



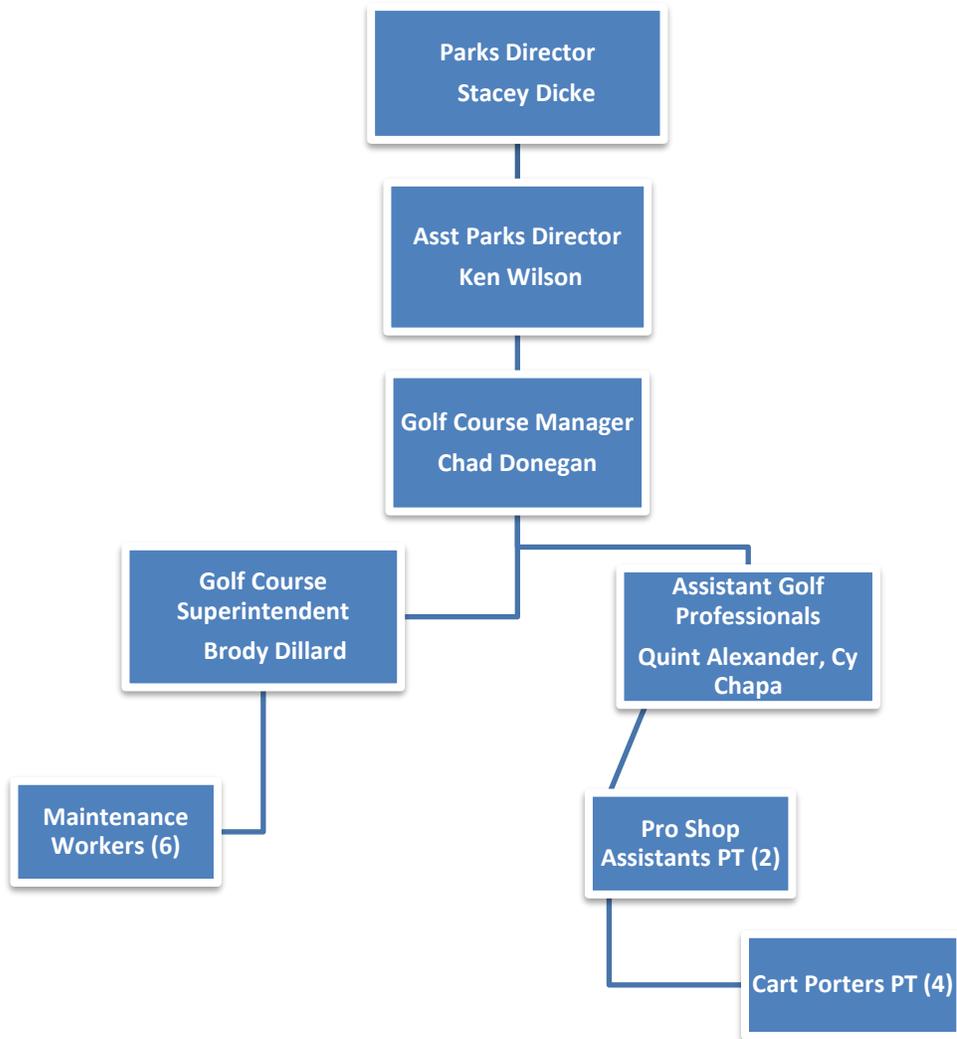
PARKS AND RECREATION

Landa Park Golf Course Emergency Procedures Manual

WARNING – when an emergency comes, there will likely not be any time to refer to this manual. Knowing this manual by memory and practice is essential.

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Chain of Command



CONTACT LIST

Police	Emergency	911
	Non-Emergency	608-2179
Fire Department		221-4200
Animal Control		608-2183
Poison Control		800-222-1222
Park Rangers (On Call Ranger)		830-837-0048
Parks & Recreation Department	Area Code 830	
Boathouse		608-2163
Miniature Golf		608-2169
Recreation Center		221-4370
Parks Office		221-4350
Maintenance		221-4349
Aquatics Complex		221-4360
Tube Chute		608-2165
Mini Train		625-8285
Golf Course Staff Numbers		
<i>Golf Course General Manager</i>	830-221-4343 Office	
Chad Donegan	830-609-7008 Cell	
<i>Golf Course Superintendent</i>	830-221-4348 Office	
Brody Dillard	830-660-4372 Cell	
<i>Assistant Golf Professional</i>	830-221-4340 Office	
Quint Alexander	830-660-9800 Cell	
<i>Assistant Golf Professional</i>	830-221-4340 Office	
Cy Chapa	830-491-9235 Cell	
<i>Field Supervisor</i>		
Rudy Silva	512-297-9421 Cell	
<i>Asst Parks & Rec Director</i>	830-221-4346 Office	
Ken Wilson	830-637-0687 Cell	
<i>Parks & Rec Director</i>	830-221-4350 Office	
Stacey Laird Dicke	830-660-3087 Cell	

First Aid

Minor Injuries (bumps, scrapes, etc.)

1. Administer first aid as necessary following your First Aid training protocols
2. Complete the First Aid Log with information on victim and injury. (Incident / Accident Form)
3. Document and release the patron

Life Threatening Injuries

1. Activate EAP and call 911.
 - a. Have a secondary staff member go to parking lot to meet the ambulance and guide paramedics to victim's location in Pro Shop or on Golf Course. At LPGC, EMS will be met at the front entrance and taken to the accident on Golf Course or in Pro Shop. If Accident is on the east side of property across Elizabeth Street, EMS can / will be met at maintenance behind #12 Green off Hinman Island Drive.
 - b. If needed, stop operations at LPGC (either partially, like a few holes, or entirely) to handle emergency as needed.
2. Give care as needed until EMS take over.
3. Either during or after care, have a secondary staff member complete an incident report. After report is completed, submit to General Manager the same day.
4. Inform General Manager, 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, leaves messages and do your best until you receive a response.
5. Take any corrective action if necessary, to prevent injury from occurring again (such as roping off hazardless area).
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 (such as in cases of gruesome injuries).

EMPLOYEE INJURY

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. If not required, they will be taken to an approved Urgent Care for evaluation via transportation arranged by Management immediately.
2. Manager on duty needs to fill out the Supervisor Report of Accident, found in the Workman's Comp binder
 - a. The employee will need to be taken to an approved med clinic by a division supervisor in the City vehicle. The Safety and Training Coordinator in HR needs to be notified prior to arrival at the med clinic.
 - b. The employee may deny further medical treatment at the time of reporting (meaning, they do not want to go to an approved clinic for evaluation). Should they decide later they would like to be seen at an approved med clinic, they need to notify their Supervisor immediately so transportation can be arranged.
3. Inform General Manager, 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, leaves messages and do your best until you receive a response.
4. 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

In the event of a lost person, get a description of the person and where he/she was last seen. At the Golf Course, an announcement may be made over at the front desk to inform guest to be on the lookout for such person. All staff working at that time should be informed and given a description of the missing person and start a search. If the person is not found right away, immediately inform a Parks Ranger and NBPD soon after. The General Manager must be informed immediately if such a situation arises. Be sure to complete any pertinent forms.

FIRE

Fire Extinguisher Locations

1. Pro Shop Between Men's and Women's Restrooms
2. Pro Shop Dining Room
3. Kitchen
4. Cart Barn Between Bay Doors on Both Sides
5. Cart Barn Club Fitting Room
6. Cart Barn Chemical Room
7. On Course Restrooms in Pump House (Both Sides of Property)

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 General Manager, 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, leaves 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 General Manager the same day of report and fire.

Un-controllable Fire

1. Call 911 and inform them of fire.
2. Evacuate facility per the evacuation plan.
3. Inform General Manager, 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, leaves 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 Aquatics Supervisor the same day of report and fire.

GAS LEAK

Immediately upon discovery of a gas leak, call 911. DO NOT use light switches or other apparatus likely to produce a spark. Contact the General Manager.

SEVERE WEATHER

Thunder/Lightning/Heavy Rain

1. IStrike is the system that will be used to notify staff of impending and approaching weather. When the horn blast goes off, customers are alerted with this horn and have been notified. The golf course will not send additional warnings or staff onto the course to warn patrons. It is their responsibility to seek shelter at one of the three locations listed below.
 1. Golf Course Clubhouse
 2. West Side Restrooms
 3. East Side Restrooms
2. Staff should bring in all equipment and put it away properly.
3. Inform General Manager, 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, leaves messages and do your best until you receive a response.
4. Facility will re-open at the discretion of the General Manager or supervisor on site.

Tornado/Hurricane

1. In the event a tornado is spotted, or a tornado watch/warning is issued by a weather authority, all patrons informed to seek shelter at 1 of the 3 shelter locations.

If a warning is issued:

- Notify the staff and public. Evacuate the facilities. 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
- Personnel will be allowed to leave when the facility is completely evacuated, otherwise, senior staff and management will stay until it is cleared.
- 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.

Hail Storms

Hail is a form of precipitation which consists of balls or lumps of ice. Hail can but 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

A flood is an overflow of water that submerges land, typically caused by a long period of heavy rain and expansion of bodies of water such as rivers and lakes. For having two rivers in New Braunfels, floods have happened in the past are very real possibilities that we will have to handle.

If we can plan for flooding:

1. Facilities should be clear of all patrons.
2. Gates should be locked around perimeter.
3. Barricades put up at main entrance.
4. Cable fence in low areas should be pulled to prevent extreme damage.

This sign will be posted in the clubhouse (pro-shop counter).

HAZARDOUS WEATHER RULES

WHEN YOU HEAR THE HORN...

- play is at your own risk.
- golfers who have started a round will not be forced to stop playing.
- golfers who have not started to play will not be allowed to begin until the all-clear horn has sounded.

*The **all-clear horn (3 short blasts)** will sound after 30 minutes passes without seeing lightning.*

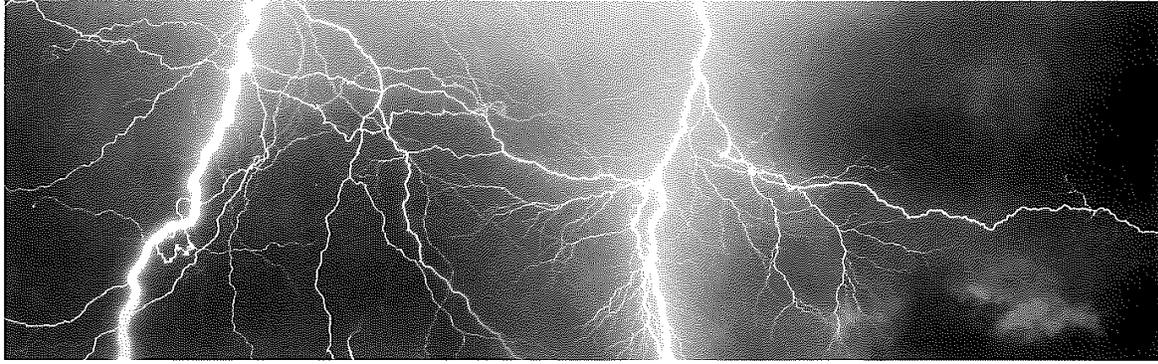
Lake County Forest Preserves
www.LCFPD.org

LIGHTNING SAFETY TIPS ON THE COURSE

SEEK SHELTER IN • Large, permanent building
• Lowest elevation area

AVOID • Tall objects (trees/poles) • Large, open areas
• Wet areas • Elevated areas • All metal objects including, golf clubs, fences, electrical and maintenance machinery and power lines.

This Sign is posted at the clubhouse, restrooms on-course (hole #6 and 15), and #1 and #10 tee boxes.



Lightning Safety Tips

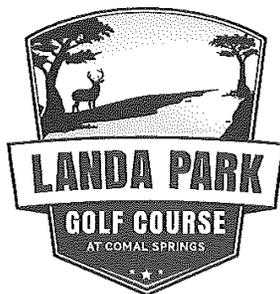
Landa Park Golf Course will sound a horn if lightning is within 8-10 miles of the clubhouse. This horn will serve as your warning that a dangerous situation is nearby and you should seek shelter immediately.

AVOID

- Solitary trees
- Small rain and sun shelters
- Wet areas
- Elevated areas
- All metal objects including: golf clubs, golf cars, fences, electrical and maintenance machinery and power lines.

SEEK

- Large, permanent building
- Fully enclosed metal vehicle (car, van or pickup)
- Dense area of trees or bushes
- Lower elevation area



PARKS AND RECREATION DEPARTMENT

Golf Course Closures

For safety reasons, there may be times when the facility must be closed due to bad weather or other conditions.

- a. **Closing for rain** (this consists of heavy rain- where patrons could damage property with carts), is up to the discretion of the Manager on duty. Clear the entire facility. The facility will reopen when the golf course is playable.
- b. **Warning and Information Signs** will be posted at the clubhouse, #1 and #10 tee box, restrooms at holes 6 & 15.

There may be times when **incidents and emergencies** happen in LPGC. Due to the discretion of the Manager on duty, the golf course will be closed. For notifying Managers of severe weather the General Manager will decide. If the facility closes for the remainder of the day due to weather or incidents, all employees will still be on call and responsible for their shift. Failure to respond or return to work when on call will result in disciplinary action.

Rain checks will be issued based on the number of holes played if the facility closes for the entire day.

SHELTER/LOCK DOWN

In the case of environmental contamination, building intrusion, or other incidents deemed necessary by City Management, staff will proceed with this procedure.

- Close and lock doors and windows if applicable
- LPGC staff along with kitchen staff will go to Assistant Pro's and or General Manager's office to seek shelter/lockdown.
- Stay away from doors and windows
- Check 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

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. Persons receiving such calls should be aware of the following guidelines and suggestions:

- Be calm, courteous, and listen. Do not interrupt the caller and write down notes
- 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 if possible, in order to obtain as much information or 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 attention for any background noises such as a music and type of music, train whistle, sirens, jet airplane engines, and any other noises that might provide clues as to the place from which the call was being made
- 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 unthinkingly reply with their name.

Handling Chemicals

NEVER HANDLE CHEMICALS OR ENTER THE CHEMICAL ROOM OR PUMP HOUSE WITHOUT A MANAGER PRESENT!

If a chemical leak occurs, you must determine if there is a need to evacuate the facility. The manager must note the direction of the wind and exit the facility through the safest exit. 911 must be called to report the chemical leak and get the fire department to report as soon as possible, and then call the General Manager or Golf Course Supervisor and inform them of the situation. If the situation is serious and we are unable to allow people back onto the golf course, rain checks will be issued to all patrons. The following tips shall be followed to help make chemical adjustments safely

- a. Chemicals should be stored properly. This includes keeping all chemicals locked in the chemical room. All chemicals must be kept away from heat sources and the containers must always remain sealed.
- b. Gloves, goggles, and masks should always be worn when handling chemicals.
- c. All chemical instructions must be read, understood, and followed.
- d. A water hose should be nearby to assist in the cleanup of chemical spills.
- e. Chemicals must be kept away from pool patrons. Swimmers should not be present when major chemical adjustments are being made.
- f. When mixing chemicals: add chemicals to water, never add water to chemicals!

ROBBERY & BURGLARY

If this ever occurs- **GIVE THEM THE MONEY!!!!** Your safety is of the utmost importance. Try as much as possible to get a detailed description of the assailant. At the first chance immediately call the police, and then call the General Manager. If the General Manager is unavailable, using the Chain of Command, inform the Parks 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
- Keep calm
- 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

- 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

- *Ring Silent Alarm*
- 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 General Manager. Fill out an Incident/Accident report. Document the damages and what is missing.

WORKPLACE VIOLENCE

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 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
- Do your best to get aquatic staff out of the area and report to the building, with doors locked once everyone is inside.
- 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

ANIMALS & ALGAE

Stray Animals

If a stray animal wanders onto the golf course area, be very careful around the animal. It may carry disease or harm you or others. For everyone's safety, do not allow anyone to get near or touch the animal and call Animal Control to have the animal removed from the facility. **Animal Control 830-608-2183**

Animals in the water

If there is a live animal in the ponds (except for ducks, fish, and those that are natural), follow these procedures

- Call Animal Control (DO NOT attempt to remove the animal)
- Document the situation and have animal control send a status report on the animal

Dead Animals in the water

If there is a dead animal in the ponds, follow these procedures:

- Follow appropriate personal protection procedures and scoop the animal out and put it in a bag. Sanitize any equipment used with bleach
- Complete incident report and get names and contact information of anyone in contact with the animal
- Call Animal Control if needed.

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
- Wash hands thoroughly with soap for several minutes and remove any clothing that was soiled with bodily fluids

ALGAE

The irrigation ponds on the course are treated for algae on a bi-weekly basis through growing season or as needed if bloom is bad. Algaecide should be applied by the golf course superintendent or a trained staff member.

SUSPICIOUS PATRONS

If you suspect that a patron(s) call the Park Rangers (or Police Department if Rangers are 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. Fill out an incident report to document the situation.

If you suspect that a patron(s) is under the influence of drugs or alcohol, do not approach the patrons(s) and draw attention to your suspicion. Call the Park Rangers (or Police Department if Rangers are 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. Fill out an incident report to document the situation.

Communication During an Emergency

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 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. There are many potential audiences that will want information during and following an incident and each has its own needs for information. The following is a list of potential audiences all staff members may come across during an emergency.

- Customers
- Survivors impacted by the incident 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

1. Upon discovery of a reason to evacuate facility, immediately call 911 and inform of reason.
 - a. Staff meetup locations are as follows:
 - i. Maintenance staff will meet at maintenance barn off Elizabeth Street
 - ii. Pro shop staff will meet at General Managers office
2. Staff should be posted at each exit point to help patrons exit and ensure no one goes back into facility.
3. If possible, staff should quickly sweep bath house to ensure all patrons are out before exiting themselves.
4. When Fire/Police/EMS arrive, allow them to take over the evacuation effort.
5. Inform General Manager, 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, leaves messages and do your best until you receive a response.
6. Upon resolution of issue that caused evacuation, complete an incident report and submit to General Manager the same day.
7. Facility will re-open at the discretion of the General Manager.

PURPOSE

The Landa Park Golf Course Emergency Action Plan is a plan that details emergency procedures specific to the Golf Course. The purpose of the plan is to ensure the safety of the employees and visitors of the Landa Park Golf Course in the event of an emergency. This plan has been developed to improve the efficiency of the Golf Course's response to an incident in order to promote safety.

PLAN DEVELOPMENT AND MAINTENANCE

This plan was developed by the Golf Course Division.

The Golf Course Division 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. Changes to this plan will be notated on the Record of Changes table on page 21.