



**Fischer Park**  
NATURE EDUCATION CENTER  
IN PARTNERSHIP WITH H-E-B TOURNAMENT OF CHAMPIONS

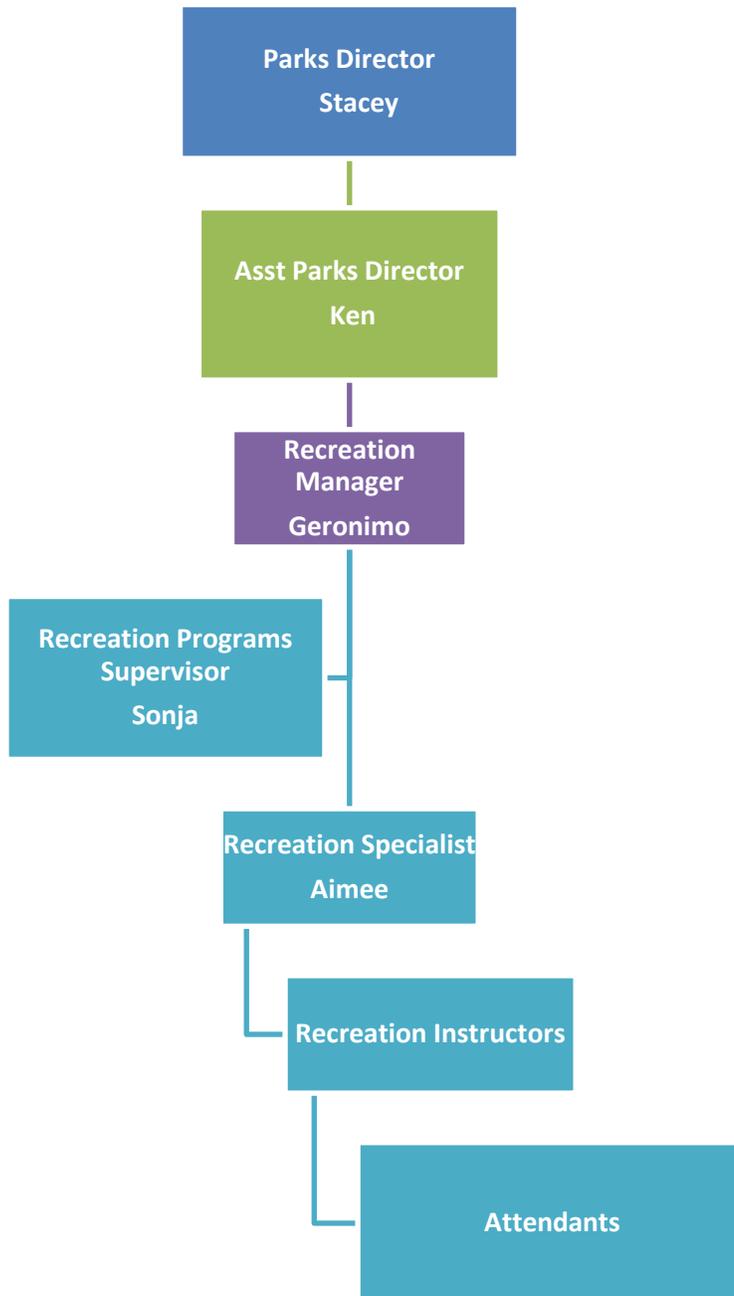
# Fischer Park Emergency Procedures Manual

**WARNING – In the event of an emergency, there will likely not be any time to refer to this manual.  
Knowing this manual by memory and practice is essential.**



PARKS AND RECREATION DEPARTMENT

# Chain of Command



## 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
Parks Office		830-221-4350
Landa Park Boathouse		830-608-2163
Miniature Golf		830-608-2169
Recreation Center		830-221-4370
Aquatics Complex		830-221-4360
Tube Chute		830-608-2165
Mini Train		830-625-8285
Das Rec		830-221-4170
Landa Recreation Center		830-221-4370
Utilities (NBU)		830-629-4628
Alarm Company		210-520-8737

### **Parks & Recreation Staff Numbers**

<b><i>Nature Center Supervisor</i></b>	Sonja Mlenar	<b>830-221-4375 Office</b>
<b><i>Recreation Specialist</i></b>	Aimee Oliveri	<b>830-221-4375 Office</b>
<b><i>Aquatic Programs Supervisor</i></b>	Cailin Cronin	<b>830-221-4365 Office</b>
<b><i>Athletic Programs Coordinator</i></b>	Payton Palmer Newton	<b>830-221-4370 Office</b>
<b><i>Recreation Programs Coordinator</i></b>	Cassie Paddock	<b>830-221-4372 Office</b>
<b><i>Recreation Manager</i></b>	Geronimo Aguirre	<b>830-221-4363 Office</b>
<b><i>Asst Parks &amp; Rec Director</i></b>	Ken Wilson	<b>830-221-4346 Office</b>
<b><i>Parks &amp; Rec Director</i></b>	Stacey Laird Dicke	<b>830-221-4350 Office</b>

# First Aid

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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.)**

1. Administer first aid as necessary following your First Aid training protocols.
2. Complete an Incident/Accident Report. Leave in Supervisor's box and notify Supervisor of the injury via email.
3. Send them on their way with a smile.

## **Life Threatening Injuries**

1. Call 911. Initiate CPR (only if victim is unresponsive and not breathing).
  - a. Have a secondary staff member meet the ambulance and guide paramedics to the victim's location.
2. Give care as needed until EMS takes over.
3. Either during or after care, have a secondary staff member complete an incident report. After report is completed, leave form in Supervisor's box.
4. Inform Supervisor by phone. 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, leaves messages and do your best until you receive a response.
5. Take any corrective action necessary to prevent injury from occurring again (such as closing a play feature that caused the injury).
6. 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.

# WATER RESCUE

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During kayak rentals or programming, a staff member will be scheduled for “Boat house” or “Program Lead.” This staff member is responsible for monitoring guests during kayak rentals. They should remain by the water during the entire kayak rental and is responsible for carrying a radio. The gift shop staff member on duty should also have a radio during rentals. If the staff member working kayaks needs to be relieved of duty during a rental, they should radio another staff member to cover. The staff member on duty should have water rescue equipment with them at the water’s edge during each kayak shift.

## Rescue Steps:

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1. Staff member on kayak duty radios to gift shop to notify that a rescue is underway.
  2. Gift Shop staff member heads to dock to assist, bringing cell phone to call 911 if necessary.
  3. Staff member on kayak duty performs rescue according to their water rescue training and begins to provide appropriate care.
  4. The Supervisor will be informed as soon as possible if 911 is called. If the Supervisor is unreachable, follow the chain of command up to the Director until someone is contacted directly.
  5. Once the situation is under control, an Incident Report must be entirely filled out if injury or first aid care was provided to the rescued person. This is extremely important in case an investigation follows the incident. **If anyone ever REFUSES care, have them sign the incident report stating so. If they refuse to sign the incident report, have several witnesses (patrons and employees) sign the incident report stating that the patron refused treatment and refused to sign the incident report.** It is imperative that the **Incident Report** is filled out in its entirety once the emergency is under control. Ask all witnesses for their name, address, phone number, and a statement. Get a statement from all staff involved. **Everything must be documented.**
  6. *Under no circumstances* shall an employee discuss or make comments about an incident to anyone (including family, friends, patrons, or the media). A casual comment could have serious repercussions. All discussions shall be held in private.
  7. If approached by the media, refer them to the manager on duty, who will in turn refer them to the PARD media spokesperson. (Reference the Media Policy).
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# EMPLOYEE INJURY

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1. 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.
  - a. If required, contact 911 to transport the employee to the hospital. The injured staff person must be seen at an approved location the same day of the injury.
2. As soon as possible (either during or after care), fill out the Supervisor's Report of Accident. Leave in Supervisor's box.
3. Inform Supervisor. 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.
4. The employee should not go home or leave the facility until the situation is resolved.
5. From this point, department administration will take care of all necessary steps to resolve the issue.
6. If needed, take corrective action to prevent injury from occurring again (such as cleaning up a spill that led to the accident, etc.).

# LOST PERSON

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In the event of a lost person, get a description of the person and where they were last seen. Inform a Park Ranger immediately. If a Park Ranger is unavailable, call the police. The staff will split up and search the entire facility. The Supervisor must be informed immediately if such a situation arises.

# FIRE

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## **Fire Extinguisher Locations**

1. In the Gift Shop - on the wall between the kitchen and office door
2. In the boat house - on the wall by the entry door
3. In the Nature Center - mounted on the wall above the double sinks

## **Controllable Fire (can be put out with extinguisher)**

1. 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).
2. 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.
3. Follow instructions as given by fire department.
4. 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.
5. 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**

1. Call 911 and inform them of fire.
2. Evacuate facility per the evacuation plan.
3. 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.
4. 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.

## **Gas Leak**

1. Immediately upon discovery of a gas leak, call 911.
2. DO NOT use light switches or other apparatus likely to produce a spark.
3. Evacuate facility per the evacuation plan.
4. Inform maintenance. If after hours call on-call maintenance at 830-221-6195.
5. 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.

# SEVERE WEATHER

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## **Thunder/Lightning/ Heavy Rain**

1. In the event thunder is heard, lightning is seen, or there is heavy rain, outdoor operations will temporarily cease.
2. Staff should inform program participants.
3. Staff should bring in all equipment and put it away properly.
4. Staff may resume activities when weather clears.

## **Tornado/Hurricane**

1. In the event a tornado is sighted, or a tornado watch/warning is issued by a weather authority, facility operations will cease. All patrons will be informed to seek shelter indoors at the most central point of the building, away from windows and doors.

### If a warning is issued:

- Notify the staff and public. The patrons will most likely leave the facility to seek shelter. However, some may feel it's best to stay at the facility. Both options are fine.
- Secure the cashier stations.
- Seek shelter at the center interior point of the building away from windows and doors.
- All persons are to remain in the designated shelter area until the weather passes or directed by City staff that imminent danger has ceased.
- Personnel will be allowed to leave when the facility is completely evacuated. Otherwise, senior staff and management will stay until it is cleared.

## **Hail Storms**

Hail can but does not always accompany a severe thunderstorm. In the event of a hail storm, follow normal thunderstorm procedures and make sure everyone is inside or not in danger of being hit by hail.

## **Flood**

Although the ponds at Fischer Park have not flooded in the past, it is a possibility and appropriate caution should be used when approaching rising waters. Never cross through flood waters either on foot or in a vehicle.

## **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.

- Close and lock doors and windows if applicable.
- Move to a pre-determined safe area inside the room.
- Stay away from doors and windows.
- Take roll and be prepared to account for any missing persons.
- Contain and maintain all persons.
- Stay put until the "All Clear" has been given by the Emergency Response team or City staff.

# BOMB THREATS

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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.

The EXACT WORDS of the caller and information concerning the location and expected detonation time of the explosives are of the utmost importance. Write down the EXACT WORDS as soon as possible so they will not be forgotten or distorted.

The person making the threatening call may reveal personal information about themselves that will enable authorities to identify them. Persons receiving such calls should be aware of the following guidelines and suggestions:

- Be calm, courteous, and listen. Do not interrupt the caller. Take written notes of the conversation.
- Quietly signal for someone to call 911. The best way is to write a note saying, "Call 911! I am receiving a bomb threat! This is not a joke."
- Try to keep the caller on the line as long as possible in order to obtain as much information, characteristic comments, or accents as possible. This can be done by pretending to have a bad connection.
- Ask the caller to repeat the message. Attempt to ascertain the type of device, what it looks like, where it's located, what time it will go off, etc.
- Pay particular attention to any background noises such as a music, type of music, train whistles, sirens, jet airplane engines, and any other noises that might provide clues as to the location of the caller.
- Listen closely to the voice (male/female, young/mature), voice quality, accents, speech impediments, or words/phrases used repeatedly.
- If time permits and the caller is talkative, ask questions such as, "Who is this calling, please?" or "What is your name?" In some instances, the caller may unintentionally reply with their name.

# ROBBERY & BURGLARY

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In the event of a robbery, **HAND OVER THE MONEY!!!!** Your safety is of the utmost importance. Try as much as possible to get a detailed description of the assailant. Call the police as soon as possible and then call the Supervisor. If the Supervisor is unavailable, using the Chain of Command, inform the Recreation Manager. Document everything you can remember on the appropriate form and be as concise as possible. Follow the tips below:

## *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 the robber's instructions are unclear, ask them to clarify.
- Keep calm.
- Observe the robber's height, weight, race, sex, facial appearance, clothing, tattoos, and anything out of the ordinary about the person.
- If the robber makes you disarm the alarm, entering code 0119 will send a silent alarm to the police.

## *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 life or limb.
- 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*

- Weapons breed violence.
- 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*

- Keep necessary phone numbers near the phone.
- 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.

## **BURGLARY/VANDALISM**

If you notice the facility has been broken into, please call the Supervisor and call the police to fill out a police report. Document the damages and what is missing. Avoid touching anything the burglar could have touched so police can check for fingerprints. Check the camera feed to see if the vandalism was caught on camera and notify supervisor if found. The Supervisor will keep a log of burglary/vandalism.

# WORKPLACE VIOLENCE

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## *Angry customer or Co-worker*

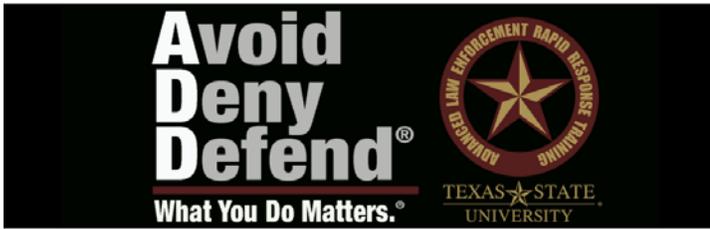
For an angry customer or Co-worker, stay calm, listen attentively, maintain eye contact, be courteous and patient, keep the situation under control and notify a supervisor. Do not argue with the person, as this will further enrage them. If the situation escalates, have someone get a supervisor or call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

## *Threats with a gun, knife, or weapon*

- Stay calm.
- Do your best to get staff and guests out of the area.
- 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.

# ACTIVE SHOOTER

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## Be Prepared.

### Avoid | Deny | Defend™

During an act of violence (e.g. robbery, hostage situation, workplace violence, active shooter):

#### **AVOID starts with your state of mind.**

- Pay attention to your surroundings.
- Have an exit plan.
- Move away from the source of the threat as quickly as possible.
- The more distance and barriers between you and the threat, the better.

#### **DENY when getting away is difficult or maybe even impossible.**

- Keep distance between you and the source.
- Create barriers to prevent or slow down a threat from getting to you.
- Turn the lights off.
- Remain out of sight and quiet by hiding behind large objects and silence your phone.

#### **DEFEND because you have the right to protect yourself.**

- If you cannot Avoid or Deny, be prepared to defend yourself.
- Be aggressive and committed to your actions.
- Do not fight fairly. THIS IS ABOUT SURVIVAL.

**CALL 911** when you are in a safe area.

When Law Enforcement arrives, **SHOW YOUR HANDS AND FOLLOW COMMANDS.**

***Remember that Failure to Plan is Planning to Fail.***

For more information visit <http://www.avoiddenydefend.org/add.html>

# ANIMALS

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## *Live Animals in the Park*

Wildlife is common in Fischer Park. Leave wildlife alone unless it is in a problematic area or acting stressed or erratic. If a stray animal wanders into the park area, be very careful around the animal. It may carry disease or attack. If necessary, call Wildlife Rescue and Animal Control to have the animal removed from the facility.

## *Dead Animals in the Park*

If a dead animal is found in the park, call Animal Control.

**Wildlife Rescue:** 830-336-2725

**Animal Control:** 830-608-2183

# SUSPICIOUS PATRONS

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If you suspect that a patron(s) is under the influence of drugs or excessive alcohol, do not approach the patrons(s) and draw attention to your suspicion. Call the Park Rangers (or Police Department if Park Ranger is unavailable) and let them know that you **do not** have an emergency but that you'd like an officer to come to your facility to speak to the patron(s). Explain your suspicion, make a note of what the patron(s) looks like and wait for the officer. When the officer arrives, provide the information requested. The officer will make the determination if the patron(s) need to be asked to leave or if further action is required.

# Communication During an Emergency

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When an emergency occurs, the need to communicate is immediate. If operations are disrupted, customers 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.

- Customers
- 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 Public Information Officer. 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 guests 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 guests may perceive responders’ handling of the incident.
- Remember that guests 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 guests aware of which areas are affected by the incident without giving unnecessary details. Assure guests 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, facilitate opening / closing gates for emergency personnel and rotate out with other staff members responding directly to the emergency.

# FACILITY EVACUATION

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1. See map of facility exits and congregation points.
2. Upon discovery of a reason to evacuate facility, immediately call 911 and inform of reason.
3. Staff should inform patrons to proceed to nearest exit and not delay to collect any belongings.
4. Staff should be posted at each exit point to help patrons exit and ensure no one goes back into facility.
5. Patrons should proceed with staff to congregation points. On map below, red denotes exits and orange denotes staff meeting area once evacuation is complete.
6. If possible, staff should quickly sweep buildings and bathrooms to ensure all patrons are out before exiting themselves.
7. When Fire/Police/EMS arrive, allow them to take over the evacuation effort.
8. 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.
9. Upon resolution of issue that caused evacuation, complete an incident report and submit to Supervisor the same day.
10. Facility will re-open at the discretion of the Supervisor.

