

GLOW YMCA

EMERGENCY ACTION PLAN

(Updated) February 2015



GLOW YMCA EMERGENCY PROCEDURES

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EMERGENCY PROCEDURES

GENERAL INFORMATION

EMERGENCY

Definition: An unexpected occurrence demanding immediate action from the staff.

Everyone should know what to do in an emergency

1. Recognize that an emergency exists.
2. Decide to act.
3. Call 911.
4. **Provide care until help arrives.**

- ◇ All staff shall be familiar with emergency procedures.
 - ◇ A copy of this plan will be posted at the MEMBER SERVICE DESK, WELLNESS CENTER and POOL areas.
 - ◇ Staff shall also be familiar with their role and function in each situation as outlined in the general emergency and accident procedure plan.
 - ◇ THE CEO, BRANCH EXECUTIVE OR DESIGNEE(S) SHALL BE THE ONLY INDIVIDUALS MAKING STATEMENTS FOR OR ON BEHALF OF THE YMCA.
 - ◇ NO STATEMENT OR COMMENTS SHALL BE GIVEN TO MEDIA, STAFF, VOLUNTEERS, MEMBERS, OR OTHER INDIVIDUALS.
 - ◇ All information and names of witnesses shall be taken and accident report filled out by the Director in Charge.
 - ◇ Emergency Phone Number: 911: HOW TO CALL EMS - DIAL 911
1. Give the dispatcher the necessary information:
 - The exact location
 - The telephone number from which the call is being made
 - The caller's name
 - What happened
 - How many people are involved
 - The condition of the victim(s) and any first aid being given
 2. Do not hang up until the dispatcher hangs up. The EMS dispatcher may be able to tell you how to best care for the victim.
 3. Return and care for the victims

◇ Location of First Aid Kits and AED

First Aid kits are located at Member Service desk, and in each department. A public sign indicates the kits location. Please be familiar with each department's kit location. The Aquatic Director is responsible to restock all facility kits. Supplies will be purchased in bulk and can be restocked from the front office area drawers closest to the window.

Standard Contents: Airway mask, rubber gloves, gauze, band-aids, ice packs, accident reports and pen.

AED: The YMCA has one AED unit located behind the member service desk. Our AED unit is designed to be used on adults, or youth as specified. Our front desk unit has pediatric pads, to be used on children less than 55 pounds (ages 1-8). Never use an AED on an infant under 1 year of age.

MEDICAL EMERGENCY

ACCIDENT/ILLNESS

If a person is injured, the staff person in charge (first person to reach victim) should make him/her as comfortable as possible.

LIFE THREATENING:

In the event of a sudden and serious illness, isolate the person involved and try to determine the nature and cause of illness.

IF AN EMERGENCY IS REPORTED TO THE MEMBER SERVICE DESK

1. Member Service Desk pages all directors to that area.
2. Staff follows the Emergency Action Plan

ACTIVATE EMERGENCY ACTION PLAN

1. Initial rescuer does a primary survey and sends one person to Member Service Desk with instructions, nature of problem and location. This same individual waits for EMS to arrive at front door.
2. Member Service Desk calls 911.
3. Member Service Staff pages all directors to the designated area, and also any medical personnel that may be in the building.
4. First director responding takes AED to victim.
5. First staff on the scene assumes the role of the first responder. If incident is in the pool, the lifeguard will act as lead responder until EMTs take over.
6. Certified Staff arrives at site of victim and assesses situation.
 - After checking ABCs (airway, breathing, and circulation), if pulse is absent, begin CPR until the AED arrives. As soon as the AED arrives set up the unit near the head of the patient, turn it on, and follow prompts. Bare and prepare chest for electrode placement (if excessive chest hair, shave; place patient on backboard or hard, dry surface if in the pool area; dry chest and arms if wet)
 - The AED prompts will instruct responders when a shock is advised. When the AED indicates that shock is not advised, responders should check pulse and perform CPR if pulse is absent. If pulse is present, responder should support airway and breathing.

Olean Family YMCA: Emergency Action Plan: May, 2009

ACTIVATE EMERGENCY ACTION PLAN; continued

7. Initial rescuer assigns another person(s) to clear the area immediately and secure the name address and phone number of all witnesses.
8. Initial rescuer continues first aid until paramedics arrive.
9. Complete accident report.

IF NO DIRECTOR OR DESIGNATED SUPERVISOR IS IN THE BUILDING, the supervisor of the program will be deemed in charge and responsible to carry out the emergency action plan.

IF THE INJURED OR ILL PERSON IS A MINOR, call the parents immediately.

If the parent or guardian cannot be reached, check the member file for emergency contact information. If the child needs to go to the hospital, send them with the paramedics. Also, send any available health-history information and the emergency treatment authorization with the child, if child is in a registered program.

Epileptic seizures

- Call 911 for any type of seizure, regardless of apparent recovery.

- A person suffering a seizure should be placed on a mat, free of surrounding hard objects and monitored until EMT arrives.

KEY POINTS OF ACTION:

1. Program Supervisor to give all necessary information to EMS.
2. One person assigned to wait and direct EMS to victim's location.
3. Fill out Accident/Incident Report with complete information.

AED Monitoring and Post-Use Procedures

The AED Coordinator (Aquatic Director) is responsible for:

- Being the liaison with AED manufacturer representative.
- Maintaining AED equipment and supplies, and insuring that AED Maintenance and Inventory Guidelines are being followed.
- Overseeing or completing post-use Procedures after any use of the AED.

The AED Coordinator will complete the following procedures after any AED use:

- Insure completion of accident report.
- File a copy of the accident report within 24 hours with Health Department.
- Conduct employee incident debriefing, as needed.
- Restock any used electrode pads, batteries, razors, or gloves. Inspect unused supplies for any damage or old expiration dates.
- Remove and reinsert battery in the AED and do a Battery Insertion Test (refer to User's guide for instructions) prior to replacing the AED into service.
- Clean the AED if needed.

FIRE EMERGENCY

ALARM: Continuous Horn with Flashing Lights

1. Front desk person calls 911 immediately.
Notify Executive Director in the event of an actual fire.
2. Front desk person is in full command of all employees until "formally relieved" by ranking member of the administrative staff. **Command remains at the front desk.** Secondary command station is at the Wellness Center during program hours.
3. Maintenance staff and a director checks fire alarm control box to determine location of fire, (Control box is located in the general office area behind the front desk). Staff members designated by ranking staff proceed to indicated area to investigate. All staff must use stairs. Elevator automatically seals off at first alarm.
4. Staff immediately informs front desk of situation after investigation.
5. Front door should be opened for Fire Department. Front desk command informs Fire Department of location when they arrive.

It is the responsibility of the command and all support staff to assist in evacuating the building by using fire exit stairways, in accordance with the following procedures: **Do not use elevator.**

Pool Areas: Pools, steam and sauna will be cleared by the lifeguards. All swimmers/participants lined up along outside walls (10th Street side) to await further instructions.

- (A) Guards will hand out towels to swimmers (if available from guard office).
- (B) Guards will remain in pool area and await further instructions.
- (C) Front desk command will inform guards of further instructions for evacuation.

Locker Rooms: Command will designate staff to clear men/women and boys/girls, family, and JCC Team lockerrooms. All participants are to get immediately changed and exit using the closest exit indicated by the evacuation route in each locker room. Life guards will also assist with this evacuation process.

Wellness Center (second floor command post): Staff member on duty will:

- (A) Evacuate center including aerobic studio, youth fitness, track and wellness center.
- (B) Direct other available staff to check other second floor program areas: classroom, bathrooms, and offices.
- (C) Remain at phone for further instructions, except in cases of immediate danger.

Program Areas: Program areas will be evacuated using route(s) designated on emergency evacuation plan located inside each area. All doors should be closed (not locked).

- ◇ Family Prime Time and Nursery School staff will escort their infants/preschoolers to the 10th Street side exit, walking children to the opposite side of 10th Street until further instructions.
 - ◇ Gym and Skyline staff will escort children out the Main hall exit doors. Walk the children to the Street sidewalk until further instruction.
 - ◇ Climbing Wall participants will exit the back doors. All participants should walk to the street sidewalk until further instruction.
 - ◇ All program instructors of any YOUTH program (except pool area, see directions above) will escort their group out of the building and remain with the children until the emergency situation has ceased, or until fire department personnel gives the OK to bring children back into the building.
 - ◇ Program Instructors of adult programs will direct the adult participants to the nearest exit and report to the command station for further instructions.
6. The alarm may be turned off **by fire department only**, unless we know the cause of alarm to be non-life threatening & have checked area thoroughly. Ex: someone pulls the alarm, then only CEO, Branch Director, or Maintenance Director may turn off.
 7. If it is a confirmed false alarm, the command will inform all personnel using public address system.
 8. No statements or communications will be made to the media by any employee. All inquiries will be directed to the CEO, Executive Director or his/her designee.

Resetting the Fire Alarm Control Panel after a fire activation or false alarm.

1. **Do not** reset the panel until authorized by the Fire Department or an authorized person i.e. Executive Director, Maintenance Director or CEO of the YMCA.
2. If a water flow alarm is displayed on the Gamewell panel, i.e. sprinklers activated within the building, check the following areas immediately. **Gymnasium, Racquetball Court, and Aerobics Studio** for fire and sprinklers flowing water in these spaces.

If sprinklers are flowing water in any of these spaces and there is **no fire**, immediately go to the boiler room and close the main valve for the building sprinklers located by the two double doors, #13, labeled sprinklers emergency gym floor. Turn the valve clockwise to close.

Immediately call Anderson-Shortell at 372-3456 or 904-2903 to replace the damaged sprinkler head.

3. Press the “ACK” switch on the front key pad of the Gamewell panel. The following will occur:

- A. The control panel's internal audible buzzer will (always) silence.
- B. The acknowledge key's activation is logged into the History Buffer to provide a time stamped record of the event's occurrence.
- C. The Acknowledge red LED will extinguish.
- D. Any outputs programmed to return to the normal condition upon pressing the "ACK" switch will return to normal at this time.
- E. The red LED's for RESET and Signal Silence switches will flash. This "guided prompt" feature notifies the user that the next expected action is to *Reset* the system or *Silence* the signals (if so programmed).

EVACUATION PROCEDURES

Program areas will be evacuated using route(s) designated on emergency evacuation plan located in each area. All doors should be closed, not locked.

Family Prime Time and Nursery School staff will escort their infants/preschoolers to the 10th Street side exit, walking children to the opposite side of 10th Street until further instruction.

Gym and Teen Center staff will escort children out the west hall exit doors (Credit Union side). Walk the children to Wayne Street sidewalk until further instruction.

Climbing Wall participants will exit the front doors. All participants should walk to the Wayne Street sidewalk until further instruction.

All program instructors of any YOUTH program (except pool area, see directions above) will escort their group out of the building to their designated area and remain with the children until the emergency situation has ceased, or until fire personnel give the OK to bring children back into the building.

Program instructors of ADULT programs will direct the adult participants to the nearest exit and report to the command station for further instructions.

CHEMICAL LEAK/GAS LEAK

1. Call 9-911
2. Implement Emergency Evacuation procedures
3. Contact Executive Director, Facilities Director, CEO on DIC personnel.

POOL ALARM

1. Lifeguard designates person to make 911 call if necessary.
2. Activate Emergency Action Plan
3. If no directors are in the building and two Member Service Staff are on duty, one person will go to pool to check emergency and assist lifeguard.
4. If only one Member Service Desk Staff is on duty, call Wellness Center Staff to go to pool immediately to assist.
5. Member Service Desk Staff waits for EMS at front doors.
6. Call Executive Director and Aquatic Director.

POWER FAILURE

1. All Directors report immediately to FRONT DESK to determine cause of failure if possible.

2. Evacuate members from program areas and congregate in front lobby.
3. Directors should tour facility (designated areas in FIRE EVACUATION PROCEDURES) to determine where critical or emergency situations exist or may arise.
4. Check emergency lighting. Note any areas that are not lit.
5. Pool staff will follow procedures in AQUATIC EMERGENCY ACTION PLAN.
6. The Senior Staff person on site will evaluate situation from information gained. Decision will be made on closing facility.

MISSING PERSONS

1. Never leave the remaining program participants unattended.
2. Determine by a quick search as per department plan that the person is missing.
3. When reasonably sure that the person is missing, arrange for a search to continue while taking the following steps:
 - Notify the Member Service Desk
 - Member Service Desk pages all Directors to report to Member Service Desk
 - Directors aid in the search.
 - Executive Director or Director in Charge will contact the parents if the missing person is a child. If it is an adult, notify the emergency contact person.
 - Notify the police after a thorough search has been done.
 - Have all details and be prepared to give the authorities as much of the following information as possible:
 - ⇒ The location and contact phone number
 - ⇒ Name, address, description and age of the missing person
 - ⇒ Occupation if the person is an adult
 - ⇒ Name of parents or next of kin, telephone number
 - ⇒ Names and addresses of staff persons involved
 - ⇒ Background information about the event
 - ⇒ Complete details of the disappearance, including actions and movements of the person while still with the group
 - ⇒ Cooperate fully with the authorities and complete incident report

CRIMINAL ACTS

If you witness a criminal act, or if an incident is reported to you, take the following steps:

1. Take immediate measures to insure the safety of participants and staff.
2. Call the police - (911 only if emergency.)
3. Notify the Member Service Desk that the police will be arriving and assign someone to greet police.
4. Notify Executive Director immediately.
5. When the emergency has passed, prepare the Incident Report with the facts, as you know them.

BOMB THREATS

1. The source of the threat, usually a phone caller, should be encouraged to give as many details of the bomb and its location as possible.
2. Notify Directors. The person who received the call should give all the information that was actually said.
3. Record the time the call was received.
4. Call 911.

5. Evacuate the building if advised to do so by the police. The police and/or Executive Director or Director in Charge should be the person to determine whether or not to close the building.
6. If you find a bomb or anything that you think could be a bomb, DO NOT TOUCH the object or let anyone else disturb the object. (Use Bomb Threat steps 2-5).
7. Institute a search of the building WITH THE POLICE. If a specific area was mentioned, tell the police.
8. Document all details of the incident in written form including all times, the person who took the call, what the caller said, the call to the police, the police report number, the people you called to report the incident, and the outcome of the incident.

MEDIA

When the YMCA experiences an accident, lost or missing person, drowning, death, child abuse allegation - anything unexpected and detrimental - chances are that staff will have to handle the initial contact with reporters. All staff will need to follow these procedures:

1. DO NOT make any statements regarding the incident. Simply say, "Our policy is to refer all inquiries to the Executive Director, CEO or his/her designee." Reporters are never 'off duty'.
2. If possible, take down the reporter's name, station or newspaper and telephone number to assist the Executive Director.
3. DO NOT engage in casual conversation about the incident.

ACCIDENT/INCIDENT REPORTS

1. Accident/Incident report forms can be found at the Member Service Desk.
2. STAFF ONLY should be filling out Accident/Incident reports.
3. Take the time to fill out the report with complete information, including full addresses and phone numbers.
4. Report should be given to direct supervisor for review.
5. Incident forms are to be reviewed by department head, and/or Executive Director within 48 hours.
6. If an insurance representative arrives at the YMCA, notify Executive Director.
7. All unscheduled visits or phone calls and/or questions regarding any insurance matter should be referred to the Executive Director.

BLOOD BORNE PATHOGEN OPERATING PROCEDURES

To protect staff, volunteers, and members, the Olean Family YMCA will adopt the following routine procedures:

1. Latex, non-latex or rubber gloves are available in all first aid kits and must be worn when first aid is given or when cleaning up any body fluids (vomit, urine, etc.)
2. Hands must be washed well with soap and water after exposure to blood and body fluids.
3. Surface soiled by blood and body fluids must be promptly cleaned with disinfectants such as Lysol. This is available in the maintenance office and both maintenance closets. Disposable gloves should also be worn.
4. Towels, tissues, etc. should be disposed of in plastic bags. DO NOT THROW IN TRASH. Disposal container is in the maintenance office.
5. When giving CPR or mouth to mouth, ALWAYS use a pocket mask or breathing device and rubber gloves.

Acquired Immune Deficiency (AIDS)

AIDS is a disease caused by a virus that can damage the brain and destroy the body's ability to fight off illness. AIDS by itself doesn't kill, but it allows other infections to invade the body.

AIDS is not spread by casual contact in schools, at parties, in swimming pools, stores or at the workplace.

There are some precautions you can take when exposed to blood or other bodily fluids.

- Use disposable gloves in cleaning blood or body fluids. These can be found in the first aid kits.
- Clean up blood spills or body fluids with disinfectant cleaner, wipe dry, and spray with disinfectant.
- If mouth-to-mouth resuscitation is necessary, use a pocket mask found in all first aid kits.

INCLEMENT WEATHER

In the event of inclement weather, the GLOW YMCA reserves the right to close its facility to ensure the safety of its staff and members. This determination will be made by the Executive Director in consultation with the CEO.



GLOW YMCA

EMERGENCY PROCEDURES

REMAIN CALM

Emergency Evacuation Plan

- YMCA staff to overhead page all members to exit the building
- One staff to phone/visit GCC to have them exit facility as well
- All exiting are to meet up at the South side of the parking lot
- Swimmers and lifeguards to exit pool area using east doors, lifeguard to bring tote with towels
- Staff secures building if possible, ensuring all have evacuated
- Call Executive Director and Property Director
- Do not allow anyone to re-enter the building until the fire department allows
- Members may congregate in the hallways of the apartment buildings to the East of the YMCA (four brick buildings across the street)

Medical Emergency

- FA/CPR certified staff report to area of emergency
- First responder to assess scene for safety and evaluate severity of emergency
- Send second person to call 911 and/or get AED as needed
- Administer First Aid/CPR as indicated
- Clear area of spectators
- Send a person out to meet ambulance upon arrival
- Fill out incident form
- Call Executive Director if life threatening injury sustained

Fire Emergency

- If fire found without automatic alarms activated, pull nearest fire alarm lever
- If alarms sound, check alarm box in Main Entryway- locate the trouble area and confirm that there is a fire.
- If there is a fire:
 - Activate Emergency Evacuation Plan
 - Call 911, give location of fire
 - Call Executive Director and Property Director
- If no fire/issue is present, reset the alarm and call Property Director and Executive Director
- Complete an Incident Report

Gas Leak/Chemical Leak

- Call 911
- Activate Emergency Evacuation Plan
- Administer First Aid as necessary
- Contact Executive Director and Property Director
- Complete an Incident Report

Power Failure

- Using flashlights, locate members/guests in building have all congregate in front lobby
- Contact Property Director and Executive Director
- Swimmers stand on pool deck with lifeguard until escorted into locker rooms with appropriate lighting or until power returns
- Contact 911 or NYSEG (1-800-572-1131)
- Complete Incident Report

Aquatic Emergency

- Aquatic staff hits emergency button on pool deck when emergency occurs
- Pool alarm sounds at front desk
- Member Service Staff/Directors gets AED and enters pool deck through Family Locker Room
- Ask lifeguard if 911 needs to be called
 - Use phone on pool deck to call 911
- Assist with First Aid/CPR/AED/rescue or crowd control as necessary
- Meet ambulance at door
- Call Executive Director
- Complete Incident Report

Missing Person

- Determine by a quick search that the person is missing
- Recruit additional staff to aid in the search.
- Executive Director and Program Directors to be called
- If you cannot reach the Executive or Program Director, contact the front desk and alert them to the situation.
- Executive Director or Program Director (or front desk) to contact parents/emergency contact to notify them of missing person
- Notify police after thorough search has been done
- Have following details and be prepared to give police:
 - The location and contact phone number
 - Person's name, address, description and age
 - Occupation, if person is an adult
 - Name of parents and telephone numbers
 - Names and addresses of leaders
 - Background information about event
 - Complete the details of the disappearance, including actions and movements of the person while still in the group
 - Cooperate fully with the authorities.
- Keep looking and investigating until person is found or returned.
- Complete Incident Report

Criminal Acts

- Take immediate actions to ensure the safety of participants and staff, unless intervention compromises your safety
- Call 911 for an emergency or 786-2000 otherwise
- Notify Executive Director
- Complete an Incident Report

For Bomb Threats:

- If source of threat is from a caller, try to get as many details as possible (location, type, etc)
- Write down details exactly as stated by caller as well as time of call
- Call 911
- Activate Emergency Evacuation Plan

Media

- DO NOT make any statements regarding any incidents at the YMCA
- Direct all inquiries to the Executive Director
- DO NOT engage in casual conversation regarding an incident with anyone (members, reporters, etc.)



Fire / Evacuation Check List

FRONT DESK / EMERGENCY COMMAND

- ___ Front desk person calls 911. "Fire Alarm at the YMCA"
- ___ Front desk staff remains at the phone and directs staff until relieved by ranking administrative staff member.
- ___ Check fire alarm control panel (office area behind desk) to determine location of alarm. If water flow alarm is displayed & sprinklers have been activated, check the following areas immediately: Gymnasium, Racquetball Court, and Aerobics Studio
- ___ If sprinklers are flowing water in these spaces and there is no fire, immediately go to the boiler room and close main valve for the building sprinklers located by the two double doors, #13, labeled sprinklers emergency gym floor. Turn the valve clockwise to close. IMMEDIATELY call Anderson-Shortell at 372-3456 or 904-2903 to replace the damaged sprinkler head.
- ___ Direct staff to check areas of building:
 - 2nd floor (bathrooms, offices, aerobic studio, classroom, Wellness Center)
 - 1st floor (Teen Center, Break room, FPT, gyms, main bathrooms, JCC LR's - 4, Main LR's - 5)
- ___ Check with second floor command (Wellness Center); bathrooms & program areas cleared.
- ___ Direct Firemen to location
- ___ Lock cash drawer
- ___ When alarm is turned off, announce further instructions on public address system.
- ___ Sign checklist, log incident and submit to Executive Director.

Check List completed _____ Date _____
Staff Signature

Incidents or Recommendations

Time of Alarm: _____
Fire Department Arrived: _____
Time Emergency Ended: _____



GLOW YMCA

ACKNOWLEDGMENT OF EMERGENCY ACTION PLAN RECEIPT

I understand that the GLOW YMCA EAP is available to me either through my supervisor, Human Resources Office or on-line through the employee website and I agree to become familiar with its contents.

I also understand that all of the policies and procedures in the EAP or other YMCA documents may be changed at any time at the sole discretion of the YMCA, with or without prior notice to staff members.

I will perform the prescribed EAP duties in such a manner as to further the safety, stated mission, and values of the GLOW YMCA organization.

Staff Member Signature

Date: _____

Staff Member Name (PRINTED)

Supervisor Signature: _____