

YMCA of Springfield
Branch Emergency Procedures as of 8/23/2022

Gus and Flora Kerasotes YMCA
4550 West Iles Avenue
Springfield, IL 62711
217-679-1625

Downtown YMCA
601 North 4th Street
Springfield, IL 62702
217-544-9846

For all Emergencies:

- ♥ Involve the building supervisor
- ♥ Coordinate with responders
- ♥ Connect parents with kids
- ♥ Care for unaccompanied minors

Every alarm should be taken seriously.
Testing would be announced or
communicated in advance.

The following procedures apply to both branches with additional instructions noted. specific

Kerasotes

CALLING 911

What to say to EMS - **Identify yourself**

Location of facility

Kerasotes YMCA

Corner of Archer Elevator Road & Iles Ave

Downtown YMCA

Corner of 4th & Carpenter Streets

What happened Condition of victim

Location within facility such as 1st or 2nd floor & program area

Note: Do not hang up until dispatcher hangs up. You may have to repeat to dispatcher and then again to fire, ambulance or police personnel.

Always designate one person to go to entrance to meet EMS and direct or lead them to incident.

Critical Emergency Response Equipment Locations

Member Welcome Desk: Go Bag with Oxygen and basic first aid supplies

Wellness Center: AED Wall mount

Pools: AED Wall Mount plus Go Bag with Oxygen and pool rescue first aid supplies



Go Bag (AED and Oxygen)

Contact the other branch and/or marketing department when any Emergency Response is started. That way the other branch can answer the questions from members as they get asked, and a notification can be sent out to members, as applicable.

Requests for Information:

Public: Remind front desk (and all other staff) not to give out any information to anyone and to respond with "no comment". Take names and numbers of anyone who wishes to give a witness statement.

Media: The media will be referred to the CEO or designate.

Police: If the police respond or are notified to file a report, have them contact the building supervisor.

General Response: At-a-Glance – Escalate to next stage as circumstances dictate.

| Shelter in Place (YMCA Team Initial Response, escalate to 911 as required) | | Evacuate and Stay on the Property/Close By (911 – EMS) | Evacuate and Leave Property (911 – EMS and Evacuate to Rally Points on foot Do not start vehicles! |
|---|---------------------|---|---|
| Tornado | Child Abuse/Neglect | Fire | Gas Leak |
| Earthquake | Missing Child | | Bomb Threat |
| Power Failure | Behavior Concerns | | Armed Intruder |
| | Criminal Acts | | |

General Evacuation Reminders:

- It is permissible to use the paging system to announce evacuation.
- Do not re-enter the facility unless authorized by responding fire fighters.
- If cell phones are close by, all staff should take them with them as this will be the best method of communication as to status and needs of members.
- Remember Child Watch may need extra help in evacuating children.
- Parents/guardians should be told to exit and connect with their children outside. They should not go to other areas of the facility as they may find that area has been locked per our evacuation protocols. If evacuation requires evacuation from the property refer to the **Evacuation Rally Points** section below.
- If the program has sign in/out sheets or rosters, staff should take with them.

Downtown – Internal Staging Areas

Pool – Lock the doors and have swimmers line up on west wall ready to exit. Remain inside unless danger is imminent or are directed to exit by arriving rescue squad.

Child Watch – Lock doors and exit to playground. Line up on the fence. Do not exit the fence area unless imminent danger or are directed to exit by arriving rescue squad.

Evacuation Rally Points

Kerasotes –



- Rotary Park







Downtown -





- Pool to County Market (Carpenter & 2nd Street)
- Gymnastics and Child Watch to Carpenter Street Hotel (Carpenter & 6th Street)
- All others to *tbd – working with Memorial and SIU*

Personnel Issues:

- If any staff have been exposed to blood or body fluids and have not received the Hepatitis B vaccine, send them to either an urgent care or emergency room for treatment. This is a worker’s comp claim. Have all bills sent to YMCA.
- Contact any of the staff’s family, especially if they are a minor or uncontrollably upset. Arrange for transportation if staff is unable to drive or should not be driving, or not thinking clearly. Contact the Memorial Behavioral Health center at 217-525-1064 to assist the staff at the time of the crisis or any time after. Access to mental health care is available by walk-in or appointment at 710 N. 8th, Springfield.

| | Emergency | Action | Next Steps |
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|  | Fire | Exit the building by pulling alarm or when alarm sounds | Check all have exited  |
| <p>If a fire is detected:</p> <p>Sound alarm immediately if not yet activated.</p> <ul style="list-style-type: none"> ◆ Evacuate all patrons ◆ Treat all alarms as real. ◆ Staff from each program area should stay with participants. <p>Staff should coordinate and work as a team to walk through to be sure people have evacuated. The toughest areas to evacuate are the locker rooms. Staff can walk through and see if anyone needs help getting out. If members refuse to leave, staff are to go ahead without them. Staff safety is first and foremost.</p> <p>Communicate to responding EMS how many are in the building that would not leave and where they are.</p> | | | |
| <p>Important: Do not silence the alarm. Only the responding fire fighters should do this.</p> | | | |
| <p>Read below for specifics for each branch.</p> | | | |
| <p><u>Fire Alarm Location Indicator</u></p> | | | |
| <p>When the fire alarm sounds, look at the display at the following location within the Branch.</p> <p>Kerasotes: Red box on the wall in the front desk area by the plants. The alarm will sound somewhat like the security door alarms.</p> <p>Downtown: Box in the front entry area in foyer between front doors and inner doors on the right. Alarm is high pitched and will be accompanied by flashing lights throughout the building. System will also send an announcement through the phone system.</p> <p>For Both Branches: The fire alarm location indicator has a digital readout and will note where the alarm has been pulled. This will indicate which part of the facility or <u>ZONE</u> may have a fire. Both the security alarm company and the fire department will need this information, as well as the building supervisor and other staff.</p> <p>Front desk staff will announce over the paging system, “There is a fire in X location. Please evacuate the building at your nearest exit.”</p> <p>Do not let people get back into the building or go further into the building from where they are.</p> <p>Child Watch: Please let parents know that all children will be taken out of the building by staff in Child Watch. Child Watch staff and children will meet parents in the parking lot or at the Evacuation Rally Locations.</p> <p>If parents are insistent at the entrance to Child Watch, have a staff person direct them to the nearest exit and can meet their child in the process of evacuating.</p> | | | |
| <p><u>Kerasotes Zone List – coming soon</u></p> | | | |
| <p><u>Downtown Zone List – coming soon</u></p> | | | |

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|  | Gas Leak & Bomb Threat | Exit building without pulling alarm or using electronic devices | Re-group a distance from building  |
| <p>If a gas leak is detected or bomb threat is received:</p> <ul style="list-style-type: none"> ◆ DO NOT SOUND THE FIRE ALARM ◆ Contact Ameren (our gas provider) and fire department by calling 911. ◆ Treat all alarms as real ◆ Staff from each program area should stay with participants ◆ Vehicles should not be started or moved. EVERYONE EVACUATES ON FOOT. ◆ Downtown – Do not use the elevator. ◆ No smoking or using anything that could cause a spark. | | | |
|  | Tornado/Severe Weather | Gather in areas in lower levels or in interior areas with no glass or high ceilings like locker rooms or interior hallways. | Weather sirens will stop after 15 minutes. Listen to weather radio and stay secure until danger is passed.  |
| <p>In case of severe weather warning:</p> <ul style="list-style-type: none"> ◆ All children not with parents are to be escorted to the center of the building and monitored by YMCA staff. ◆ Instructors should remain with class participants. ◆ Remain in center of building until weather radio signals the “all clear”. ◆ Front door remains unlocked and open. ◆ Building supervisor or director level staff can remain closer to front of building ONLY IF SAFE TO DO SO. ◆ Encourage people to stay but you cannot keep them here. ◆ If possible, give out towels to those patrons who are wet or cold. <p>DO NOT LEAVE IF OUTDOOR SIRENS STOP. SIRENS STOP AFTER 15 MINUTES REGARDLESS OF SITUATION. LISTEN TO WEATHER RADIO or WEATHER APP AS IT APPLIES TO THAT LOCATION.</p> | | | |
|  | Power Failure | Stop activities and have people gather in common areas | <ul style="list-style-type: none"> • Use flashlights to assist members with accessing their lockers. • If power is not restored in a few minutes, call to report outage. • Senior staff on duty will decide next steps based on time estimate until power restored.  |
| <p>When the power fails:</p> <ul style="list-style-type: none"> ◆ Emergency lights in certain areas will have battery power for 90 minutes. ◆ Please know where the nearest flashlight(s) are to you and use them. ◆ In areas without windows, direct at least 1 staff person to each area to be sure that members are safe. In locker rooms, supply flashlights so members can get dressed. ◆ Desk will call CWLP for details at 217-789-2121 and/or check CWLP Outage Map at https://outagemap.cwlp.com/ ◆ Members can congregate in the lobby until further information is given. ◆ All activity will cease even if there is sufficient light in that area. ◆ Instructors should remain with youth class participants until reunited with parent/guardian. <p>If power is not re-established within ½ hour:</p> <ul style="list-style-type: none"> ◆ If power is out for more than 30 minutes, the building needs to be evacuated completely and not reopened until given direction from branch director. ◆ Patrons may wait in lobby area but are barred from entering facility further. ◆ Building supervisor will determine which employees must remain in facility. <p>The paging system may no longer work without electricity.</p> | | | |





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|  | <p>Earthquake</p> | <ul style="list-style-type: none"> • DO NOT GO OUTSIDE- power lines may be down • Try to get under a sturdy object • Use doorways for protection • Stay away from objects which could fall or break | <ul style="list-style-type: none"> • Staff supervising program participants should remain in place if safe. • All other staff should report to front desk for status report and assignments. • Staff and patrons should remain in facility if safe until cleared by police or radio announcement.  |
|  | <p>Child Abuse/Neglect</p> | <p>Stop behavior or action immediately – protect child</p> | <ul style="list-style-type: none"> • If happening at that time, call 911 • Contact senior management • DCFS Hotline 1-800-25-ABUSE (22873) or online at https://dcfsonlinereporting.dcf.illinois.gov/.  |

If it is reported to you or you observe any red flag behavior:

- ◆ Stop behavior immediately.
- ◆ Call member of senior management or building supervisor who will call branch director.
- ◆ If you see a child being abused, contact the police immediately and senior staff to help intervene.
- ◆ To prepare for call to DCFS, complete the Springfield YMCA Summer Camp—DCFS Standard Form located in each branch main office where forms are kept or on the M drive, DCFS.

If child reports abuse, branch director will either call police at 788-8311 and DCFS or will direct someone to do this. If you suspect abuse, contact branch director who make a report to DCFS as follows

- To make a report of suspected child abuse or neglect online in a non-emergency situation, visit <https://dcfsonlinereporting.dcf.illinois.gov/>.
- To make a report by phone, call 1-800-25-ABUSE (800-252-2873). Calls and online reports may be made 24 hours a day, seven days a week.
- For all emergency situations, calls should be made to 911.



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|  | <p>Behavior Concerns</p> | <p>Use de-escalation and re-directed approaches</p> | <p>Contact desk for building supervisor to respond</p>  |
|  | <p>Missing Child</p> | <p>Secure facility – no one exits until search is completed.</p> | <p>Call 9-1-1 if search does not find the child</p>  |

If you are notified of missing child:

- ◆ Immediately notify front desk staff who will:
 - Announce or page the child by name. If the child does not come forward, share with patrons to assist with locating the child.
- ◆ Desk staff will immediately go to front doors and not allow any child to leave building (even with an adult) until crisis is over.
- ◆ A staff person should go to every exit doors in the building to be sure that no one leaves the building. **For Downtown, priority should be given to Gymn gym, Pool, Laundry exit and gym exit as these give quick exit to Carpenter Street and a waiting car.**
- ◆ All staff not directly supervising participants will be notified by phone, walkie-talkie, or paging system to conduct a building search, calling out the child's name. Check closets, cabinets, lockers, etc.
- ◆ Have parent/guardian accompany the building supervisor in a facility walk-through so they can be reached via walkie-talkie.

If search is not successful:

- ◆ Call 911 immediately. Do not let anyone leave the building until the police arrive.

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|  | <p>Pool Rescue</p> | <p>Respond with AED and follow LG commands</p> | <ul style="list-style-type: none"> • JOB #1 - Confirm 911 has been called • JOB #2 – Get first aid equipment to LG • JOB #3 – Meet EMS at front door • JOB #4 – Support/assist LG efforts and requests • JOB #5 - Assist in clearing pool/control crowd  |
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General Overview

Lifeguards will have both a panic button on their person, a waterproof walkie talkie, and pendant/switch on the deck. These will alert other staff to an emergency.

Kerasotes - Switch is the by the pool AED

Alarm by the AED will be hit, and a blue light will flash in the staff offices and at the front desk. Alarm function will also be hit over the walkies to send out an alert across the channel. Staff should go to the pool while a front desk staff calls 911 immediately and directs them to the pool.

Downtown - Panic buttons are on lanyards hanging from the lifeguard chairs

Alarm pendant on the lifeguard chairs will be hit and an alert will go off at the security panel by the front desk. Alarm function will also be hit over the walkies send out an alert across the channel. Staff should go to the pool while a front desk staff calls 911 immediately and directs them to the pool.



Guards Primary Role: Rescue and providing the subsequent emergency care.





Responding Staff Primary Role: These tasks need to be performed simultaneously by more than one person. If only one person is available perform the tasks in the order below.

1. Confirm 911 has been called. Ask loudly has 911 been called, if no one says yes, call again by assigning it to someone and having them confirm it has been done.
2. Bring all emergency care equipment to the rescue scene on the deck
3. Announce your presence to the guard so they know you are there and assist them where needed.
4. If emergency care is being taken care of and EMS is on the way. Ensure that someone is meeting EMS at the front to direct them to the Pool Deck.
5. Send any pool patrons not assisting to the locker room, close the pool, lock the locker room doors.
6. Clear the pathway from the building entrance to the pool deck. Ask onlookers to stay back and go to another area of the facility.
7. If responding staff are unsure how you can help when arriving on scene, **ASK!** Out Loud and in a clear voice **Ask, "What can I do to help?"**.

Other Types of Incidents

Behavior: Ask for building supervisor, director, or staff for assistance over the walkies. Have front desk staff call 911 if necessary.

Minor Injury: Ask for building supervisor, director, or staff for assistance over the walkies.

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|  | <p>Criminal Acts</p> | <p>If you witness a criminal or violent act:</p> <ul style="list-style-type: none"> ◆ Intervene only if it can be done without danger to yourself. ◆ Contact front desk immediately | <p>CALL 911 IMMEDIATELY FOR:</p> <ul style="list-style-type: none"> ◆ Fighting  ◆ Trespassing (previously warned entry to facility/property denied. Example: Persons banned from facility who do not leave when asked. This may be a non-emergency call. It depends on if the person is being disruptive.) ◆ Failure to leave facility when asked ◆ Unlawful act in progress (abuse, vandalism) ◆ Presence of weapons <p>CALL THE NON-EMERGENCY NUMBER 788-8311 FOR ALL OTHER INCIDENTS WHICH REQUIRE POLICE RESPONSE WHERE THE:</p> <ul style="list-style-type: none"> ◆ Incident has already happened ◆ Person responsible is not known to be in the facility |
|  | <p>Armed Intruder</p> | <p>Exit or lock down & barricade</p> | <ul style="list-style-type: none"> • CALL 911 and Alert and Inform when safe to do so • Stay quiet and hidden • Respond to all law enforcement commands  • Plan for worst case - prepare to encounter intruder |

EVACUATE, LOCKDOWN, COUNTER (ALERT and INFORM others when safe to do so)

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| <p>Evacuate</p> <ul style="list-style-type: none"> • If there is an accessible path, attempt to evacuate • Identify an escape route and plan • Run in zig-zag pattern • Evacuate regardless of whether others agree to follow • Leave belongings behind • Help others escape, if possible • Keep hands visible • Follow the instructions of police officers • Do not attempt to move the wounded | <p>Lockdown</p> <ul style="list-style-type: none"> • Be out of the active shooter's view • Seek protection if shots are fired in your direction • Pick a spot that will not trap you or restrict your movements • Lock the door • Prevent individuals from entering the facility or the area • Blockade the door with heavy items • Silence your cell phone and/or pager • Turn off any source of noise, including radios and televisions • Hide behind large items, such as cabinets and desks • Stay low | <p>Counter</p> <ul style="list-style-type: none"> • Take action • Disrupt and/or incapacitate. Attack vision, respiratory and weapon • Act aggressively • Throw items • Use improvised weapons, such as weights, bats, chairs, etc. • Yell, scream, poke, scratch, bite, etc. • Commit to your actions — it's your life or theirs • Spread out and attack from different angles |
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