



DAS REC

NEW BRAUNFELS
RECREATION CENTER

EMERGENCY PROCEDURE MANUAL

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PLAN DEVELOPMENT AND MAINTENANCE

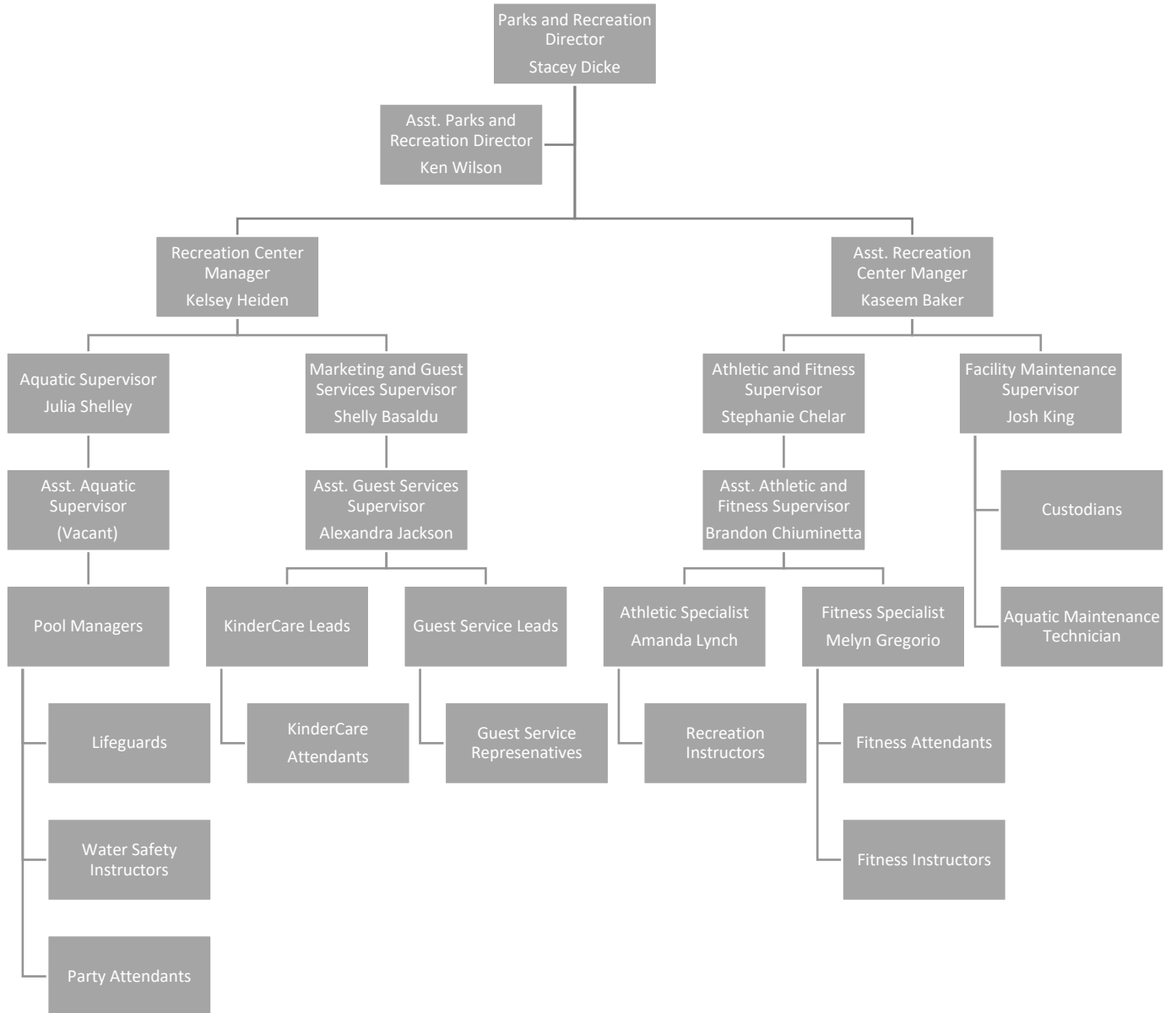
This plan was developed by the Das Rec Management Team.

The Das Rec Management Team is responsible for maintaining the plan. Recommended changes to this plan should be forwarded as needs become apparent.

This plan will be reviewed and updated annually.

This plan will be updated based upon deficiencies identified during actual emergency situations, during exercises, and when changes in threats, hazards, resources or capabilities occur.

CHAIN OF COMMAND



EMERGENCY CONTACT LIST

Police

Emergency	911
Dispatch	830-221-4100
Non-Emergency	830-608-2179
Fire Department	830-221-4200
Animal Control	830-608-2183
Poison Control	800-222-1222
Park Rangers (On-Call Ranger)	830-837-0048
On-Call Maintenance	830-221-6195
Fischer Park Gift Shop	830-221-4378
Fischer Park Nature Center	830-221-4375
Park Admin Office	830-221-4350
New Braunfels Utilities	830-629-4628

DAS REC CENTER STAFF EXTENSIONS

Recreation Center Manager	Kelsey Heiden	4171
Asst. Recreation Center Manager	Kaseem Baker	4173
Guest Services & Marketing Supervisor	Shelly Basaldu	4172
Asst. Guest Services Supervisor	Alexandra Jackson	4170
Athletic & Fitness Supervisor	Stephanie Chelar	4174
Asst. Athletic & Fitness Supervisor	Brandon Chiuminetta	4176
Aquatic Supervisor	Julia Shelley	4175
Building Maintenance Supervisor	Josh King	4195
Asst Parks & Recreation Director	Ken Wilson	4346
Parks & Recreation Director	Stacey Dicke	4350

FIRST AID

The First Aid Kit and AED are located in the Gift Shop kitchen in the lower cabinet next to the refrigerator that is labeled accordingly. There is also a first aid kit in the Nature Education Center in the upper cabinet closest to the front door, labeled accordingly. When campers leave the vicinity of the Nature Education Center they carry a red First Aid backpack as a mobile kit.

MINOR INJURIES (bumps, scrapes, etc.)

- Administer first aid as necessary.
- Complete Incident/Accident Report with information on victim and injury.
- Send them on their way with a smile.

LIFE THREATENING INJURIES

- Activate EAP and call 911.
 - Have a secondary staff member or adult go to parking lot to meet the ambulance and guide paramedics to victim's location.
 - If needed, stop operations and activities to handle the emergency as needed.
 - If the injury or illness is severe or life-threatening, call 911.
 - Avoid leaving the injured or ill person, expect to get help.
 - Follow instructions from the 911 dispatcher.
 - Do not move the person unless in danger.
 - Retrieve the AED and First Aid Kit
 - Give first aid or CPR if trained and it is needed.
- Give care as needed until EMS take over.
- Either during or after care, you or a secondary staff member will complete an incident report. After report is completed, submit to a Supervisor the same day.
- Inform a Supervisor, or if they cannot be reached, continue up the chain of command to the Parks and Recreation Director until someone is informed via direct conversation (not email/text message/voicemail). If no one can be reached, leave messages and do your best until you receive a response.
- Take any corrective action if necessary, to prevent injury from occurring again.
- Check with staff involved with incident to ensure they can continue to work after encountering the incident and do not need time off/counseling before returning to duty (such as in cases of gruesome injuries).

CONTACT WITH BODILY FLUID

If the injury involves body fluids of any kind, please adhere to the following safety requirements:

- Survey scene and put on gloves before beginning aid
- Put all bandages in separate container and dispose in the proper area
- Clean all bloodstains with liquid bleach for 10-15 minutes
- If you are exposed to another person's body fluids, inform the medical personnel or police when they arrive.
- Wash hands thoroughly with soap for several minutes and remove any clothing that was soiled with bodily fluids

EMPLOYEE INJURY

When an employee is injured, respond as you would for any other injury. Care for the employee and ensure they receive whatever first aid is needed.

- If required, contact 911 to transport the employee to the hospital. If not required, they will be taken to a clinic for evaluation via transportation arranged by Management.
- Call a Supervisor if one is not available:
 - Call Human Resources at (830) 221-4390 or (830)221-4392
 - If it is afterhours call Ken Wilson at (830) 637-0757
- As soon as possible (either during or after care), have a Supervisor complete a Supervisor Report of Incident/Accident and submit to HR.
- The employee may not go home or leave if they want to receive workers compensation from the City. They must go from work to clinic in a city vehicle and escorted by a department supervisor, unless otherwise directed.
- If needed, take corrective action to prevent injury from occurring again (such as cleaning up a spill that led to the accident, etc.).

MISSING PERSON

- Gather information
 - Name, age, gender, race
 - Weight, height, hair and eye color
 - Describe what the child was wearing: clothing and shoes
- Report information of missing person to the Manager on Duty for an assessment of the situation.
- Facility staff will suspend all regular activity to conduct a search of the building or reported area, monitoring all exterior exits to the facility or park. Patrons may be asked to assist with the search.
- If the child is not found within 10 minutes you must contact police. You may contact police earlier.

FIRE

Fire Extinguisher Locations

1. Guest Services Area - on the wall by the merchandise
2. Gymnasium – one in each gym storage closet
3. Concession Kitchen
4. Fitness Floor – in the stretching area by the back door.
5. Riser Room
6. Electrical Room
7. Aquatic Hallway
8. Pool Pump Room
9. Guard Room
10. Janitor Closet

Controllable Fire (can be put out with extinguisher)

- Clear all persons away from fire and put out flames with nearest extinguisher. If your attempt at extinguishing the fire fails, follow procedures for an un-controllable fire (below).
- Call 911 and inform of fire, even if small and source is known. City fire code requires that all unwanted fires be reported to the fire department for investigation.
- Follow instructions as given by fire department.
- Inform Supervisor, or if they cannot be reached, continue up the chain of command to the Parks and Recreation Director until someone is informed via direct conversation (not email/text message/voicemail). If no one can be reached, leave messages and do your best until you receive a response.
- After fire department gives okay, return to site of fire and complete incident report/property damage report. Submit to Supervisor the same day of incident.

Un-controllable Fire

- Activate the nearest fire alarm.
- Call 911 and inform them of fire.
- Notify occupants and help those in the immediate area who may need assistance and evacuate facility per the evacuation plan.
- Confine the fire by closing, but not locking, as many doors as possible behind you.
- Do not re-enter the building until permitted to do so by emergency personnel.
- Inform Supervisor, or if they cannot be reached, continue up the chain of command to the Parks Director until someone is informed via direct conversation (not email/text message/voicemail). If no one can be reached, leave messages and do your best until you receive a response.
- After fire department gives okay, return to site of fire and complete incident report/property damage report. Submit to Supervisor the same day of incident.

Building evacuation procedure:

- Evacuation is mandatory when a fire alarm has been activated.
- Do not use elevator.
- Move people to designated safety areas.

HAZARDOUS SPILL

- If the incident is indoors, close all doors in order to isolate the area if it safe to do so.
- From a safe area, call 911 and be prepared to provide the following information if possible:
 - Name of the material
 - Quantity of the material
 - Time of the incident
 - Location of the incident (where in Das Rec)
 - If anyone has been injured or exposed to the material
 - If a fire or explosive is involved
 - Your name, phone number and location
- Follow direction offered by the emergency responders.
- Evacuate the area if necessary:
 - Follow the instructions provided by authorities.
 - Notify others to evacuate.
 - Take only your phone and essential items.
 - Help those needing assistance.

GAS LEAKS

- If you detect natural gas, fumes or vapors:
 - Cease all operations.
 - Do not pull fire alarms.
 - Do not touch light switches or electrical equipment.
 - Call 911.
 - Clear the area immediately if instructed to do so by the emergency dispatcher.
 - Provide your location and the location of the odor to the dispatcher (where in Das Rec)
 - Provide as many additional details as possible to the dispatcher.
- Evacuate:
 - Follow the instructions provided by authorities.
 - Notify others to evacuate.
 - Take only your phone and essential items.
 - Help those needing assistance.

SEVER WEATHER

- **TORNADO**

- Follow the “Shelter” actions of the Emergency Action Plan:
 - Move to the locker rooms.
 - Stay away from windows.
 - Shelter in smaller rooms if able.
 - Sit or kneel next to walls.
 - Do not leave shelter unless instructed to do so.

- **FLOODING**

- If you are notified of imminent or actual flooding and it is safe to do so:
 - Wait for instructions from Das Rec Manager
 - Secure vital equipment.
 - Shut off nonessential electrical equipment.
 - Move to a safe area.
 - Do not return to the building until instructed to do so by police or management.
 - Never drive a vehicle through a low water crossing.

- **SHELTER/LOCKDOWN**

- In the case of environmental contamination, building intrusion, or other incidents deemed necessary by City Management, staff will proceed with the following procedure.
 - Move to a pre-determined safe area inside the building.
 - Contain and maintain all persons.
 - Stay put until the “All Clear” has been given by the Emergency Response team or City staff.

BOMB THREATS

Any person receiving a phone call involving a bomb threat or a threat against an individual should attempt to obtain as much information as possible from the caller. This information is invaluable in determining the validity, urgency, and nature of the threat, and consequently in determining what action is appropriate in response to that threat. Of utmost importance are the EXACT WORDS of the caller and information concerning the location and expected detonation time of the explosives. Write down the EXACT WORDS as soon as possible so they will not be forgotten or distorted.

The person making the threatening call could reveal enough information about themselves so that the recipient of the call could later identify the caller.

- If you receive a bomb threat:
 - Remain Calm.
 - Get as much information as possible from the caller (if by phone); pretend to have difficulty hearing. Ask:
 - Where is the bomb?
 - When is it set to go off?
 - What type of bomb is it?
 - Hold the line open. Do not hang up.
 - Use another line to call 911.
 - Follow instructions from emergency personnel.
 - If a Bomb Threat occurs you must determine if there is a need to evacuate the facility. 911 must be called to report the threat as soon as possible, and then call a Supervisor to inform them of the situation. Evacuate immediately if the threat is to our location.

ROBBERY & BURGLARY

If this ever occurs- GIVE THEM THE MONEY! Your safety is of the utmost importance. Try to get a detailed description of the assailant. At the first chance, immediately call the police, and then call a Supervisor. If a Supervisor is unavailable, using the Chain of Command, inform the Recreation Center Manager. Document everything you can remember on the appropriate form and be as concise as possible. The following are tips to go by:

Keep it Short

- The longer a robbery takes, the more nervous the robber becomes
- Calmly handle the potential robber as if you were making a sale to a customer
- The average robbery takes less than two minutes

Obey the Robber's Orders

- Don't argue with the robber
- Robbers seldom hurt people who cooperate with them
- Let the robber know that you intend to obey
- Give the robber all the cash and merchandise they want
- If you recognize the robber, do not in any way indicate to the person that you do
- If you are unclear of what the robber is instructing you, ask
- Observe the robber's height, weight, race, sex, facial appearance, clothing, tattoos, and anything unordinary about the person

Tell the Robber about any Possible Surprises

- If you must reach for something or move in any way, tell the robber what to expect
- If someone is in another room who might enter the room, be sure to make the robber aware of the person

Don't fight the robber*

- The money isn't worth risking harm to you
- Trying to attack an armed robber is foolish, not heroic
- *If the robber is going to use you as a hostage, or you feel that the robber is going to harm you, it may be in your best interest to fight for your life

Don't use weapons

- The robber's weapon is already one too many
- Only use a weapon if you feel you need to defend your life

Don't chase or follow the robber

- To chase a robber is to invite violence. The police could mistake you for one of the robbers

Call the police

- Don't hang up the phone until 911 tells you to do so. Make sure they get all pertinent information
- Protect the crime scene; don't touch any evidence
- Assess any damages, and/or how much cash or product was taken
-

WORKPLACE VIOLENCE

For an angry customer or Co-worker, stay calm, listen attentively, maintain eye contact, be courteous and patient, keep the situation in your control and notify a supervisor. Do not argue with the person, as this will further enrage them. If the situation escalates, have someone get a supervisor or call the police.

Threats with a gun, knife, or weapon:

- Stay calm
- Signal to someone that you need help and to call 911
- Maintain eye contact
- Stall for time
- Keep talking-but follow instructions from the person who has the weapon
- Don't risk harm to yourself or others
- Never try to grab a weapon
- Watch for a safe chance to escape to a safe area
- After you are safe, call 911 and notify a Supervisor

DISRUPTIVE INDIVIDUAL

If you witness an armed individual at any time or an individual who is acting in a hostile or belligerent manner, immediately call 911.

If confronted by the individual:

- Call 911
- Give your name and location with a brief explanation of the situation to the operator.
- Take note of the individual's age, personal appearance, vehicle, and any other information that would help identify them.

Actions to take:

- Stay calm.
- Sit or stand up straight. Do not slouch.
- Make eye contact.
- Speak clearly and distinctly in a confident, normal tone.
- Use their name, if known, and ask them to sit down.
- Paraphrase what they say so they know you are listening.
- Offer assistance and explain how you can help, using "we" to include them in the solution process.
- If possible, advise others of the potential problem.

ACTIVE SHOOTER

If you witness and armed individual at any time or an individual who is acting in a hostile or belligerent manner, immediately call 911.

If an active shooter is outside the building:

- Got to a room that can be locked. Lock the doors and turn off the lights.
- Get everyone to lie on the floor out of the line of fire.
- Call 911 and inform the operator of the situation. Give your name, location and any other details that can be provided about the shooter(s), if possible.
- Stay at your location until the police or a known manager gives the all clear.

If an active shooter is the building:

- Determine if the room you are in can be locked. If so, follow instructions above.
- If your room can't be locked, move to a room that can or exit the building only if it is safe to do so.

If an active shooter enters your office or building:

- If possible, call 911 and alert the police to the shooter's location; if you can't speak, leave the line open so that the dispatcher can listen and try to pinpoint your location.
- If you can't escape, attempting to overpower the shooter(s) is a last resort.
- If the shooter(s) leaves the area, proceed immediately to a safer place, if possible. Do not touch anything that was in the vicinity of the shooter(s).
- If you decide to flee, make sure that you have an escape route or plan in mind. Do not carry anything. Move quickly and quietly, keep your hands visible and follow any instructions given by police.
- Do not attempt to remove injured people; tell the authorities of their location as soon as possible.
- Do not leave the property until advised to do so from the police.

What to expect from responding police:

- They will respond to the last area where shots were heard in order to stop the shooting as quickly as possible.
- They will normally be in teams of four and armed with rifles, shotguns, and/or handguns, as well as possibly using tear gas or pepper spray to regain control.
- Try to remain calm and do not be afraid; follow all instructions given by police.
- If you know where the shooter is, inform the officer of their location.
- The first officers to arrive will not respond to or aid those who are injured. Rescue teams and emergency personnel will do so as soon as possible.
- The area will still be a crime scene; police usually will not let anyone leave until the area is secure and all witnesses have been identified and questioned. Stay where you are told until the police dismiss you.

COMMUNICATION DURING AN EMERGENCY

When an emergency occurs, the need to communicate is immediate. If operations are disrupted, members will want to know how they will be impacted. Regulators may need to be notified and local government officials will want to know what is going on in their community. Employees and their families will be concerned and want information. Neighbors living near the facility may need information - especially if they are threatened by the incident. All of these “audiences” will want information before the business has a chance to begin communicating.

An important component of the preparedness program is the crisis communications plan. An organization must be able to respond promptly, accurately and confidently during an emergency and in the hours and days that follow. The image of an organization can be positively or negatively impacted by public perceptions of the handling of the incident. The following is a list of potential audiences staff members may come across during an emergency:

- Members
- Survivors and their families
- Employees and their families
- Management (see Chain of Command)
- News media

Audiences like news media outlets, families of employees, and upper management will be handled by the management team and the City’s Communication and Community Engagement Department. Staff members are to refrain from making any comments to news media about emergency events unless given specific instruction otherwise.

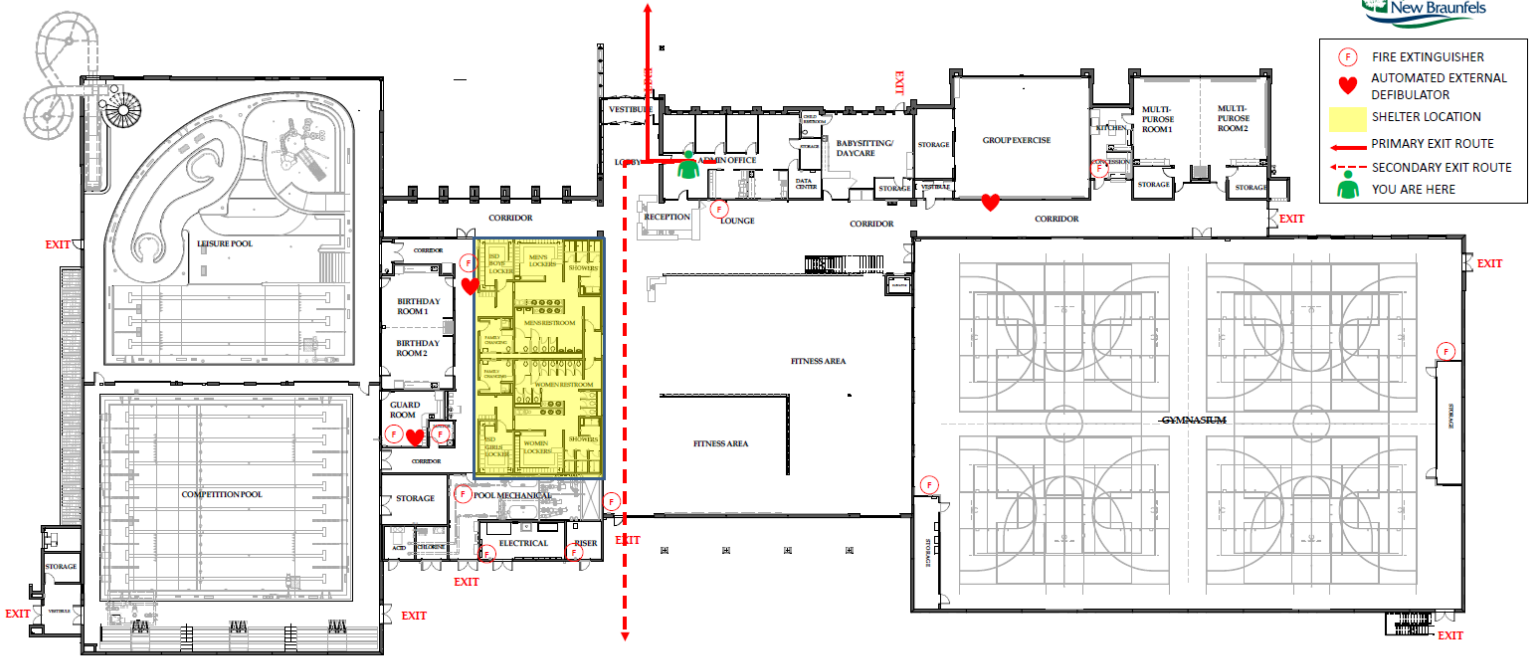
During an emergency, it is important that staff members continue to provide members with superior customer service. This is outlined in the steps below:

- Maintain a sense of urgency, not a sense of panic. Running, shouting, and cutting through a crowd may seem essential to emergency response, but be aware of how members may perceive responders’ handling of the incident.
- Remember that members are human. When responding quickly to an emergency, bystanders can often become less of a priority to responders. Remember to act professionally and acknowledge them while responding as needed.
- Be informative, not speculative. Keep members aware of which areas are affected by the incident without giving unnecessary details. Assure members that you aim to keep them informed as details come in.
- Manage extra staff effectively. While having a large team in place to respond to a large emergency is great, overcrowding of less severe situations can lead to a mismanaged response. If all tasks are effectively being responded to, have extra staff clean and rotate out with other staff members responding directly to the emergency.

FACILITY EVACUATIONS

- Upon discovery of a reason to evacuate facility, immediately call 911 and inform of reason.
- Staff should inform patrons to proceed to nearest exit and not delay collecting any belongings.
 - For programs, classes or camps with minor children, have participants line up, take attendance to ensure everyone is with you and walk out of the facility.
- Staff should be posted at each exit point to help patrons exit and ensure no one goes back into facility.
- If possible, staff should quickly sweep the facility to ensure all patrons are out before exiting themselves.
- When Fire/Police/EMS arrive, allow them to take over the evacuation effort.
- Inform a Supervisor, or if they cannot be reached, continue up the chain of command to the Parks and Recreation Director until someone is informed via direct conversation (not email/text message/voicemail). If no one can be reached, leave messages and do your best until you receive a response.
- Upon resolution of issue that caused evacuation, complete an incident report and submit to a Supervisor the same day.
- Facility will re-open at the discretion of a Supervisor/Manager.

DAS REC – FIRST FLOOR EMERGENCY ACTION PLAN





CITIZEN INCIDENT REPORT

Use this form if incident involves a citizen and occurred at a City facility, function, or event.

INCIDENT DETAILS

1. Date of Incident:	2. Time of Incident:
3. Location of Incident (Building & Specific Area):	
4. Department/Division Experiencing Incident:	
5. Was this related to a City-hosted event? If so, Please Name Event:	

CITIZEN/INJURED PARTY INFORMATION

6. Name:	7. Phone Number:
8. Address:	9. City/State/Zip:
10. Parent Name (if injured is a minor):	

INCIDENT DESCRIPTION

11. Incident Description (Describe, in detail the events before, during and after the incident):
12. Were the authorities notified? Yes No If yes, Police Fire Ambulance Rescue
13. Was First Aid Administered? Yes No If yes, by whom?
14. Was the injured party transported to the hospital? Yes No If yes, by whom?
15. Extent of Injuries (Provide detail on what and how the citizen was injured)

WITNESS & SIGNATURES

Witness 1:	Name:	Phone:
	Address/City/State:	Relation to Injured Party:
Witness 2:	Name:	Phone:
	Address/City/State:	Relation to Injured Party:
Employee Completing Form:		Date:
Manager/Supervisor Name:		Date:

Submit this form to Human Resources within 24 hours. This form is utilized as a potential claim against the city. If a citizen wants to file a claim against the city, please direct them to the city website, or contact human resources.



Supervisor Report of Accident/Incident

Type of Incident: Injury/Illness Vehicle Accident Property Damage/Equipment Incident

EMPLOYEE INFORMATION (TO BE COMPLETED BY SUPERVISOR WITH EMPLOYEE)

1. Name (First & Last):		2. Department/Division:		3. Job Title:	
4. Date of Birth (mm/dd/yy):	5. Social Security Number: XXX-XX-	6. Sex: M F	7. Marital Status: Married Widowed Separated Single Divorced		
8. # of Dependent Children:	9. Spouse's Name:		10. Home Address:		
11. City:	12. State:	13. Zip Code:	14. County:	15. Home Phone:	16. Cell Phone:
17. Supervisor Name:			18. Supervisor Phone Number:		

ACCIDENT/INCIDENT INFORMATION (TO BE COMPLETED BY SUPERVISOR WITH EMPLOYEE)

19. Date of Accident/Incident:	20. Time of Accident/Incident: : am pm
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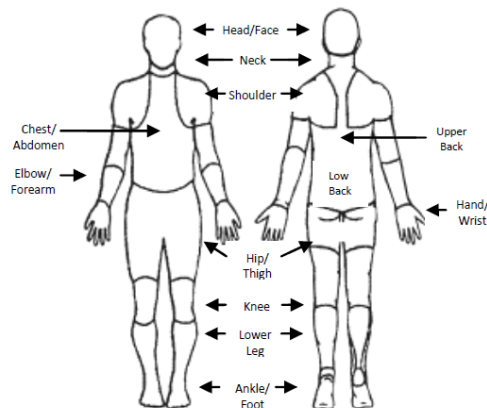
21. Incident Description (Describe, in detail the events before, during and after the incident):

COMPLETE THE FOLLOWING INFORMATION IF ACCIDENT/INCIDENT INVOLVED INJURIES

22. Was the employee treated at a medical facility? Yes No If yes, where?

23. Was first aid provided? Yes No If yes, who provided first aid?

24. Specify what body part was injured (Print and have employee shade in affected area):



25. Specific location of where the injury/illness occurred (stairs, conference room, parking, storage closet, etc.):

26. Address of Where Injury or Exposure Occurred, or Name of Business:
Street Address:

27. City:	28. State:	29. Zip:	30. County:
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31. List Witnesses Name and Phone #:

COMPLETE THE FOLLOWING SECTION IF ACCIDENT/INCIDENT INVOLVED A CITY VEHICLE, EQUIPMENT, OR PROPERTY DAMAGE				
32. Year:	33. Make:	34. Model:	35. Vehicle License Number:	36. Vehicle/Equip. #
37. Reported to Police: Yes No N/A		38. Police Report #:		
39. Weather Conditions (select all that apply):		Clear	Cloudy	Raining Windy Foggy Snow/Sleet
40. Purpose of which vehicle/equipment was being used:				
41. Were photos taken of the vehicle/property damage: Yes No If yes, please email photos to HR Department.				
42. Was a post-accident drug screen given? Yes No If, no please state why?				
43. Describe the damages:				
SUPERVISOR'S INVESTIGATION & CORRECTIVE ACTIONS:				
44. What factors contributed to the accident/incident? (list any unsafe acts or conditions that may have caused the event i.e. lack of training, broken equipment, no written job procedures, employee not wearing correct PPE, etc.)				
45. What action will you take or recommend for preventing similar accidents/incidents?				
MEDICAL STATEMENT:				
I am declining medical attention at this time. I understand that if medical attention becomes necessary, I will immediately contact HR at 830-221-4390. Employee Initials: _____				
REQUIRED SIGNATURES:				
I hereby certify that the information above is true and correct to the best of my knowledge. I further understand that any falsification of information regarding an accident/incident may result in disciplinary action up to and including termination of employment.				
Employee's Signature:			Date:	
Supervisor's Signature:			Date:	

SUPERVISOR TO SEND COPIES TO:

Safety@nbtexas.org

HR FAX 830-608-2123