At the West Suburban YMCA, the safety of all our members, guests, participants and staff is everyone’s highest priority. No matter what you were hired to do, your role in responding to emergencies is vital. Inside this Emergency Procedure Manual, you will find the information necessary to respond to such emergencies. When necessary, calling for emergency assistance using the 911 system is acceptable. Further, it is always important to document incidences by filling out an incident report no matter how small an incident may seem. If you have any questions, please direct those to your supervisor. This is your responsibility and you need to be prepared to carry out the procedures held within this manual. Together, we can impact the safety of those around us.

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Bomb Threat / Suspicious Item

Bomb threats or suspicious items are rare but should always be taken seriously. How quickly and safely you react to a bomb threat could save lives, including your own. What should you do?

The guidance and resources listed below outline procedures for either bomb threats or suspicious items and will help you prepare and react appropriately during these events.

If You Receive a Bomb Threat

Bomb threats are most commonly received via phone, but are also made in person, via email, written note, or other means. Every bomb threat is unique and should be handled with clear thinking and deliberate action. Involve leadership as much as possible for assistance.

For threats made via phone:

- Remain calm.
- Keep the caller on the line as long as possible. Be polite and show interest to keep them talking.
- Do not hang up; even if the caller does.
- If possible, signal or pass a note to another staff member informing them of what is occurring.
- Write down as much information as possible—caller ID number, exact wording of threat, type of voice or behavior, etc.—that will aid investigators.
- Record the call, if possible.
- Notify your supervisor or any of the branch leadership for assistance.
- Call 911, but do not use cell phones if possible.
- Make an “All–Staff” that should say something to the effect of: “Attention members and guests. Our YMCA has received a bomb threat. As a precaution, we are going to ask everyone to please evacuate the building.” Repeat 3 times.
- Staff will spread the word to every member, guest and resident to inform them to evacuate and move away from the building.
Once police arrive, follow authorities’ instructions. Law enforcement will assess the situation and provide guidance regarding next steps.
After all is safe, be available for interviews with facility supervisors and/or law enforcement.

If You Find a Suspicious Item

Together we can help keep our Y safe. If you see something that is suspicious, out of place, or doesn't look right, say something. A suspicious item is any item (bag, package, vehicle, etc.) that does not seem right or could be reasonably believed to contain explosives or other hazardous material that requires specialized equipment to further evaluate it. Generally speaking, anything that is hidden, suspicious or not typical should be deemed suspicious.

Not all items are suspicious. An unattended item (bag, package, vehicle, etc.) of unknown origin and content where there are no obvious signs of being suspicious, does not require any action.

If you encounter a suspicious item, follow these procedures:

- Remain calm.
- Do not touch, tamper with, or move the package, bag, or item.
- Notify your supervisor or any of the branch leadership for assistance.
- Call 911
- Once Police arrive, follow authorities’ instructions. Law enforcement will assess the situation and provide guidance regarding next steps.

If you feel you are in immediate danger:

- Calmly evacuate the area. Distance and protective cover are the best ways to reduce injury from a bomb.
- Make an “All-Call” that should say something to the effect of: “Attention members and guests. Our YMCA has received a bomb threat. As a precaution, we are going to ask everyone to please evacuate the building.” Repeat 3x
- Staff will spread the word to every member, guest and resident informing them to evacuate and move away from the building.
- Be aware. There could be other threats or suspicious items.

Every situation is unique and should be handled with clear thinking and deliberate action. Involve leadership as much as possible for assistance.
Chemical Leak

1. Pull any of the wall mounted fire alarms

2. Immediately notify the Front Desk and identify yourself.

3. The fire alarm is sounded, or verbal command is given, as required.

4. Immediately exit the building using the exit route designated for your area of the building.

5. Assist those with special needs.

6. Close the door as you are leaving the room. Lock all offices.

7. Bring all class rosters to account for all students.

8. Once safely evacuated, registered YMCA programs should proceed to their assigned area to be accounted for.

9. Inform President/CEO and / or VP of Operations.

10. Wait for an all-clear signal from the Fire Department or other appropriate authority before reentering the building.

11. Staff most involved in incident completes and submits an incident report.
Child Abuse/Neglect

An abused or neglected child is defined by state law as a child whose health and welfare is harmed or threatened when the person exercising custodial control/supervision of the child inflicts or allows to be inflicted upon the child physical or emotional injury (other than accidental means), sexual abuse/exploitation, and/or abandonment and/or fails to provide adequate care for the child’s well-being.

- We will be much more likely to catch a member, guest or staff member breaking rules than abusing. No rule breaking = no child abuse.
- If a child tells you something related to what could be abuse or neglect, your role is to reassure:
  - “I believe you”
  - “This is not your fault”
  - “You are showing real courage telling me. I am proud of you.”
  - Determine if you feel the child is in immediate danger
  - Do not question the child beyond understanding their message
- Report
- You are a Mandatory Reporter. This always means informing your supervisor or others higher up in the organization as soon as possible. At that time a group discussion will be held to determine next steps. If any, or all in the group feel abuse and/or neglect has occurred, you and your supervisor will make an oral report of the abuse and/or neglect to the MA Department of Children and Families.
- Once the suspected abuse or neglect has been orally reported to DCF, a written report (51A) must be submitted within 48 hours.
- This report will be presented to one or all of the following people: President/CEO, Vice President of Operations and/or, Human Resource Director. This will be done in-person as soon as possible. Your supervisor will accompany you if possible. This will ensure clear understanding of the situation.
- The President/CEO or designee in consultation with DCF may jointly decide if, when, and/or how the parents/guardians should be advised that the YMCA has filed a 51A report.
- If the alleged abuse involves a YMCA staff or volunteer, they will immediately be suspended from work and will remain suspended until a full investigation is
completed. Reinstatement of a staff or volunteer will occur only after all allegations have been cleared to the satisfaction of YMCA management.

- Do not forget child to child abuse is one of the most common types of abuse. Signs of child-to-child abuse are:
  - bullying
  - exerting power
  - power imbalances
  - children avoiding other children

- 5 Rules for all staff to follow:
  - No Inappropriate Touch
    - Bathing Suit Area
    - Tickling
    - Lap Sitting
    - Face to Face Hugs
    - Lingering Touch
  - No Alone Time
    - A situation where you are in a location with a single minor out of sight and/or sound of another person
  - No Favoritism
    - This is a known way to groom
    - Outside of abuse, this behavior is not consistent with our values
    - Individual gifts
    - Individual praise
    - Attention for a Certain Child
    - Nicknames
  - No Outside Contact
    - On-Line
    - Social Media
    - Texting
    - Babysitting
    - Social Events
    - Previous Relationships Require Full Disclosure
  - No Inappropriate Language
    - Topics of Conversation
    - Music
    - Videos
    - Swear Words
Civil Disturbance

Hostage, Intruder, Armed Offender

“Flee, Hide or Fight”

1. Make a building announcement over paging system by dialing 3800 from any phone: “All staff: Lockdown. We have a Civil Disturbance.” State the location of the Civil Disturbance, if known.

2. Notify 911. Make sure the 911 operator understands that there is a civil disturbance, the location of the disturbance and any other pertinent information. If possible, stay on the line until you are instructed to disconnect by the emergency operator.

3. If safe to do so, evacuate to the Fire Station.

4. If it is not safe to evacuate, check the hallway areas and bring uninvolved, nonthreatening people into your room or office. If you cannot evacuate the building, keep all staff and members inside rooms and offices until further notice.

5. Close and lock all doors. Staff and members should move away from doors and windows, turn out the lights, and remain quiet. Silence cell phones.

6. Keep staff and members sitting on the floor away from doors and windows.

7. Turn off the lights in rooms and offices.

8. Use caution and discretion in allowing others into the rooms and offices.

9. Take attendance and prepare a list of everyone in the room. Child care and program staff should make a list of any missing children.

10. Staff and members should remain sheltered until the police arrive with directions.

11. Inform the President/CEO and/or the VP of Operations

12. Assist police as directed.

13. Any personnel who observe an individual in the building who did not check-in through the Welcome Center and/or who appears suspicious should notify their supervisor immediately and report the individual’s location and description. The supervisor will inform the President/CEO, VP of Operations and other leadership staff who will determine if it is an emergency situation.
Elevator

Please contact the Director of Maintenance or Maintenance staff on duty. If asked, please call Kone Elevator 24-Hour Call Center (877-276-8691).

In an emergency such as someone being trapped in a non-functioning elevator, the fire department will be called.
Explosion

1. Pull any of the wall mounted fire alarms
2. Immediately notify the Front Desk and identify yourself.
3. The fire alarm is sounded, or verbal command is given, as required.
4. Immediately exit the building using the exit route designated for your area of the building.
5. Assist those with special needs.
6. Close the door as you are leaving the room. Lock all offices.
7. Bring all class rosters to account for all students.
8. Once safely evacuated, registered YMCA programs should proceed to their assigned area to be accounted for.
9. Inform President/CEO and / or VP of Operations.
10. Wait for an all-clear signal from the Fire Department or other appropriate authority before reentering the building.
11. Staff most involved in incident completes and submits an incident report.
1. Pull any of the wall mounted fire alarms

2. Immediately notify the Front Desk and identify yourself.

3. The fire alarm is sounded, or verbal command is given, as required.

4. Immediately exit the building using the exit route designated for your area of the building.

5. Assist those with special needs.

6. Close the door as you are leaving the room. Lock all offices.

7. Bring all class rosters to account for all students.

8. Once safely evacuated, registered YMCA programs should proceed to their assigned area to be accounted for.

9. Inform President/CEO and / or VP of Operations.

10. Wait for an all-clear signal from the Fire Department or other appropriate authority before reentering the building.

11. Staff most involved in incident completes and submits an incident report.
1. Activate Emergency Action Plan with an “All Staff” announcement stating the location of the emergency.

2. Determine the persons condition and if any first aid needs to be provided.

3. Ask others to help you.

4. Determine if emergency Medical Technician is needed. If so, call 911.

5. Give operator the location, the nature of the situation and any other pertinent information.

6. Assist the person until the help/first-aid provider arrives.

7. Inform the President/CEO or VP of Operations and supervisor.

8. Complete and submit an incident report.
Missing Person

When a person is reported missing:

1. Take down the flowing information on the “Missing Person Info form” located at Welcome Center:
   a. Name, last seen location, description, gender, what they are wearing including shoes, hair color, height, special features

2. Staff will make a page by dialing extension 3800: “All Staff to the Welcome Center”.

3. As staff arrive, show them the information form including all the details of the missing person.

4. Do not hesitate to ask members to help this process if staff help is low.

5. Once info sheet is read, staff begin assigning one of the color of location cards by closest proximity to the last seen location.

6. As staff return without finding the person, continue assigning same color cards until all areas are cleared.

7. Once all areas are cleared, begin the process again with the other color set of cards.

8. Repeat until person is found or you feel the situation is not resolving.

9. Call 911 when you feel the situation is just not right”. This will be a judgement call. Use your instincts.

10. Follow directions from the authorities.

11. Inform the President/CEO, VP of Operations and supervisor.

12. Complete and submit an incident report.
1. Pull any of the wall mounted fire alarms

2. Immediately notify the Front Desk and identify yourself.

3. The fire alarm is sounded, or verbal command is given, as required.

4. Immediately exit the building using the exit route designated for your area of the building.

5. Assist those with special needs.

6. Close the door as you are leaving the room. Lock all offices.

7. Bring all class rosters to account for all students.

8. Once safely evacuated, registered YMCA programs should proceed to their assigned area to be accounted for.

9. Inform President/CEO and / or VP of Operations.

10. Wait for an all-clear signal from the Fire Department or other appropriate authority before reentering the building.

11. Staff most involved in incident completes and submits an incident report.

12. If there is ever any doubt, follow the evacuation procedures immediately. If a strong concentration of gas is noted in the early morning hours when the Welcome Center, Wellness and Aquatic staff arrive, the Maintenance Director and VP Operations shall be notified immediately, and no one will be allowed to enter the building until the all-clear signal is given.
Physical/Sexual Assault

Fighting, Intimidation, Exhibitionism, Sexual Harassment, Assault and Sexual Assault

Physical assault is any intentional act of hitting, pushing, sexual assault/attack, scratching, biting, kicking, or any other such physical contact engaged in, by, or directed toward another student, staff, or visitor to the facility, which results or is intended to result in death, physical injury, or mental/emotional damage.

Adult staff, members or visitors on YMCA property who engage in assaultive behaviors should be treated as intruders. Since physical assault/sexual assault is a criminal act, jurisdiction also exists with outside law enforcement, which may be involved at any time by administrators, visitors, staff, and the victim or his or her guardian.

1. Immediately notify the Welcome Center and identify yourself.

2. Call 911 - Give the location, the nature of the situation, and any other pertinent information.

3. Do your best to ensure the safety of those involved.

4. Isolate the situation, if possible.

5. Assist the victim, if possible.

6. Complete and submit an incident report.
Power Failure

1. Stay calm.

2. Depending on time of day and location in building, lost or power may or may not be obvious.

3. Treadmills and other powered equipment will have stopped working. Wellness staff will check on those users first.

4. All swimmers need to exit the water until filtration can resume and water chemicals are balanced.

5. Staff should help member in their direct areas of work. Staff unassigned such as administration staff will assist other staff and/or members in various locations.

6. The Welcome Center location will be the hub of communications. Staff should go to the Welcome Center to seek information.

7. Notify Maintenance Director and/or VP of Operations.

8. Wait for further instructions from the Maintenance Director, VP of Operations or another supervisor.

9. Be prepared to evacuate the building.

10. Complete and submit an incident report if something occurred as a result of the power loss.

11. No students shall be sent home or released until the order is received from the President/CEO, VP of Operations, or other supervisor.
Shelter-in-Place

External Hazard or Severe Weather

A shelter-in-place response to an emergency is necessary when an external hazard might endanger those at the YMCA. Tornado, severe weather, an external chemical leak, and/or other external, life-threatening emergency threatens the occupants of a building requiring that they take shelter within the building to better ensure their safety.

Shelter-in-Place

1. The West Suburban YMCA becomes aware of a dangerous situation off property or outside of the building.

2. Alert staff by dialing extension 3800 from any phone making a page: “All staff are to implement the shelter-in-place procedures immediately.”

3. All activity must stop.

4. Check outside areas for staff and members prior to closing and locking all exterior doors.

5. Move all staff and members into secured rooms that can be locked and secured.

6. Move away from glass windows. The safest locations will be on the basement level.

7. If danger is near, duck and cover.

8. Encourage others to not leave the room or evacuate the room until directed by the authorities.

9. Do not open the door without seeing proper identification from the authorities.

Thunder and/or Lightning

In the event of thunder and/or lightening we are REQUIRED to close both of our pools. It can be difficult for Aquatic Staff to observe sights or sounds of thunder and/or lightning. As a result, the Aquatics Department relies heavily on the assistance of other YMCA staff to notify the Aquatics team us when it starts to thunder/lightening.

Once the Lifeguards have been notified of thunder/lightening, they will clear both pools. The pools will remain empty until 30 minutes after the last sight of lightening or sound of thunder. Please help inform members that we are required to close the pools per our insurance company and the National Lightening Safety Institute.
Snow Storm

In the event of a snow storm we will make every effort to remain open during our regularly scheduled hours. However, if the safety of our staff or our members is in question we may close the building and/or cancel classes. Closure details will be posted to our Web Site, social media sites and a phone message will be available by calling the YMCA’s main phone number. The Leadership Team will make every effort to keep the Branch open, contingent upon safety of employees, members and the ability to operate the facility in a safe manor.

Employees are expected to make a very reasonable effort to report to work. If an employee decides they are unable to report to work, they are responsible for contacting their supervisor and for finding appropriate coverage.

STEP 1:
- Upon hearing about a potential snow storm, the Vice President of Operations will carefully monitor the storm and its timeline. The Vice President will begin to communicate to leadership staff in advance of the storm so all are aware of the potential impact.
- Departmental leadership should begin to discuss the potential storm with scheduled staff in advance of the occurrence. Staff who live far away, are uncomfortable commuting in snow, etc. should be rescheduled for other staff who are less impacted.

STEP 2:
- At a point closer to the storms beginning, a meeting or conference call will be set up for operations and communication staff to join in. This meeting will be led by the Vice President of Operations and/or the Director of Maintenance. During this call, we will discuss all the elements that make each storm unique. The predicted severity, timing, duration, etc. will all be factors in decisions made. Every effort will be made to make decisions early enough to inform staff of their responsibilities.
  - Decisions impacting operational hours will be communicated from the Vice President of Operations to the President / CEO. Decisions could include delaying opening, closing early or not opening at all.
  - Department Heads will contact their staff and make specific departmental plans.
• The voice mail greeting will be changed to reflect the operational change as well as include changes to programs. (i.e. if the branch is open, but a class is cancelled).
• The Marketing and Communications Director or designee will update the YMCA web site and all social media vehicles to keep members informed of closings, delayed openings or program cancellations.

Program Cancellations: The Department Heads will determine which programs will be cancelled (i.e. swim, group ex, youth sports, etc.) based on staff availability and member participation. Preschool is considered a program in this regard.

Child Care & School Age Child Care Programs: When school is cancelled for the day, every effort will be made to hold a full day snow camp. If the schools have a delayed opening, our Preschool will align our program with the same delay.

Kids’ Corner will be open if the Y is open.