

GLEN ULLIN MHP EMERGENCY PROCEDURES

No two emergencies are the same. While the various steps and suggestions outlined in these procedures represent the guidelines, your own good judgement should be the final authority until you are able to contact assistance. The safety and well-being of the tenants and staff ALWAYS comes first.

MAJOR INJURIES AND ACCIDENTS

If you are the manager (or tenant if no manager is present) at the scene:

1. Count to ten and evaluate the overall situation. Do not rush or panic.
2. Take charge. Be firm and clear with your instructions to campers, tenants, or staff. Use a calm tone of voice.
3. The manager is delegated the responsibility to aid the injured party. Give priority attention to caring for the needs of the victim.
4. Delegate another person, if available, to ensure the safety of others. Direct others away from the immediate scene to a safe location.
5. Contact the appropriate authorities as soon as possible. Provide a clear description of the emergency and your location. Call 911 or Local Police Department.
6. Notify the park owner. If someone else answers the call, tell them: "This is an emergency, I must talk to the owner." Do not discuss the situation with them.
7. Begin collecting the facts. What happened? How? When? Where? Witnesses? Where were other tenants? What could the victim have done to prevent the injury?

8. Once the local authorities arrives at the scene, summarize the situation and answer questions. The park owner will take charge.
9. Prepare accident reports within 24 hours.
10. In the case of a critical accident, serious injury, harm or fatality: Call 911 immediately.
11. If the injury is not a life/death situation or is an illness, contact your local urgent care. If the emergency appears to be life/death related, call 911 first (or appropriate EMS number), then notify the park manager.
12. Be prepared to deal with the public and possibly the media. Do not issue any statements. Do not make any comments "off the record." Do not speculate.
13. Indicate as pleasantly as possible that you are not authorized to speak for the camp and refer them to the Camp Director.
14. Make NO statement orally, or in writing, which could be interpreted as assuming or rejecting responsibility for the accident or emergency. Under NO circumstances reveal the name of the victim or other persons involved.
15. Cooperate with the public emergency personnel at the scene. Get the name, badge number, and jurisdiction of the officer taking the report. If possible, get the report number, too and report all information to park owner.
16. Contact emergency contact information on file for tenant.

If you are a secondary staff member at the scene: Tenants safety is first!

1. Quickly and quietly follow the directions of the person in charge of the situation.

2. Do not panic . . . remember, you must set an example for others at the scene.
3. Offer advice only if you are more knowledgeable about the incident or you are asked.
4. Do not discuss or allow others to discuss the situation with anyone other than park personnel or law-enforcement officials.
5. Assist in preparing reports as needed.

FIRE

Review with tenants that creating an emergency exit plan for their homes and rented lots is crucial to positive outcomes in emergencies.

If the fire is in your unit or another persons unit, call 911 immediately and evacuate. Only qualified persons should attempt to contain the fire by using hoses, rakes, shovels, bucket brigade, and fire extinguisher. Begin fighting the fire at the outside perimeter. Use good judgement! Do not risk injury to yourself or others.

When the Smoke Alarm Sounds

Stop all activities, assess the situation, and evacuate. Proceed quickly and quietly to public road. Walk on the side of the road facing traffic. Leave room for vehicles to pass. Upon arrival to safe location do a head count and report the number of tenants present to the authorities and park owner.

If the fire prevents you from reaching the public road, use good judgement to safely escape or exit quickly, using the safest route, to the nearest road. Wait at the road for assistance.

EARTHQUAKE

Most individuals are well rehearsed in earthquake “duck-and-cover” drills at school. If tenants are inside, have them move away from windows and “duck and cover” under beds, tables, or stand in braced doorways. If the earthquake catches you outside, move away from buildings and trees. Seek an open area.

After an earthquake, If possible, shut off the electrical system until the building is checked. Attempt to stop any water leaks.

ELECTRICAL STORM

Seek shelter indoors until the storm ends.

INTRUDERS

Unfamiliar persons on the premises may range from someone lost and looking for directions to a person with intent to do harm to persons or property. Some judgement must be made on the part of management and tenants. Be observant as to the make, model, and license number of the car. Persons should be questioned to ascertain who they are and why they are here. Do not antagonize the intruder. Be polite, give assistance if possible, refer the person to the local police department, or ask them to leave. This is private property and not open to the public. Observe to ascertain that the person leaves the site.

If the person seems threatening in any way, do not approach or take any chances. Remove yourselves from the area, notify the owner or local authorities, and observe the whereabouts of the person.

UTILITY FAILURE

Water:

Our precious resource! Our park has a city water system.

1. Immediately notify management if you suspect a problem.

2. Should a major leak/break in the line occur in your area, shut off the water and contact local plumber.

Electrical:

A power loss may occur from sources inside or outside the premises. An electrical fire must be dealt with immediately by calling 911. All none emergencies can be handled by calling a qualified electrician.

1. Lack of Power: Check the circuit breakers. A “tripped” breaker will be positioned midway between on and off, and may have some red showing. To reset, turn the breaker off then back on again. If the breaker trips again, and you can manage without the circuit, switch the breaker to “off” and report the problem along with the breaker number.

2. Downed power lines are extremely dangerous. Stay clear and don't touch them. You risk death if you contact energized lines or appliances or if you touch a victim who is in contact with them. Call emergency services.

