

EMERGENCY PROCEDURES



YMCA OF METROPOLITAN DALLAS

CALL SCRIPT FOR 911

My name is _____. I am calling from the _____ YMCA located at _____.
We have a person that is experiencing _____. The best entrance into the facility is _____.

**ANSWER THE OPERATOR'S QUESTIONS.
DO NOT HANG UP UNTIL THE OPERATOR HAS DONE SO.**

YMCA NAME/ADDRESS: _____

BEST ENTRANCE: _____

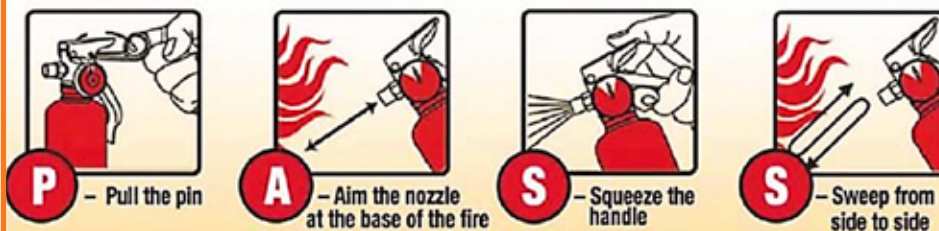
ALL EMERGENCIES	911
POISON CONTROL	1-800-222-1222
TEXAS ABUSE REPORTING HOTLINE	1-800-252-5400
SUICIDE PREVENTION HOTLINE	1-800-273-8255
Additional Contacts	See CONTACTS AND FACILITY INFORMATION Tab

AS SOON AS YOU ARE SAFELY ABLE TO DO SO, FOLLOW YMCA INCIDENT NOTIFICATION AND REPORTING PROCEDURES. SEE INCIDENT PROTOCOLS/NOTIFICATION/REPORTING TAB FOR NEXT STEPS.

EMERGENCY PHONE NUMBERS

HOW TO USE FIRE EXTINGUISHER

Remember the acronym **PASS**



SMOKE OR FIRE

- Activate the nearest fire alarm pull station
- Call 911
- Evacuate the building. If unable to evacuate, find the nearest fire rated stairway.
 - Do not use the elevator
 - Advise and assist others to leave the area
 - The last person to leave an area should close the door
 - Evacuate building using emergency exit routes
- Move to designated Evacuation Assembly Area
- Account for building occupants. Alert EMS if you suspect anyone is still in the building
- If fire is small and you are trained, use portable fire extinguisher
- Do not return to an evacuated building until given an All Clear by emergency officials

MORE INFO – SEE CONTACTS AND FACILITY INFORMATION TAB

SMOKE/FIRE



EARTHQUAKE

- **DROP** to hands and knees
- **COVER** head and neck
- **HOLD ON** to sturdy shelter
- Stay inside, away from glass, windows, and falling items
- DO NOT get in a doorway
- DO NOT use the elevators
- **If outdoors**, move away from buildings, lights, utility wires or potential falling debris
- **If in a vehicle**, safely pull over away from buildings, overpasses, wires. Stay in the vehicle and proceed cautiously when shaking stops.

EARTHQUAKE



MISSING PERSON

If abduction is witnessed:

- Call 911

If a person is missing:

- Form a detailed description of the missing child/adult
- Alert location security, if available, to assist
- Quickly search the areas to make sure the person is missing
- Call 911 if not found
- If missing person is a minor, initiate Code Adam and direct specific staff to monitor exits if possible
- Direct staff to search facility areas and report back to assigned point person
- Follow instructions of law enforcement upon arrival

SEE INCIDENT PROTOCOLS/NOTIFICATION/REPORTING TAB FOR NEXT STEPS.

MISSING PERSON



ROBBERY

- Remain calm, obey all instructions, do not argue
- Observe the person's characteristics to provide to law enforcement
- When it is safe to do so, call 911

BURGLARY

- IF YOU SEE SIGNS OF A BREAK IN, DO NOT ENTER THE BUILDING UNTIL POLICE HAVE GIVEN AN ALL CLEAR
- Call the police immediately
- Move away from the building to a safe location, until police arrive

MEMBER/GUEST THEFT

- Encourage person to file a police report
- Record relevant information for an incident report
- Video surveillance and other sensitive information may only be shared with law enforcement

BURGLARY/THEFT



MEDICAL EMERGENCY

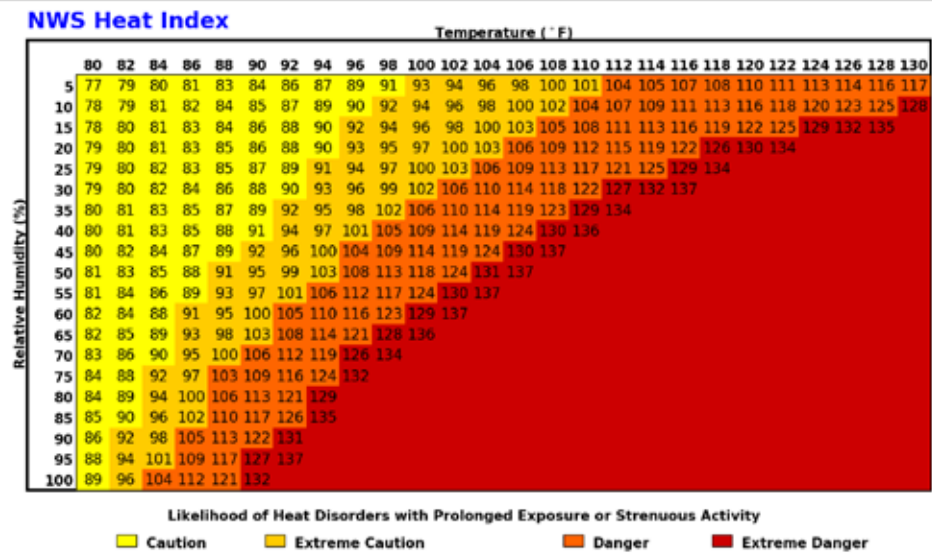
REFERENCE FIRST AID POCKET GUIDE FOR ADDITIONAL FIRST AID PROTOCOLS.

	WHAT TO LOOK FOR	WHAT TO DO
Heart Attack	<ul style="list-style-type: none">• Chest discomfort, pressure, squeezing pain• Discomfort in other areas of the upper body, jaw, back, arm• Shortness of breath• Sweating, nausea, light-headedness	<ul style="list-style-type: none">• Activate EMS and retrieve AED and oxygen• Have the person sit in a comfortable position and remove any tight clothing• If appropriate, have person chew/swallow aspirin (2-4 baby or 1 adult)• Start CPR and AED use if person becomes unresponsive and stops breathing normally
Seizure	<ul style="list-style-type: none">• Uncontrolled muscle convulsions throughout the body	<ul style="list-style-type: none">• Remove any object which may harm the person• Allow seizure to take its course• DO NOT restrain person or put anything in mouth• Activate EMS if needed
Stroke	<ul style="list-style-type: none">• Numbness/weakness on one side of the body• Change in speech, cognition, sight or balance• Severe, sudden headache	<ul style="list-style-type: none">• Activate EMS• Have person sit or lay down• Calm person until EMS arrives• DO NOT give anything to eat or drink
Low Blood Sugar	<ul style="list-style-type: none">• Changes in behavior (odd actions, confusion, aggression)• Trembling/shaking• Pale, cool sweaty skin• Dizziness or nausea	<ul style="list-style-type: none">• If unable to respond or swallow, ACTIVATE EMS• If responsive and able to swallow, provide dietary sugar such as glucose tablets, gel, juice, sugar packet, etc. If symptoms do not improve or get worse, activate EMS
CPR/AED	<ul style="list-style-type: none">• Unresponsive• No breathing or only gasping	<ul style="list-style-type: none">• Call or send someone to call 911, get the AED and oxygen• Begin compressions• Use AED and oxygen as soon as they arrive• Continue CPR until EMS arrives

MEDICAL EMERGENCY

WEATHER WATCH:

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION ("NOAA") HEAT INDEX



Heat Index	Heat Stress Risk with Physical Activity and/or Prolonged Exposure
80° to 90°	Exercise caution; dehydration likely if athlete fails to drink adequate fluids
91° to 103°	Exercise extreme caution; heat cramps or heat exhaustion possible
104° to 124°	Danger: exertional heat cramps or heat exhaustion likely, heatstroke possible
125° and up	Extreme Danger: exertional heatstroke highly likely

LIGHTNING STORM

If lightning to thunder count equals or is less than 30 seconds

- Cease all outdoor activity
- Seek shelter indoors
- Stay away from open doors and windows
- Close indoor/outdoor pools
- Resume activity once 30 minutes has passed since last clap of thunder.

TORNADO WATCH

- Cease all outdoor activities and monitor the weather for updates

TORNADO WARNING

- Notify all other YMCA staff
- Childcare: take rosters
- Cease all outdoor activities and monitor the weather for updates
- Move to Shelter in Place; if unknown, move to an interior room with the fewest windows/vents
- Close all doors/windows
- Remain seated with head covered
- Remain sheltered until Tornado Warning ends
- **If shelter is not available**, move to a ditch or area clear of trees, equipment, and vehicles. Lay flat and cover head with hands.
- **If in a vehicle**, drive to the closest shelter or underground structure. Do not park under bridges. If you are unable to make it to a safe shelter, either get down below windows in the vehicle and cover your head or abandon your vehicle and seek shelter in a low lying area, such as a ditch.

WEATHER EMERGENCY



BODILY FLUID CLEAN UP

- Use a Spill kit to clean up bodily fluids
- Use gloves
- Dispose of waste/needles in biohazard waste box and/or sharps container
- Wash hands

CHEMICAL SPILLS – INSIDE FACILITY

Non-Emergency Spills

- Hazard Communication trained staff will reference Safety Data Sheets for proper PPE, cleanup procedures, and disposal

Emergency Spills Inside the Facility

- Call 911
 - Identify material spilled: is it toxic, flammable, combustible, and/or volatile?
 - Are two chemicals involved, and could they reach together?
 - What is the size of the spill, and has it stopped?
 - Features of spill: foaming, odor, gas, etc.
- Isolate the spill by sectioning off and limiting access to the area
- Stop the source of the leak if safe to do so

Emergency Spills Outside the Facility

- Call 911 to report any unusual odors in or around the facility
- Initiate Shelter in Place Protocols, if appropriate

CHEMICAL/BBP EMERGENCY



POWER OUTAGE

- Immediately locate flashlights
- Walk the facility and check locker rooms
- Discontinue use of electric powered equipment
- Lead people to lighted areas
- Contact Electricity Provider for status of power
- Evacuate facility if necessary

GAS OR WATER LEAK

- Turn off gas/water
- Contact gas/water company
- If gas leak, evacuate facility
- If water leak, evaluate areas to shut down until water is restored and assist people to safe areas of facility

VEHICLE ACCIDENT

- Pull to the shoulder or other safe location, turn off ignition, and turn on emergency flashers
- Check for fire and injuries, keep passengers in vehicle if it is safe to do so
- If the vehicle is not safe, move passengers to a safe location away from vehicle and traffic
- Call 911
- If another vehicle is involved, obtain the other driver's licensing and insurance information, pictures of damaged and undamaged portions of vehicle(s), etc.
- Provide information to the police. Be factual and do not admit fault. Be courteous.
- Ask for and write down the police report number
- Contact Risk Management. Post Accident Drug Test may be required within two hours.

MORE INFO – SEE CONTACTS AND FACILITY INFORMATION TAB

UTILITY/VEHICLE EMERGENCY



MEMBER/GUEST/PARTICIPANT INJURY

- Provide first aid/emergency care
- Gather details regarding the incident
- Notify the person's emergency contact(s) if needed
- Notify your supervisor, branch executive, and VP of Risk Management
- Submit an incident report in Origami the same day (via desktop icon)
- Follow up with the person/family to check on them

Safety and Incident Review

- Safety is our priority; if you MUST remove/replace/change something to prevent immediate further injury, please do so. If time allows, please first seek guidance from Risk Management at 214-864-7975.
- Restrict access to area while you seek guidance
- Document in detail the original condition (pictures, measurements, etc.)
- Retain any broken or related equipment and send to VP of Risk Management

Update Risk Management if the Individual:

- Does not return to the program/branch
- Does not show up for work (employee)
- Asks about insurance or help with medical bills
- Is angry or threatening legal action

EMPLOYEE INJURY SUPPLEMENT

- All injuries must be reported, even if injury seems minor at the time
- Offsite medical care requires a call to Risk management at 214-864-7975, and a post-accident drug test within 24 hours
- The YMCA is part of a Workers' Compensation Healthcare Network. Employees must follow the Network rules. Visit <https://www.texasmutual.com/workers/> for more information.
- Concentra is our preferred provider for medical care
- Free transportation is available to request from Concentra
- Supervisors must keep risk management updated on the employee's work status, concerns, etc.

PARTICIPANT/EMPLOYEE INJURIES



SUSPICIOUS PACKAGE

- Do not handle the package
- Call 911

BOMB THREAT PHONE CALL

- Stay calm
- Obtain as much information as possible, then record on form below
- Call 911
- Clear program areas and evacuate building
- Proceed to assembly area

Questions to ask:

When is the bomb going to explode? _____

Where is it right now? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why? _____

What is your address? _____

What is your name? _____

Exact wording of the threat: _____

Sex of the caller: Male Female

Age: _____ Ethnicity: _____

Length of the call: _____

Date: _____ Time: _____

Number Called: _____

Caller's Voice — Circle Applicable:

Calm	Nasal	Angry	Stutter
Excited	Lisp	Slow	Raspy
Rapid	Deep	Soft	Ragged
Loud	Laughter	Crying	Deep Breathing
Distinct	Slurred	Disguised	Cracked Voice
Familiar	Accent		

Call Was: Local Long Distance

Background Sounds — Circle Applicable:

Voices	Clear	Street Noises
Music	Static	Animal Noises
Motor	PA System	Factory Machinery
Laughter	House Noises	Office Machinery

Threat Language — Circle Applicable:

Well-Spoken	Incoherent	Irrational
Message Read	Foul	Taped

BOMB THREAT



VERBAL ALTERCATION

- Use a calm tone; do not raise your voice
- Ask how you may help
- Move discussion to a quieter area if appropriate
- Ask parties to leave if needed
- Call authorities if necessary

PHYSICAL ASSAULT

- Call 911/Police.
- Remove all bystanders from the area
- Keep at a safe distance

SEXUAL ASSAULT

- Call 911
- If there is a crime scene, restrict access to the area until police arrive
- Provide the victim with a safe, private place to wait for Emergency Responders
- Separate alleged offender if applicable
- Don't attempt to take a statement
- The victim should not eat or drink, change clothes or shower while waiting for police
- If the victim is a minor, contact parent or guardian and follow Texas mandated reporter and childcare/licensing reporting protocols

ARMED PERSON INSIDE THE FACILITY — LOCKDOWN

- Call 911 when it is safe to do so
- **AVOID**
 - Get away from the threat
- **DENY**
 - If unable to get away, secure yourself
 - Turn off lights and silence device
 - Close, lock, and barricade interior doors
 - Keep out of the line of sight
 - Be quiet and do not respond to anyone at the door
 - Do not respond to anyone at the door
- **DEFEND**
 - As a last resort to save your life use anything to distract or disable the person

ARMED PERSON OUTSIDE THE FACILITY — LOCKOUT

- Lock exterior doors
- Call 911
- Stay away from windows and doors
- Remain in LOCKOUT until given All Clear from Emergency Personnel

VIOLENCE



REPORTING CONCERNS OR RULE VIOLATIONS

Child predators break rules to gain privacy, access, and a relationship with children. People who do not follow child safety rules put all children at risk.

“Red Flag” behaviors include violations of our code of conduct, including but not limited to:

- allowing children to sit on his/her lap
- tickling, wrestling, or touching that seems odd
- giving participants gifts
- being one-to-one with a child where they are not visible and interruptible by others
- violations of rules/boundaries in general with children
- neglecting or leaving children unsupervised
- touching participants in their bathing suit area
- contacting minors via phone, online or in person outside of the Y
- accessing/referencing child pornography
- taking pictures of minors on his/her personal devices
- making excuses as to why the rule violation is okay
- ANY GUT FEELING REGARDING THE WAY AN ADULT IS INTERACTING WITH MINORS.

IF YOU OBSERVE RULE BREAKING BEHAVIOR OR HAVE ANY CONCERN:

1. Interrupt the behavior and explain the rule
2. Let your supervisor know
3. Report the behavior to Risk Management:
 - a. Anonymous call: 888-475-8376
 - b. Anonymous online report: Origami via any YMCA computer
 - c. VP of Risk Management: 214-864-7975

REPORTING SUSPECTED ABUSE

Texas law states anyone who thinks a child, or person 65 years or older, or an adult with disabilities, is being abused, neglected, or exploited, must report it to DFPS.

Professional reporters are required to report suspicion of abuse or neglect within **48 hours** (i.e. childcare workers).

All reports are confidential. These incidents should be handled professionally, confidentially and immediately.






- If the person is in immediate danger/harm, call 911 immediately
- If the person is not in immediate danger/harm, call -800-252-5400

Notify your supervisor and VP of Risk Management that you have made a report.

SUSPECTED ABUSE/RED FLAG REPORTING



INCIDENT PROTOCOLS

	<p>EVACUATE - “Exit Building!”</p> <ul style="list-style-type: none"> • Fire, Power Outage, Interior Gas Leak, Armed Person Inside Building
	<p>LOCKDOWN - “Locks, Lights, Out of Sight”</p> <ul style="list-style-type: none"> • Building Intruder, altercations or other unpredictable situation
	<p>SHELTER IN PLACE - “Move to Safe Location”</p> <ul style="list-style-type: none"> • Tornado, Severe Weather, HazMat situation outside the building
	<p>LOCKOUT - “Secure the Perimeter”</p> <ul style="list-style-type: none"> • Criminal or threatening activity outside the building
	<p>CODE ADAM - “Search the Facility!”</p> <ul style="list-style-type: none"> • Missing child or adult

INCIDENT NOTIFICATION AND REPORTING

NORMAL INCIDENTS

- √ Submit Online Incident Report via Origami App or Desktop Portal the same day
- √ Notify branch/program leadership

Examples:

- Any injury more than a “boo-boo”
- No apparent injury but child and/or adult is upset
- Suspected concussion/hitting head
- Distressed swimmer (no AED/O2/CPR)
- Medical incident (no AED/CPR) – precautionary call to EMS may have been made but no transport
- General damage/theft of property, auto, equipment
- Missing/stolen cash/checks/etc.
- Notification of communicable disease
- Incident which places a child in danger
- Inappropriate adult behavior
- Significant behavior incidents such as running from program, injury to a person/physical altercation, making life threats, vandalism, youth to youth inappropriate behavior, ongoing bullying

PRIORITY INCIDENTS

- √ Notify branch/program leadership immediately
- √ Designate staff to notify Risk Management immediately. Text or call 214-864-7975
- √ Submit Online Incident Report via Origami App or Desktop Portal the same day

Each of these examples may trigger steps, which is why the call/text to Risk is critical.

Examples:

- EMS, Police, Fire, etc. called or transport
- Severe injury, death or medical events
- Use of CPR or AED
- Incidents with severe/negative parent/member reaction
- Emergency in progress (lockdown, shelter, etc.)
- Staff injury requiring offsite medical care
- YMCA vehicle or equipment accidents
- Allegations against a staff member or volunteer such as abuse, inappropriate discipline, drinking/drug use, policy violations, etc.
- Youth to youth sexual activity
- If a report of suspect child abuse is made
- Facility damage or loss of utilities which may interrupt normal operations.

INCIDENT PROTOCOLS/NOTIFICATION/REPORTING



YMCA CONTACTS

Branch Executive or person they designate notifies Risk, Risk notifies COO and CEO if necessary.

	PHONE
BRANCH EXECUTIVE	
ALTERNATE BRANCH CONTACT	
VP OF OPERATIONS	
VP OF RISK MANAGEMENT	
COO	
CEO	

OTHER CONTACTS

	PHONE
POLICE NON-EMERGENCY	
FIRE NON-EMERGENCY	
YMCA ANONYMOUS CONCERNS HOTLINE	888-475-8376
ALARM COMPANY	
MEDIA INQUIRIES	214-663-0867

EMERGENCY EQUIPMENT LOCATIONS

	LOCATIONS
EVACUATION ASSEMBLY AREA	
EVACUATION KIT	
SHELTER IN PLACE	
AED/OXYGEN/FIRST AID	
FIRE EXTINGUISHERS	

CONTACTS AND FACILITY INFORMATION
(REVERSE FOR UTILITY INSTRUCTIONS)

UTILITIES AND EMERGENCY SHUT OFF INSTRUCTIONS

GAS COMPANY
CONTACT NUMBER
GAS SHUT OFF LOCATION(S)
INSTRUCTIONS

ELECTRIC COMPANY
CONTACT NUMBER
ELECTRIC SHUT OFF LOCATION(S)

WATER COMPANY
CONTACT NUMBER
WATER SHUT OFF LOCATION(S)
INSTRUCTIONS

POOL/SPA CHEMICAL COMPANY
CONTACT NUMBER(S)
POOL/SPA PUMP SHUT OFF
LOCATION(S)
INSTRUCTIONS