

# **Winona Family YMCA Emergency Response Plan**

902 Parks Avenue  
Winona, MN 55987  
507-454-1520



Approved by the Board of Directors on May 18, 2023

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## COMMUNICATION PLAN & CONTACTS

In the event of an emergency or crisis at or near the YMCA, follow the procedures below and contact your supervisor. If they cannot be reached follow the list below. Anytime the authorities are called (911 or non-emergency), one of the following people must be notified.

Inform emergency personnel of the following information:

- Location of incident
- Telephone number you are calling from
- Your name/title
- What happened
- Numbers and conditions of victims
- What is being done for the victims

Remember to:

- Remain calm and maintain an attitude of cooperation.
- Assist authorities as directed in confirming facts and locating witnesses.
- Do not volunteer information to anyone not immediately involved-including other staff.
- Refer media to CEO/Membership & Marketing Director. Do not provide any statement or comment on behalf of the organization.
- Be cognizant of the presence of cell phones and recording devices.

Any time you call the Police, Fire or EMS, notify the Front Desk staff to ensure that they are prepared for the arrival of emergency vehicles. After the emergency situation has been handled, notify your supervisor or CEO.

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### EMERGENCY CONTACTS

Fire/ Police/ Ambulance/ Emergency Assistance	911
Non Emergency Assistance/ Suspicious Activity	507-457-6302
Winona County Department of Human Services	507-457-6200
National Suicide Prevention Lifeline	1-800-273-8255
Poison Control	1-800-222-1222

YMCA Staff	Title	Office Phone	Cell Phone
Janneke Sobeck	CEO	507-454-1520 x 102	781-439-8527
Ben Kimber	Director of Facilities & Properties	507-454-1520 x 114	507-858-7850
Lisa Engfer	Membership & Marketing Director	507-454-1520 x 107	507-450-1496

### OTHER IMPORTANT CONTACTS

PURPOSE	COMPANY	PHONE
Electric utility	Xcel Energy	800-895-1999

Gas utility	Xcel Energy	800-895-1999
Water utility	City of Winona	507-457-8272
Alarm Company	Bankoe	800-800-1600
Insurance Carrier	West Bend	800-236-5010

## ACCIDENT VS INCIDENT REPORT

Documentation is important in any emergency response or situation that occurs. Copies of Accident Reports and Incident Reports can be found at Member Services, in the black Emergency Binder by the AEDs, or on Google Drive. Complete the report with as much factual information as possible. If a form is not immediately available, document the situation any way possible and inform a supervisor as soon as possible.

ACCIDENT REPORT	INCIDENT REPORT
<ol style="list-style-type: none"> <li>1. Injury occurs to a member, guest or participant while utilizing our facilities or programs or come to receive care from an outside of Y accident.</li> <li>2. First aid is administered and items are used from the emergency first aid kit.</li> <li>3. Youth comes to our program with a visible mark or injury.</li> <li>4. Member, guest or participant reports a potential injury. For example, tripping on the sidewalk or slipping on a wet floor.</li> </ol>	<ol style="list-style-type: none"> <li>1. Situation or concern is reported that does not involve an injury.</li> <li>2. Reports of suspicious or inappropriate behavior by a member, guest or participant.</li> <li>3. Reports of facility concerns.</li> <li>4. Reports of concern for the safety of a member, guest or participant.</li> <li>5. Behavioral incident</li> <li>6. Mental Health concern</li> </ol>

1. Turn the report in to your direct supervisor.

2. Your immediate supervisor will review all accident reports to ensure the information is complete and that staff followed the appropriate safety measures.

Immediate supervisor reads, signs and dates the accident report and gives it to the CEO. The CEO will determine if the report needs to be shared with appropriate Insurance company representatives.

**Incident Reports are not public information. DO NOT GIVE OUT INCIDENT REPORTS TO ANYONE.** IF SOMEONE IS PERSISTENT, refer them to your supervisor or CEO.

## GENERAL EMERGENCY PROCEDURES

The following steps are taken for GENERAL EMERGENCIES:

1. Staff are made aware of the emergency or injury. Immediately using the phone system, calmly issue a page calling all staff to the site of the emergency, eg "All staff to (Location)"
2. The first staff person to the location of the emergency is the lead responder. This individual assesses the emergency and directs the appropriate response.
3. If applicable, gather enough information to effectively call 911. You may need to dial 9-9-1-1. Red emergency phones will dial 911.
4. Additional staff respond as directed, gathering medical supplies, AED (PPE is kept in the AED bag), Incident Report, leading EMS to the situation. Manage the privacy for the victim and proper control of the building and programs.
5. Serious incidents may require additional verbal reporting to upper management.
6. If highly trained medical personnel are in the building, offer them usage of the American Red Cross emergency bag at the Front Desk until EMS arrives. This bag is to only be used by highly trained medical professionals.

Emergency kits are regularly checked by Aquatics team and restocked as needed.

Special Note: Safety and health are the overriding priorities in all emergency situations.  
Think before you act, and if you see something, say something!

## EVACUATION OF BUILDING

Building occupants are to evacuate the building when the fire alarm sounds or when directed to do so. Upon the sounding of a fire alarm or other evacuation alarm, all building occupants shall immediately leave the building. Upon discovery of fire, hazardous spill, or sound of a fire alarm, all YMCA personnel, whether on duty or not, need to take the following actions:

1. Assess the situation. Find out what evacuation is necessary to best accommodate the circumstances.
2. If safe to do so, broadcast (by voice or communication system) to all staff, members and guests that the building is being evacuated.
3. Inform Winona Health: 507.454.3650 (Main Campus) and Rehabilitation Services: 507.457.4329
3. Pull a fire alarm (if not sounding) to initiate a building evacuation.
4. Proceed to an exit quickly. As staff, our members and guests will look to you for direction.
5. Get some distance from the building.
6. Check with responders or authorities to let them know you are safe & what next steps are involved.
7. Get clearance from emergency responders to re-enter the building.

### Evacuation Checklist

If evacuation of the facility is needed, or other emergency, check these areas:

Winona Health Rehabilitation Services. Call Main WH line: 454.3650

YMCA 1st Floor

Pool  
Child Watch/Kids Corner  
Locker Rooms (Inclusive, Men's, Women's)  
First floor restrooms  
Administrative Offices

YMCA 2nd Floor

Wellness Center  
Gymnasium  
Fitness Studio  
PT/Cycling room  
Second floor restrooms  
Offices

## **WORKERS' COMPENSATION INCIDENTS**

For any injury or illness on the job, fill out an Incident Report. If known, indicate whether the employee returned to work, or was unable to continue. The CEO will report it to our Worker's Compensation carrier.

Please report all employee incidents within 24 hours. NOTE: This coverage applies only to employees injured or that became ill in the course of their employment.

Advise employees not to pay for any bills and to notify service providers that visit is for Workers Compensation claim and to refer all service provider inquiries to the Insurance Administrator. If you have a question on any insurance risk management incident or claim, contact the CEO at 507.454.1520 or HR at 218-722-4745.

## **AUTOMATIC EXTERNAL DEFIBRILLATOR (AED)**

An AED, or Automated External Defibrillator, is used to help those experiencing sudden cardiac arrest. It's a sophisticated, yet easy-to-use, medical device that can analyze the heart's rhythm and, if necessary, deliver an electrical shock, or defibrillation, to help the heart re-establish an effective rhythm.

The AED units are located:

1. By the Administrative office/Aquatics Director office.
2. In the Wellness Center, mounted on the blue Emergency wall.

In an emergency requiring AED use:

1. Call 911, begin CPR until an AED arrives, and notify the 911 dispatcher an AED is being used.
2. The AED prompts will instruct responders.

3. The AED should remain in use until EMS providers arrive and take over the care of the patient. Always use protective equipment (disposable gloves and face shield or pocket face mask) when performing first aid.

## ALARMS & FIRE EXTINGUISHERS

The alarm system shall provide warning for necessary emergency action or for reaction time for safe escape of all individuals. There are two kinds of Emergency Alarms at the YMCA.

1. **FIRE ALARMS.** Upon discovery of fire, hazardous spill, or sound of fire alarm, all YMCA personnel, whether on duty or not, need to take the following actions:

a. Pull the nearest fire alarm (if not sounding).

If NOT a false alarm;

a. Call fire department – 911

b. Employees in the immediate vicinity should attempt to fight the fire with the closest extinguisher – ONLY if there is not a threat of injury. If the fire is out of control, abandon efforts and evacuate the building.

c. Evacuate the building in an orderly manner and direct participants in appropriate evacuation routes.

d. Leave the lights on and close the doors.

e. Do NOT allow participants to re-enter the building until you are given the all clear by the fire department, or Director. At this time, staff will re-enter the building first and assume the positions of responsibility before the participants resume their activities. If child care is in the building, a roll call is necessary.

If a false alarm is called;

a. Silence alarm and follow reset procedures

b. An incident report must be filled out immediately.

Fire extinguishers are located:

1. 1st floor:

- a. Outside Membership & Marketing Director office door
- b. Kids Corner wall in Toddler area
- c. Inside front door by donor wall
- d. Bathroom hall by water fountains
- e. In each locker room
- f. Under stairwell

2. 2nd Floor:

- a. Gymnasium
- b. Wellness Center blue wall
- c. Wellness Center cycle studio wall

2. **EMERGENCY EXIT ALARMS.** These alarms are placed on various doors to help control traffic flow. They may also help alert staff of an emergency in that area. If the alarm sounds:
- The nearest staff person should obtain a key (3AA or Master Key) and quickly move to the door that is alarming.
  - Shut off the alarm.
  - Investigate why the alarm sounded.
  - If there is an emergency, alert other staff to follow their emergency assignments.
  - If there is no emergency, let the staff know and reset the door.

## **ACTIVE SHOOTER/ ARMED INTRUDER**

If you are aware of an incident/intruder, are not directly involved, and can safely leave the building without being observed, do so. Immediately call 911 and do not confront intruders.

1. If safe to do so, broadcast to all staff and guests that there is an active shooter.
2. RUN and escape, if possible.  
Getting away from the shooter(s) is the top priority.  
Take as many people with you, that will evacuate. Members are likely to follow the lead of employees & leadership. Warn & prevent individuals from entering an area where the shooter may be.
3. HIDE if escape is not possible. Seek shelter in a room that you can lock or barricade.  
Remain silent and still, including silencing cell phones and electronic devices.  
Make sure you are out of view.  
Do not leave your hiding place or open the door to anyone.  
Immediately call 911.
4. FIGHT as an absolute last resort.
5. When police arrive, keep your hands up, palms open facing officers and do not make fast or sudden movements towards police.

## **AGGRESSIVE GUEST(S)/DISORDERLY CONDUCT**

- Stay calm.
- Stay a safe distance away and attempt to de-escalate the situation. If they do not listen, or the situation escalates further, call 911 and notify your supervisor.
- Try to have a second staff person with you.
- Staff should not use force or incur danger.
- Remove and/or separate the member(s) to an area away from other members when possible.
- Should an altercation occur between two members, contact local police for support if necessary.
- Document the situation on an Incident reporting form, even if 911 is not called.
- Discuss the situation with leadership to decide if any further action needs to be taken.



If you witness a criminal act, or if one is reported to you, take immediate measures to ensure the safety of participants and staff and call the police. Notify your supervisor.

## **AQUATICS EMERGENCY**

The following items are covered in the Aquatics Safety Plan: Facilities Characteristics, Staffing Plan, Emergency Response & Communication Plan, Preservice Training Plan for LG's, In-Service Training and Biohazard Action Plan.

Note: The pool can only be reopened by the permission of the Aquatics Director or the CEO.

Guards: Refer to the Aquatics Safety Plan

Front Desk: Upon hearing of the aquatics emergency, Front Desk should:

1. Page an all staff alert to the pool
2. Call 911
3. Stay on the phone, do not hang up unless instructed to by operator
4. Direct EMS to the situation

Additional Staff: Upon hearing of the aquatics emergency, additional staff should:

1. Bring AED to pool
2. Ensure EMS has been called and/or bring more information to Front Desk
3. Clear route for EMS upon arrival
4. Aid patrons in evacuating the pool
5. Clear patrons off pool deck & away from situation
6. Notify Aquatics Director, your supervisor, and CEO
7. Grab towels or other emergency supplies as needed
8. In consideration of the situation, keep crowds and gawking from forming around windows as best as possible
9. If highly trained medical personnel are in the building, offer them usage of the American Red Cross emergency bag at the Front Desk until EMS arrives. This bag is to only be used by highly trained medical professionals.

## **BLOOD-BORNE DISEASES AND INFECTIOUS DISEASES**

Employees are urged to take Universal Precautions, which means treating all blood and bodily fluids as if they are contaminated. If exposed, it is important to wash your hands with soap and warm water for at least 30 seconds. Using a hand sanitizer is not as good as washing with soap and warm water and even if gloves are worn, you still need to wash after handling potentially infectious body fluids. HBV and HCV can be spread through bodily fluids and if ever contracted, symptoms of HBV infection are often like the flu with headaches, nausea, fatigue and fever. The HIV virus can live outside the body on environmental surfaces for at least one week – and still cause infection. Even if a co-worker or member is bleeding heavily, you should take time to put on gloves. If you are exposed to a BBP, you should notify your supervisor immediately and complete an Incident Report.

All employees should know where the First Aid Kit is in their department and be sure that there are gloves and other protective equipment that fit. It is important to remember that it is the visible blood that we need to be concerned about and only if it gets into an open cut, or broken skin, or into eyes, nose or mouth.

If you are exposed:

- Wear necessary protective clothing, i.e. gloves, goggles, masks.
- Wash hands and arms thoroughly with non-abrasive soap and water immediately after exposure.
- Notify maintenance staff if the area needs to be cleaned or decontaminated.
- Employees should notify their supervisor immediately if they are injured.
- Employee should follow up with a medical professional if an unsafe exposure has taken place.

## BOMB THREAT

<p>Telephone Threat:  <u>Do Not Hang Up The Phone</u></p> <p>Write down the following information:</p> <ul style="list-style-type: none"> <li>-Specific location</li> <li>-Type of bomb</li> <li>-Record time/duration of call</li> <li>-Detonation time</li> <li>-Reason for placing the bomb</li> <li>-Voice characteristics of caller</li> <li>-Background sounds</li> </ul>	<p>Written Threat:</p> <p>Preserve the written note until the police can photograph walls or save the paper.</p> <p>Prevent others from observing threat.  Block off areas.</p>
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1. The staff person receiving the bomb threat (or other threatening call) should attempt to gather as much information from the source of the threat as possible.
2. Have a fellow employee call 911 to report a bomb threat in progress – or if necessary, do so yourself.
3. Contact your direct supervisor or CEO.
4. The CEO, together with the police, will make a decision whether to evacuate. If evacuation is necessary, use the same evacuation procedures as fire evacuation.
5. Do NOT touch or disturb any object that looks suspicious.
6. The designated responders will sweep the building and look for anything suspicious. If a suspicious item is found, (i.e. unusual or unexplained package, box or envelope), police will investigate.

## SUSPICIONS OF CHILD ABUSE

When YMCA staff suspect abuse or neglect, they are required to notify their supervisor, Child Protective Services (CPS) and/or the police.

1. The employee will determine if there is an immediate need for safety.
- If the child is in danger when they leave the YMCA program then a report must be made to CPS

and/or the police immediately. After making this report the employee should notify their supervisor that the report was made. If the child is not immediately in danger, the employee may contact their supervisor prior to filing the report with CPS and/or the police.

2. An employee should document the information they observed and/or what they were told, as well as the fact that a report was made. This documentation should be given to their supervisor. The supervisor should give it to the CEO to file.

3. The YMCA shall make all efforts to protect the confidential nature of such reports, therefore the employee should only speak to their supervisor about the information contained within the report.

The YMCA does not discourage, inhibit, penalize or otherwise impede any staff member from reporting any suspected or alleged incident of child abuse or neglect. All staff are required to complete the online training during the orientation period.

Emergent Safety Concerns: 911  
Winona County Sheriff's Office: 507.457.6368  
City of Winona Police Department: 507.457.6302  
Winona County Social Services: 507.457.6200

## CONCUSSION & HEAD INJURY

All youth sports coaches and volunteer coaches are required to complete the online concussion training and certification "Heads Up" through the CDC Injury Center website. For Morrie Miller volunteer coaches, their concussion training and certification is built into the USA Football "Heads Up" online training for youth tackle football.

Should a child sustain a bump or blow to the head the following procedures will be followed:

1. Immediately notify parents of the accident
2. Discuss the signs and symptoms with parents
3. Notify your supervisor
4. Complete an accident report

If the child is **NOT** displaying signs or symptoms of a concussion they can return to the activity.

1. Monitor their behavior, watching for signs or symptoms of a concussion.
2. If signs or symptoms begin to appear, follow the procedure for when signs and symptoms of a concussion are present.

If signs or symptoms of a concussion **ARE PRESENT** at the time of the accident **OR BECOME VISIBLE** upon re-admittance to class, practice or game:

1. The child will be removed from play immediately.
2. Notify the parent/s to make them aware of the signs and symptoms being displayed and recommend that the child be taken to a hospital/clinic for evaluation.
3. Notify your supervisor immediately.
4. Complete a YMCA accident report.

#### Follow-up

1. Your supervisor will follow up with parent/s to inquire how the child is doing and to inform the parent that we will need a doctor's note before the child can return to class, practice, or game play.
2. When the doctor's note is received by your supervisor, they will notify YMCA staff and/or volunteers that the child can return to play.
3. YMCA staff and/or volunteers are not allowed to let a child return without your supervisor's authorization.
4. If signs or symptoms of a concussion become present once the child has left the YMCA, while at home it is the parent's responsibility to notify the YMCA that their child was displaying signs and/or symptoms of a concussion at home.

The YMCA will not allow the child to participate in class, practice, or game play until a doctor's note is received authorizing the child to resume play.

### **CANCELLATION & CLOSINGS**

The YMCA will make every effort to keep its facilities and programs available to our members. However, if conditions become extreme, the following policies are in effect.

#### 1. Programs.

- a. If the YMCA is open and instructors can get to the YMCA, classes will be held as scheduled.
- b. If the inclement weather occurs in the evening or on the weekend, the decision to cancel will be made by the CEO.
- c. If youth programs are canceled, the Director or Coordinator of that program should email all registered participants.

#### 2. Facility.

- a. The building will typically remain open, even if we cancel classes. However, if conditions/ staffing become extreme, we will close our building. The decision to close will be made by the CEO. 24/7 Access members will still have after hours access to the facility.

Procedures to notify members of cancellation/closing:

- a. Contact radio station
- b. Record voicemail message for incoming participant calls
- c. Alert on website and Facebook
- d. Constant Contact newsletter

NOTE: The YMCA does NOT refund fees due to inclement weather.

### **CHEMICAL SPILLS & HAZARDOUS MATERIALS EMERGENCIES**

- In case of Hazardous Chemical spill contact Maintenance immediately.
- Call 911 if needed.
- Evacuate facility if danger exists.

- Seal off area(s) of leak or spill.
- All containers are to be adequately labeled with correct contents and warning.
- All hazardous chemicals that come into the building have a Safety Data Sheet (SDS). These sheets are to be kept in the SDS Book in the business office and in maintenance.
- Leave no chemical containers out where they can be accessible to others.

## **INCLEMENT WEATHER**

**WATCH:** Severe conditions developing. Be alert and ready to end all activities.

If a severe weather watch is issued for the Winona Area, the weather watch is monitored very closely. Directors, Coordinators, Supervisors and Leads will advise staff of weather conditions and test flashlights.

**WARNING:** Danger imminent. Take cover in designated areas.

When severe weather conditions present an immediate danger to the city of Winona, the sirens are sounded throughout the city. The following plan is to be put into action immediately:

- Make an announcement directing all participants to move to the locker rooms or Child Watch bathroom at the YMCA, or barn basement at Camp Wenonah.
- No one is allowed to occupy the upstairs—all activity is stopped.
- Flashlights, first aid kits, spill kits and class rosters need to be brought from each program area to the lower level.
- All occupants of the building must remain in the designated area until an all-clear signal is given.
- Phone usage is permitted.

### THUNDERSTORMS

Indoors: Everything will remain open.

Outdoors: All outside activities and programs will immediately stop and will remain stopped until 30 minutes past the last lightning strike. NEVER leave program participants unattended.

### SEVERE WEATHER

Indoors: Stay away from windows if you are in a severe thunderstorm warning and damaging winds or large hail is approaching. Do not go to large open rooms such as Wellness Center, Gymnasium, or Lobby

Outdoors: Go inside a sturdy building immediately if severe thunderstorms are approaching. Sheds and storage facilities are not safe. Taking shelter under or near a tree can be deadly.

### LIGHTNING

Indoors: There are three main ways lightning enters structures: a direct strike, through wires or pipes that extend outside the structure, or through the ground. Once in a structure, lightning can travel through the electrical, phone, plumbing, and radio/television reception systems. Lightning can also travel through any metal wires or bars in concrete walls or flooring.

- Stay off corded phones. You can use cellular or cordless phones.

- Don't touch electrical equipment such as computers, TVs, or cords. You can use remote controls safely.
- Avoid plumbing. Do not wash your hands or take a shower.
- Stay away from exterior windows and doors, doors that might contain metal components leading from outside to the inside.
- Stay off roofs or balconies.
- Do not lie on concrete floors or lean against concrete walls.

Outdoors: 30-30 rule. After you see lightning, start counting to 30. If you hear thunder before you reach 30, go indoors. Suspend activities for at least 30 minutes after the last clap of thunder.

- Avoid open fields, the top of a hill or a ridge top.
- Stay away from tall, isolated trees or other tall objects. If you are in a forest, stay near a lower stand of trees.
- If you are in a group, spread out to avoid the current traveling between group members.
- Stay away from water, wet items, such as ropes, and metal objects, such as fences and poles. Water and metal do not attract lightning but they are excellent conductors of electricity. The current from a lightning flash will easily travel for long distances.

### TORNADO

Acting quickly is key to staying safe and minimizing impacts. Tornadoes are an active threat to the personal safety of our members and guests.

Indoors:

When the EMS Siren is activated, front desk will make the following announcement:

“Attention YMCA members & guests, there is an active tornado in the area.”

“Everyone must immediately and carefully proceed to the locker rooms, located on the first floor.”

All staff will assist with guiding members and guests to the tornado shelter location quickly and calmly.

All areas must be cleared of patrons. Do not go find safety in large open rooms such as the gym. If anyone refuses to seek shelter in the Locker Rooms or Child Watch bathroom they must immediately leave the premises.

Everyone must remain in the Locker rooms/Child watch bathroom at the YMCA or barn basement at Camp Wenonah until the “All Clear” order is given by the senior staff on site.

Outdoors:

Seek shelter inside a sturdy building immediately if a tornado is approaching. If you have time, get to a safe building, such as the barn basement at Camp Wenonah.

## **POWER OUTAGE**

In the event of a power outage the YMCA's Emergency Lighting System will turn on. These are temporary battery powered units that will eventually shut off.

In the event of a power outage lasting longer than 30 minutes, the YMCA must be evacuated until the power can be restored.

To report a power outage or other electrical emergency such as a downed wire, pole accident or tree limb on a wire, call Xcel Energy.

## **ROBBERY**

When a robbery is in progress both robber and victim share two objectives: (1) to act calmly, and (2) for the robber to leave the scene as quickly as possible. For the victim, staying calm but not excessively friendly to the robber reduces the chance of being physically harmed and increases the opportunity to make observations about the robber that may assist the police.

1. Do not argue or try to resist. Follow the robber's instructions. Your safety and the safety of everyone in the area is our primary concern.
2. Turn over items demanded.
3. Focus intently on any characteristics of each robber: physical characteristics, patterns of speech or movement, any names of persons or places that may be mentioned. Memorize as many details of the robbers and the robber as possible.
4. Refrain from pursuing the robber in order to avoid further endangering the victim as well as any bystanders, but observe the robber's route in order to provide any further identifying information.
5. Call the police (911).
6. Give medical attention to anyone who may have been injured when the crime was committed.
7. Notify your supervisor and/or CEO.
8. Gather your recollections about the incident, writing down any crucial facts that will help recall the event. Prepare the written report.

## **VOMIT/ FECAL CONTAMINATION**

Aquatics Area:

1. Clear patrons and guests from contaminated pool or amenity
2. Do not attempt to clean up the area.
3. Notify front desk with description of situation - they will contact Maintenance
4. Contact Aquatics Director to notify of situation
5. Post signage "Pool/sauna/etc will be closed until further notice per maintenance"
6. Wait for instructions from Maintenance or Aquatics Director in regards to re-opening contaminated pool

All other areas of building:

1. Clear patrons and guests from contaminated area
2. Do not attempt to clean up the area
3. Notify front desk with description of situation - they will contact Maintenance

4. Close off the space and add signage "Gym/space will be closed until further notice per maintenance"
5. Contact your department head to notify of situation
6. Wait for instructions from Maintenance or department head in regards to re-opening

## **SEARCHING FOR A MISSING CHILD**

1. All available staff should report to the Member Services area for description of the child.
2. Member Services staff should monitor all security cameras for visual of the child.
3. Available staff should split into teams and quickly:
  - a. Clear the pool and check the pool bottom
  - b. Secure all exits and do not allow anyone to leave
  - c. Search the facility, around the outside of the building, the parking lot, and any nearby Properties
  - d. Page the child by name and ask them to visit the front desk
4. Program Director will contact the child's guardian(s).
5. Call 911 if the child is not found in the first 10 minutes.

### **Protecting a Wandering Child**

If a child attempts to leave the program without permission, or if non-custodial adult removes the child without permission:

1. One staff member should attempt to follow the child at a safe distance.
2. The Program Director should be contacted immediately and 911 should be contacted.

## **UNCLAIMED MINOR**

If a child is not picked up by their parent/legal guardian:

1. Notify your supervisor.
2. Remain with the child (ensure you are in a place visible by others or have a second employee stay with you).
3. Attempt to contact any adult listed as a guardian or emergency contact.
4. If no response after 30 minutes, call the police.

## **SUICIDE OR SELF INJURY**

If an employee or member is talking about thoughts of suicide/harming themselves, or is actively harming themselves (cutting, hitting head, etc), take the following steps immediately:

1. Inform another employee that you may need help.
2. If an individual is actively harming themselves, ask them to stop. If they stop, proceed with next steps, if they will not stop, call 911.
3. Speak with person and ask: Are you having thoughts about hurting yourself? Are you having thoughts about dying? Tell the individual that you will be calling someone to ask for help.
4. Call Mobile Crisis at 608-784-HELP (4357) or law enforcement at 507.457.6302 and explain your concerns.
5. If an individual is under 18 years old, notify their parents.
6. Complete an Incident Report.



7. Notify your supervisor immediately.

If individual leaves facility and you are concerned that they are a danger to themselves, call the police and request a welfare check (507.457.6302).

## **BIZARRE BEHAVIOR**

If an individual is exhibiting bizarre behavior such as slurring words, talking to self, appearing agitated or confused; take the following steps immediately.

1. Monitor the individual.
2. Inform another employee that you may need help – do not go anywhere alone with an individual exhibiting bizarre behavior.
3. If you suspect this is a medical emergency call 911. If you suspect it is not medical, call law enforcement at 507.457.6302 and explain your concerns.
4. If an individual is under 18 years old, notify their parents.
5. Complete an Incident Report.
6. Notify your supervisor immediately.

If you witness a criminal act, or if one is reported to you, take immediate measures to ensure the safety of participants and staff and call the police. Notify your supervisor. Complete an incident report.