

Section 1

Emergency Operations Plan (EOP)

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EMERGENCY OPERATIONS PLAN (EOP)

EOP ANNUAL REVIEW

Boys & Girls Clubs of Huntington Valley leadership will maintain a board-led safety committee that regularly focuses on safety and will have oversight and responsibility for the emergency operations plan. The board-led safety committee will be responsible for reviewing and updating the emergency operations plan annually.

FIRST AID AND CPR TRAINING

All staff must hold valid First Aid/CPR certifications. Failure to comply may result in disciplinary action up to and including termination. New employees may be given up to thirty (30) days after their employment date to comply with this requirement.

KEY DEFINITIONS

Emergency: An emergency is any event, natural or man-made, whether expected or unexpected, that places life or significant Club assets in danger or threatens the ability to conduct normal business operations and usually involves abnormal time constraints and resource responses.

Mitigation: Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters or emergencies. For mitigation to be effective, we need to act now — before the next emergency occurs — to reduce human and financial consequences later.

Preparedness: Preparedness helps everyone act quickly and decisively in the face of a disaster or emergency and can minimize loss of property and prevent death and injury. An effective emergency plan should include steps to ensure that those with disabilities or special needs are provided with a proper evacuation strategy.

GENERAL SAFETY POLICY

The Boys & Girls Clubs of Huntington Valley recognizes that the safety and health of its employees and youth are of primary importance. The organization's objective is to maintain a safety and health program that will keep the number of work-related injuries and illnesses to an absolute minimum.

Refer to Appendix # 1 for a copy of the Club's Safety brochure.

The employer accepts responsibility for leadership of the safety and health program, for its effectiveness and improvement and providing the safeguards required to ensure safe conditions. Supervisors are responsible for ensuring that all operations are performed with the utmost regard for the safety and health of all personnel involved, including themselves. Employees are responsible for complying with all rules and regulations and for continuously practicing safety while performing their duties.

Refer to the Club's Injury & Illness Prevention manual in Section 3 for specific employee safety guidelines.

- The Club has basic emergency procedures covering any major unanticipated event that would disrupt the delivery of services to members. These include child abuse/neglect, earthquake, fire, missing child, pool accident, transportation accident, weapons, and violent behavior.
- The Boys & Girls Clubs of Huntington Valley's Safety Committee shall assist the Board of Directors and the Chief Executive Officer on all matters related to child protection and Club safety. The committee shall meet on an annual basis or as needed to oversee and make recommendations on all aspects of safety affecting Club members, staff, volunteers, and visitors such as assessments, inspections, planning, cost estimating, training, and measurement. The Safety Committee shall consist of Club staff, at least three board members and shall report to the Board of Directors.
- All employees receive crisis management training.
 - In the event of an emergency requiring police, fire or medical response, staff should call 911. All branches are protected by fire-life-safety systems when facilities are closed.
 - In all emergency situations, no public statements are to be made by staff. All media questions should be referred to the CEO.
- All exit doors are to be kept free of obstructions and in operable condition.
- Outside assembly areas are designated for times when the buildings must be evacuated.
- When an accident occurs, a responsible adult staff is to remain with the victim to ensure that the injured is not disturbed and to keep the area clear for emergency personnel.
- The Unit Director or staff-in-charge should be notified immediately of all

emergencies, follow established procedures and direct staff to:

- Ensure the safety of all members, guests, and staff.
- Control existing injuries so they do not become worse.
- Notify the appropriate emergency authority.
- Limit damage (only after completing above) to the facility and equipment.
- Each Unit Director shall maintain a staff roster with phone numbers to communicate in an emergency.
- After an emergency, the decision to open a building should be based on the following criteria:
 - There is no threat to individual lives.
 - Operating conditions are safe and healthy.
 - Staff and resources are adequate for serving the anticipated clientele.
 - Official approval has been given by the appropriate authority to resume normal operations.
 - If the building cannot be occupied, Club staff and members should utilize the nearest safe public facilities.
- For all emergencies, as immediately as possible, the staff-in-charge should contact management in the following order until one is notified:
 - CEO
 - Director of Operations
 - Unit Director
- In the case of serious misconduct that endangers the physical or psychological welfare of members, the staff-in-charge is authorized to immediately suspend staff or volunteers engaged in the misconduct.
- In the case of a traumatic event or workplace trauma, assessment and group psychological debriefing is mandatory within 48 hours of the incident.
- First aid and emergency supplies shall be maintained to ensure an adequate supply.
- If an employee has any questions pertaining to the Club's general safety policy—they are to contact their supervisor immediately.
- Any employee that is arrested while on-duty or off-duty shall share that information with their supervisor before the start of their next scheduled shift.

Refer to Appendix #22 for the site-specific disaster management procedural guidelines.

EMERGENCY PREPAREDNESS & PROCEDURAL GUIDELINES

Disasters are a part of life and survival preparation is a common-sense insurance policy. When disaster strikes, you must be ready to act, and NOW is the time to gather your emergency supplies.

During an emergency, your survival may depend on how well you cope with emotional stress. You can remain calm if you know how to act. You stand a greater chance of doing the right thing if you have considered the possibilities of an emergency ahead of time and made plans.

At the Club, you should familiarize yourself with the location of the first aid kits, fire extinguishers, fire alarm pull stations, emergency telephones and exits from each program area. Know your Club's assembly area or pre-designated meeting place during emergencies. Have emergency supplies in your desk or trunk of your car.

You should discuss and develop your disaster preparedness plans. Prepare a basic survival kit to include 3-day water supply, one gallon per person per day, non-perishable 3-day food supply, first aid kit, fire extinguisher, blankets, flashlight and batteries, prescription medications, whistle, basic sanitation items like disinfecting wipes, garbage bags and toilet paper, change of clothes and sturdy shoes, a list of emergency phone numbers should your cell phone battery die and a map with alternate routes home not using freeways or bridges.

Teach staff members how to shut off utilities and have tools easily accessible. Emergencies can strike without warning. The information included is intended to cover most emergency situations but is not all inclusive.

The Club will use Facebook and Twitter to disseminate information to parents in a major disaster. When applicable, Command shall monitor the news and weather for any pertinent updated information via radio, internet, and television.

Emergency Phone Numbers

Non-Emergency [Police]:

FVPD	714-593-4485
HBPD	714-960-8843
Maintenance & Operations	714-514-6265
Director of Operations	714-374-2600
Chief Executive Officer	714-899-5900
Alarm Central Station	800-900-4564
Orange County Health Care Public Health Services	714-834-8180
Poison Control	800-876-4766
Police, Fire and Paramedics	9-1-1
Social Services Agency 24 Hour Child Abuse Reporting Hotline	800-207-4464

ACTIVE SHOOTER - LOCKDOWN

Active Shooter incidents are highly unpredictable and volatile situations in which there are no perfect solutions on how to safely react. Here is a list of actions that are recommended, however, common sense and following the instructions of Club staff are usually the best course of action.

Lockdown does not mean hunker down and become a victim. There are three basic options: run, hide, or fight. You can run away from the shooter, seek a secure place where you can hide and deny the shooter access or incapacitate the shooter to survive and protect others from harm. As the situation develops, it is possible that members and staff will need to use more than one option.

RUN Move away from danger. Don't be paralyzed by the event.

HIDE Move to a secure location. Wait for the Police.

RUN Run again if needed. Move when in danger! Lockdown does not mean hunker down and become a victim.

FIGHT Fight back as a last resort if your life is in danger. Only adult staff should be recruited to fight if the situation gets to this phase.

RUN – If there is a path to escape, attempt to evacuate

- Move away from the danger.
- Leave your belongings behind. YOU are important, not your belongings.
- Take note of nearest exits. Note both doors and windows.
- Have an escape route and plan in mind.
- Evacuate when there is clear and present danger. Get members to come with you.
- Keep moving until you are in an area you can hide safely or far enough away from the danger to provide safety.
- Help others escape if possible. Members should be encouraged to partner up once evacuation is necessary.
- Prevent others from entering the area.
- Keep hands visible to law enforcement.
- Follow instruction of law enforcement.
- Call 911 when you are safe.

HIDE – If evacuation is not possible, find a secure location to hide

- Act quickly and quietly.
- Lock and barricade the door if possible.
- Silence your cell phone. Remain silent. Limit movement.
- Remain out of view.

- Turn off sources of noise such as TVs and radios.
- Shut off lights.
- Cover windows.
- Leave a path of escape-do not trap or restrict your options if you need to move again.
- Hiding place should provide protection if shots are fired in your direction.
- Be prepared to defend yourself with anything readily available – fire extinguisher, scissors, chairs, books.
- If safe to do so, remain in place until you hear the code word signaling the end of the lockdown

FIGHT –This is a last resort measure if you cannot run or hide, and you are facing imminent injury or death from the intruder

- Attempt to incapacitate the suspect.
- Act with physical aggression.
- Have the will to survive.
- Improvise weapons.
- Commit to your actions.
- Target vulnerable parts of the intruder's body such as the eyes and face.
- Be aware of the potential for multiple intruders.
- Use any measure available to fight off the threat and continue to engage until the intruder is incapacitated.
- Fight as a group if possible. Only adults should be incorporated in a group fight.

Once a lockdown has been implemented, the Club will remain in a lockdown until the Club is safe and secure. A code-word system shall be used to make staff aware that the situation is safe, and that the lockdown has ended. Please talk to your Unit Director immediately if you do not know what your Branch's code word is.

Refer to the Appendix # 2 for full details of the Club's Lockdown Plan.

BOMB THREATS OR SUSPICIOUS PACKAGES

Bomb threats usually come by phone and are intended to create an atmosphere of anxiety or panic. All bomb threats should be assumed to pose a legitimate danger to the Club and should be reported to the Police. Schools and colleges receive bomb threats more often than other facilities.

When you receive a bomb threat, follow these simple steps:

- Remain calm and ask the following questions
 - When will the bomb explode?
 - What does the bomb look like?
 - Why was the bomb placed here?

- What kind of bomb is it?
- Who put it here? Why? Where?
- Who are you?
- Keep the caller on the phone as long as possible. Record the following information for the Police:
 - Date and time of call
 - Exact words of the person
 - Sex and estimated age of caller
 - Speech pattern, accent
 - Background noises
- The employee receiving or discovering the bomb threat should work with the Unit Director to call the Police and give the dispatcher all the information collected.
 - Do **NOT** transmit on a radio. The radio transmitter may set off the device.
 - Do **NOT** touch any unfamiliar objects
- Notify the Chief Executive Officer. Do NOT start any rumors. Club administrators will determine if an evacuation is necessary.
- If an evacuation is required, use the same procedures as for a fire drill, members will meet at the predetermined assembly area.

If a suspicious object or package is found

Significant elements to look for in a suspicious package may include: no return address, restrictive markings, stains, crystallization or oily discoloration on wrapper, strange odor, excessive tape, excessive postage, lopsided, uneven, rigid, or bulky, misspelled words or address badly typed or written.

- Do **NOT** touch the object
- Do **NOT** use a radio or cell phone
- Move everyone at least 1,000 feet away from the affected area
- Notify the Police with your Unit Director.
 - Give the following information:
 - Your name and exact location of the object
 - Description of the object
 - Prepare to evacuate the building.
 - If evacuated, do not return to the area until directed to do so.

In the event of a bomb threat, the building shall be vacated in fire drill style and 911 called. The building should not be re-entered until cleared by appropriate law enforcement officials.

CIVIL DISTURBANCE INCLUDING WEAPONS & VIOLENT BEHAVIOR

Members or guests possessing a dangerous weapon shall not be permitted in the Club. A dangerous weapon is a gun, knife, razor, karate stick, metal knuckle, or any other object which by the manner it is used or intended to be used is capable of inflicting bodily harm. In cases that clearly involve a gun, or which involve any other weapon used in a threatening manner, the Police shall be called, and the individual shall be subject to immediate disciplinary procedures including expulsion from the Club.

Members or guests who are involved in violent behavior shall be subject to immediate disciplinary action, and the Police shall be called. Such behavior includes assault, battery, theft, extortion, arson, and sexual assault. In all cases involving a weapon or violent behavior, the member's parent/guardian shall be notified.

Lockdown does not mean hunker down and become a victim. There are three basic options: run, hide, or fight. You can run away from the intruder, seek a secure place where you can hide and deny the intruder access or incapacitate the intruder to survive and protect others from harm. As the situation develops, it is possible that members and staff will need to use more than one option.

Refer to the Appendix # 2 for full details of the Club's Lockdown Plan.

PREVENTIVE ACTION

- All new staff and new members shall receive orientation regarding Club rules and procedures.
- Members shall be taught how to manage their anger, solve problems through smart choices and be sensitive to other people's feelings.
- Positive staff/member relationships and good communications shall help staff to be informed of potential problems and help resolve difficult situations.
- Staff shall be alert to conflicts between individuals and groups of individuals. Staff shall be able to identify threatening behavior and be aware of individuals who have a history of disruptive behavior.
- All complaints or concerns from community residents, parents or members shall receive an immediate response.
- Adequate security shall be provided to properly supervise Club programs and activities.
- Exterior lighting shall be provided at all branches.
- Members shall never be left at branch locations after closing. If the child has not been retrieved within one hour of the program's conclusion, staff shall drive the child to the police station for safekeeping. Staff shall leave a notice at the Club as to the location of the child.
- The "clear-concrete-words" system shall be used to make staff aware that an

emergency exists and to elicit staff support.

- Staff shall maintain visual contact and be prepared to report observations to staff-in-charge or Police if called.
- If possible, staff shall ask a disruptive individual to accompany the staff to an area away from other members.
- Staff shall not persist if the individual is not cooperative.
- Staff shall clear members from the area if a disruptive individual is unwilling to accompany staff to another area.
- Usually staff-in-charge will determine if the Police shall be called. In an emergency, any staff may make the decision to contact Police.
- Staff shall not attempt to physically disarm an armed individual. Circumstances, such as the staff person's knowledge of the individual involved, the nature of the weapon, or the need to act in self-defense, will have a bearing on whether or not a staff person intervenes. Staff members are expected to remove others and themselves from range of the weapon.
- Use of force as a response to violent behavior should be the last choice of action for Staff and should not be done except to protect oneself or others where serious bodily harm could occur without physical intervention, or to prevent harm such as individuals who are fighting. Staff members who are physically assaulted should protect themselves as appropriate. Getting free of the conflict should be the primary goal.
- If staff determines that it is necessary to forcibly remove an individual because that person refuses to leave voluntarily:
 - Staff should seek back-up immediately, including the staff-in-charge.
 - All members and others should be cleared from the area to isolate the individual.
 - Police should be notified - The Police, not staff, should remove a severely disruptive person who refuses to cooperate.
 - Staff-in-charge shall direct staff to ensure the safety of all members and staff until Police arrive. If a weapon is confiscated, it is to be turned over to the Police.
 - As soon as possible following resolution of the incident, staff-in-charge shall report the incident to the CEO by phone. If the staff-in-charge is not the Unit Director, the Unit Director shall be informed.
 - Staff shall prepare a written report of the incident and a written log/record of any follow-up to the incident that shall be submitted to the CEO.
 - Group psychological debriefing may be required, based on an assessment by the CEO

EARTHQUAKE

In the event of an earthquake, the Club's main priority shall be the safety of its members. Club facilities, equipment, food, water, and supplies shall be made available for members and staff.

PREVENTIVE ACTION

Staff and children shall be taught to "duck, cover and hold" using sturdy tables or desks as protection when possible. Staff shall conduct earthquake drills twice annually. Parents of members shall be advised of emergency procedures.

- Staff shall conduct internal and external hazard assessments of the facilities, particularly the storage of heavy, breakable items.
- Staff shall receive first aid and CPR training.
- Staff shall receive earthquake preparedness training including:
 - Safest place in each room
 - Location of all exits
 - Location of utility shut-off valves
 - Storage site for emergency supplies and equipment
 - How, where and when to evacuate

In the event of an earthquake

- Calm and reassure the children.
- Take the children to a safe place.
- Take attendance and assess the medical condition of children.
- Provide first aid as needed.
- Check for safety - gas, water, sewage, electrical and building damage.
- Clean up spills.
- Turn on the radio and listen for instructions from public safety agencies.
- Don't use the telephone, except for emergency use.
- Record the name of each child and the adult who retrieved them.
- Do not leave until all children have been retrieved by their parent/guardian
- Text messaging should be the mode of communication when reporting injuries to the Executive Director & CEO.
- The Club will use Facebook and Twitter to disseminate information to parents when possible.

If indoors

- Act immediately when the ground begins to shake. **DROP-COVER-AND HOLD ON!** Take cover under a safe spot such as a heavy desk or table or against a permanent interior wall. Cover head and neck for protection and remain in that position until the shaking stops.
- Avoid danger zones such as windows, outside walls, heavy objects that could fall, hazardous materials storage sites and building overhangs.
- Stay where you are –**DO NOT RUN OUTSIDE** until the shaking stops. Falling debris may cause injuries

After the shaking stops

- If the quake is strong enough to knock items off shelves, evacuate the building.
- Aftershocks can start within one minute so move immediately to a safe location.
- If time permits, take any emergency supplies with you.
- Do NOT use elevators.
- Assist others who may be injured. Help evacuate members and visitors.
- Do NOT call 9-1-1 unless you have an emergency. Care for minor injuries.
- Do NOT touch downed power lines; operate anything that could ignite leaking gas; and do NOT smoke.
- Evacuate to your Club's assembly area
- Report any building damage to the C.E.O. Do NOT re-enter potentially damaged buildings until they are inspected and determined safe.
- Follow the instructions of your emergency response teams.
- Phone systems may be severely impacted. Limit phone use to emergency calls only.
- Before you leave the Club, listen to the news on your car radio and find out if it is safe. Some streets and freeways may be blocked, streetlights may be out of service, fires may have been ignited and unsafe conditions may exist.

If outdoors, when the shaking starts

- Move to an open area, away from buildings, trees, fences, any falling hazard areas, and power lines or objects in contact with electrified equipment.
- **DROP-COVER AND HOLD** in a safe spot and avoid danger zones
- Move to your assembly area when it is safe to do so
- Do **NOT** enter any building if its structural integrity is in question.
- Do **NOT** touch downed power lines, operate anything that could ignite leaking gas and do not smoke.

Refer to the Appendix # 3 for a copy of the Club's Evacuation Plans.

EVACUATION AND ASSEMBLY AREAS

The purpose of any evacuation is to empty a building or area of all occupants as quickly and safely as possible.

- Evacuate when
 - A fire or life safety emergency occurs
 - The fire alarm activates (audible and/or visual)
 - Notified to do so by the staff-in-charge
- Remain calm; keep noise to a minimum and listen for and follow instructions.
- In most cases that require the evacuation of buildings, occupants should proceed to the closest exit or stairway and exit the building. Use **CAUTION** when exiting to prevent injuries. Normal exits and stairways may be damaged or blocked and an alternative exit should be used.
- Do **NOT** use elevators
- When exiting via the stairs—use the handrails and **Stay to the Right** to allow for emergency personnel access to the stairs.
- Whenever possible, assist members and clients
- If time permits, lock up or take money and important documents with you. Take your keys and purse and/or briefcase with you if time permits. Access to the building may become restricted.
- Occupants should proceed directly to assembly area and check-in.
- Assembly areas are pre-selected locations where members and employee's check-in following an evacuation. Move at least 20 feet away from all buildings. Keep streets and walkways clear for emergency vehicles and personnel.
- Notify emergency personnel if you suspect someone may be trapped in a building.
- Do not re-enter a building until cleared by authorized personnel.

Refer to the Appendix # 3 for a copy of the Club's Evacuation Plans.

FAMILY REUNIFICATION PROTOCOL

- When it is safe to do so, parents who are not with their children at the time of an evacuation will be notified of where they can be reunited with their children.
- Designated staff will join law enforcement in checking the identification of those entering the reunification area and provide them with name tags if available.
- Anyone picking up a child under the age of 18 must be a verified person on the minor's membership card authorized to pick up the child.
- When available, a mental health professional or counselor may be assigned or secured to calm those waiting at the reunification site and distribute information sheets on traumatic stress reactions.
- Reunited families should be encouraged to leave the reunification site promptly.

- Media is strictly prohibited from access to the reunification area.
- Those children who have not been picked up from the reunification site by a designated time will be taken to a secure area until an authorized person comes for each child.

FIRE

In the event of a fire, the Club's main priority shall be the safety of its members.

PREVENTIVE ACTION

Staff shall conduct fire drills on a monthly basis. Fire drills shall be treated as if there was a fire.

The Unit Director shall record the dates and time that drills are conducted. The alarm company shall be warned prior to each drill. The alarm company shall be notified of all false alarms.

- The Fire Department emergency telephone number (911) shall be posted at all phone locations. The emergency evacuation plan, including the location of emergency exits and evacuation routes, shall be posted in all rooms.
- Staff shall supervise an orderly evacuation of rooms to a pre-designated area, taking with them a class roster if it involves children.
- In licensed childcare. The Clerk/Receptionist shall call the Fire Department upon verification of any fire. The Unit Director or staff-in-charge shall manually activate the fire alarm manual pull station upon verification of any fire.
- When deemed safe and appropriate, fire extinguishers, should be utilized to extinguish the fire. The Unit Director or staff-in-charge shall check the building for occupants before exiting the building. Staff and members shall remain in the designated evacuation area until the Unit Director or staff-in-charge indicates that it is clear to enter the building.

Anyone who discovers a fire should follow these guidelines

- Ask Club staff to activate the Fire Alarm Pull Station.
- Alert all persons within the immediate danger area to evacuate the building.
- Ask the Unit Director to call 9-1-1 and ask for the Fire Department. Give the location of the fire, the size of the fire, and actions taken.
- Bring a fire extinguisher to the area if safe. Use fire extinguishers on small fires only – trash cans or smaller.
- To use a fire extinguisher, follow the P-A-S-S process making sure that you are spraying down wind.
 - Pull pin
 - Aim at base of fire
 - Squeeze handle
 - Sweep side to side

- Do NOT use elevators when exiting.
- Before opening door, feel them with the back of your hand. If the door is hot, do not open it. The fire could be just behind the door. Find another exit from the building.
- If you encounter smoke, get down on your hands and knees and crawl to an exit.
- As you leave a room, floor or building, close the door behind you.
- Do not re-enter a building until instructed to do so by authorized personnel.
- Go to your Club's assembly area with your group members and await instructions.

If you can't evacuate:

- Move to a safe location.
- Call 9-1-1 and let them know that you are trapped.
- Place wet clothing or other materials around or under doors to keep smoke out.
- Display a sign or signal in the window to alert others to your location. Heat and smoke rise, so stay as low to the floor as possible. Breathe shallowly through your nose and use clothing as a filter.
- If clothing catches fire: **Stop, Drop and Roll.**

Refer to Appendix # 3 for a copy of the Club's Evacuation Plans.

FLOOD (OR BREAK IN WATER LINE)

PREVENTIVE ACTION

- All new staff shall receive orientation regarding the Club's emergency shut-down procedures and evacuation plans.
- Tools required for emergency shutdown shall be available at all times.
- Shut-down locations shall be accessible at all times.

With advance warning, the Club should be evacuated - all members and staff moved to higher ground.

With little or no warning, all members and staff shall be evacuated to the highest ground.

- CLUBHOUSE ACADEMY – Second Floor
- GOLDEN WEST COLLEGE BRANCH – Second Floor
- HUNTINGTON BEACH BRANCH – Gymnasium
- KINGSTON BRANCH– Stage area
- LEARNING CENTER – Go to ClubHouse Academy, Second Floor
- OAK VIEW BRANCH - Gymnasium
- ROBERT MAYER – to be determined by Campus Public Safety Personnel (or Second Floor of School-age Center)

In case of a break in the water line, the Unit Director or the person in charge should:

- Ensure the safety of the members by moving them away from water.
- Instruct a designated individual to turn off the water
- Contact the appropriate source to repair the problem

GAS LINE

In case of a break in the gas line, the Unit Director or the person in charge should

- Ensure the safety of the members by moving them away from the affected area.
- Contact the Fire Department.
- Instruct a designated individual to turn off the gas.
- If deemed safe and appropriate, a designated person should ventilate the area.

HAZARDOUS MATERIAL SPILL

The Unit Director or the person in charge should

- Ensure the safety of the members by moving them away from the affected area.
(See page 12, *Evacuation and Assembly Areas*) If evacuation is necessary, the staging area must be upwind of the source.
- Contact the Fire Department if the hazard is a vapor, and it is deemed safe and appropriate to enter the area, instruct a designated individual to turn off the air conditioning/heating system.

MEDICAL EMERGENCY

In the event of a serious illness or injury

- Provide initial first aid while calling for help
- Ask Unit Director to telephone 9-1-1 and ask for the Fire Department
- Be prepared to give the dispatcher the following:
 - Type of injury or illness
 - Exact location
 - Phone number you are calling from
- While waiting for the Fire Department/Ambulance, quickly perform these steps
 - Check to see if victim is breathing, if not—begin CPR
 - Control serious bleeding by placing direct pressure and elevating the wound
 - Ask someone to bring you a first aid kit, if needed.
 - Keep the victim still and comfortable. Do not move them unless necessary.
 - Remain with the victim until professional help arrives.
 - Survey the scene for any contributing factors that may have caused the injury.
 - Brief the Fire Department/Emergency Medical Technicians when they arrive on any safety hazards and information you have learned about the victim.

For employees, all work-related injuries must be reported immediately to your supervisor prior to seeking medical treatment.

For Club members, make sure to contact the parent/legal guardian and have the child's medical release and/or membership card ready for the first responders.

MISSING CHILD

PREVENTIVE ACTION

- Notify parents of their responsibility to inform their child to stay at the Club.
- Inform members of Club procedures through New Member Orientation.
- Staff shall be trained in group supervision techniques.

On walking trips

- If there are two staff, they shall place themselves in front and behind the group.
- If there's one staff, he/she shall place them-self at the back of the group after instructing the group to stop at each intersection.
- Staff shall take roll before departing and before returning on field trips.

On bus trips:

- Staff shall take roll after members enter the bus - before departing and before returning.
- If members are allowed to leave the adult supervisor, they shall be given explicit instructions on when and where to meet.

A member shall be considered missing if he/she

- Misses taking the bus to the Club
- Leaves the Club without a parent or guardian (policy does not include walk-in members)
- Does not return to the group at the end of a field trip or outing

IN CASE A CHILD IS MISSING

- Staff shall search for the child. Remember, the members who are not missing must continue to be adequately supervised.
- On a field trip or outing, if the child is not found within one hour after the designated time of departure, notify the Club and, if applicable, notify appropriate authorities.
- At the discretion of the Unit Director or staff-in-charge, contact the parent.
 - Request the parent's assistance.
 - Encourage the parent to notify proper authorities.
 - Ask the parent to call the Club when the child is found.

POWER FAILURE

In the case of a power failure, the Unit Director or person in charge should:

- Gather members in an assembly area large enough to hold the group if the power failure is after sunset.
- Check emergency equipment, including telephone systems and emergency lighting
- Contact SCE to determine the expected length of power failure.
- Restore lighting utilizing emergency lighting available at the facility.
- Instruct staff to assist in calming and occupying members until parents arrive.

SHELTER-IN-PLACE

In the event that Club members need to be sheltered in place, you should

- Get everyone inside.
- Shelter in an interior room with the least number of windows.
- Close doors and windows.
- Close window shades draperies and stay away from windows.
- Turn on your computer, radio, or television and listen for emergency information.
- Remain in place until advised that it is safe to leave.
- When experiencing an airborne hazard, turn off air-conditioning unit.

TRANSPORTATION INCIDENT

The purpose of the transportation program is to provide safe transportation of Club members. The Club adheres to all CHP regulations regarding vehicles, drivers and safety procedures.

PREVENTIVE ACTION

- Check vehicle carefully before each trip.
- Report any problems to Transportation Director immediately.
- Strictly obey all safety laws.
- Enforce bus rules, stopping if necessary to ensure orderliness of riders.
- Drive defensively at all times.
- Do not hurry - even if late.
- Practice evacuation procedures at least twice a year in local parking lots.
- Drive in slow lane on freeway.

Always keep in mind that large vehicles such as buses are slow moving and require more response time and greater space in dealing with emergency situations.

RESPONSE TO TRANSPORTATION INCIDENTS

Minor Accident

- Pull over.
- Check for any bumps or injuries. Begin emergency first aid treatment as needed.
- Put out flares if it is necessary and safe to do so.
- Calm children by acting in calm manner yourself.
- Evacuate vehicle if necessary.
- Notify Transportation Director or the person in charge which will then call CHP and/or Police.
- Get information on other driver if another vehicle is involved.
- Drive back to Club after police investigation is complete if vehicle is operable or call Club to arrange for another vehicle to pick up passengers.

Major Accident

- Determine extent of injuries/prioritize need for treatment and begin emergency first aid as needed.
- Put older child or other adult in charge of uninjured if you need to perform CPR or other emergency medical treatment. Calm children
- Evacuate bus safely. Keep children in safe place. Seek assistance from passersby if needed.
- Seek assistance in calling proper authorities and Club, in putting out emergency flares and dealing with injured.
- Arrange for all uninjured children to be transported back to Club. Encourage parents to use their own judgment and seek medical attention if they see fit.

On Freeway

- Try to pull over to the shoulder so vehicle can be safely evacuated.
- Check for injuries and begin emergency treatment. (If any passenger is not breathing, begin CPR immediately. Apply pressure to slow bleeding from major trauma.)
- Keep everyone in seats until injured can be removed, then evacuate vehicle when safe to do so.
- Keep calm and keep feelings and voice under control. Assist in investigation of accident.
- Assist in arrangements for transporting uninjured back to Club.
- Seek assistance in contacting authorities, putting out flares, treating the injured and safely evacuating passengers to shoulder of freeway.
- Driver and riders meet with professional counselors for help in dealing with psychological effects of major accident.

Refer to the Appendix # 4 for a copy of the Club's Transportation Safety brochure.

TRAUMATIC EVENTS

The Club's goal is to provide psychological services to support members and staff who experience traumatic events.

A "traumatic" event is any occurrence that results in serious physical and/or psychological harm to a member or staff. Traumatic events would include murder, assault, serious threat with a weapon such as an armed hold-up, abduction or attempted abduction and a fatality or serious injury resulting from an accident or a natural disaster while at the Club or in connection with Club activities.

GUIDELINES

- The staff-in-charge at the trauma scene shall contact the CEO to assess the incident and to determine the Club's response.
- The CEO or his/her designee shall contact the approved counseling service to arrange for service.
- Communication to families and employees who were not involved in the incident shall be the responsibility of the CEO or his/her designee.
- The staff-in-charge shall be responsible for all communications with law enforcement personnel.
- External communication shall be the responsibility of the CEO. This includes all communication with the media, the community, the Board of Directors, staff and Boys and Girls Clubs of America.
- Workplace trauma assessment and group psychological debriefing for those people identified by the staff-in-charge and counseling service, must be conducted within 48 hours of the incident.
- Individuals shall be encouraged to seek further counseling on a voluntary basis, as needed.
- Immediate family members of any victimized individuals shall have access to the approved counseling services. Counseling resources may include police and fire department chaplains.
- The staff-in-charge shall be responsible for completing the incident report.

UTILITY OR TECHNOLOGY FAILURE

In the event of a utility failure during regular work hours, immediately notify the Chief Executive Officer and Director of Operations.

If there is potential danger to building occupants, slowly and carefully evacuate the building. Go to your assembly area and await instructions.

Evacuation Procedures:

- Follow instructions of staff-in-charge.
- Evacuate the building by walking to the nearest exit, giving instructions as you go.
- Assist the disabled in exiting the building. Do not try to use elevators.
- Once outside, move to your assembly area and wait for further instructions.
- Keep walkways free for emergency personnel.
- Do NOT return to a building or area until directed to do so.
- Assist staff-in-charge when requested to do so.

For a quick reference of how to react to failures, see below:

Power Failure – buildings are equipped with emergency lighting that will provide enough illumination in corridors and stairs for safe exiting. Follow evacuation procedures listed above.

Gas Leak

Cease all operations, vacate the area and contact the Fire Department.

Strange Odor

If you smell smoke or a strange odor, cease all operations, vacate the area and contact the Fire Department.

Plumbing/Flooding

Cease using all electrical equipment, vacate the area and call the Director of Operations.

Computer System Failure

If the Club's computer system goes down, call the Director of Operations.

VIOLENCE OR CRIME IN PROGRESS

Call Police or Call 9-1-1

Everyone is asked to assist in making the Club a safe place by being alert to suspicious situations and by reporting them.

- Always listen to co-workers, members and visitors; be empathetic and compassionate to their needs.
- Report use of drugs, alcohol or weapons on Club property. By doing so, we can all help reduce the chance of violent behavior.
- DO NOT TAKE UNNECESSARY CHANCES
- Do NOT interfere with:
 - Persons committing the crime/creating the disturbance.
 - Law enforcement personnel on the scene
- In the event a co-worker, member or visitor demonstrates unusual behavior (violent or suspicious), report the individual to the Unit Director who shall then call the Police.
- If you are a victim or witness any violation of the law such as an assault, robbery, theft, overt sexual behavior, etc., report the facts to the Unit Director who shall call the Police.
- Gather as much information as you can. Provide Law Enforcement Officers with:
 - Nature and time of incident
 - Location of incident
 - Description of person(s) involved
 - If person(s) left the scene, direction of travel
 - Get a description of the criminal if you can do it safely.
 - Note: height, weight, sex, color, approximate age, clothing, method and direction of travel and name if known.
 - If a vehicle is used, get the make, model and license number (if possible), color and any outstanding characteristics.
- Do not leave the scene. Assist Police Officers when they arrive by supplying them with any additional information.
- Staff members should report the existence of anyone loitering or soliciting on Club property. These individuals may be asked to leave if they do not have permission or lawful reason for being on Club property.
- If there is a shooting, see Active Shooter.
- If there are injuries, see Medical Emergency.

Sexual Assault

- Staff should be proactive in interjecting if they witness any signs of sexual harassment and/or sexual assault.
- Call 911 to request law enforcement and emergency medical services.
- Notify the family of the victim.
- Dissuade the victim from washing, cleaning up or using the restroom, if possible.
- Assign a staff member to protect the crime scene.
- Isolate family members who are on the campus.
- Obtain preliminary statements from the victim and provide to law enforcement upon their arrival. Remember, leave the investigation to the authorities.

After the incident, attempt to determine what security factors or lack thereof may have contributed to the assault.