



CITY OF RALEIGH



Emergency Response Guide



OVERVIEW

The purpose of this guide is to provide Raleigh Parks and Recreation Department (RPRD) staff with a quick reference guide to use in the event of an emergency. It is RPRD's philosophy that a preplanned and organized approach is more effective in response to and recovery from an emergency.

The Emergency Response Guide includes procedures that are designed to deal with a number of emergencies that could occur within the parks system or programming. These procedures do not cover every condition that might develop, and it may not always be possible to follow every procedure.

This guide is the companion to the Emergency Action Plan Manual, which contains additional information on emergency situations and preparedness. It also has information on emergencies that will have advance warning (hurricanes, severe winter weather, pandemic, civil disturbance) or that are not immediately life threatening (fish kill, water abnormality, IT emergency, death in immediate family, terrorism threat assessment) that are NOT in this guide. Questions or comment on either of these publications should be directed to the RPRD Risk Manager.





EVACUATION PROCEDURES

When an alarm indicates immediate evacuation or it is communicated by a supervisor, staff should begin evacuation promptly.

- Call 911.
- Ensure all staff and patrons are moving toward marked exits. Do not use elevators.
- Ask anyone who may need assistance if your help is needed, and be prepared to help them.
- Secure all sensitive material and take any sign in or CLASS logs.
- If it is safe to do so, check classrooms, bathrooms and changing areas. Close, but do not lock, all doors behind you.
- Report to the designated Outdoor Assembly Area. Account for all staff and patrons. The Outdoor Assembly Area is an open, outside location at least 100 feet from the evacuated facility. Occupants temporarily gather here following an evacuation to ensure sure everyone is out of the building safely.
- Provide any assistance needed to emergency personnel upon arrival.
- Notify your direct supervisor.
- Do not return to the building or area until instructed to do so by emergency personnel.

OVERVIEW

EVACUATION PROCEDURES

LOCKDOWN PROCEDURES

A lockdown is a protective action employed to safeguard staff and patrons when there is an imminent threat approaching a park, in a park, or in a facility. A lockdown minimizes access and visibility and shelters staff and patrons in secure locations. The following announcements are made to inform staff of a lockdown situation:

CODE RED

“Staff and patrons we are in a code red. Please lockdown now.”

This means there is an immediate threat to the facility and the threat is already inside. This is a complete room and facility lockdown.

- Move all staff and patrons into the nearest room or office that can be secured.
- Lock all interior doors. There is no need to lock exterior doors as the threat has already breached the facility.
- Turn off all lights.
- Move staff and patrons away from windows and doors. Have everyone crouch down and remain quiet if able.
- Moveable furniture can be used as a buffer between staff/patrons and doors/windows.





Additional information on an active threat and protecting staff and patrons can be found in the Active Shooter Emergency Action Plan.

CODE YELLOW

“Staff and patrons we are in a code yellow, community lockdown.”

This means there is something in the community that poses a threat to the facility, i.e., bank robbery, shots fired, police chase, etc. All outside activities should cease and staff/patrons should move into the building. All outer doors must be locked and lockdown signs hung on entrance doors. Staff and patrons can move within the facility if needed. Anyone leaving the facility may not be re-admitted until the lockdown is over.

CODE GREEN

“Staff and patrons we are now back to code green.”

The lockdown is over and, if appropriate, normal facility activities are resumed. Law enforcement officials or RPRD administration shall be the authorized personnel to issue a Code Green.

LOCKDOWN PROCEDURES





SHELTER IN PLACE PROCEDURES

Shelter-In-Place is a protective action taken inside the building to protect staff and patrons from external hazards, minimize the potential for injury, and/or provide the time to allow preparations for a safe evacuation.

Options for sheltering-in-place include:

- Staying in your work area, patrons remain in normal areas of the facility.
- Moving to the designated Indoor Relocation Area. The Indoor Relocation Area is an interior space that can accommodate the occupants of the facility and provide the most protection from outside hazards.
- Moving to another part of the building – either horizontally or vertically.

Duration

Shelter-in-place at a facility is anticipated to last only a few hours. However, while the danger may pass in few hours, the effect on transportation or other systems may prevent you from leaving the immediate area for several hours. Be patient.

Procedures for Sheltering-In-Place

The specific action will be determined by the event. Follow the instructions in the specific emergency action plan, and any instructions provided by emergency personnel and supervisory personnel. General guidance is as follows:





For outside flooding, severe transportation congestion, or upon receipt of a request by public safety authorities to shelter-in-place

Remain in the facility. Continue normal work and facility operations unless advised otherwise. Be alert to possibly changing conditions and the need for additional response.

For severe weather and civil disturbances that pose a physical threat

Stay inside and if directed, move away from windows to interior corridors. Close all doors connecting exterior areas to interior corridors. For extreme weather including tornados move to the designated Indoor Relocation Area.

Action to take if outside a facility

Immediately upon notification of shelter-in-place, go indoors! Once all employees and patrons in the immediate area are inside the building, signs should be posted at the doors to direct late arrivals.

What should patrons do?

Upon notification to shelter-in-place, all staff should assess their immediate area and identify anyone not regularly assigned to the facility including: other staff, patrons, contractors and any other visitors. Once identified, direct them to the appropriate shelter-in-place location – take them with you.

SHELTER IN PLACE PROCEDURES



MEDIA PROCEDURES

Only the Parks and Recreation Director or their designee shall communicate with the media. You should never address a serious situation, a crisis or any other controversial subject that may have impact on the reputation or image of the City of Raleigh (including the Parks and Recreation Department).

If there is a serious situation that may have an impact on the reputation of the City of Raleigh, an employee should use the following guidelines:

1. Show concern for the situation. You can give your name and position title.
2. Make it clear that you would like to answer their questions, but only an authorized City employee can disclose the facts.
3. If the media continues to pressure you for a statement then respond by, "Give me your name and phone number and I will have the appropriate person contact you."
4. REPEAT THIS AS OFTEN AS NECESSARY.



ACTIVE SHOOTER

- Order an armed intruder alarm. Be DIRECT (“There is an armed intruder – initiate lock down procedures now!).
- Follow lock down procedures immediately
 - Lock and barricade doors
 - Stay out of sight
 - Close blinds and turn off lights
 - Silence anything that can make a sound (cell phones, radios)
 - Take cover behind heavy furniture
 - Don’t huddle together, spread out
- Call 911
- Remain in lock down procedures until authorized to evacuate by law enforcement personnel.
- Fleeing the area and taking action against the shooter are last resorts.

MEDIA PROCEDURES

ACTIVE SHOOTER



BLOOD BORNE PATHOGENS EXPOSURE

Involving a needle stick or other potential exposure to a blood borne pathogen by an employee:

- Cleanse the wound and surrounding area with soap and water (for a needle stick), or flush eyes, nose or mouth with large amounts of tap water (for a splash to the face).
- Inform your supervisor to call the City Nurse for initial evaluation and treatment. If the incident occurs during after-hours, the following day is appropriate for initial evaluation and treatment.

Complete the required incident/accident report within 24 hours of the exposure incident.





CHILD ABUSE OR NEGLECT (SUSPECTED)

- Immediately report any incident of suspected child abuse or neglect. Continue contacting through your chain of command at minimum to the superintendent level.
 - If at any time a supervisor in the chain is not available, go to the next level including to the Department Director or City Manager.
 - Indicate that this is an emergency, and meetings or other phone calls should be interrupted if necessary.
- A superintendent or their designee shall assist with reporting the appropriate information to the appropriate authority.



INDECENT EXPOSURE

Upon a patron or staff reporting that a person has exposed himself or herself to her/him

- Take down details in writing at the time it happens. Get as much information about the alleged offender as possible including

sex, race, age, height, weight, hair color, clothing, tattoos, scars. Try to get the license plate and vehicle description if a vehicle is involved or if the offender leaves, where and when the exposure occurred, witnesses, any other helpful information.

If the facility is equipped with security cameras, pull any available footage.

- Evaluate the situation and choose from the next two options:
 - o Call 911 to report the incident. This step is appropriate for malicious, predatory or otherwise unlawful behavior.
 - o If the alleged offender is under the age of 18, has special needs, or there are other circumstances that lead you to believe the act was a mistake, accident, or warrants further investigation before acting, contact your direct supervisor. Your direct supervisor will help you determine if calling 911 is appropriate.
- If either the alleged offender or if any persons seeing the exposure are minors under the age of 18, contact the parent/guardian for that minor.
- Keep the alleged offender under observation if possible and if safe to do so.
- Do not accuse anyone. Allow Law Enforcement personnel to investigate the incident.
- Contact your direct supervisor.
- Complete and submit an Incident/Accident report to your direct supervisor within 24 hours of the incident.



ELEVATOR EMERGENCY

If people are trapped in an elevator

- Persons in the elevator should use emergency call button inside the elevator. Typically this rings to 911 dispatch. If a staff member is present outside the elevator, they should call 911, their direct supervisor, and Facilities and Operations.
- Describe the nature of the emergency (elevator has stopped in-between floors, doors won't open, etc.). Give them your floor location (if known), and which elevator you are in (if there are multiple elevators in the building).
- Emergency responders will be dispatched immediately.
- If available have staff meet emergency responders to take them to the elevator location.
- Do not try to open elevator doors or exit the elevator without emergency responder assistance.

If the elevator is stalled with no passengers

- Contact Facilities and Operations. Facilities and Operations staff will call the elevator maintenance company responsible for that specific elevator, and advise the company of the situation, requesting repair service.
- The facility staff shall post a temporary "Out of Order" sign on all doors for that elevator on all floors, until the elevator maintenance repair person arrives.



EXPLOSION

- Immediately seek cover under tables, desks or anything, which will give protection against falling glass or debris.
- After the effects of the incident have subsided, call 911. Give your name and describe the location and nature of the emergency.
- Notify the 911 operator of persons with disabilities or injuries who are in the building and cannot evacuate.
- Evacuate the facility. DO NOT use elevators.
- Once outside patrons and staff should proceed to the Outdoor Assembly Area. Keep streets and walkways clear for emergency vehicles and personnel. If requested, assist emergency personnel.
- Do not return to an evacuated building or area unless directed to do so by emergency personnel.
- Do not pick up any debris.
- Do not light a match or smoke.
- Notify your direct supervisor.
- Complete the incident/accident report within 24 hours.

If you are trapped in debris

- Avoid unnecessary movement so that you do not kick up dust.
- Use anything you have to cover your mouth and nose. Dense weave cotton material is the best for creating a filter through which to breathe.
- Tap on a pipe or wall so that rescuers can hear where you are.
- Use a whistle or flashlight if they are available to signal to rescuers.
- Shout only as a last resort as it can cause a person to inhale dangerous amounts of dust.



COLD RELATED ILLNESS

Seek help if you experience any symptoms of a condition, or get help for a staff or patron if you suspect it's needed. Use the following first-aid procedures for cold related illness:

Condition	First Aid
Frostbite	<ul style="list-style-type: none">• Move the person to a warm place if possible and call 9-1-1• Remove tight clothing and jewelry from the frostbitten part• If you need to touch the frost bitten area, do so gently - rubbing it may cause damage• Do not try to thaw the frozen part if there is any chance of it refreezing
Hypothermia	<ul style="list-style-type: none">• Move the person to a warm location and call 9-1-1• Remove any wet clothing, pat their skin dry, and put dry clothes and blankets on• Place the person near a heat source• Place containers of warm, but not hot, water in contact with the skin

- A staff incident may require an evaluation by the City Nurse or Raleigh Urgent Care.
- Contact your supervisor to advise them of the incident.
- Complete incident/accident report within 24 hours of incident.



DANGEROUS ANIMAL

In the event of an injured/unstable/suspicious animal, staff are to:

- Keep a safe distance if you suspect the animal could cause harm.
- Clear the area and section off area with emergency supplies if necessary.
- Call the City of Raleigh Animal Control and report the injured animal to officer – relay the type of animal, type of injury and location of animal if possible.
- Notify direct supervisor and wait for further instruction if necessary.
- Respond to Animal Control officer once they arrive. If possible, keep track of animal's location so this information can be relayed to Animal Control officer.
- Complete incident/accident report within 24 hours of incident.

In the event of an animal attack/injury:

- Identify person injured and location of animal. Stay away from animal if it is still at the location of incident. Do not put yourself in harm's way.
- Call 911 to report the attack – give description of animal responsible for the injury and where it may be located.
- If trained, begin CPR/First Aid on injured person.
- Assign staff to secure the area and keep patrons away from possible harm.
- Notify direct supervisor of accident and wait for further instruction if necessary.
- If possible, keep track of animal's location so this information can be relayed to Animal Control officer. Always keep a safe distance from the animal.
- Complete incident/accident report within 24 hours of incident.





TREE EMERGENCY

- For tree emergencies during regular business hours, call the main line for the Parks Division (see Important Numbers Section).
- For tree emergencies during nights, weekends or holidays, call the trees emergency on-call pager.
- When reporting the emergency have the following information available:
 - o If the tree/limb is blocking a road.
 - o If there is a power line involved and if Progress Energy has already been called.
 - o The tree size and diameter.
 - o The exact location of the tree.
 - o Your name and number in case staff need additional information.

DANGEROUS ANIMAL

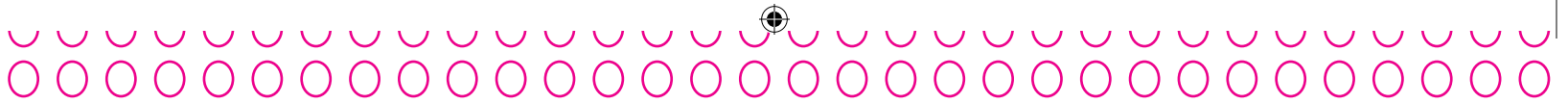
TREE EMERGENCY

MEDICAL EMERGENCY

Medical Emergency or Major Staff/Patron Injury

- Call 911
- Provide dispatcher with:
 - Facility or location name and address, phone number, and location within facility of the emergency
 - Type of injury or illness, if known, and number of patients
 - Brief description of patient (gender, age, etc.)
 - What care is being given
 - Who will meet emergency personnel
 - If it is a sudden cardiac arrest emergency, tell the dispatcher if an AED is on the way/at the scene.
- Let the emergency dispatcher hang up first.
- If possible, assign someone to meet the expected emergency personnel and escort them to the emergency site.
- Provide first aid medical treatment to the best of your training, until emergency personnel arrive and take over.
- If a sudden cardiac arrest emergency, immediate chest compressions and AED use are critical.
- If possible, obtain the name, address, phone number, age and next of kin of the patient and the name, phone number, and address of witnesses to the situation. Provide a copy of this information to emergency personnel.
- Stabilize the situation by maintaining security and by keeping onlookers and bystanders away from the site.
- Call the parent or guardian if the injured person is a minor. This information may be obtained from witnesses at the scene.

If a minor must be transported and there is no parent or guardian on scene, a staff member should accompany the injured minor when possible.
- Call your supervisor.
 - For employee medical emergencies also notify the staff member's full-time supervisor, a Superintendent and the EHS Coordinator.
- Use supplemental diagrams, witness statements, staff accounts of the incident, etc. to better explain the cause and results of the incident. This information should be documented as soon after the incident as possible.
- Complete the required incident/accident reports within 24 hours.



WILDFIRE

- If you see a wildfire or receive a report of wildfire on park property, call 9-1-1. Don't assume that someone else has already called. Describe the location of the fire, and answer any questions asked by the dispatcher.
- Contact your direct supervisor and the Safety Coordinator.
- Meet emergency responders and provide them with any information about structures or hazardous materials on the property.
- If the fire is close to a park building or you are advised to evacuate:
 - Shut off any main valves for natural gas or propane.
 - Evacuate the building and direct staff and patrons to leave the area.
 - Leave doors and windows closed but unlocked in case fire fighters need to gain quick access to the building.
 - Do not return to the area until you are told by emergency personnel that it is safe to do so.
 - You should assess the facility for damage, take photos if necessary, and report the damage to your direct supervisor, unless otherwise directed.

HOSTAGE

If there is a hostage situation in the facility

- Any staff and patrons not held hostage should immediately evacuate the building.
- If evacuation from the building is not possible, immediately shelter in place.
- Go to a room that can be locked, barricaded or provide protection for you, other staff, and patrons.
- Put as many barriers as you can between yourself and the intruder.
- Avoid contact with the intruder.
- Take no chances to endanger the life of the hostage.
- Call 911 and tell the operator there is a “HOSTAGE SITUATION” in progress.
- Make a list of individuals being held hostage, if possible.
- Take no further action. Await the arrival of law enforcement.

If you are taken hostage

- Be patient. Be calm.
- Avoid drastic action.
- Follow instructions and be alert. Don't make mistakes that could jeopardize your well-being.
- Don't speak unless you are spoken to and then only when necessary. Don't talk down to or argue with the captor, who may be in an agitated state. Avoid appearing hostile.
- Treat the captor like royalty.
- If the hostage taker(s) begin to make demands, listen carefully and do not attempt to solicit additional information.
- Be observant. You may be released or may escape.
- Be prepared to answer the police on the phone. Be patient, wait. Attempt to establish rapport with the captor.

How to react when law enforcement arrives

- Remain calm, and follow officers' instructions.
- Avoid making quick movements, pointing, screaming and/or yelling.
- Do not stop when evacuating, go in the direction from which officers are entering the premises.





RADIOLOGICAL OR NUCLEAR

- Listen to the EAS radio or television station. It is the best source of information in any emergency. They will tell you where to go for shelter, radiation tests and when radiation in the area has decreased to an acceptable level. You may need to consider the needs of patrons or other staff in the facility. Whether sheltering in place or at an evacuation site, stay there until told otherwise.
- Create a shield. Put barriers between you, other staff, patrons and the radiation. Go indoors or stay indoors. Depending on the amount of radiation released, a sufficient barrier can range from a glass window to a concrete wall. Close off any air conduit into the facility including HVAC units, fans, fireplace flues and windows. Remain shielded until the fallout has decreased to an acceptable level.
 - You may be instructed to cover windows and vents in a shelter-in-place space with a piece of plastic sheeting and use duct tape to seal it around the edges so that no air can get through. This shield is only temporary; contaminated air will seep into the facility after a few hours, and you will not be able to remain for more than a few hours without fresh air.
- Leave the area. If you are in the immediate vicinity of the radiation, evacuate, at least several blocks. Direct patrons to do the same, and arrange for evacuation of minors in your care to evacuate with you. Communicate your plan and the location you are evacuating to. Cover as much of your body with clothes as possible, and instruct others to do so.
- Leave quickly. The less time spent exposed to radiation, the better. Wash off any dust particles on skin, remove contaminated clothes and store them in plastic bags. If appropriate and if resources are available, initiate decontamination procedures with patrons as well as staff. Listen carefully to local instructions and warnings, which supersede national warnings.

BOMB THREAT

When a Bomb Threat is called in:

- Attempt to keep the caller on the line as long as possible.
- Ask him/her to repeat the message.
- Record everything that is said (Use the Telephone Bomb Threat Checklist).
- If building is occupied, inform caller that detonation could cause injury or death.
- Do not use two-way radios or cell phones.
- Call 911 – and follow the directions of the dispatcher and emergency responders.
- Notify your direct supervisor.
- Discuss only with those in authority.
- Complete and submit an incident/accident report form to your direct supervisor within 24 hours. Attach a copy of the

Additional procedures if a Written Threat is received:

- Avoid handling it unnecessarily to preserve possible evidence.
- Preserve the letter in a safe place to hand off to Law Enforcement.

Additional procedures if informed to evacuate the building:

- Evacuate all staff and patrons to the Outdoor Assembly Area for the facility immediately. Help any staff or patrons who may require assistance to evacuate.
- Do not turn electrical equipment on or off.
- Do not activate the fire alarm pull box.
- Do not touch any unusual or suspicious item in your work area or facility. Take note of it and report it to Law Enforcement.
- Leave doors unlocked and open on the way out if possible (this will lessen impact of the blast).
- Evacuate the building using the nearest exit. Do not use elevators.
- Tell patrons to accompany you as you exit.
- Make note of those who do not accompany you.
- Take names or call roll after arriving at the Outdoor Assembly Area.
- No one should return to the building until it is declared safe by the appropriate authorities.

BOMB THREAT CHECKLIST

(Be calm and courteous; do not interrupt the caller; quietly notify your supervisor)

Name of person receiving the call: _____

Time: _____ Date: _____ Length of call: _____

Caller ID #: _____ Race: _____

Check appropriate information:

Caller is: ___ male ___ female ___ adult ___ youth

Caller's Voice Characteristics: ___ loud ___ soft ___ deep ___ raspy ___ high-pitched ___ persistent

Caller's Language: ___ excellent ___ poor ___ fair ___ profane

Caller's Manner: ___ irrational ___ rational ___ angry ___ calm ___ nervous ___ sober ___ drunk

___ emotional ___ incoherent ___ laughing ___ voice is familiar

Background Noises: ___ street ___ animals ___ music ___ voices ___ work place noises

Sample questions to ask caller:

When will it go off? _____

How much time is left before it goes off? _____

What kind of bomb? _____

Where are you now? _____

How do you know so much about the bomb? _____

What is your name? _____

VANDALISM

If RPRD staff see vandalism taking place

- Evacuate to a safe place and call 911.
- If it is safe to do so, try to get a good look at the vandal's face and clothing – look for any distinctive marks or characteristics; estimate their height.
- After the vandal leaves, if possible and without endangerment to anyone, check their escape route – on foot; type of vehicle, color, condition, license plate; direction and speed.
- Get a report number from law enforcement when they arrive and pictures of the vandalism.
- If there is a safety concern or immediate maintenance need, contact your direct supervisor.
- If it is graffiti, e-mail photos and the report number to:
 - o Your direct supervisor
 - o The parks supervisor for the area for park damage
 - o The Facilities and Operations supervisor for the area for building damage
 - o The City generic graffiti e-mail address
 - o If the graffiti is thought to be gang-related, report to the RPRD gang suppression unit liaison. If unsure, contact your direct supervisor for guidance.

If arriving to a location with vandalism

- Call 911.
- Consult with law enforcement when they arrive and follow up with your community officer.
- Get a report number from law enforcement and pictures of the vandalism.
- If there is a safety concern or immediate maintenance need, contact your direct supervisor.
- If it is graffiti, e-mail photos and the report number to:
 - o Your direct supervisor
 - o The parks supervisor for the area for park damage
 - o The Facilities and Operations supervisor for the area for building damage
 - o The City generic graffiti e-mail address
 - o If the graffiti is thought to be gang-related, report to the RPRD gang suppression unit liaison. If unsure, contact your direct supervisor for guidance.

PASSENGER VEHICLE ACCIDENT

- Remain calm. Set the parking brake and turn off the ignition. Reassure passengers.
- Call 911 with location of the accident to request Law Enforcement personnel, and Emergency Medical Services personnel if needed.
 - o Report the location of accident, telephone number from which the call is being placed, vehicle number, driver's name, number of staff/patrons involved, physical condition of patrons/staff, physical status and position of vehicle.
- All patrons should remain in the vehicle unless hazardous conditions exist that warrant evacuation. Injured persons are not moved unless a hazard exists that presents an imminent danger of further injury. The following are instances when you should evacuate the vehicle:
 - o Fire or Danger of Fire. Patrons should be moved to a safe place 100 feet or more from the vehicle and instructed to remain there until the driver has determined that the danger has passed.
 - o The final stopping point is in the path of a train or adjacent to railroad tracks.
 - o The stopped position of the vehicle may change and increase the danger.
 - o The stopped position of the vehicle is such that there is a danger of collision.
 - o Sight Distance. In normal traffic conditions the vehicle should be visible for a distance of 300 feet or more.
 - o Other Unsafe Position. When the vehicle is stopped because of an accident, mechanical failure, or road conditions; the driver must determine immediately whether it is safer for patrons to remain on or evacuate the vehicle.
- Use warning devices, such as reflectors, where applicable.
- Attend to any medical needs of patrons or staff if necessary and if you are trained.
- Notify your direct supervisor. The direct supervisor will be responsible for further reporting of the accident, contact of parents or other emergency contacts, and arranging alternate transportation from the accident scene for staff and patrons if needed.
- Remain with the vehicle and with the patrons until they can be safely removed from the scene.
- Law enforcement or other appropriate authorities will assess the vehicle's condition and determine whether or not it is in safe mechanical condition to drive.
- Record of the following information:
 - o The name and address of every person involved in the accident
 - o The names and addresses of witnesses, if any
 - o The license plate number of other vehicles involved, if any
 - o The names and driver's license numbers of the operators of other vehicles
 - o The identification of which persons, if any, were injured in the accident
 - o Which hospital the injured person(s) is being transported to (if they require additional medical attention)
 - o Complete and submit to your direct supervisor vehicle, patron, and staff incident/accident reports as applicable within 24 hours

CRIME SCENE PRESERVATION

Upon discovering a crime scene

- Call 911.
- Instruct patrons to move away from the area.
- Rope off the area using CAUTION tape found in your facility Emergency Kit.
- If inside, lock doors to the area if possible.
- Do not smoke, eat, or drink at the scene.
- Do not touch, move, or take anything from the scene.
- Never handle guns or weapons in any way.
- Designate a staff to stand by the scene, keeping the area closed until law enforcement arrives.
- Designate another staff to direct law enforcement to the scene if necessary.
- Only allow law enforcement to access the scene.
- If there is a security camera, notify law enforcement.
- Wait until law enforcement clears the area as safe to allow patrons to regain access.
- Notify your direct supervisor immediately.
- Fill out and submit an Incident/Accident Report Form to your direct supervisor within 24 hours of incident. Include any supplemental information like photos if available.

Upon discovering drugs or narcotics

- Call 911.
- Instruct patrons to move away from the area. Photo document area before disturbing evidence.
- Drugs, narcotics or paraphernalia should be moved to a secure area- in a locked safe, drawer or office area- until law enforcement arrives. At no time shall drugs or narcotics be left unsecured where public patrons could have access.
- Staff shall use personal protective equipment such as gloves when handling drugs or narcotics.
- Do not smoke, eat, or drink around the drugs or narcotics.
- At no time shall the drugs or narcotics be kept on or with staff's person or in their personal belongings.
- Drugs or narcotics should be placed inside a clear plastic, sealable bag.
- Time, date and location of drugs or narcotics found shall be noted for law enforcement processing.
- Notify your direct supervisor immediately.
- Fill out and submit an Incident/Accident Report Form to your direct supervisor within 24 hours of incident. Include any supplemental information like photos if available.

HAZMAT – GAS LEAK OR RELEASE

For a toxic (chlorine, argon, refrigerants) gas release

- Ensure the fire alarm is activated and call 911.
- Evacuate the building. Ensure patrons are moving towards marked exits. Assist persons with special needs. If safe to do so, check bathrooms, changing rooms, and first aid rooms. Close all doors behind you. Do not lock doors.
- Report to posted Outdoor Assembly Area.
- Avoid all gas clouds of a very large gas release (a Chlorine cloud is green).
 - Stay upwind and if the cloud is moving, stay away from it.
 - If this means leaving the Outdoor Assembly Area, choose another appropriate location to move people
- Provide first aid care to anyone with a potential chemical exposure until emergency personnel arrive.
- Call your immediate supervisor, EHS (Safety) Coordinator, department on-call, and Facilities and Operations.
- Bring the MSDS book with you and have it available to emergency responders.
- Do not allow access to the building to anyone other than emergency response personnel until the fire department has issued an “all clear” situation.
- Complete the incident/accident form within 24 hours.

For a flammable (natural gas, propane, oxygen, acetylene, and map) gas leak

- Do not touch any electrical switches and do not activate the fire alarm.
- Immediately call 911.
- Evacuate the building; make sure patrons are moving towards marked exits. Assist persons with special needs. If safe to do so, check all bathrooms, locker rooms and classrooms.
- Report to the facility’s Outdoor Assembly Area.
- Call your immediate supervisor, the EHS (Safety) Coordinator, the department on-call and Facilities and Operations.
- Bring the MSDS book with you and have it available for emergency responders.
- Do not admit anyone other than fire department and natural gas or propane service personnel back into the facility until advised by them it is safe to do so.
- Complete the incident/accident form within 24 hours.

For an asphyxiate release (gas that displaces oxygen)

- The most important thing is to get to fresh air.
- Ensure the fire alarm is activated and call 911.
- Evacuate the building. Ensure patrons are moving towards marked exits. Assist persons with a disability. If safe to do so, check bathrooms and changing rooms.
- Report to posted Outdoor Assembly Area.
- Provide first aid care to anyone with a potential chemical exposure until emergency personnel arrive.
- Call your immediate supervisor, EHS (Safety) Coordinator, department on-call, and Facilities and Operations.
- Bring the MSDS book with you and have it available to emergency responders.
- Do not allow access to the building to anyone other than emergency response personnel until the fire department has issued an “all clear” situation.
- Complete the incident/accident form within 24 hours.

HAZMAT – CHEMICAL SPILL

A **small spill** is classified as:

- **INSIDE:** 1 quart or less of an art chemical, or 1 gallon or less of a commercial general use chemical, as long as the chemical has not reached a drain.
- **OUTSIDE:** 5 gallons or less on pavement.

A **large spill** is any indoor spill greater than 1 gallon (1 quart for art chemicals), an outdoor spill greater than 5 gallons on pavement, any outdoor spill in soil, water, or any spill that has reached a drain.

When a small identified RPRD spill has occurred

- Call the EHS Coordinator.
- If you have been trained and it is possible to do so safely, contain the spill with available equipment (e.g. pads, booms, absorbent powder, etc.). If the spill occurs outdoors, take precautions to keep contaminants from entering storm drains or water sources.
- Review the general spill cleanup procedures as outlined on the Material Safety Data Sheet. Deal with the spill in accordance with the instructions described in the Material Safety Data Sheet.
- Small spills must be handled in a safe manner by trained staff, while wearing the proper Personal Protective Equipment.
- Notify your direct supervisor.
- Complete incident/accident paperwork within 24 hours.

When a large RPRD identified chemical spill or extremely hazardous substance spill occurs

- If you have been trained and it is possible to do so safely, contain the spill with available equipment (e.g. pads, booms, absorbent powder, etc.). If the spill occurs outdoors, take precautions to keep contaminants from entering storm drains or water sources.
- Call the EHS Coordinator. If the EHS Coordinator cannot be reached, immediately contact your direct supervisor, the department on-call pager, and your division head.
- When reporting, be specific about the nature and location of spilled material and any person that has been contaminated by the spill.
- Call 911.
- Persons not trained in spill techniques or response should immediately evacuate the area.
- Evacuate the building if the spill is indoors. All patrons and staff should report to the Outdoor Assembly Area. Keep streets and walkways clear for emergency vehicles and personnel.
- Bring the MSDS book with you and have it available for emergency responders.
- Do not return to the evacuated area or building unless directed to do so by Emergency Responders.
- Anyone who may be contaminated by the spill should avoid contact with others or their surroundings. Provide care for the person as outlined in the treating chemical exposure section below.
- Notify the Stormwater Division of Public Works if the spill has occurred on water or has entered the storm drain.
- Complete incident/accident paperwork within 24 hours.

In the event of a spill or release of any unidentified substance

- Secure the area and if possible isolate the substance.
- Leave the immediate vicinity of the spill.
- Notify the EHS Coordinator and your direct supervisor.
- Be prepared to provide information about the nature of the spill including odor, a physical description, and the estimated amount.
- Pending the arrival of responders, contact maintenance and service technicians or others who may have knowledge of the substance's identity.
- Follow the prescribed course of action from the EHS Coordinator or emergency responders.
- Notify the Stormwater Division of Public Works if the spill has occurred on water or has entered the storm drain.
- Complete incident/accident paperwork within 24 hours.

If you are told to stay indoors (shelter-in-place) rather than evacuate

- Follow all instructions given by emergency personnel.
- Get all persons inside as quickly as possible.
- Close all exterior doors and windows. Close all vents and as many interior doors as possible.
- Call Facilities and Operations and turn off air conditioning and ventilation systems if instructed.
- Go to the building's indoor relocation area (an above ground room with the fewest openings to the outside.) Ten square feet of floor space per person will provide sufficient air to prevent carbon dioxide buildup for up to five hours.
- Take a battery-powered radio, cell phone, water, a flashlight, plastic sheeting, duct tape and scissors into the shelter room. Close doors and window in the room and seal the room using the spastic sheeting and duct tape from the facility emergency kit.
- Tape around the sides, bottom and top of the doors.
- Cover each window and vent in the room with a single piece of plastic sheeting, taping around all the edges of the sheeting to provide a continuous seal.
- If there are cracks or holes in the room, such as those around pipes, seal them with duct tape.
- If authorities warn of an outdoor explosion, close curtains and shades and stay away from windows.
- Remain in the room until authorities advise you to leave the shelter (normally 2-3 hours).
- Use proper decontamination methods.
- Complete incident/accident paperwork within 24 hours.

Treating Chemical Exposure

- Follow indications on the chemical MSDS for exposure.
- Request emergency medical attention at your location. Call 911 if needed. Do not leave the area. This could contaminate other areas.
- Follow decontamination instructions from local authorities. Get medical treatment for any unusual symptoms as soon as possible.
- If medical help is not immediately available and you think you might be contaminated, remove all your clothing and shower thoroughly (unless local authorities advise otherwise). Use soap and water if possible – BUT DO NOT SCRUB INTO YOUR SKIN. Change into fresh, loose clothing and get medical help as soon as possible.
- Place exposed clothing and shoes in a tightly sealed container or sealed plastic bags.
- Advise everyone who comes in contact with you that you might have been exposed to a toxic substance.
- Complete incident/accident report paperwork within 24 hours.

How to recognize a chemical attack

A chemical attack is the deliberate release of a toxic gas, liquid, or solid that can poison people or the environment. Watch for these signs:

- People with watery eyes, twitching, choking, and difficulty breathing.
- Numerous individuals experiencing unexplained water-like blisters, wheals (like bee stings), and/or rashes.
- Numerous surfaces in the area that exhibit oily droplets/film or the presence of unexplained water surfaces (puddles) with oily film that are present when there is no reason.
- Unexplained odors in the area that resemble bitter almonds, peach kernels, eggs, or newly cut hay or green grass.
- Color fumes or clouds.

Course of action:

- Try to determine the source of the affected area if possible.
- Evacuate the affected area.
- If the area is inside, try to evacuate the building without passing through the contaminated area.
- If you cannot get out of the building without passing through the contaminated area, move away from the area and shelter-in-place.
- If you are outside when you see signs of a chemical attack, either quickly get out of the area, or determine whether it would be better to go inside and shelter-in-place. Direct patrons and staff accordingly.

MISSING PERSON

Missing child/teenager

- Upon report of a missing child by a patron, program participant, or staff member, prepare a detailed description of the child and what he or she is wearing. Include:
 - o name
 - o age
 - o approximate height and weight
 - o skin and hair color
 - o details of what the child was wearing (clothes including the type and color of the child's shoes and jewelry, identifying features like glasses or braces, and other accessories like a backpack)
 - o talk to other patrons and staff: where was the child last seen, doing what, with whom
 - o find out the child's disposition before the disappearance: angry, happy, sad
- The on-site supervisor should post a staff person at the entrance/exit of the facility so that it may be monitored. The staff person should remain at the entrance/exit until the situation is resolved. If it is a patron that has lost a child, they should also stay at the entrance/exit to assist in monitoring individuals leaving the facility.
- All other available staff will be given the description of the missing child and look for the child.
- If a Public Address system is available an announcement should be made to direct the child to report the entrance or other designated place in the facility.
- If the child is not found within 10 minutes, staff should call 911 and notify your direct supervisor.
- If the child is participating in an RPRD program, notify the parents.
- If the child is found and appears to have been lost and unharmed, the child is reunited with the searching family member and 911 is called back to cancel the request for assistance.
- If the child is found accompanied by someone other than a parent or legal guardian
 - o That person should be observed until law enforcement personnel arrive.
 - o Take note of the person's physical appearance, the clothes he/she is wearing and any identifying marks on the individual.
 - o Reasonable efforts to delay the person's departure may be used so long as they don't put the child, staff, or patrons at risk.
 - o If the person leaves get a description of the vehicle and license plate if possible.
 - o 911 should be called and given details about the person accompanying the child.
- Follow all directions of emergency responders once they arrive on scene.
- Complete and submit the incident/accident report to your direct supervisor within 24 hours.

Missing parent or guardian

Occasionally, a child may report to a staff member or another patron may bring a child to a staff member whose parents/guardian is missing. In this situation:

- Take the child to a central location at the facility or event: registration tent, front desk, welcome center, etc.
- Find out as much information as you can about the adults the child was with: what are the adult(s) names, what is their relationship to the child, what were they wearing, what was the child doing the last time they saw the adult(s) they were with, is the child there with any siblings?

- All available staff will be given the description of the parent/guardian and begin searching at the last location that the child remembers being with their adult(s).
- In the event that the parent/guardian cannot be located after 30 minutes, call 911 and follow the direction of emergency responders.
- When the parent/guardian(s) are found, take appropriate measures to verify their identity before releasing the child. This may not be needed for older children who can identify their parent/guardian easily. This is an important step for children under the age of three. Ask for some type of identification and write up an incident/accident report getting as much information as you can including name, address and phone number.
- Complete and submit the incident/accident report to your direct supervisor within 24 hours.

Missing adult

- Upon report of a missing adult by a patron, program participant, or staff member, prepare a detailed description of the person missing and what he or she is wearing. Include:
 - o name
 - o age
 - o approximate height and weight
 - o skin and hair color
 - o details of what the person was wearing (clothes including the type and color of shoes, jewelry, identifying features like glasses or braces, other accessories like a backpack or purse)
 - o talk to other patrons and staff: where was the person last seen, doing what, with whom
 - o find out the person's disposition before the disappearance: angry, happy, sad
 - o if the missing person has Alzheimer's or some other cognitive impairment
- Search the immediate facility and grounds and notify your direct supervisor.
- If an initial search fails to locate the missing person, contact their emergency contact person if available.
- A superintendent or their designee shall make a determination whether it is necessary to call 911.
- Follow all directions of emergency responders once they arrive on scene.
- Complete and submit the incident/accident report to your direct supervisor within 24 hours.

EARTHQUAKE

If indoors

- DROP to the ground; take COVER and HOLD ON until the shaking stops. Instruct other staff and participants to do the same.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, loadbearing doorway.
- Stay inside until the shaking stops and it is safe to go outside. Most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- DO NOT use the elevators.

If outdoors

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops.

If in a moving vehicle

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

If trapped under debris

- Do not use matches or a lighter.
- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so rescuers can locate you.
- Use a whistle or flashlight to signal rescuers if one is available.
- Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

After the earthquake

- When the shaking stops, look around to make sure it is safe to move.
- If you are in a building, exit the building, and assist other staff and patrons to also exit and gather at the Outdoor Assembly Area.
 - o Take MSDS books and sign-in sheets with you.
 - o Account for all staff and patrons who were in the facility.
- Expect aftershocks.
- Help injured or trapped persons. Give first aid where appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.
- Look for and where possible extinguish small fires. Fire is the most common hazard after an earthquake.
- Contact your direct supervisor.

ROBBERY/LARCENY

Cash robbery

If a robber demands money (with or without a weapon):

- Follow the robber's instructions to the best of your ability without endangering your or patrons' safety.
- Do not argue, put up a fight, or attempt to withhold cash from the robber.
- Open the drawer/safe/box/etc and give them what they ask for.
- If you do not possess a register or safe key, tell the perpetrator you will call a supervisor to open it.
- For P.O.S. systems hit the "No Sale" button on the screen to open the drawer.
- Try to get a good look at the robber's face and clothing – look for any distinctive marks or characteristics; estimate their height.
- After the robber leaves, if possible and without endangerment to anyone, check their escape route – on foot; type of vehicle, color, condition, license plate; direction and speed.
- Call 911 immediately after the incident if not already called.
- Obtain witnesses and ask them to remain until emergency responders arrive. If they are unable to stay; ask for names, addresses and phone numbers.
- Call your direct supervisor.
- Try to preserve the scene of the crime scene. Keep people away from the area.
- If there is a security camera, notify law enforcement and be prepared to pull camera footage.
- Notify law enforcement of any other evidence the perpetrator may have left behind.
- Complete and submit an incident/accident report to your direct supervisor within 24 hours.

Theft of property

- Do not chase the perpetrator. Try to get a good look at the robber's face and clothing – look for any distinctive marks or characteristics; estimate their height.
- After the robber leaves, if possible and without endangerment to anyone, check their escape route – on foot; type of vehicle, color, condition, license plate; direction and speed.
- Call 911.
- Obtain witnesses and ask them to remain until emergency responders arrive. If they are unable to stay; ask for names, addresses and phone numbers.
- Notify your direct supervisor.
- If there is a security camera, notify law enforcement and be prepared to pull camera footage.
- Notify law enforcement of any other evidence the perpetrator may have left behind.
- Complete and submit an incident/accident report to your direct supervisor within 24 hours.

SUICIDE ATTEMPT OR THREAT

Suicide attempt

- This is an emergency – this situation is an individual who is making an attempt on his or her life or is threatening an immediate attempt.
- Call 911 immediately. Ask that police or emergency response be made WITHOUT sirens.
- Take steps to ensure your own safety and the safety of others.
- Try to calm the person by using calm, compassionate words and tone.
 - o Be positive.
 - o Engage the person in conversation.
 - o Do not become confrontational.
 - o Do not make fast moves toward the individual.
- Keep all patrons and uninvolved staff away from the scene.
- It may be appropriate to provide first-aid if safe to do so and if trained.
- Follow the directions of all emergency responders.
- If the person is a minor, contact their parent/guardian(s).
- Notify your direct supervisor. Direct supervisor is responsible for contacting chain of command up through the Superintendent.
- Complete incident/accident report and submit to your direct supervisor within 24 hours.

Suicide threat

- This situation describes an individual who is seriously depressed and who has given thought to end his or her life. He or she might have a plan and means for carrying out that plan. He or she might also have experienced traumatic situations and behavioral changes. This individual, while not threatening his or her life now, may do so later.
- Treat the threat seriously and do not leave the person alone.
- Remain calm.
- Notify your direct supervisor. Direct supervisor is responsible for contacting chain of command up through the Superintendent.
- If the person is a child or minor, contact their parent/guardian(s).
- Remain with the person until they can be escorted to a trained counselor/psychologist for appropriate intervention.
- If at any time the situation escalates to a suicide attempt, call 911.
- Complete incident/accident report and submit to your direct supervisor within 24 hours.

SUSPICIOUS LETTER OR PACKAGE

When a package appears suspicious and is unopened

- Do not open the package
- Do not shake the contents of the package
- Do not try to clean up any spilled material
- Call 911
- Put on gloves and place the package in a plastic bag or container to prevent leakage of contents
- If no plastic or containers, cover the package with clothing or a trashcan and do not remove the cover
- Evacuate the immediate area and close/lock any doors to prevent anyone from entering area
- Move to the Outdoor Assembly Area
- Wash your hands thoroughly to prevent possible contamination (if possible)
- Call your direct supervisor
- Make a list of everyone who was in the room or area when the package was discovered
- Wait for further direction from emergency responders
- Complete the incident/accident report and submit to your direct supervisor within 24 hours

When a suspicious package is discovered upon opening

- If the letter/package is open, leave it open
- Put the letter down!
 - Don't bring it down the office to show someone
 - Don't move it unnecessarily
 - Put it in a location convenient for further inspection by emergency responders if necessary
- Clear all persons from immediate vicinity
- Call 911
- Move to the Outdoor Assembly Area
- Wash your hands thoroughly to prevent possible contamination (if possible)
- Notify your direct supervisor
- Make a list of everyone who was in the room or area when the package was discovered
- Wait for further direction from emergency responders
- Complete the incident/accident report and submit to your direct supervisor within 24 hours

SUSPICIOUS, VIOLENT OR CRIMINAL BEHAVIOR

Upon discovering a suspicious person in the facility or park

- Investigate reports or rumors from patrons and/or staff. Suspicious behavior may be a sign that a crime or act of misconduct is about to happen.
- Call 911 and assign a staff to observe the suspicious person at a safe distance, while making sure that they have a means of communication with other staff.
- Do not disturb or excite them or let them know you are watching them.
- If safe to do so, keep a staff by the point of entry for law enforcement vehicles to direct them to the suspicious person.
- Notify your direct supervisor.
- Complete and submit an incident/accident report to your direct supervisor within 24 hours.

If there is a threat of criminal or violent behavior

- Staff should always and immediately report warning signs or threats of violence. The following can be indicators of workplace violence:
 - Intimidating, harassing, bullying, belligerent, or other inappropriate and aggressive behavior.
 - Numerous conflicts with customers, co-workers, or supervisors.
 - Bringing a weapon to the workplace (unless necessary for the job), making inappropriate references to guns, or making idle threats about using a weapon to harm someone.
 - Statements showing fascination with incidents of workplace violence, statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides.
 - Statements indicating desperation (over family, financial, and other personal problems) to the point of contemplating suicide.
 - Direct or veiled threats of harm.
 - Substance abuse.
 - Extreme changes in normal behaviors.
- Once you have noticed a subordinate, co-worker, or customer showing any signs of the above indicators, you should take the following steps:
 - If it is a co-worker or supervisor, you should notify the employee's direct supervisor immediately of your observations. If it is your subordinate, contact your direct supervisor and Human Resources if needed.
 - If it is a patron, notify your direct supervisor immediately.

If you see violent or criminal behavior

- If possible, move to a safe area.
- Call 911 and be prepared to provide the following information.
 - Your name, address and specific location.
 - Situation, number of people involved, and if there are injuries.
 - Damage and extent of damage.
- Remain on the line until dispatcher provides instructions and tells you it is okay to end the call.
- Provide first aid if needed and if trained.
- Pay special attention to the person's physical description and details of the situation.
- Notify your direct supervisor.
- Do not touch or move any evidence.
- Do not leave any victims of crime or violence alone.
- Complete and submit an incident/accident report to your direct supervisor within 24 hours.

THUNDERSTORM

When a thunderstorm strikes

- Close windows and doors. Move RPRD staff and patrons away from large windows.
- Listen to the weather radio, battery-operated radio, or local news stations. Continue to monitor email, phones and other communication from executive staff and supervisors concerning emergency information.
- Do not handle any electrical equipment.
- Avoid pools, bathtubs, showers, water faucets and sinks. Metal pipes can conduct electricity.
- Stay inside when possible until 30 minutes have passed since the last clap of thunder.
- Follow facility or program specific procedures concerning outdoor and/or water- based operations and programming.

If caught outdoors

- Try to get inside of a building or facility.
- If no structure is available, stand in an open space. Stay low to the ground, but do not lie flat on the ground.
- Be aware of the potential for flooding.
- Avoid tall structures, such as towers, telephone poles, fences and power lines.
- Avoid metal structures and equipment including bleachers and dugouts.
- Do not stand directly under a tree.
- Stay away from rivers, lakes or other bodies of water.

If in a motor vehicle

- Pull on to the shoulder of the road away from trees that could fall on the vehicle.
- Stay in the car with the windows up and turn on the hazard lights until the heavy rainfall subsides.
- Avoid touching any metal in the vehicle.
- Avoid flooded roadways.
- Drive only if necessary.

If someone is hit by lightning

- People who have been hit by lightning do not carry an electrical charge and are safe to provide medical care.
- A person struck by lightning may experience burns, nervous system damage, cardiac arrest, broken bones and hearing loss.
- Call 911 and begin providing appropriate care. If the person has stopped breathing respond per the Sudden Cardiac Arrest Protocol.

TORNADO

If you are under a tornado WATCH, look for approaching storms

- Dark, often greenish sky
- Large hail
- A large, dark, low-lying cloud (particularly if rotating)
- Loud roar, similar to a freight train.
- If you see approaching storms or any of the danger signs, be prepared to take shelter immediately.

If you are under a tornado WARNING, seek shelter immediately!

RPRD staff should move to the Indoor Relocation Area if inside or near a building, or other appropriate shelter if outside and direct patrons to follow their direction accordingly.

- If you have a group of patrons or RPRD staff outdoors, maintain communication with them via phone, radio, or walkie talkie if available.

If you are in:	Then:
A structure (e.g. community center, residence, small building, school, shopping center, high-rise building)	<ul style="list-style-type: none">• Go to the Indoor Relocation Area such as a safe room, basement, storm cellar, or the lowest building level. If there is no basement, go to the center of an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls. Put as many walls as possible between you and the outside. Get under a sturdy table and use your arms to protect your head and neck. Do not open windows.
A vehicle, trailer, or mobile home	<ul style="list-style-type: none">• Get out immediately and go to the lowest floor of a sturdy, nearby building or a storm shelter. Mobile homes, even if tied down, offer little protection from tornadoes.
Outside with no shelter	<ul style="list-style-type: none">• Lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of the potential for flooding.• Do not get under an overpass or bridge. You are safer in a low, flat location.• Never try to outrun a tornado in urban or congested areas in a car or truck. Instead, leave the vehicle immediately for safe shelter.• Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries.

After the tornado

- Account for all staff and patrons who were in the facility. Determine if it is safer to remain in the facility or evacuate to the Outdoor Assembly Area
- Contact your direct supervisor.
- Help injured or trapped persons. Give first aid where appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.



FIRE

In the event of a fire inside the building

- Activate the nearest alarm (if available) and call 911 from a safe location.
 - If fire is small, use the fire extinguisher (if trained). If fire becomes out of control, evacuate immediately. Close door to slow the spread of the fire.
 - Only if safe to do so, disconnect electrical equipment that is on fire.
 - If fire is large, do not attempt to control but rather exit the facility immediately.
- Grab sign-in sheets, program lists, MSDS book, and keys to the building – but ONLY if they are readily available – evacuation is your first priority.
- Evacuate all patrons and staff immediately. Make sure anyone with a disability has been asked if they need assistance.
- If possible, sweep the area to ensure all rooms are vacated and doors are closed but not locked.
- Do not allow the fire to come between you and the exit.
- Do not open a hot door. Do not break windows. Do not try to save belongings. Do not use elevators.
- Move quickly and orderly out of the building. Meet in the designated Outdoor Assembly Area.
- Conduct a role call or head count.
- Contact your direct supervisor and the Safety Coordinator.
- Do not re-enter the building or allow others to do so until you have been told that it is safe by the fire department.

If you become trapped in a building during a fire

- If you are on the ground floor and a window that opens is available, climb out if you can do so safely.
- If there is no window, stay near the floor where the air has less smoke. Shout at regular intervals to alert emergency personnel to your location.
- If you are in a room with the door closed, feel the door. If the door is warm, do not open it. If smoke is entering the room through cracks around the door, stuff something in the cracks to slow the flow of smoke.
- If you are on an upper floor, go to an office with a window, close the office door, and wave with an object that enables emergency personnel to see you.

Outdoor fires in the park (not wildfire): Examples include outdoor grills and cigarette ash cans

- Call 911 from a safe location.
 - If fire is small, use the fire extinguisher (if trained). If fire becomes out of control, evacuate the area immediately.
 - If fire is large, do not attempt to control but rather evacuate the area immediately.

Outside dumpster, trash can or vehicle fire

- Call 911 and do not attempt to control or extinguish the fire.
- Evacuate the area.

FLOOD

When a flood watch is issued

- Flooding is possible in the area.
- Staff should be prepared to act quickly and move to higher ground.
- If necessary, move valuables and equipment to higher floors of a facility, or on shelves, tables and counter tops.
- Verify that emergency supplies are available and ready. Contact your supervisor to arrange for additional facility supplies like sandbags if needed.
- Be aware that transportation arrangements may be needed for participants, and communicate with parents/guardians of minors.

When a flash flood watch is issued

- Staff should follow steps for a flood watch.
- Conditions are in place that could cause rapid and dangerous (flash) flooding in the area.
- Staff should be alert to signs of flooding and be ready to evacuate at a moment's notice. Notify your direct supervisor if you initiate an evacuation.

When a flood warning is issued

- Follow the steps for a flood watch.
- Flooding is already occurring or will occur soon in the area.
- Staff and patrons may need to evacuate quickly to higher ground. Notify your direct supervisor if you initiate an evacuation.
- Staff should listen to the weather radio or local TV or radio stations for recommended evacuation routes.

When a flash flood warning is issued

- Staff should follow the steps for a flood watch.
- Water is rapidly rising and is flooding the area or will be soon.
- If the flood levels are higher than the facility, evacuate all persons immediately. There may be little time to escape. Notify your direct supervisor.
- Inform everyone that if they are driving and come upon rapidly rising waters, turn around and find another route. No one should attempt to walk, swim or drive through flood waters.

When notified of flooding indoors

- Water is rising inside of the facility causing a potential threat.
- If the flooding is contained in a specific room or area of the facility (due to pipe burst or other localized event):
 - Secure the area and do not allow staff or patrons to enter.
 - Contact your direct supervisor and Facility and Operations staff.
 - Be prepared to shut down critical operations or evacuate the building if necessary.
- If the flooding is due to a flash flood or other outside flooding:
 - Staff should follow steps for a flood warning.
 - Evacuate the facility using the primary or secondary evacuation routes.
 - Notify your direct supervisor and Facilities and Operations staff.

UTILITY FAILURE

In the event of a power outage

- If in an unlighted area, move cautiously to an emergency lighted area.
 - Some sites (Marsh Creek Park Operations, Wade Avenue Recreation Operation (Frank E. Evans Administration Building), and the Raleigh Municipal Building) are on emergency generator power.
- Retrieve a flashlight to use for emergency lighting.
- Assign a staff member to address any concerns of patrons who might be in the facility. Direct them to an area with emergency lighting or designated Indoor Relocation Area or Outdoor Assembly Area.
- If evacuation is necessary, identify persons with special needs and assist them to designated Outdoor Assembly Area(s). If inclement weather prevents evacuation, provide options for Shelter-In-Place with emergency lighting.
- Follow any other guidelines specific to your facility related to power failure (pools, etc.)
- Report utility failure to your direct supervisor and Facilities and Operations. If phone lines are down use cell phones if necessary. Follow supervisor instructions.
- Follow shut down of critical operations procedures if applicable.
- Keep doors and windows closed.

In the event of an extended power outage

- Turn non-essential equipment off until power is restored. Unplug electronically sensitive equipment.
- Designate a few lights in the facility to be left on as to determine when power is restored to the facility.
- Contact your direct supervisor and Facilities and Operations and follow their instructions.

In the event of water supply failure

- Place signage in the bathrooms.
- Contact your direct supervisor and water service provider.
- Consider the impact to operations and the need to relocate programs or operations in the event of extended outage.
- Day care licensed facilities and aquatic facilities should be aware of specific water failure procedures for these facilities.

In the event of HVAC or natural gas outage

- Contact Facilities and Operations and follow their instructions.
- Contact your direct supervisor.
- Consider the impact to operations and the need to relocate programs or operations in the event of extended outage.
- For natural gas outage, know the specific procedures for your facility for any procedures with the pilot light.

In the event of backflow or other sewer failure

- Contact the Public Utilities Operation Division.
- Contact your direct supervisor.
- If the failure is inside a facility, close off that area and post appropriate signage.
- If the failure is inside a facility and has caused damage, call Facilities and Operations.
- A major failure will likely cause closure of the facility.



WATER-BASED EMERGENCY

Boater in distress/exhausted boater

- Navigate patrol boat or safety boat to boater and assess the situation
- If necessary, tow boater into shore
- If there is no patrol boat or method to access the boater, call 911
- If patron is experiencing medical issues, assist with first aid care, and call 911
- Call direct supervisor if first aid is provided.
- Complete log notation or incident/accident report and submit to direct supervisor within 24 hours

Patron/staff in the water, distressed swimmer or drowning

- Lifeguard trained staff should initiate in-water rescue procedures. Do not get in the water if you are not trained as a lifeguard or equivalent.
- In natural areas, non-lifeguard trained staff should navigate patrol or safety boat, if available and if trained, to the patron/employee and assess the situation - do not enter water.
- Use safety equipment if available – throw life ring and use reach poles.
- If patron/employee is experiencing medical issues, assist with first aid care, and call 911.
- Notify direct supervisor.
- Complete incident/accident reports and submit to direct supervisor within 24 hours.

Abandoned boat/missing boater

- Gather information – description of boat (if possible, car and trailer), description of boater, where last seen, when, doing what.
- If the information was reported to staff from someone else, staff should be dispatched to the scene to investigate.
- Call 911 and report abandoned boat or missing boater with description – a missing boater could potentially be a drowning victim.
- Assign staff to clear the area of patrons and wait for emergency responders to arrive on scene.
- Notify direct supervisor.
- Complete incident/accident reports and submit to direct supervisor within 24 hours.



HEAT RELATED ILLNESS

- Activity should be stopped for a person who becomes lightheaded, confused, weak, faint, irregular heartbeat or trouble breathing. Tell your supervisor if you, a co-worker, or patron experience symptoms of heat-related illness.
- Use the following first-aid procedures for heat related illness:

Condition	First Aid
Sunburn Heat Rash Heat Stress Heat Cramps	<ul style="list-style-type: none"> • Take a shower using soap to remove oils that may block pores, preventing the body from cooling naturally • Apply dry, sterile dressings to any blisters, and get medical attention for major sunburn • Keep skin as dry and clean as possible • Rest in a cool spot (preferably with feet slightly elevated) and drink plenty of fluids. Use prevention techniques to keep heat stress from growing to a more serious heat illness • Get the patient to a cooler location
Heat Exhaustion	<ul style="list-style-type: none"> • Lightly stretch and gently massage affected muscles to relieve spasms • Drinking electrolyte liquids such as sports drinks up to a half a glass every 15 minutes • Discontinue liquids if patient is nauseated • Seek medical attention for severe heat cramps • Get patient to lie down in a cool place
Heat Stroke (a severe medical emergency)	<ul style="list-style-type: none"> • Loosen or remove clothing • Apply cool, wet cloth • Fan or move patient to air-conditioned place • Give sips of water if patient is conscious • Be sure water is consumed slowly • Give half glass of cool water every 15 minutes • Discontinue water if patient is nauseated • Call 9-1-1 if vomiting or loss of consciousness occurs • Call 9-1-1 or emergency medical services, or get the patient to a hospital immediately
	<ul style="list-style-type: none"> - Delay can be fatal • Cool patient rapidly and aggressively <ul style="list-style-type: none"> o Move patient to a cooler environment and communicate new location o Remove clothing o Use a cold bath, sponging, or wet sheet to reduce body temperature o Use fans and air conditioners • Watch for breathing problems and have an AED available if possible

- An employee incident may require an evaluation by the City Nurse or Raleigh Urgent Care.
- Contact your supervisor to advise them of the incident.
- Complete the incident/accident report within 24 hours of incident.

IMPORTANT NUMBERS - Department		
Name	Phone Number	Notes
Animal Control	919-996-1449	Division of the Raleigh Police Dept.
Burn Ban Information by County	919-854-4801	NC Forest Service, Press "3" when prompted
City Health Center	919-996-6700	
City of Raleigh Emergency Manager	919-996-4657	Derrick Remer
Department Emergency On-Call Pager	919-420-3251	
Division of Water Quality (DWQ), Raleigh Regional Office	919-571-4700	Day number Evening, weekend and holiday number 1-800-858-0368
Emergency Communications Center Non-Emergency Number	919-829-1911	This is the number for the 911 call center for non-emergency calls.
Facilities and Operations Division	919-996-3420	
IT Customer Support Center	919-996-6000	
Nature Program Director	919-743-6188 (w) 919-278-6964 (c)	Tiffany Frost
North Carolina Emergency Management	919-733-3825	
North Carolina 811	811	For location of underground utilities
Parks Division	919-996-4115	
Public Utilities Operations Division	919-250-2737 919-829-1930	Day number Emergency After Hours Number
Raleigh Urgent Care	919-231-3131	
Recreation Division	919-831-6640	
Recreation Superintendent for Lakes/Nature	919-996-4825 (w) 919-427-2616 (c)	Scott Payne
RPRD Environmental, Health and Safety Coordinator	919-996-4805 (w) 919-279-1917 (c)	Brian Taylor
RPRD Risk Manager	919-996-4836 (w) 919-723-0357 (c)	Kathy Capps
Stormwater Division (Public Works)	919-996-3940	Identifying and reporting illicit discharge
Trees Emergency On-Call Pager	919-420-3251	
Wake County Emergency Management and Local Emergency Planning Committee (LEPC)	919-856-6480	
Wake County Health Department Communicable Disease Clinic	919-212-7000	

IMPORTANT NUMBERS - Facility or Program		
Name	Phone Number or Codes	Notes
Security Codes		