page, take the following action.

1. Immediately lock all exterior doors to rooms. All rooms inside ACC have been converted to lockable facilities by a flip of the lock mechanism inside each room.
2. Report threatening person/situation to Facility manager (if noticed).

**Bolingbrook Park District
Emergency Operations Management Plan**

Annerino Community Center Facility Plan (ACC)

3. Give physical description, exact location and/or incidents involved.
4. If outside, move all participants away from facility!
5. If inside, proceed to designated shelter area and secure it. (lock doors)
6. Move occupants out of view of windows or doors.
7. Instruct occupants to remain silent.
8. Take attendance. (quietly)
9. Report occupants of room to Facility Manager / PT Assistant Facility Manager.
10. Do not allow anyone to leave "Safe Haven" until all clear signal is given. (even if Fire Alarm is activated)

Customer Care Team (Front Desk)

Upon hearing the lockdown page, take the following action.

1. Report threatening person/situation to Facility manager (if noticed).
2. Give physical description, exact location and/or incidents involved.
3. Take Facility Keys (desk drawer) to ensure safety of all participants and to keep keys away from "Assailant"
4. Grab your two-way radio to be able to communicate with Facility Manager / PT Assistant Facility Manager.
5. If possible, assist in assembling participants and lead all patrons to designated "Safe Haven" locations.
6. Make sure all handicapped staff and patrons are assisted.
7. Head to "Safe Haven" shelter to keep yourself safe. If you have any information beneficial, please communicate with Facility Manager / PT Assistant Facility Manager. (quietly, if possible)
8. Do not leave the "Safe Haven" until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

IMPORTANT

Please do not leave designated "Safe Haven" location for any reason during a Hard Lockdown unless otherwise noted by the Facility Manager / PT Assistant Facility Manager or Emergency Services Personnel. This includes Fire Alarms!

All Clear Notice

Once an 'All Clear' has been given by Emergency Services Personnel, the Facility Manager / PT Assistant Facility Manager will pass along the "all clear" to all staff / patrons verbally. After the all clear, staff will be allowed to leave designated "Safe Haven" and continue normal activity.

**Bolingbrook Park District
Emergency Operations Management Plan**

Annerino Community Center Facility Plan (ACC)

How to Deactivate Hard Lockdown Announcement

1. Release the panic button. For the older model white buttons use a paper clip or supplied panic button release tool to pull the button out. For the newer model metal panic buttons (at BRAC) insert the reset key and turn to release the button.
2. Now you will arm and disarm the facility to shut off the Hard Lockdown announcement.
3. At any security alarm panel, enter your four digit alarm passcode.
4. Press the ALL button (button #1). If this doesn't work due to people interfering with the arming procedure press the BYPASS button.
5. Press the CMD (Command) button.
6. Enter your four digit passcode number. This will stop the Hard Lockdown public address announcement.

**Bolingbrook Park District
Emergency Operations Management Plan**

Annerino Community Center Facility Plan (ACC)

SOFT LOCKDOWN

A “soft lockdown” is when there is a threat outside of the facility but no immediate threat to anyone inside of the facility. Typically local law enforcement will be the one who will indicate that the facility should be placed under soft lockdown. No one will be allowed to enter facility during this time.

Below is a listing of responsibilities for all Park District staff members. Please understand that this may change at any time depending on the actual number of staff in the facility based on day / time. It is each staff member’s responsibility to ensure the safety of each of our patrons / program participants.

Facility Manager / PT Assistant Facility Manager

The Facility Manager / PT Assistant Facility Manager are the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the lockdown plan and procedure.

1. Local Law Enforcement will make call to facility to activate a “soft lockdown”.
2. Activate Emergency Paging System by verbally stating that the facility is in a “soft lockdown” and what that means to all participants.
3. Communicate to Executive Director of lockdown. Keep two-way radio with you to communicate with other staff.
4. Lock all exterior doors to the facility.
5. No patron is allowed to leave facility. If patron wishes to leave, we are mandated to allow them to leave but make them aware of the basis of a “soft lockdown”.
6. No one is allowed to enter the facility. (except local Law Enforcement)
7. Close and lock all windows, doors and other openings.
8. Track rooms in use to report to emergency authorities. (if needed)
9. Do not allow anyone to leave shelter until all clear signal is given by local Law Enforcement.

Building Technicians / Custodial Staff

Upon hearing the soft lockdown verbal page, take the following action.

1. If outside, come back indoors!
2. If inside, continue business as directed unless otherwise noted by Facility Manager / PT Assistant Facility Manager.
3. Stay out of view of windows or doors.
4. Close and lock all windows, doors and other openings.
5. Do not allow anyone to leave facility until all clear signal is given. (even if Fire Alarm is activated)
6. Communicate with Facility Manager / PT Assistant Facility Manager on any unusual activity.

Bolingbrook Park District Emergency Operations Management Plan

Annerino Community Center Facility Plan (ACC)

Program Managers / Supervisors

Upon hearing the soft lockdown verbal page, take the following action.

1. Assist all staff informing them of "Soft Lockdown"
2. Continue business as directed unless otherwise noted by Facility Manager / PT Assistant Facility Manager.
3. Move occupants out of view of windows or doors.
4. Close and lock all windows, doors and other openings.
5. Do not allow anyone to leave facility until all clear signal is given. (even if Fire Alarm is activated)

Program Staff

Upon hearing the soft lockdown verbal page, take the following action.

1. If outside, move all participants into facility through front door! (other exterior doors will be locked)
2. If inside, continue business as directed unless otherwise noted by Facility Manager / PT Assistant Facility Manager.
3. Move occupants out of view of windows or doors.
4. Close and lock all windows, doors and other openings.
5. Do not allow anyone to leave facility until all clear signal is given. (even if Fire Alarm is activated)

Customer Care Team (Front Desk)

Upon hearing the soft lockdown page, take the following action.

1. Continue business as directed unless otherwise noted by Facility Manager / PT Assistant Facility Manager.
2. Keep two-way radio with you at all times to be able to communicate with Facility Manager / PT Assistant Manager.
3. Move occupants out of view of windows or doors.
4. Close and lock all windows, doors and other openings.
5. Do not allow anyone to leave facility until all clear signal is given. (even if Fire Alarm is activated)

IMPORTANT

No patron / staff member is to leave the facility unless they wish to do so on their own will. At that time, please mention to patron / staff that we are under a 'Soft Lockdown' and what that means to their individual safety.

All Clear Notice

Once an 'All Clear' has been given by Emergency Services Personnel, the Facility Manager / PT Assistant Facility Manager will pass along the "all clear" to all staff / patrons verbally. After the all clear, patrons and/or staff will be allowed to leave the facility.

**Bolingbrook Park District
Emergency Operations Management Plan**

Annerino Community Center Facility Plan (ACC)

CRISIS MEETING LOCATION

Any crisis can be difficult for all parents of patrons involved. It is each staff member of the Bolingbrook Park District's responsibility to keep everyone calm and help with any emotional distress any of our patrons are in.

In the event of an on-going disaster, parents will be anxious to pick up their children present during any Emergency.

In this case, the ACC will have a 'Meeting Location' designated for parents to be reunited with their children. If able to enter / re-enter the facility, the ACC 'Meeting Location' will be in the Conference Room.

Customer Care staff should direct parents to the Conference Room. Inside the Conference Room, there will be Park District staff that will find out the child's name, and which program(s) they were involved in. A second staff member will go to the specific program room and bring the child to the parent in the Conference Room. Parents will not be allowed to go with the staff member to the specific program room.

To allow parent to leave with their child, a sign-off sheet will be created to officially "check-out" each child.

This process will ensure a calm and efficient reunion.

EXAMPLE - SIGN OUT SHEET

<u>Date</u>	<u>Participant's Name</u>	<u>Parent / Guardians Signature</u>	<u>Time Released</u>

THIS FORM IS LOCATED IN THE BACK SECTION OF THIS BINDER UNDER THE REFERENCE TAB

Bolingbrook Recreation & Aquatic Complex (BRAC) Emergency Response Plan

	FIRE	MISSING CHILD	TORNADO	HARD LOCKDOWN	SOFT LOCKDOWN
STEP ONE	Lead all patrons / staff out of facility. Assist any handicap or elderly patrons.	Collect information about missing child. (name, age, sex, height, clothing, location of child last time seen)	Activate Muzak Emergency Paging System by flipping 'Tornado Switch'	Activate Muzak Emergency Paging System by pressing Panic Button located at desks or Customer Care Mgr. Office	Activate Muzak Emergency Paging System by flipping 'Soft Lockdown Switch'
STEP TWO	Report to reunification site - BRAC Sign on Lindsey Lane	Search of building for child.	Perform walk-through of facility to ensure all patrons are in designated "Tornado Shelters"	Move all patrons inside "Safe Haven" locations. (if possible)	Lock all exterior doors to facility.
STEP THREE	Communicate with first responders (Fire Department / Police Department)	After 10 minutes of searching, contact Bolingbrook Police Department for assistance.	Move all patrons inside facility to designated "Tornado Shelters"	Lock all doors / Close all blinds / Turn off all lights.	Close all blinds to rooms.
STEP FOUR	Supervise patrons and restrict re-entry into facility until 'All Clear' given by Fire Department	Contact Facility Manager to start review of video surveillance.	Remain in designated shelter until the severe weather risk has ended.	Remain quiet in designated shelter.	Supervise patrons and restrict anyone leaving facility.
STEP FIVE	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	Once risk has ended, allow patrons to return to program rooms.	Supervise patrons and restrict entry into "Safe Haven". Do not leave facility until 'All Clear' given by Police.	No one enters facility until 'All Clear' has been given by local law enforcement.
STEP SIX			Assess any external damage to facility.	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"
STEP SEVEN			(IF NEEDED) Contact Executive Director to begin "Crisis Communication"		

Bolingbrook Park District Emergency Operations Management Plan

Bolingbrook Recreation & Aquatic Complex Facility Plan (BRAC)

FACILITY EVACUATION

In the event of a fire, bomb threat, power outage or chemical spill, the Bolingbrook Recreation & Aquatic Complex is to be evacuated immediately. All patrons and staff inside facility will be asked to exit the nearest exterior fire door and proceed away from the building and meet at the facility reunification site. Patrons and staff are led to this reunification site for safety, control and to remain clear of all emergency equipment responding to facility.

BRAC REUNIFICATION SITE IS LOCATED AT – BRAC FACILITY SIGN ON LINDSEY LANE (WEST PARKING LOT)

Below is a listing of responsibilities for all Park District staff members. Please understand that this may change at any time depending on the actual number of staff in the facility based on day / time. It is each staff member's responsibility to ensure that all guests have exited the building in a timely manner and report safely to the reunification site.

Facility Manager / PT Assistant Facility Manager

The Facility Manager / PT Assistant Facility Manager are the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the evacuation and coordinating the procedure.

1. Contact Executive Director to activate Crisis Management Plan. (if needed)
2. Secure the First Aid Kit and AED and building keys / two-way radio.
3. Assist and coordinate the building evacuation.
4. Review injury and missing person's verbal report from staff taking roll call.
5. Second sweep of facility (if possible).
6. Render First Aid. (if needed)
7. Take roll call of all employees and patrons present.
8. Act as official liaison with the Fire Department and Emergency Personnel.

Building Technicians / Custodial Staff

Upon hearing the fire alarm, take the following action.

1. Ensure you have facility keys.
2. Communicate with all other maintenance staff of emergency.
3. Close all doors to each maintenance closet inside facility.
4. Assist in assembling participants and evacuating the building through the predetermined exit routes. All persons shall assemble in the designated meeting areas.
5. Make sure all handicapped staff and patrons are assisted.
6. Assist Facility Manager / PT Assistant Facility Manager in communicating with Emergency Services Personnel.
7. Do not leave the reunion site until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

**Bolingbrook Park District
Emergency Operations Management Plan**

Bolingbrook Recreation & Aquatic Complex Facility Plan (BRAC)

Program Managers / Supervisors

Upon hearing the fire alarm, take the following action.

1. Ensure you have facility keys.
2. Assist Customer Care Team staff in alerting others in all common areas (i.e. locker rooms / gymnasiums)
3. Assist Program Staff at each of the program rooms with patrons (i.e. Romper Room)
4. Assist in assembling participants and evacuate the building through the predetermined exit routes. All persons shall assemble in the designated meeting areas.
5. Make sure all handicapped staff and patrons are assisted.
6. Assist other staff in helping keep patrons calm by providing any emotional assistance.
7. Do not leave the reunion site until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

Program Staff

Upon hearing the fire alarm, take the following action.

1. Automatically grab attendance documents.
2. Assist in assembling participants (including bathrooms located inside rooms – if applicable) and evacuating the building through the predetermined exit routes. All persons shall assemble in the designated meeting areas.
3. Make sure all handicapped staff and patrons are assisted.
4. Upon reaching the reunion site, take roll call of participants and inform the Facility Manager / PT Assistant Facility Manager of any missing or injured participants.
5. Do not leave the reunion site until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

Customer Care Team (BRAC Front Desk)

Upon hearing the fire alarm, take the following action.

1. Lock computer by holding down (CTRL – ALT – DELETE) to ensure safety of our network and your cash drawer.
2. Grab your two-way radio to be able to communicate with Facility Manager / PT Assistant Facility Manager.
3. Alert staff and patrons in all common areas, including all hallways and BRAC Front Locker Rooms.
4. Assist in assembling participants and evacuating the building through the predetermined exit routes. All persons shall assemble in the designated meeting areas.
5. Make sure all handicapped staff and patrons are assisted.
6. Upon reaching the reunion site, assist with other Park District staff where needed.
7. Do not leave the reunion site until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

**Bolingbrook Park District
Emergency Operations Management Plan**

Bolingbrook Recreation & Aquatic Complex Facility Plan (BRAC)

Customer Care Team (Lifestyles Desk)

Upon hearing the fire alarm, take the following action.

1. Lock computer by holding down (CTRL – ALT – DELETE) to ensure safety of our network and your cash drawer.
2. Grab your two-way radio to be able to communicate with Facility Manager / PT Assistant Facility Manager.
3. Alert staff and patrons in Lifestyles Fitness Center and Gymnasium(s).
4. Assist in assembling participants and evacuating the building through the predetermined exit routes. All persons shall assemble in the designated meeting areas.
5. Make sure all handicapped staff and patrons are assisted.
6. Upon reaching the reunion site, assist with other Park District staff where needed.
7. Do not leave the reunion site until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

IMPORTANT

Please do not re-enter facility once evacuated for any reason. If there is reason to believe that a patron or staff member has been left inside the facility, please inform the Facility Manager / PT Assistant Facility Manager or Emergency Services Personnel of location.

ALL CLEAR NOTICE

Once an 'All Clear' has been given by Emergency Services Personnel, the Facility Manager / PT Assistant Facility Manager will pass along the "all clear" to all staff / patrons verbally. After the all clear, all staff is to assist patrons in re-entering facility orderly and returning to program room(s).

**Bolingbrook Park District
Emergency Operations Management Plan**

Bolingbrook Recreation & Aquatic Complex Facility Plan (BRAC)

SEVERE WEATHER / TORNADO

Tornado Watch

Conditions are favorable for the development of thunderstorms that are capable in producing tornadoes. When a ‘Tornado Watch’ has been issued, staff is expected to continue to monitor weather radios and the sky and be prepared for a Tornado Warning to be issued.

Tornado Warning

A tornado or funnel cloud has been spotted by the eye or if there are radars detecting tornado formation. When this ‘Tornado Warning’ has been issued, the Village of Bolingbrook tornado sirens will be going off throughout the community.

Severe Weather Shelter Areas

<u>Location in BRAC</u>	<u>Severe Weather Shelter Location</u>
Preschool Rooms A / B	Lobby Women’s Locker Room
Romper Room (Babysitting Room)	Lobby Women’s Locker Room
BRAC Rec Room	Lobby Locker Rooms
Dance Studio	Lobby Locker Rooms
Aerobics Studio	Aerobics Studio Storage Closet
Gymnasium	Lobby Locker Rooms
Zone	Lobby Locker Rooms
Community Room	Lobby Locker Rooms
Common Areas (Lobby / Hallways)	Lobby Locker Rooms
Lifestyles Fitness Center	Lifestyles Locker Rooms
Indoor Pelican Harbor	Lifestyles Locker Rooms

If there is a need for overflow, the following areas are also approved as Severe Weather Shelter Locations.

- Hallway between gymnasium and Aerobics Studio
- Inside Offices (office doors shut to eliminate opportunity for glass shatter)
- Other misc. closets (i.e. Pipe-Chase / Maintenance Closet)

Bolingbrook Park District Emergency Operations Management Plan

Bolingbrook Recreation & Aquatic Complex Facility Plan (BRAC)

Below is a listing of responsibilities for all Park District staff members. Please understand that this may change at any time depending on the actual number of staff in the facility based on day / time. It is each staff member's responsibility to ensure that all guests have been safely led to their designated shelter area.

Facility Manager / PT Assistant Facility Manager

The Facility Manager / PT Assistant Facility Manager are the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the severe weather plan.

1. If there is a 'Tornado Watch' in the local area, continuously monitor a television, radio or weather radio for any updates. Continue to notify employees of the current weather status.
2. If there is a 'Tornado Warning,' immediately activate the Emergency Paging System by flipping the "tornado" switch.
 - a. Begin moving all employees and patrons from rooms to the designated Tornado Shelter areas.
 - b. Secure First Aid kits.
 - c. Continue to monitor weather radio for all weather related updates.
 - d. Speak calmly to patrons and employees to let them know that you are implementing emergency procedures.
 - e. In the event of a tornado hitting the facility, immediate contact the Executive Director.

Building Technicians / Custodial Staff

Upon hearing the tornado page, take the following action.

1. Ensure you have facility keys.
2. Communicate with all other maintenance staff of emergency.
3. Assist in assembling participants and leading them to designated shelter areas.
4. Make sure all handicapped staff and patrons are assisted.
5. Communicate with Facility Manager / PT Assistant Facility Manager regarding emergency.

Program Managers / Supervisors

Upon hearing the tornado page, take the following action.

1. Assist Customer Care Team staff in alerting others in all common areas (i.e. locker rooms / gymnasiums)
2. Assist Program Staff at each of the program rooms with patrons (i.e. Romper Room) and lead all patrons to designated shelter locations.
3. Make sure all handicapped staff and patrons are assisted.
4. If tornado is approaching, direct all patrons to position yourself as close to floor as possible. Lower your head and cover the back of your neck with your hands.
5. Do not leave the shelter area until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

Bolingbrook Park District Emergency Operations Management Plan

Bolingbrook Recreation & Aquatic Complex Facility Plan (BRAC)

Program Staff

Upon hearing the tornado page, take the following action.

1. Automatically grab attendance documents.
2. Assist in assembling participants (including bathrooms located inside rooms – if applicable) and lead all patrons to designated shelter locations.
3. Make sure all handicapped staff and patrons are assisted.
4. Upon reaching the reunion site, take roll call of participants and inform the Facility Manager / PT Assistant Facility Manager of any missing or injured participants.
5. If tornado is approaching, direct all patrons to position yourself as close to floor as possible. Lower your head and cover the back of your neck with your hands.
6. Do not leave the shelter area until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

Customer Care Team (BRAC Front Desk)

Upon hearing the tornado page, take the following action.

1. Lock computer by holding down (CTRL – ALT – DELETE) to ensure safety of our network and your cash drawer.
2. Alert staff and patrons in all common areas, including all hallways and BRAC Front Locker Rooms.
3. Assist in assembling participants and lead all patrons to designated shelter locations.
4. Make sure all handicapped staff and patrons are assisted.
5. If tornado is approaching, direct all patrons to position yourself as close to floor as possible. Lower your head and cover the back of your neck with your hands.
6. Do not leave the shelter area until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

Customer Care Team (Lifestyles Desk)

Upon hearing the tornado page, take the following action.

1. Lock computer by holding down (CTRL – ALT – DELETE) to ensure safety of our network and your cash drawer.
2. Alert staff and patrons in Lifestyles Fitness Center and Gymnasium(s).
3. Assist in assembling participants and lead all patrons to designated shelter locations.
4. Make sure all handicapped staff and patrons are assisted.
5. If tornado is approaching, direct all patrons to position yourself as close to floor as possible. Lower your head and cover the back of your neck with your hands.
6. Do not leave the shelter area until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

ALL CLEAR NOTICE

Once an 'All Clear' has been given by Emergency Services Personnel, the Facility Manager / PT Assistant Facility Manager will pass along the "all clear" to all staff / patrons verbally. After the all clear, all staff is to assist patrons in returning to room(s).

**Bolingbrook Park District
Emergency Operations Management Plan**

Bolingbrook Recreation & Aquatic Complex Facility Plan (BRAC)

HARD LOCKDOWN

A “hard lockdown” is when there is a threat inside the facility. All participants should lock themselves in ‘Safe Havens’ and stay clear of any windows and doors until the ‘all clear’ has been given. Under no circumstance should any patron and/or staff member allow entrance into a “Safe Haven” once locked in.

Designated “Safe Haven” Shelter Areas

<u>Location in BRAC</u>	<u>Safe Haven Shelter Areas</u>	<u>How To Lock Room?</u>
Preschool Rooms A / B	Preschool Bathrooms	Doors Locked at Beginning of Class
Romper Room (Babysitting Room)	Romper Room Bathroom	Deadbolt Lock Lever (outside door)
BRAC Rec Room	Rec Room Closet	Deadbolt Lock Lever (outside door)
Dance Studio	Dance Room Closet	Deadbolt Lock Lever (outside door)
Aerobics Studio	Aerobics Studio Closet	Deadbolt Lock Lever (outside door)
Gymnasium (Entire Gym)	Gymnasium Closets / Underneath Bleachers	Thumb Lock – Panic Bar (2 locations)
Zone	Corner of Room / Away from Doors & Windows (to best of your ability)	Thumb Lock – Panic Bar (1location)
Community Room	Community Room Closets	Thumb Lock – Panic Bar (2 locations)
Common Areas (Lobby / Hallways)	Offices / Closest Safe Haven	Door Push Button (3 door locations)
Offices	Offices	Door Push Button (3 door locations)
Lifestyles Fitness Center	Pipe-Chase Closet	Door Automatically Locked
Indoor Pelican Harbor	Maintenance Pump Room	Door Automatically Locked

Below is a listing of responsibilities for all Park District staff members. Please understand that this may change at any time depending on the actual number of staff in the facility based on day / time. It is each staff member’s responsibility to ensure that all guests have been safely led to their designated “Safe Haven”.

Facility Manager / PT Assistant Facility Manager

The Facility Manager / PT Assistant Facility Manager are the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the lockdown plan and procedure.

1. Activate Emergency Paging System by pressing Panic Button located at each of the desks or in the Customer Care Managers Office.
2. Communicate to Executive Director of lockdown to activate Crisis Management Plan.

**Bolingbrook Park District
Emergency Operations Management Plan**

Bolingbrook Recreation & Aquatic Complex Facility Plan (BRAC)

3. Move all patrons to designated safe haven locations within facility from general areas. (lock doors)
4. Grab your two-way radio to be able to communicate with other staff.
5. Instruct occupants to remain silent.
6. Close and lock all windows, doors and other openings. (if possible)
7. Shut off all lights, fans, HVAC and other mechanical systems. (if possible)
8. Report rooms in use to emergency authorities when they arrive.
9. Do not allow anyone to leave shelter until all clear signal is given. (even if Fire Alarm is activated)

Building Technicians / Custodial Staff

Upon hearing the lockdown page, take the following action.

1. Ensure you have your facility keys.
2. Secure yourself in a designated "Safe Haven" location.
3. Communicate with Facility Manager / PT Assistant Facility Manager.

Program Managers / Supervisors

Upon hearing the lockdown page, take the following action.

1. Ensure you have your facility keys.
2. If possible, assist in assembling participants and lead all patrons to designated "Safe Haven" locations.
3. Make sure all handicapped staff and patrons are assisted.
4. Head to "Safe Haven" shelter to keep yourself safe. If you have any information beneficial, please communicate with Facility Manager / PT Assistant Facility Manager. (quietly, if possible)
5. Do not leave the "Safe Haven" until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

Program Staff

Upon hearing the lockdown page, take the following action.

1. Immediately lock all exterior doors to rooms. All rooms inside BRAC have been converted to lockable facilities by a flip of the lock mechanism inside each room.
2. Report threatening person/situation to Facility manager (if noticed).

Bolingbrook Park District Emergency Operations Management Plan

Bolingbrook Recreation & Aquatic Complex Facility Plan (BRAC)

3. Give physical description, exact location and/or incidents involved.
4. If outside, move all participants away from facility!
5. If inside, proceed to designated shelter area and secure it. (lock doors)
6. Move occupants out of view of windows or doors.
7. Instruct occupants to remain silent.
8. Take attendance. (quietly)
9. Report occupants of room to Facility Manager / PT Assistant Facility Manager.
10. Do not allow anyone to leave "Safe Haven" until all clear signal is given. (even if Fire Alarm is activated)

Customer Care Team (BRAC Front Desk)

Upon hearing the lockdown page, take the following action.

1. Report threatening person/situation to Facility manager (if noticed).
2. Give physical description, exact location and/or incidents involved.
3. Take Facility Keys (desk drawer) to ensure safety of all participants and to keep keys away from "Assailant"
4. Grab your two-way radio to be able to communicate with Facility Manager / PT Assistant Facility Manager.
5. If possible, assist in assembling participants and lead all patrons to designated "Safe Haven" locations.
6. Make sure all handicapped staff and patrons are assisted.
7. Head to "Safe Haven" shelter to keep yourself safe. If you have any information beneficial, please communicate with Facility Manager / PT Assistant Facility Manager. (quietly, if possible)
8. Do not leave the "Safe Haven" until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

Customer Care Team (Lifestyles Desk)

Upon hearing the lockdown page, take the following action.

1. Report threatening person/situation to Facility manager (if noticed).
2. Give physical description, exact location and/or incidents involved.
3. Take Facility Keys (desk drawer) so you can unlock "Safe Haven" location (Pipe-Chase)
4. Grab your two-way radio to be able to communicate with Facility Manager / PT Assistant Facility Manager.

**Bolingbrook Park District
Emergency Operations Management Plan**

Bolingbrook Recreation & Aquatic Complex Facility Plan (BRAC)

5. If possible, assist in assembling participants and lead all patrons to designated “Safe Haven” locations.
6. Make sure all handicapped staff and patrons are assisted.
7. Head to “Safe Haven” shelter to keep yourself safe. If you have any information beneficial, please communicate with Facility Manager / PT Assistant Facility Manager. (quietly, if possible)
8. Do not leave the “Safe Haven” until instructed to do so by the Facility Manager / PT Assistant Facility Manager.

IMPORTANT

Please do not leave designated “Safe Haven” location for any reason during a Hard Lockdown unless otherwise noted by the Facility Manager / PT Assistant Facility Manager or Emergency Services Personnel. This includes Fire Alarms!

ALL CLEAR NOTICE

Once an ‘All Clear’ has been given by Emergency Services Personnel, the Facility Manager / PT Assistant Facility Manager will pass along the “all clear” to all staff / patrons verbally. After the all clear, staff will be allowed to leave designated “Safe Haven” and continue normal activity.

How to Deactivate Hard Lockdown Announcement

1. Release the panic button. For the older model white buttons use a paper clip or supplied panic button release tool to pull the button out. For the newer model metal panic buttons (at BRAC) insert the reset key and turn to release the button.
2. Now you will arm and disarm the facility to shut off the Hard Lockdown announcement.
3. At any security alarm panel, enter your four digit alarm passcode.
4. Press the ALL button (button #1). If this doesn’t work due to people interfering with the arming procedure press the BYPASS button.
5. Press the CMD (Command) button.
6. Enter your four digit passcode number. This will stop the Hard Lockdown public address announcement.

**Bolingbrook Park District
Emergency Operations Management Plan**

Bolingbrook Recreation & Aquatic Complex Facility Plan (BRAC)

SOFT LOCKDOWN

A “soft lockdown” is when there is a threat outside of the facility but no immediate threat to anyone inside of the facility. Typically local law enforcement will be the one who will indicate that the facility should be placed under soft lockdown. No one will be allowed to enter facility during this time.

Below is a listing of responsibilities for all Park District staff members. Please understand that this may change at any time depending on the actual number of staff in the facility based on day / time. It is each staff member’s responsibility to ensure the safety of each of our patrons / program participants.

Facility Manager / PT Assistant Facility Manager

The Facility Manager / PT Assistant Facility Manager are the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the lockdown plan and procedure.

1. Local Law Enforcement will make call to facility to activate a “soft lockdown”.
2. Activate Emergency Paging System by verbally stating that the facility is in a “soft lockdown” and what that means to all participants.
3. Communicate to Executive Director of lockdown. Keep two-way radio with you to communicate with other staff.
4. Lock all exterior doors to the facility.
5. No patron is allowed to leave facility. If patron wishes to leave, we are mandated to allow them to leave but make them aware of the basis of a “soft lockdown”.
6. No one is allowed to enter the facility. (except local Law Enforcement)
7. Close and lock all windows, doors and other openings.
8. Track rooms in use to report to emergency authorities. (if needed)
9. Do not allow anyone to leave shelter until all clear signal is given by local Law Enforcement.

Building Technicians / Custodial Staff

Upon hearing the soft lockdown verbal page, take the following action.

1. If outside, come back indoors!
2. If inside, continue business as directed unless otherwise noted by Facility Manager / PT Assistant Facility Manager.
3. Stay out of view of windows or doors.
4. Close and lock all windows, doors and other openings.
5. Do not allow anyone to leave facility until all clear signal is given. (even if Fire Alarm is activated)
6. Communicate with Facility Manager / PT Assistant Facility Manager on any unusual activity.

**Bolingbrook Park District
Emergency Operations Management Plan**

Bolingbrook Recreation & Aquatic Complex Facility Plan (BRAC)

Program Managers / Supervisors

Upon hearing the soft lockdown verbal page, take the following action.

1. Assist all staff informing them of "Soft Lockdown"
2. Continue business as directed unless otherwise noted by Facility Manager / PT Assistant Facility Manager.
3. Move occupants out of view of windows or doors.
4. Close and lock all windows, doors and other openings.
5. Do not allow anyone to leave facility until all clear signal is given. (even if Fire Alarm is activated)

Program Staff

Upon hearing the soft lockdown verbal page, take the following action.

1. If outside, move all participants into facility through front door! (other exterior doors will be locked)
2. If inside, continue business as directed unless otherwise noted by Facility Manager / PT Assistant Facility Manager.
3. Move occupants out of view of windows or doors.
4. Close and lock all windows, doors and other openings.
5. Do not allow anyone to leave facility until all clear signal is given. (even if Fire Alarm is activated)

Customer Care Team (BRAC Front Desk)

Upon hearing the soft lockdown page, take the following action.

1. Continue business as directed unless otherwise noted by Facility Manager / PT Assistant Facility Manager.
2. Keep two-way radio with you at all times to be able to communicate with Facility Manager / PT Assistant Manager.
3. Move occupants out of view of windows or doors.
4. Close and lock all windows, doors and other openings.
5. Do not allow anyone to leave facility until all clear signal is given. (even if Fire Alarm is activated)

Customer Care Team (Lifestyles Desk)

Upon hearing the soft lockdown page, take the following action.

1. Continue business as directed unless otherwise noted by Facility Manager / PT Assistant Facility Manager.

**Bolingbrook Park District
Emergency Operations Management Plan**

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2. Keep two-way radio with you at all times to be able to communicate with Facility Manager / PT Assistant Manager.
3. Move occupants out of view of windows or doors.
4. Close and lock all windows, doors and other openings.
5. Do not allow anyone to leave facility until all clear signal is given. (even if Fire Alarm is activated)

IMPORTANT

No patron / staff member is to leave the facility unless they wish to do so on their own will. At that time, please mention to patron / staff that we are under a 'Soft Lockdown' and what that means to their individual safety.

ALL CLEAR NOTICE

Once an 'All Clear' has been given by Emergency Services Personnel, the Facility Manager / PT Assistant Facility Manager will pass along the "all clear" to all staff / patrons verbally. After the all clear, patrons and/or staff will be allowed to leave the facility.

**Bolingbrook Park District
Emergency Operations Management Plan**

Bolingbrook Recreation & Aquatic Complex Facility Plan (BRAC)

CRISIS MEETING LOCATION

Any crisis can be difficult for all parents of patrons involved. It is each staff member of the Bolingbrook Park District's responsibility to keep everyone calm and help with any emotional distress any of our patrons are in.

In the event of an on-going disaster, parents will be anxious to pick up their children present during any Emergency.

In this case, the BRAC will have a 'Crisis Meeting Location' designated for parents to be reunited with their children. If able to re-enter the facility, the BRAC 'Crisis Meeting Location' will be in the Community Room.

Customer Care staff should direct parents to the Community Room. Inside the Community Room, there will be Park District staff that will find out the child's name, and which program(s) they were involved in. A second staff member will go to the specific program room and bring the child to the parent in the Community Room. Parents will not be allowed to go with the staff member to the specific program room.

To allow parent to leave with their child, a sign-off sheet will be created to officially "check-out" each child.

This process will ensure a calm and efficient reunion.

EXAMPLE - SIGN OUT SHEET

<u>Date</u>	<u>Participant's Name</u>	<u>Parent / Guardians Name & Signature</u>	<u>Time Released</u>

THIS FORM IS LOCATED IN THE BACK SECTION OF THIS BINDER UNDER THE REFERENCE TAB

**Bolingbrook Park District
Emergency Operations Management Plan**

Pelican Harbor Aquatic Park Facility Plan

AQUATIC EMERGENCIES

RADIO COLOR CODES

- Clear – Situation All Clear
- Code Yellow – Guard Off Chair / Guard In Water
- Code Red – Pools Cleared / 911 Called Immediately
- Code Green – Deck or Turf Emergency!
- Code Blue – Fight or Police Assistance Needed
- Code Brown – Fecal Matter in Pool

Emergency Announcement (Code Red)

RED, RED, RED. THIS IS AN EMERGENCY. GUARDS CLEAR THE POOL ON MY COUNT 1, 2, 3 (REPEAT) All patrons, please take a seat in the grass area or on the pool deck.

CODE YELLOW (GUARD LEAVING CHAIR FOR RESCUE)

1. The rescuing guard will blow whistle (**1 long blast**) and enter water and perform appropriate rescue.
2. All other posted Lifeguards will stand and point to the vacated chair while maintaining surveillance of their zone.
3. Head Lifeguard will run to the area calling a **CODE Yellow and Location** while en-route to the scene of the rescue. (If rescue is at Indoor Pool, the Head Guard is to call a **CODE Yellow**.)
4. Roving Lifeguards and on break guards will run to the scene to assist.
5. The first guard arriving at scene will immediately post the vacant chair and begin scanning.
6. The Head Lifeguard will assess the situation making appropriate decisions.
7. The Head Lifeguard is to complete all necessary paperwork and provide necessary care to the victim if assistance is necessary.
8. Rescuing guard will compose themselves and return to their chair when ready and emergency is over.

CODE RED (SEVERE EMERGENCY SITUATION – OUTDOOR POOL)

If the rescue situation is severe, Lifeguards and Guest Service are to follow normal procedures with the exception of calling for assistance upon rescuing the victim. Upon announcement, staff responsibilities are as follows:

Lifeguards Are To Do The Following:

1. Stand and point to emergency while maintaining surveillance of zone.
2. Clear all pools and stop all operations in your zone if directed to do so.
3. Remain attentive to announcements of your chair for assistance.

The Head Lifeguard Is To Do The Following:

1. Assess the severity of situation.
2. Call a CODE RED if necessary.
3. Assist with the rescue if needed.
4. Keep Manager on Duty and other Head Lifeguards informed of victim's status.
5. Attempt to complete paperwork if victim is conscious and able to speak or if a parent/guardian is present.

**Bolingbrook Park District
Emergency Operations Management Plan**

Pelican Harbor Aquatic Park Facility Plan

The Manager on Duty Will Follow These Steps:

1. Make the Emergency Announcement if necessary.
2. Assign admissions personnel to call 911.
3. Direct staff to rescue and assist via radio/P.A. System.

Guest Services, Admission/Concession, and Other Staff Will Follow These Steps If Told To Over The Speaker:

1. Admissions will stop admission of patrons to the facility. Gates will close allowing no one in or out of the facility. Concessions will be cleared and all guests asked to sit in the concession area.
2. Waterslide activity will stop and guests will be asked to sit.
3. Spray Playground activity will stop and guests will be asked to sit.
4. Sand and turf activity will stop and guests will be asked to sit.
5. Staff will assist in keeping guests sitting and calm.

**** Remember in some emergencies, stopping all activities will create more crowd issues than just stopping the area where the emergency exists.****

CODE RED (SEVERE EMERGENCY SITUATION – INDOOR POOL)

If The Situation Is Severe, The Head Guard Will Follow These Steps:

1. Head Lifeguard will radio MOD after further assessment of the severity of the situation and call a Code Red (repeat if necessary).
2. Manager on Duty will send 2 on break guards to indoor pool to assist.
3. During Code Red Rescue the Guest Services person at the **Top of the Slide** will immediately stop sliders and run to the desk to make 911 call.
4. Lifeguards will clear all pools and assist with the emergency.

All Emergencies If Guarding By Self At The Indoor Pool Should Execute The Following Protocol:

1. Press panic button on lifeguard stand to alert the Lifestyles desk staff of the emergency in the pool area. Lifestyle's Customer Care Staff Member will bring the AED and await further instructions from you.
2. Perform appropriate rescue depending on the nature of the injury:
 - a. If this is an active rescue, ask the Lifestyles Customer Care Staff Member to clear the pool, ensure patron gets out of the pool and is ok, compose yourself and those in the area, resume guarding duties.
 - b. If this is an unconscious victim, assess breathing in the pool and begin rescue breathing if necessary, ask the Lifestyles Customer Care Staff Member to clear the pool and call 911, if possible have a bystander retrieve the backboard and attempt to get victim out of the water so CPR can be started before EMS arrives. If this is not possible, continue rescue breathing in the pool.
 - c. If this is a spinal victim, ask Lifestyles Customer Care Staff Member to clear the pool and call 911. Perform a vice grip, speak with the victim if conscious, if unconscious ensure victim is breathing and perform rescue breathing if not, if breathing wait for EMS assistance to remove victim.

The following "Emergency Action Plan" is for team lifeguarding situations

Bolingbrook Park District Emergency Operations Management Plan

Pelican Harbor Aquatic Park Facility Plan

Spinal Injury At The Water Slides (Pelican Harbor)

1. Rescuing Lifeguard will activate Emergency System (**Two Long Whistle Blasts**) and call for assistance and a spinal board.
2. The Head Lifeguard will call a Code Red spinal at the slide if deemed necessary.
3. Manager on Duty will make announcement, assign admission personnel to call 911 and give instructions to additional staff if necessary.
4. On break staff will report to the scene, obtain backboard, and assist with the rescue.

Indoor Water Slide Spinal Injury Emergency (Summer Months)

1. Rescuing Lifeguard will activate emergency system (**2 long whistle blasts**) and call for assistance and spinal board.
2. Rescuing Lifeguard utilizing proper spinal rescue techniques will bring the victim to the steps located in the plunge area
3. On break guard will post up for rescuing guard and assist with clearing the pools. Once Guard 2 zone is cleared, Guard 3 will take over scanning duties of the entire facility to ensure no one enters the pools.
4. Once relieved from scanning, Guard 1 and Guard 2 will retrieve crash bag and AED if necessary and proceed with spinal victim protocol
5. Head Lifeguard will call a Code Red Spinal Indoors and direct Indoor staff in Code Red Procedures.
6. Guest Services Staff will close the waterslide, run to the desk and call 911 if necessary and wait by the side door and take EMS to victim when they arrive.
7. Manager on Duty will send on break Lifeguards and Guest Service to help with crowd control and assist in any other way.

Indoor Water Slide Spinal Injury Emergency (School Year Protocol)

1. Rescuing guard will give **two long whistle blasts** to clear the pool, enters water, executes spinal victim protocol, and moves victim to nearest steps or side of pool.
2. Lifeguards will clear all pools. Indoor Guard 2 will stop operations of the slide and clear the Leisure Pool. Once zone is clear, Guard 2 will assist with spinal victim protocol.
3. Guard 3 will clear the Main Pool. Once all zones are clear, Guard 3 will take over scanning duties for all pools to ensure no one enters the water.
4. On break guard will assist rescuing guard by retrieving back board for spinal victim management.
5. Head Guard will assist rescuing guard by hitting the panic button to alert Lifestyles Customer Care Staff Member to come to the pool deck, and assist until other guarding staff can help with rescue protocol. Once other guarding staff has arrived, the Head Guard will obtain information for paperwork, speak with family/friends, and assist EMS when they arrive.
6. Lifestyles Customer Care Staff Member will come to the pool deck and call 911 if instructed by the Head Guard. Once 911 has been called, the Lifestyles Customer Care Staff Member will wait at the side door for 911 to enter the facility and then take emergency personnel to the victim.
7. All other staff members working in the facility will assist with crowd control.

****If spinal victim is in the Lap Pool, Guard 1 will take over Guard 3 responsibilities in this Emergency Action Plan. ****

Unconscious Victim Rescue (Pelican Harbor)

1. Rescuing guard gives **two long whistle blasts**, enters water, executes unconscious victim protocol, and moves victim to nearest steps or side of pool.
2. Lifeguards will stand and point to identify the rescue area to the Head Lifeguard and on break guards to ensure coverage of rescue guard's zone until code is clear. Head Lifeguard makes the call on the radio.

Bolingbrook Park District Emergency Operations Management Plan

Pelican Harbor Aquatic Park Facility Plan

3. On break Lifeguards will be bringing oxygen, BVM, manual suction, AED and backboard to the scene. Rescue guard, Head Lifeguard, and on break guards will execute extrication and continue unconscious victim protocol on deck.
4. Manager on Duty will call CODE RED, assign admissions personnel to call 911 and give duties to additional staff.

Unconscious Victim Rescue (Indoor Pool)

1. Rescuing guard will give **two long whistle blasts** to clear the pool, enters water, executes unconscious victim protocol, and moves victim to nearest steps or side of pool.
2. Lifeguards will clear all pools. Indoor Guard 1 will stop operations of the slide and then assist rescuing guard.
3. On break guard will post up for rescuing guard and assist with clearing the pools. Once Guard 2 zone is cleared, Guard 3 will take over scanning duties of the entire facility to ensure no one enters the pools.
4. Once relieved from scanning, Guard 1 and Guard 2 will retrieve crash bag and AED if necessary and proceed with unconscious victim protocol.
5. Head Guard will assist rescuing guard by hitting the panic button to alert Lifestyles staff to come to the pool deck. Head Guard will retrieve the back board for extrication of the victim and assist until other guarding staff can help with rescue protocol. Once other guarding staff has arrived, the Head Guard will obtain information for paperwork, speak with family/friends, and assist EMS when they arrive.
6. Lifestyles Customer Care Staff Member will come to the pool deck and call 911 if instructed by the Head Guard. Once 911 has been called, the Lifestyles Customer Care Staff Member will wait at the side door for 911 to enter the facility and then take emergency personnel to the victim.
7. All other staff members working in the facility will assist with crowd control.

Conscious Victim Rescue

1. Rescuing guard gives **one long whistle blast**, enters water and executes rescue.
2. Lifeguard will stand and point to the empty chair. Head Lifeguard will cover the rescuing guard's zone until on break guard arrives to take over zone.
3. Rescuing guard brings the victim to the side of the pool and waits for the Head Lifeguard to be relieved.
4. Head Lifeguard will care for the victim and guard will return to his/ her zone when composed and ready.
5. Head Lifeguard will complete all necessary paperwork.

CODE GREEN (DECK OR TURF EMERGENCIES)

1. If a non-emergency situation arises and a Lifeguard on the chair is the first to see it, notify Roving Lifeguard or Head Lifeguard immediately (**2 short whistle blasts and raise hand**).
2. If an emergency situation arises and a Lifeguard is the first to see it, the rescuing Lifeguard should activate the emergency system (**1 long whistle blast**) and run to the scene while the remaining posted Lifeguards stand and point to the victim.
3. Break Lifeguards will post up for assisting Lifeguard and head guard will assess situation and keep Manager on Duty apprised of the emergency. Continue with whistle blasts (**5 + whistles to signify turf emergency**) if backup is necessary. Remember, **CODE RED** clears all pools. This may actually interfere with the rescue.
4. Take the injured person to the first aid office. If it is a severe emergency, remember not to move the victim.
5. Follow first aid procedures, including contacting EMS for a severe injury.

Spray Playground, Sand Playground, Top Of Slide, Bath-house, Front, And Deck Emergencies Same As Turf Area

1. If a non-emergency situation arises the Guest Services Staff is to blow **2 short whistle blasts and raise hand** to attract attention of the Head Lifeguard.
2. If an emergency situation arises, the attendant is to blow short repeated **whistles (5 +)** until a Head Lifeguard gets to the area.
3. Upon the Head Lifeguards arrival, inform him or her of the situation.

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4. Follow all first aid protocols.

SEIZURE PRONE POLICY

Conclusive seizures are disorders of brain functions characterized by recurrent attacks, involving changes in the state of consciousness, motor activity, or sensory phenomena, sudden in onset and brief in duration. Attacks are often accompanied by convulsions, in which the patient falls to the floor and undergoes violent involuntary contractions of muscles. In an aquatic setting, a participant may drop below the water surface.

In order to provide a safe swimming environment for seizure prone guests, the Bolingbrook Park District has developed the following swim policy.

1. Those guests who have been identified as seizure prone should be pointed out to staff on duty in a discrete manner.
2. Participation may be limited to those guests whose seizures are controlled by medication unless a 1 on 1 supervision ratio is available. These guests may use personal flotation devices for buoyancy and sense of personal security.
3. Staff members on duty need to realize that the use of the personal flotation device is not to prevent drowning. This guest must be watched closely. Lifeguards are trained for special situations involving seizures through first aid and Starfish Lifeguard Training.

When first informed you have an individual in your program that may have seizures, follow these procedures:

1. Note on the lesson plan the names of the guests who may have seizures.
2. Inform all staff on duty discretely.
3. Be alert to the possibility that the individual may have a seizure in the program
4. Know first aid and rescue procedures in the event of a seizure.

If A Seizure Occurs In The Water...

1. Get the attention of the Lifeguard so they can blow **2 Long Whistle Blasts**.
2. Instructor should support the victims head keeping the face above water and head tilted back providing a clear airway.
3. The individual should be kept away from the pool side to avoid injury caused by the movement of arms and legs.
4. Individuals should be removed from the water once convulsions have ended.
5. The individual should be turned on their side to allow saliva to drain from their mouth.
6. Let the person rest.
7. The occurrence of a seizure should always be reported to the individual's parent, guardian, or group home advocate.
8. Paramedics should be called whenever a person has a seizure at Pelican Harbor.

If a seizure occurs on land, follow the turf emergency action plan.

Bolingbrook Park District Emergency Operations Management Plan

Pelican Harbor Aquatic Park Facility Plan

FACILITY EVACUATION

In the event of a fire, bomb threat, power outage or chemical spill, Pelican Harbor Aquatic Park is to be evacuated immediately. All patrons and staff will be asked to exit the nearest exterior gate and proceed away from the building and meet at the facility reunification site. Patrons and staff are led to this reunification site for safety, control and to remain clear of all emergency equipment responding to facility.

BRAC REUNIFICATION SITE IS LOCATED AT – BRAC FACILITY SIGN ON LINDSEY LANE (WEST PARKING LOT)

In the event of fire or chemical emergency, the pool area is to be evacuated immediately, moving all guests to Volunteer Park and eventually to the BRAC reunification site.

Fire Evacuation/Chemical Spill

1. Two (2) long whistles and evacuate the pool area upon hearing alarm.
2. Assist patrons with evacuation of pools and deck area if needed. Do not allow guests to retrieve their personal belongings.
3. Direct patrons to the nearest exit. If exiting at the Aquatic Complex, direct patrons toward Volunteer Park. (A staff member should accompany them to their destination)
4. Direct patrons in locker rooms to leave through the nearest exit; make sure locker rooms are clear of any patrons.
5. Exit the building when directed and assist in patron supervision.
6. The Fire Department will give an all-clear notification to the Facility Manager / PT Assistant Facility Manager when safe.
7. Do not allow any patrons into the facility until the all clear has been given by the Fire Department.

Power Outage Procedures

1. When power goes out (for any reason) clear the pools immediately.
2. When pools are cleared, begin surveying the deck area. The Manager on Duty will ask several staff members (both male and female) to get flashlights and enter the bathhouse at Pelican Harbor and the locker rooms in INDOOR AQUATIC CENTER to assist the guests with finding their clothes etc.
3. After several minutes, if the power does not return, the facility will be evacuated. If evacuation is required follow the same routes as in a fire situation.
4. The facility is closed due to power outage and staff is sent home.
5. Manager on Duty will stay at facility until the Aquatic Manager releases them, or their shift ends.
6. Rain checks can be given to patrons when they present a receipt with a time stamp that is less than 2 hours. Be apologetic but we will not give cash refunds.

IMPORTANT

Please do not re-enter facility once evacuated for any reason. If there is reason to believe that a patron or staff member has been left inside the facility, please inform the Facility Manager / PT Assistant Facility Manager or Emergency Services Personnel of location.

ALL CLEAR NOTICE

Once an 'All Clear' has been given by Emergency Services Personnel, the Facility Manager / PT Assistant Facility Manager will pass along the "all clear" to all staff / patrons verbally. After the all clear, all staff is to assist patrons in re-entering facility orderly and returning to program room(s).

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SEVERE WEATHER / TORNADO

Tornado Watch

Conditions are favorable for the development of thunderstorms that are capable in producing tornadoes. When a 'Tornado Watch' has been issued, staff is expected to continue to monitor weather radios and the sky and be prepared for a Tornado Warning to be issued.

1. Roving Lifeguards are to immediately PUT DOWN the FUNBRELLAS when there is a Tornado Watch.

Tornado Warning / Alert

A tornado or funnel cloud has been spotted by the eye or if there are radars detecting tornado formation. When this 'Tornado Warning' has been issued, the Village of Bolingbrook tornado sirens will be going off throughout the community. In the case of a Tornado Warning, DO NOT put down FUNBRELLAS, please take immediate cover with all patrons and/or staff.

1. Manager on Duty notify the Indoor Aquatic Center immediately of changing weather situations and severity.
2. Manager on Duty clearly make announcements to immediately clear the pools, and deck and enter the bathhouse at Pelican Harbor.
3. Roving Lifeguards are to immediately move to the doors between facilities to direct guests toward the bathhouse. (as opposed to the indoor pool)
4. The Indoor Aquatic Center Head Lifeguard is to make a closing announcement and have staff clear the pools and enter the locker rooms with the guests, filling from the back (Lifestyles Side) first. Overflow guests can go into lifestyles and gym.
5. Staff is to remain with the guests. Each person must remain in a sitting position with their hands covering their heads.
6. At Pelican Harbor, fill the main bathhouse first, followed by the family changing rooms.
7. All staff must remain calm and give clear directions throughout this situation.
8. When all clear is given by the Bolingbrook Police Department, patrons may return to the pools once lifeguard staff is back to their positions.
9. Guests may not leave the facility during a tornado alert situation.

Lightning / Thunderstorms

1. If lightning is sighted or thunder is heard, the pools and deck areas are to be closed and the guests are to enter the bathhouse immediately.
2. Roving Lifeguards are to immediately PUT DOWN the FUNBRELLAS when any impending storm is imminent.

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3. Up to 400 patrons may be admitted to the indoor portion of the facility. MEMBERS AND GROUPS FIRST. A Head Lifeguard or assigned lifeguard should be stationed at the door to check passes and count with the clicker from the Admissions desk.
4. Staff should be split into two groups send some indoor to guard and monitor locker rooms. One staff member should be sent to the Lifestyles area to keep patrons from congregating there. Keep the remaining staff outside to keep order in the bathhouse. You may also have your staff begin cleaning the park if the inclement weather has cleared.
5. The pool area will remain closed for **30 minutes AFTER** the last sign of lightning and/or thunder.
6. Staff will be asked to walk through the bathhouse to keep guests calm and ensure safety and cleanliness.

Rain Storms (No Lightning)

1. Manager on Duty must notify the Indoor Head Lifeguard that it may rain.
2. Roving Guard goes to the Indoor Aquatic Center to assist with additional guests.
3. Indoor Aquatic Center Head Lifeguard gets the number counter, tallies the people in the facility, and takes the counter to the door between the facilities.
4. Up to 400 patrons may be admitted to the indoor portion of the facility. MEMBERS AND GROUPS FIRST. A Head Lifeguard or assigned lifeguard should be stationed at the door to check passes and count with the clicker from the admissions desk.

ALL CLEAR NOTICE

Once an 'All Clear' has been given by Emergency Services Personnel, the Facility Manager / PT Assistant Facility Manager will pass along the "all clear" to all staff / patrons verbally. After the all clear, all staff is to assist patrons in returning to room(s).

**Bolingbrook Park District
Emergency Operations Management Plan**

Pelican Harbor Aquatic Park Facility Plan

HARD LOCKDOWN

A “hard lockdown” is when there is a threat inside the BRAC Facility and/or Pelican Harbor Aquatic Park. All participants should lock themselves in ‘Safe Havens’ and stay clear of any windows and doors until the ‘all clear’ has been given. Under no circumstance should any patron and/or staff member allow entrance into a “Safe Haven” once locked in.

Indoor Pool

1. If the intruder/active assailant is inside the BRAC, the lifeguard on duty or head lifeguard shall blow two long whistles blasts and evacuate the pools. Everyone should enter the maintenance area on the east side of the deck. Once everyone is inside the door should be shut, checked that it is securely locked and everyone inside should move away from the door
2. In the summer the indoor head lifeguard should then contact the outdoor pool manager to alert them of the situation and either press the panic button located inside the admissions office or call 911.

Outdoor Pool

1. Press the panic button located in admissions office or call 911
2. If a manager has the ability to safely make an announcement, make the emergency announcement to clear the pools
3. Everyone should move as quickly and as safely as possible away from the threat
 - a. Move outside the facility gates
 - b. If the intruder is inside the gate of Pelican Harbor get into the BRAC building into secure lockdown areas
 - c. Wait for instructions from emergency services personnel

<u>Safe Haven Shelter Areas</u>	<u>How To Lock Room?</u>
South Mechanical Building Maintenance Closet	Door Automatically Locks / Must Be Locked From Outside
First Aid Office	Lock Door From Inside at Both Locations
Concession Stand Storage	Door Automatically Locks

IMPORTANT

Please do not leave designated “Safe Haven” location for any reason during a Hard Lockdown unless otherwise noted by the Facility Manager / PT Assistant Facility Manager or Emergency Services Personnel. This includes Fire Alarms!

ALL CLEAR NOTICE

Once an ‘All Clear’ has been given by Emergency Services Personnel, the Facility Manager / PT Assistant Facility Manager will pass along the “all clear” to all staff / patrons verbally. After the all clear, staff will be allowed to leave designated “Safe Haven” and continue normal activity.

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How to Deactivate Hard Lockdown Announcement

1. Release the panic button. For the older model white buttons use a paper clip or supplied panic button release tool to pull the button out. For the newer model metal panic buttons (at BRAC) insert the reset key and turn to release the button.
2. Now you will arm and disarm the facility to shut off the Hard Lockdown announcement.
3. At any security alarm panel, enter your four digit alarm passcode.
4. Press the ALL button (button #1). If this doesn't work due to people interfering with the arming procedure press the BYPASS button.
5. Press the CMD (Command) button.
6. Enter your four digit passcode number. This will stop the Hard Lockdown public address announcement.

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Pelican Harbor Aquatic Park Facility Plan

SOFT LOCKDOWN

A “soft lockdown” is when there is a threat outside of the facility but no immediate threat to anyone inside of Pelican Harbor Aquatic Park. Typically local law enforcement will be the one who will indicate that the facility should be placed under soft lockdown. No one will be allowed to enter the Park during this time.

In the event that a soft lockdown is to take place, meaning a potential threat to public safety is outside of BRAC or Pelican Harbor, the following steps will take place:

Indoor Pool

1. Lock all exterior doors
2. No patron is allowed to leave the facility. If a patron wishes to leave, we are mandated to allow them to leave but make them aware of the basis of a soft lockdown.
3. No one is allowed to enter the facility (except law enforcement)
4. Wait for law enforcement to give the all clear signal

Outdoor Pool

1. Lock all exterior gates
2. No patron is allowed to leave the facility. If a patron wishes to leave, we are mandated to allow them to leave but make them aware of the basis of a soft lockdown.
3. No one is allowed to enter the facility (except law enforcement)
4. Wait for law enforcement to give the all clear signal

Outdoor Pool – Threat seen outside (active assailant in parking lot, park, or street)

1. Make emergency announcement to clear the pools and not leave the water park
2. Press panic button located in admissions office or call 911
3. Move everyone to an indoor location away from the threat: locker room, indoor pool, BRAC main building, or south mechanical building
4. If able to, lock all exterior gates
5. Wait for instruction from a manager or police officer
6. Do not allow staff or guests to move outside the pool gates

ALL CLEAR NOTICE

Once an ‘All Clear’ has been given by Emergency Services Personnel, the Facility Manager / PT Assistant Facility Manager will pass along the “all clear” to all staff / patrons verbally. After the all clear, patrons and/or staff will be allowed to leave the facility.

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Pelican Harbor Aquatic Park Facility Plan

CODE ADAM (Lost Child)

1. Notify the Manager on Duty and/or Head Lifeguard immediately of the lost child. Give a description of the child and how long they have been missing.
2. The Manager on Duty will make a lost child announcement over the public address system that there is a lost child and give the child's description.
3. All available staff will go to the Manager on Duty's office to receive an index card with the child's name, description, age, and last seen information.
4. Manager on Duty and Head Lifeguards send any available staff into the locker rooms and bathhouse to locate the lost child. Head Lifeguard should go with the parent to their car to assure child is not there.
5. The Manager on Duty is to notify the Lifestyles Desk as well as the BRAC Desk of the lost child, and ask them to look in bathrooms etc. Give the name and description of the child.
6. The Manager on Duty is to remain with the parents and family to keep the situation calm. Be certain you are being reassuring and attentive to changing needs.
7. If after ten minutes the child has not been located, then the manager will call a CODE RED. This will clear all the pools and shut down the facility. The Indoor pool should also call a CODE RED.
8. Staff can then be utilized to conduct a search and control the crowds. A full facility search should be conducted including the bottom of the pools, parking lot and all areas of BRAC.
9. The Manager on Duty should contact 911 to alert them to the situation.
10. Once the child has been located, allow enough time for the staff to calm down (this may be stressful), rotate if necessary, and post the chairs.
11. Once the Lifeguards are all posted conduct a whistle check, announce that the child has been located, thank everyone for the help and patience, and then open the pools.

LOST CHILD ANNOUNCEMENT

May I have your attention, please? We have a lost little (boy/girl). He/ She is ___ years old and is wearing_____. If anyone has seen him/her, please alert the nearest staff member as soon as possible.

After ten minutes...

RED! RED! RED! This is an emergency. We have a lost child. Lifeguard please clear the pool on my count 1, 2, 3 Everyone please clear the pools and sit down on the deck immediately. (REPEAT)

**Bolingbrook Park District
Emergency Operations Management Plan**

Pelican Harbor Aquatic Park Facility Plan

CRISIS MEETING LOCATION

Any crisis can be difficult for all parents of patrons involved. It is each staff member of the Bolingbrook Park District's responsibility to keep everyone calm and help with any emotional distress any of our patrons are in.

In the event of an on-going disaster, parents will be anxious to pick up their children present during any Emergency.

In this case, Pelican Harbor Aquatic Complex (located at BRAC) will have a 'Crisis Meeting Location' designated for parents to be reunited with their children. If able to re-enter the facility, Pelican Harbor will utilize the BRAC Community Room as its 'Crisis Meeting Location'.

Customer Care staff should direct parents to the Community Room. Inside the Community Room, there will be Park District staff that will find out the child's name, and which program(s) they were involved in. A second staff member will go to the specific program room and bring the child to the parent in the Community Room. Parents will not be allowed to go with the staff member to the specific program room.

To allow parent to leave with their child, a sign-off sheet will be created to officially "check-out" each child.

This process will ensure a calm and efficient reunion.

EXAMPLE - SIGN OUT SHEET

<u>Date</u>	<u>Participant's Name</u>	<u>Parent / Guardians Name & Signature</u>	<u>Time Released</u>

Buildings & Grounds Facility Emergency Response Plan

	FIRE	MISSING CHILD	TORNADO	HARD LOCKDOWN	SOFT LOCKDOWN
STEP ONE	Lead all patrons / staff out of facility. Assist any handicap or elderly patrons.	Collect information about missing child. (name, age, sex, height, clothing, location of child last time seen)	Activate Emergency Plan by walking through facility that we are under a Tornado Watch.	Activate Muzak Emergency Paging System by pressing Panic Button located at desk	Activate Emergency Plan by announcing 'Soft Lockdown'.
STEP TWO	Report to reunification site - Trojan Football Field.	Search of building for child.	Perform walk-through of facility to ensure all patrons are in designated "Tornado Shelters"	Move all patrons inside "Safe Haven" locations. (if possible)	Lock all exterior doors to facility.
STEP THREE	Communicate with first responders (Fire Department / Police Department)	After 10 minutes of searching, contact Bolingbrook Police Department for assistance.	Move all patrons inside facility to designated "Tornado Shelters"	Lock all doors / Close all blinds / Turn off all lights.	Close all blinds to rooms.
STEP FOUR	Supervise patrons and restrict re-entry into facility until 'All Clear' given by Fire Department	Contact Facility Manager to start review of video surveillance.	Remain in designated shelter until the severe weather risk has ended.	Remain quiet in designated shelter.	Supervise patrons and restrict anyone leaving facility.
STEP FIVE	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	Once risk has ended, allow patrons to return to program rooms.	Supervise patrons and restrict entry into "Safe Haven". Do not leave facility until 'All Clear' given by Police.	No one enters facility until 'All Clear' has been given by local law enforcement.
STEP SIX			Assess any external damage to facility.	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"
STEP SEVEN			(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	

Bolingbrook Park District Emergency Operations Management Plan

Buildings & Grounds Facility Plan

FACILITY EVACUATION

In the event of a fire, bomb threat, power outage or chemical spill, the Buildings & Grounds Facility is to be evacuated immediately. All patrons and staff inside facility will be asked to exit the nearest exterior fire door and proceed away from the building and meet at the facility reunification site. Patrons and staff are led to this reunification site for safety, control and to remain clear of all emergency equipment responding to facility.

BUILDINGS & GROUNDS REUNIFICATION SITE IS LOCATED AT – TROJAN FIELD

Below is a listing of responsibilities for all Park District staff members. Please understand that this may change at any time depending on the actual number of staff in the facility based on day / time. It is each staff member's responsibility to ensure that all staff and guests have exited the building in a timely manner and report safely to the reunification site.

Managers / Supervisors

One Manager should act as the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the evacuation and coordinating the procedure.

1. Assist reception staff in alerting others.
2. Assist staff and patrons during evacuation.
3. Retrieve necessary keys.
4. Leave building through nearest exit.
5. Direct staff to check patrons and report any injuries or needs of physical or emotional assistance. See that the assistance is provided.
6. At all times make sure employees are performing the duties described above and are acting in a calm and professional manner to reduce panic.
7. The Parks Maintenance Manager, or the Buildings Maintenance Manager, contacts the Superintendent of Buildings, Grounds, and Natural Resources to inform of the situation.

Front Desk Staff / Office Support

1. Call 911 (if needed).
2. Turn off computer.
3. Alert staff and patrons in the lobby and office areas.

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Emergency Operations Management Plan**

Buildings & Grounds Facility Plan

Room Location Evacuation Plan

<u>Room/Location</u>	<u>Evacuation Door</u>
Office Area	Exit through main door, if blocked by fire, go over main desk and out front door to Trojan Field
Meeting Room	Exit outside kitchen door or out front door to Trojan Field
Locker Rooms	Exit out kitchen side door to Trojan Field
Shop Offices	North Door or Meeting Room side door to Trojan Field
Main Garage (Heated Area)	North door or southwest door to Trojan Field
Mezzanine	North door or southwest door to Trojan Field
Wood Shop	Exit room and go to southwest door or north door to Trojan Field.
Parts Room	Exit through Mechanics office or wood shop and go to southwest door or north door to Trojan Field.
Chemical Storage	Exit through southwest door to Trojan Field.
Cold Storage	Exit through east door or south door to Trojan Field.

IMPORTANT

Please do not re-enter facility once evacuated for any reason. If there is reason to believe that a patron or staff member has been left inside the facility, please inform the Supervisor in Charge or Emergency Services Personnel of location.

ALL CLEAR NOTICE

Once an 'All Clear' has been given by Emergency Services Personnel, the Supervisor in Charge will pass along the "all clear" to all staff / patrons verbally.

**Bolingbrook Park District
Emergency Operations Management Plan**

Buildings & Grounds Facility Plan

SEVERE WEATHER / TORNADO

Tornado Watch

Conditions are favorable for the development of thunderstorms that are capable in producing tornadoes. When a 'Tornado Watch' has been issued, staff is expected to continue to monitor weather radios and the sky and be prepared for a Tornado Warning to be issued.

Tornado Warning

A tornado or funnel cloud has been spotted by the eye or if there are radars detecting tornado formation. When this 'Tornado Warning' has been issued, the Village of Bolingbrook tornado sirens will be going off throughout the community.

Severe Weather Shelter Areas

<u>Location in Buildings & Grounds</u>	<u>Severe Weather Shelter Location</u>
Office Area (Administration)	Locker Rooms
Meeting Room	Locker Rooms
Locker Rooms	Locker Rooms
Shop Offices	Locker Rooms
Heated Garage	Locker Rooms
Mezzanine	Locker Rooms
Wood Shop	Locker Rooms
Parts Room	Locker Rooms
Chemical Storage	Locker Rooms
Cold Storage	Locker Rooms

If Staff is Indoors – Perform the Following

1. Stand clear from doors and windows.
2. Do not use electrical equipment, including hair dryers, curling irons, computers, stereos, etc.
3. Avoid contact with sinks, faucets, and related piping.
4. Do not use the telephone unless for emergency use.
5. Get in to Severe Weather Shelter Location.

**Bolingbrook Park District
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Buildings & Grounds Facility Plan

If Staff is Outdoors – Perform the Following

1. Supervisors and Crew Leaders should listen to current weather forecasts so that employees can be alert to changing weather conditions.
2. Monitor weather conditions as they appear on the horizon.
3. Monitor weather radios when possible.
4. Designate buildings that can be used for shelter when a tornado watch occurs.
5. If possible and safe to do so, a Building and Grounds employee shall call in skate park participants for cover in the event there is a tornado warning during normal business hours.
6. Avoid areas that are higher than the surrounding landscape. Seek a low lying area, ideally a covered drainage ditch.
7. Do not use a tree for shelter.
8. Keep away from metal objects, including bicycles, golf carts, umbrellas, etc.
9. Avoid standing near tall or metal objects such as fences, light poles, or power lines.
10. Do not go to your truck.

ALL CLEAR NOTICE

Once an 'All Clear' has been given by Emergency Services Personnel, the Supervisor in Charge will pass along the "all clear" to all staff / patrons verbally.

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Buildings & Grounds Facility Plan

HARD LOCKDOWN

A “hard lockdown” is when there is a threat inside the facility. All participants should lock themselves in ‘Safe Havens’ and stay clear of any windows and doors until the ‘all clear’ has been given. Under no circumstance should any patron and/or staff member allow entrance into a “Safe Haven” once locked in.

Designated “Safe Haven” Shelter Areas

<u>Location in Buildings & Grounds</u>	<u>Safe Haven Shelter Areas</u>	<u>How To Lock Room?</u>
Office Area (Administration)	Private Administrative Office With Door	Thumb Lock
Meeting Room / Lunch Room	Private Administrative Office With Door	Thumb Lock
Locker Rooms	Private Administrative Office / Office in Shop / Wood Shop / Parts Room	Thumb Lock
Shop Offices	Shop Office / Wood Shop / Parts Room	Thumb Lock
Garage / Yard	Shop Office / Wood Shop / Parts Room	Thumb Lock

Below is a listing of responsibilities for all Park District staff members. Please understand that this may change at any time depending on the actual number of staff in the facility based on day / time. It is each staff member’s responsibility to ensure that all guests have been safely led to their designated “Safe Haven”.

Managers / Supervisors

The Supervisor in Charge is the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the lockdown plan and procedure.

1. Activate Emergency Paging System by pressing Panic Button located at the Admin Reception desk.
2. Communicate to Executive Director of lockdown to activate Crisis Management Plan.
3. Move all patrons (if any) to designated safe haven locations within facility from general areas. (lock doors)
4. Instruct occupants of Safe Havens to remain silent.
5. Close and lock all windows, doors and other openings. (if possible)
6. Shut off all lights, fans, HVAC and other mechanical systems. (if possible)
7. Report rooms in use to emergency authorities when they arrive.
8. Do not allow anyone to leave shelter until all clear signal is given. (even if Fire Alarm is activated)

IMPORTANT

Bolingbrook Park District Emergency Operations Management Plan

Buildings & Grounds Facility Plan

Please do not leave designated "Safe Haven" location for any reason during a Hard Lockdown unless otherwise noted by the Supervisor in Charge or Emergency Services Personnel. This includes Fire Alarms!

ALL CLEAR NOTICE

Once an 'All Clear' has been given by Emergency Services Personnel, the Supervisor in Charge will pass along the "all clear" to all staff / patrons verbally. After the all clear, staff will be allowed to leave designated "Safe Haven" and continue normal activity.

How to Deactivate Hard Lockdown Announcement

1. Release the panic button. For the older model white buttons use a paper clip or supplied panic button release tool to pull the button out. For the newer model metal panic buttons (at BRAC) insert the reset key and turn to release the button.
2. Now you will arm and disarm the facility to shut off the Hard Lockdown announcement.
3. At any security alarm panel, enter your four digit alarm passcode.
4. Press the ALL button (button #1). If this doesn't work due to people interfering with the arming procedure press the BYPASS button.
5. Press the CMD (Command) button.
6. Enter your four digit passcode number. This will stop the Hard Lockdown public address announcement.

Bolingbrook Park District Emergency Operations Management Plan

Buildings & Grounds Facility Plan

SOFT LOCKDOWN

A “soft lockdown” is when there is a threat outside of the facility but no immediate threat to anyone inside of the facility. Typically local law enforcement will be the one who will indicate that the facility should be placed under soft lockdown. No one will be allowed to enter facility during this time.

Below is a listing of responsibilities for all Park District staff members. Please understand that this may change at any time depending on the actual number of staff in the facility based on day / time. It is each staff member’s responsibility to ensure the safety of each of our patrons / program participants.

Managers / Supervisors

The Supervisor in Charge is the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the lockdown plan and procedure.

1. Local Law Enforcement will make call to facility to activate a “soft lockdown”.
2. Activate Emergency Paging System by verbally stating that the facility is in a “soft lockdown” and what that means to all patrons / staff.
3. Communicate to Executive Director of lockdown.
4. Lock all exterior doors to the facility.
5. No patron is allowed to leave facility. If patron wishes to leave, we are mandated to allow them to leave but make them aware of the basis of a “soft lockdown”.
6. No one is allowed to enter the facility. (except local Law Enforcement)
7. Close and lock all windows, doors and other openings.
8. Track rooms in use to report to emergency authorities. (if needed)
9. Do not allow anyone to leave shelter until all clear signal is given by local Law Enforcement.

IMPORTANT

No patron / staff member is to leave the facility unless they wish to do so on their own will. At that time, please mention to patron / staff that we are under a ‘Soft Lockdown’ and what that means to their individual safety.

ALL CLEAR NOTICE

Once an ‘All Clear’ has been given by Emergency Services Personnel, the Supervisor in Charge will pass along the “all clear” to all staff / patrons verbally. After the all clear, patrons and/or staff will be allowed to leave the facility.

Hidden Oaks Nature Center (HONC) Emergency Response Plan

	FIRE	MISSING CHILD	TORNADO	HARD LOCKDOWN	SOFT LOCKDOWN
STEP ONE	Lead all patrons / staff out of facility. Assist any handicap or elderly patrons.	Collect information about missing child. (name, age, sex, height, clothing, location of child last time seen)	Activate Emergency Plan by walking through facility that we are under a Tornado Watch.	Activate Muzak Emergency Paging System by pressing Panic Button located at desk or Facility Mgr. Office	Activate Emergency Plan by announcing 'Soft Lockdown'.
STEP TWO	Report to reunification site - Staff Parking Lot (Gravel Road East of Garage)	Search of building for child.	Perform walk-through of facility to ensure all patrons are in designated "Tornado Shelters"	Move all patrons inside "Safe Haven" locations. (if possible)	Lock all exterior doors to facility.
STEP THREE	Communicate with first responders (Fire Department / Police Department)	After 10 minutes of searching, contact Bolingbrook Police Department for assistance.	Move all patrons inside facility to designated "Tornado Shelters"	Lock all doors / Close all blinds / Turn off all lights.	Close all blinds to rooms.
STEP FOUR	Supervise patrons and restrict re-entry into facility until 'All Clear' given by Fire Department	Contact Facility Manager to start review of video surveillance.	Remain in designated shelter until the severe weather risk has ended.	Remain quiet in designated shelter.	Supervise patrons and restrict anyone leaving facility.
STEP FIVE	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	Once risk has ended, allow patrons to return to program rooms.	Supervise patrons and restrict entry into "Safe Haven". Do not leave facility until 'All Clear' given by Police.	No one enters facility until 'All Clear' has been given by local law enforcement.
STEP SIX			Assess any external damage to facility.	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"
STEP SEVEN			(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	

**Bolingbrook Park District
Emergency Operations Management Plan**

Hidden Oaks Nature Center (HONC) / Hidden Lakes Bait Shop Facility Plan

FACILITY EVACUATION

In the event of a fire, bomb threat, power outage or chemical spill, Hidden Oaks Nature Center / Hidden Lakes Bait Shop is to be evacuated immediately. All patrons and staff inside facility will be asked to exit the nearest exterior fire door and proceed away from the building and meet at the facility reunification site. Patrons and staff are led to this reunification site for safety, control and to remain clear of all emergency equipment responding to facility.

HONC REUNIFICATION SITE IS LOCATED AT – STAFF PARKING LOT (GRAVEL ROAD EAST OF GARAGE)

BAIT SHOP REUNIFICATION SITE IS LOCATED AT – SOUTH END OF PARKING LOT NEAR ENTRANCE TO LOT

Below is a listing of responsibilities for all Park District staff members. Please understand that this may change at any time depending on the actual number of staff in the facility based on day / time. It is each staff member's responsibility to ensure that all guests have exited the building in a timely manner and report safely to the reunification site.

Conservation & Environmental Educational Manager / Facility Staff

The Conservation & Environmental Educational Manager / Facility Staff are the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the evacuation and coordinating the procedure.

1. Reaffirm that a Park District staff member has called the Fire Department.
2. Contact Executive Director to activate Crisis Management Plan. (if needed)
3. Secure the First Aid Kit and AED and building keys.
4. Assist and coordinate the building evacuation.
5. Review injury and missing person's verbal report from staff taking roll call.
6. Second sweep of facility (if possible).
7. Render First Aid. (if needed)
8. Take roll call of all employees and patrons present.
9. Act as official liaison with the Fire Department and Emergency Personnel.

Program Staff

Upon hearing the fire alarm, take the following action.

1. Automatically grab attendance documents.
2. Assist in assembling participants (including bathrooms located inside rooms – if applicable) and evacuating the building through the predetermined exit routes. All persons shall assemble in the designated meeting areas.
3. Make sure all handicapped staff and patrons are assisted.
4. Upon reaching the reunion site, take roll call of participants and inform the Conservation & Environmental Educational Manager / Facility Staff of any missing or injured participants.
5. Do not leave the reunion site until instructed to do so by the Conservation & Environmental Educational Manager / Facility Staff.

**Bolingbrook Park District
Emergency Operations Management Plan**

Hidden Oaks Nature Center (HONC) / Hidden Lakes Bait Shop Facility Plan

Customer Care Team

Upon hearing the fire alarm, take the following action.

1. Lock computer by holding down (CTRL – ALT – DELETE) to ensure safety of our network and your cash drawer.
2. Grab your two-way radio to be able to communicate with Conservation & Environmental Educational Manager / Facility Staff.
3. Alert staff and patrons in all common areas, including all hallways and Front Locker Rooms.
4. Assist in assembling participants and evacuating the building through the predetermined exit routes. All persons shall assemble in the designated meeting areas.
5. Make sure all handicapped staff and patrons are assisted.
6. Upon reaching the reunion site, assist with other Park District staff where needed.

IMPORTANT

Please do not re-enter facility once evacuated for any reason. If there is reason to believe that a patron or staff member has been left inside the facility, please inform the Conservation & Environmental Educational Manager / Facility Staff or Emergency Services Personnel of location.

ALL CLEAR NOTICE

Once an 'All Clear' has been given by Emergency Services Personnel, the Conservation & Environmental Educational Manager / Facility Staff will pass along the "all clear" to all staff / patrons verbally. After the all clear, all staff is to assist patrons in re-entering facility orderly and returning to program room(s).

**Bolingbrook Park District
Emergency Operations Management Plan**

Hidden Oaks Nature Center (HONC) / Hidden Lakes Bait Shop Facility Plan

SEVERE WEATHER / TORNADO

Tornado Watch

Conditions are favorable for the development of thunderstorms that are capable in producing tornadoes. When a ‘Tornado Watch’ has been issued, staff is expected to continue to monitor weather radios and the sky and be prepared for a Tornado Warning to be issued.

Tornado Warning

A tornado or funnel cloud has been spotted by the eye or if there are radars detecting tornado formation. When this ‘Tornado Warning’ has been issued, the Village of Bolingbrook tornado sirens will be going off throughout the community.

Severe Weather Shelter Areas

<u>Location in HONC / Bait Shop</u>	<u>Severe Weather Shelter Location</u>
Hidden Lakes Fishing Area	Low Lying Area in Park
Preschool Rooms	Preschool Bathrooms
Savana Room	Female Restroom – Lower Level
Quercus Room	Female Restroom – Lower Level
The Web Room	Female Restroom – Lower Level
Green Roof	Female Restroom – Lower Level
Offices	Female Restroom – Lower Level

Below is a listing of responsibilities for all Park District staff members. Please understand that this may change at any time depending on the actual number of staff in the facility based on day / time. It is each staff member’s responsibility to ensure that all guests have been safely led to their designated shelter area.

Conservation & Environmental Educational Manager / Facility Staff

The Conservation & Environmental Educational Manager / Facility Staff are the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the severe weather plan.

1. If there is a ‘Tornado Watch’ in the local area, continuously monitor a television, radio or weather radio for any updates. Continue to notify employees of the current weather status.
2. If there is a ‘Tornado Warning,’ immediately activate with staff.
 - a. Begin moving all employees and patrons from rooms to the designated Tornado Shelter areas.

**Bolingbrook Park District
Emergency Operations Management Plan**

Hidden Oaks Nature Center (HONC) / Hidden Lakes Bait Shop Facility Plan

- b. Secure First Aid kits.
- c. Continue to monitor weather radio for all weather related updates.
- d. Speak calmly to patrons and employees to let them know that you are implementing emergency procedures.
- e. In the event of a tornado hitting the facility, immediate contact the Executive Director.

Program Staff

Upon hearing the tornado page, take the following action.

1. Automatically grab attendance documents.
2. Assist in assembling participants (including bathrooms located inside rooms – if applicable) and lead all patrons to designated shelter locations.
3. Make sure all handicapped staff and patrons are assisted.
4. Upon reaching the reunion site, take roll call of participants and inform the Conservation & Environmental Educational Manager / Facility Staff of any missing or injured participants.
5. If tornado is approaching, direct all patrons to position yourself as close to floor as possible. Lower your head and cover the back of your neck with your hands.
6. Do not leave the shelter area until instructed to do so by the Conservation & Environmental Educational Manager / Facility Staff.

Customer Care Team

Upon hearing the tornado page, take the following action.

1. Lock computer by holding down (CTRL – ALT – DELETE) to ensure safety of our network and your cash drawer.
2. Alert staff and patrons in all common areas, including all hallways.
3. Assist in assembling participants and lead all patrons to designated shelter locations.
4. Make sure all handicapped staff and patrons are assisted.
5. If tornado is approaching, direct all patrons to position yourself as close to floor as possible. Lower your head and cover the back of your neck with your hands.
6. Do not leave the shelter area until instructed to do so by the Conservation & Environmental Educational Manager / Facility Staff.

ALL CLEAR NOTICE

Once an 'All Clear' has been given by Emergency Services Personnel, the Conservation & Environmental Educational Manager / Facility Staff will pass along the "all clear" to all staff / patrons verbally. After the all clear, all staff is to assist patrons in returning to room(s).

**Bolingbrook Park District
Emergency Operations Management Plan**

Hidden Oaks Nature Center (HONC) / Hidden Lakes Bait Shop Facility Plan

HARD LOCKDOWN

A “hard lockdown” is when there is a threat inside the facility. All participants should lock themselves in ‘Safe Havens’ and stay clear of any windows and doors until the ‘all clear’ has been given. Under no circumstance should any patron and/or staff member allow entrance into a “Safe Haven” once locked in.

Designated “Safe Haven” Shelter Areas

<u>Location in HONC / Bait Shop</u>	<u>Safe Haven Shelter Areas</u>	<u>How To Lock Room?</u>
Preschool Rooms	Preschool Bathrooms	Doors Locked at Beginning of Class
Savana Room	The Web Room	Key Use Only
Quercus Room	The Web Room	Key Use Only
The Web Room	The Web Room	Key Use Only
Green Roof	The Web Room	Key Use Only
Offices	Lobby Bathrooms	Key Use Only

Below is a listing of responsibilities for all Park District staff members. Please understand that this may change at any time depending on the actual number of staff in the facility based on day / time. It is each staff member’s responsibility to ensure that all guests have been safely led to their designated “Safe Haven”.

Conservation & Environmental Educational Manager / Facility Staff

The Conservation & Environmental Educational Manager / Facility Staff are the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the lockdown plan and procedure.

1. Activate Emergency Paging System by pressing Panic Button located at each of the desks or in the Facility Managers Office.
2. Communicate to Executive Director of lockdown to activate Crisis Management Plan.
3. Move all patrons to designated safe haven locations within facility from general areas. (lock doors)
4. Instruct occupants to remain silent.
5. Close and lock all windows, doors and other openings. (if possible)
6. Shut off all lights, fans, HVAC and other mechanical systems. (if possible)
7. Report rooms in use to emergency authorities when they arrive.
8. Do not allow anyone to leave shelter until all clear signal is given. (even if Fire Alarm is activated)

**Bolingbrook Park District
Emergency Operations Management Plan**

Hidden Oaks Nature Center (HONC) / Hidden Lakes Bait Shop Facility Plan

Program Staff

Upon hearing the lockdown page, take the following action.

1. Immediately lock all exterior doors to rooms.
2. Report threatening person/situation to Conservation & Environmental Educational Manager / Facility Staff (if noticed).
3. Give physical description, exact location and/or incidents involved.
4. If outside, move all participants away from facility!
5. If inside, proceed to designated shelter area and secure it. (lock doors)
6. Move occupants out of view of windows or doors.
7. Instruct occupants to remain silent.
8. Take attendance. (quietly)
9. Report occupants of room to Conservation & Environmental Educational Manager / Facility Staff.
10. Do not allow anyone to leave "Safe Haven" until all clear signal is given. (even if Fire Alarm is activated)

Customer Care Team

Upon hearing the lockdown page, take the following action.

1. Report threatening person/situation to Conservation & Environmental Educational Manager / Facility Staff (if noticed).
2. Give physical description, exact location and/or incidents involved.
3. Take Facility Keys (desk drawer) to ensure safety of all participants and to keep keys away from "Assailant"
4. Grab your two-way radio to be able to communicate with Conservation & Environmental Educational Manager / Facility Staff.
5. If possible, assist in assembling participants and lead all patrons to designated "Safe Haven" locations.
6. Make sure all handicapped staff and patrons are assisted.
7. Head to "Safe Haven" shelter to keep yourself safe. If you have any information beneficial, please communicate with Conservation & Environmental Educational Manager / Facility Staff. (quietly, if possible)
8. Do not leave the "Safe Haven" until instructed to do so by the Conservation & Environmental Educational Manager / Facility Staff.

**Bolingbrook Park District
Emergency Operations Management Plan**

Hidden Oaks Nature Center (HONC) / Hidden Lakes Bait Shop Facility Plan

IMPORTANT

Please do not leave designated "Safe Haven" location for any reason during a Hard Lockdown unless otherwise noted by the Conservation & Environmental Educational Manager / Facility Staff or Emergency Services Personnel. This includes Fire Alarms!

ALL CLEAR NOTICE

Once an 'All Clear' has been given by Emergency Services Personnel, the Conservation & Environmental Educational Manager / Facility Staff will pass along the "all clear" to all staff / patrons verbally. After the all clear, staff will be allowed to leave designated "Safe Haven" and continue normal activity.

How to Deactivate Hard Lockdown Announcement

1. Release the panic button. For the older model white buttons use a paper clip or supplied panic button release tool to pull the button out. For the newer model metal panic buttons (at BRAC) insert the reset key and turn to release the button.
2. Now you will arm and disarm the facility to shut off the Hard Lockdown announcement.
3. At any security alarm panel, enter your four digit alarm passcode.
4. Press the ALL button (button #1). If this doesn't work due to people interfering with the arming procedure press the BYPASS button.
5. Press the CMD (Command) button.
6. Enter your four digit passcode number. This will stop the Hard Lockdown public address announcement.

**Bolingbrook Park District
Emergency Operations Management Plan**

Hidden Oaks Nature Center (HONC) / Hidden Lakes Bait Shop Facility Plan

SOFT LOCKDOWN

A “soft lockdown” is when there is a threat outside of the facility but no immediate threat to anyone inside of the facility. Typically local law enforcement will be the one who will indicate that the facility should be placed under soft lockdown. No one will be allowed to enter facility during this time.

Below is a listing of responsibilities for all Park District staff members. Please understand that this may change at any time depending on the actual number of staff in the facility based on day / time. It is each staff member’s responsibility to ensure the safety of each of our patrons / program participants.

Conservation & Environmental Educational Manager / Facility Staff

The Conservation & Environmental Educational Manager / Facility Staff are the appointed person(s) in charge at the time of the incident. This individual is in charge of carrying out the lockdown plan and procedure.

1. Local Law Enforcement will make call to facility to activate a “soft lockdown”.
2. Communicate to Executive Director of lockdown.
3. Lock all exterior doors to the facility.
4. No patron is allowed to leave facility. If patron wishes to leave, we are mandated to allow them to leave but make them aware of the basis of a “soft lockdown”.
5. No one is allowed to enter the facility. (except local Law Enforcement)
6. Close and lock all windows, doors and other openings.
7. Track rooms in use to report to emergency authorities. (if needed)
8. Do not allow anyone to leave shelter until all clear signal is given by local Law Enforcement.

Program Staff

Upon hearing the lockdown page, take the following action.

1. If outside, move all participants into facility through front door! (other exterior doors will be locked)
2. If inside, continue business as directed unless otherwise noted by Conservation & Environmental Educational Manager / Facility Staff.
3. Move occupants out of view of windows or doors.
4. Close and lock all windows, doors and other openings.
5. Do not allow anyone to leave facility until all clear signal is given. (even if Fire Alarm is activated)

**Bolingbrook Park District
Emergency Operations Management Plan**

Hidden Oaks Nature Center (HONC) / Hidden Lakes Bait Shop Facility Plan

Customer Care Team

Upon hearing the soft lockdown page, take the following action.

1. Continue business as directed unless otherwise noted by Conservation & Environmental Educational Manager / Facility Staff.
2. Move occupants out of view of windows or doors.
3. Close and lock all windows, doors and other openings.
4. Do not allow anyone to leave facility until all clear signal is given. (even if Fire Alarm is activated)

IMPORTANT

No patron / staff member is to leave the facility unless they wish to do so on their own will. At that time, please mention to patron / staff that we are under a 'Soft Lockdown' and what that means to their individual safety.

ALL CLEAR NOTICE

Once an 'All Clear' has been given by Emergency Services Personnel, the Conservation & Environmental Educational Manager / Facility Staff will pass along the "all clear" to all staff / patrons verbally. After the all clear, patrons and/or staff will be allowed to leave the facility.

**Bolingbrook Park District
Emergency Operations Management Plan**

Hidden Oaks Nature Center (HONC) / Hidden Lakes Bait Shop Facility Plan

CRISIS MEETING LOCATION

Any crisis can be difficult for all parents of patrons involved. It is each staff member of the Bolingbrook Park District's responsibility to keep everyone calm and help with any emotional distress any of our patrons are in.

In the event of an on-going disaster, parents will be anxious to pick up their children present during any Emergency.

In this case, HONC will have a 'Crisis Meeting Location' designated for parents to be reunited with their children. If able to re-enter the facility, the HONC 'Crisis Meeting Location' will be in the Quercus Room.

Customer Care staff should direct parents to the Quercus Room. Inside the Quercus Room, there will be Park District staff that will find out the child's name, and which program(s) they were involved in. A second staff member will go to the specific program room and bring the child to the parent in the Quercus Room. Parents will not be allowed to go with the staff member to the specific program room.

To allow parent to leave with their child, a sign-off sheet will be created to officially "check-out" each child.

This process will ensure a calm and efficient reunion.

EXAMPLE - SIGN OUT SHEET

<u>Date</u>	<u>Participant's Name</u>	<u>Parent / Guardians Name & Signature</u>	<u>Time Released</u>

THIS FORM IS LOCATED IN THE BACK SECTION OF THIS BINDER UNDER THE REFERENCE TAB

Ashbury's - Boughton Ridge Emergency Response Plan

	FIRE	MISSING CHILD	TORNADO	HARD LOCKDOWN	SOFT LOCKDOWN
STEP ONE	Activate Emergency Plan once Fire Alarm is heard.	Collect information about missing child. (name, age, sex, height, clothing, location of child last time seen)	Activate Emergency Plan by walking through facility that we are under a Tornado Watch. Sound golf course horns for golf patrons.	Activate Emergency Plan by announcing 'Hard Lockdown'.	Activate Emergency Plan by announcing 'Soft Lockdown'.
STEP TWO	Lead all patrons / staff out of facility. Assist any handicap or elderly patrons.	Search of building for child.	Perform walk-through of facility to ensure all patrons are in designated "Tornado Shelters"	Contact 911 Immediately.	Lock all exterior doors to facility.
STEP THREE	Report to reunification site - Southwest Parking Lot (Hole #9 Fairway).	After 10 minutes of searching, contact Bolingbrook Police Department for assistance.	Move all patrons inside facility to designated "Tornado Shelters"	Move all patrons inside "Safe Haven" locations. (if possible)	Close all blinds to rooms.
STEP FOUR	Communicate with first responders (Fire Department / Police Department)	Contact Facility Manager to start review of video surveillance.	Remain in designated shelter until the severe weather risk has ended.	Lock all doors / Close all blinds / Turn off all lights.	Supervise patrons and restrict anyone leaving facility.
STEP FIVE	Supervise patrons and restrict re-entry into facility until 'All Clear' given by Fire Department	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	Once risk has ended, allow patrons to return to areas previously occupied.	Remain quiet in designated shelter.	No one enters facility until 'All Clear' has been given by local law enforcement.
STEP SIX	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"		Assess any external damage to facility.	Supervise patrons and restrict entry into "Safe Haven". Do not leave facility until 'All Clear' given by Police.	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"
STEP SEVEN			(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	(IF NEEDED) Contact Executive Director to begin "Crisis Communication"	