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Special thanks to our corporate partner, Allstate, for its generous contribution to the production of this flipchart.
YMCA 24/7 Emergency Contact: 312-932-1276
All City and Non-City Emergencies: 911
American Red Cross of Greater Chicago: 312-729-6100
Commonwealth Edison: 800-334-7661

COOK COUNTY HEALTH DEPARTMENT
Communicable Disease: 708-633-8030
   After Hours: 708-633-4000, Option 3
Environmental Health Issue: 708-633-4000
   After Hours: 312-617-2531
Dupage County Health Dept.: 630-682-7400
Fire Department: 911
Human Resources: 312-932-1270
Human Services: 312-932-1319
Illinois Dept. of Aging – Senior Help Line: 800-252-8966

Illinois Dept. of Children and Family Services Hotline: 800-252-2873
Lake County Health Dept.: 847-377-8000
Marcomm: 847-377-8608
McHenry County Health Dept.: 815-334-4510
National Center for Missing and Exploited Children: 800-843-5678
Operations: 847-682-0373
Peoples Gas: 866-556-6002
Poison Control Center: 800-222-1222
Risk Management (Fax): 312-932-1320
Risk Management (Office): 312-932-1272
Will County Health Department: 815-727-8480
**Emergency Response Plan Definitions:**

**All-Staff Alert:** The Incident Commander issues the Alert to all staff indicating the type of emergency and the emergency response. The Alert may be given over a PA system, by bull-horn or by word of mouth.

**Code Adam Alert:** The Incident Commander issues the Alert to all staff indicating that a child is missing and will include a description of the child. All staff are to immediately be on the look-out for the child and listen to all directions given by the Incident Commander.

**First Responders:** The police, fire or medical personnel who respond to a call for service (not considered Y personnel).

**All-Clear Announcement:** This announcement may be given at the conclusion of a drill or real emergency situation to indicate the emergency is over.

**Incident Commander:** The on-site Y person who discovers the emergency or is informed of the emergency and takes initial steps to respond. This person is the Incident Commander until they are relieved by a supervisor or senior management staff, who then becomes the Incident Commander. The Incident Commander has overall responsibility for managing the emergency. The Incident Commander ensures the safety of those involved and provides information to staff and First Responders.

**Incident Log:** This document is created and maintained to list all steps taken during an emergency. Each entry is a written record indicating the action taken, the time the action was taken and by whom. The person maintaining the log must note their name and title.

**Emergency Response Team:** Pre-designated members of Senior Staff who may respond to the scene and assist if deployed by SVP or CEO.
A lockout is called when there is a threat or hazard outside of a Y facility and it is safer for all persons to remain inside. The danger may be criminal or threatening activity outside the premises, in the immediate vicinity. A lockout would generally be the appropriate response in the event of a missing/abducted/kidnapped child or person. A lockout uses the security of the building for protection. All entrances and exits are locked and all individuals are directed to exit from only one source, if at all possible, to maintain security within the building and minimize potential exposure to outside threat or hazard. In the event a person wishes to leave the facility during a lockout, staff members should inform the guest the Y is in a “lockout” mode because of a threat or hazard which occurred in the vicinity of the Y facility.

**First Person to Recognize a Threat:**
1. Contact 911 and provide information regarding the threat or hazard. Stay on the line with the dispatcher and provide a description of what was observed; individuals involved along with their height, weight, race, sex, clothing, description of any weapon, and nature of threat.
2. Announce over paging system: “LOCKOUT, SECURE THE PERIMETER”. If a loudspeaker is unavailable, and it is safe to do so, identify staff to circulate the building and notify all persons of the threat or hazard.
3. As soon as possible, notify the Executive Director of the threat or hazard.
4. If possible, contact the emergency Y phone number (312-932-1276) and provide all pertinent information regarding the incident.
5. If you are the Incident Commander, ensure that the steps listed in this section are completed.
CEO or Designee:
1. If necessary, immediately deploy Y Emergency Response Team to area near facility to establish outside perimeter, identify command center location and available resources and ensure consistent communication.
2. Immediately notify the Board of Managers for situational awareness.
3. Direct the Marcomm Dept. to prepare an Alert Notification and Media statement.

Membership Center Staff/Program Staff:
1. Any staff that are outside the facility when the lockout is announced should immediately enter the facility with all participants.
2. Conduct headcounts for all participants, identify any missing participants, immediately bring this information to the attention of Executive Director and follow all emergency procedures for missing children.
3. Notify the Executive Director of the site at which individuals may have been relocated.

Executive Director or Operations Director:
1. Identify which building exit will be used during the lockout. Identify staff to monitor exits and entrances to ensure that no person leaves the building from an unauthorized exit and other exits are not compromised.
2. Cease all programming occurring outside and instruct all individuals to enter the facility. Conduct head counts and identify and make all attempts to locate any missing individuals. Immediately follow emergency procedures for missing children if necessary.
3. Ensure a written Incident Log is created which records all action(s) taken, the time the action was taken and by whom. The person creating the log must note their name and title.
4. Identify the location of the command post and Incident Commander to ensure all Y staff know who is in charge and where to go if questions arise. Immediately provide First Responders with all information and cooperate to the fullest extent possible.
5. Contact the emergency Y phone number (312-932-1276) and provide all pertinent information regarding the incident.
**LOCKDOWN PROCEDURES**

Lockdown is called when there is a threat or hazard inside of the Y facility. This may be presented as a parental custody dispute, alcohol or drug impairment, intruders (armed with weapons or not), disciplined or discharged employees, etc. Assess the situation! Use lockdown procedures to protect children, visitors, and staff from physical threats.

**First Person to Recognize a Threat:**

1. If you recognize a threat or hazard, do not approach the offending party or put yourself or others in danger.
2. Immediately call or designate another staff member to call 911 and report the type of threat. Stay on the line with the dispatcher and provide a description of what was observed, the number of individuals presenting the threat, their height, weight, race, sex, clothes description, type of weapon, if any, and nature of the threat.
3. Announce over paging system: “LOCKDOWN! LOCKS, LIGHTS, OUT OF SIGHT.” If a loudspeaker is unavailable, and it is safe to do so, identify staff to circulate the building and notify all persons of threat.
4. If possible, immediately notify the Executive Director of the emergency or threat.
5. If possible, contact the emergency Y phone number (312-932-1276) and provide all pertinent information regarding the incident.
6. Designate a command center, if possible, and maintain phone contact with First Responders.
7. If you are the Incident Commander, ensure all steps listed are completed.
8. Wait for notification from First Responders that it is safe to exit all areas. Under no circumstances should any member unlock a door and allow an unknown person to enter. Remember, an intruder may pretend to be harmless or even helpful to gain entrance to your locked room.
Executive Director or Operations Director:
1. Instruct staff to direct people to internal areas where doors can be locked, lights turned off, and windows covered.
2. If possible, contact the emergency Y phone number (312-932-1276) and provide all pertinent information regarding the incident.
3. If possible, designate a command center and maintain phone contact with First Responders.
4. Ensure a written Incident Log is created which records all action(s) taken, the time the action was taken and by whom. The person creating the log must note their name and title.

Other Membership Center Staff/Program Staff:
1. Ensure all individuals are moved into rooms away from sight, where doors can be locked, lights turned off, windows covered, and silence maintained.
2. Take attendance of everyone in the room, make a list of persons who should be with you but are not. Check room to determine if emergency supplies are available.

CEO or Designee:
1. Immediately deploy Y Emergency Response Team to area near facility to establish outside perimeter, identify command center location and available resources and ensure consistent communication.
2. Ensure alternate transportation is available and secondary evacuation site is identified.
3. Immediately notify the Board of Managers for situational awareness.
4. Direct the Marcomm Dept. to prepare an Alert Notification and Media statement.
5. If requested by First Responders, direct IT to provide a list of members who swiped into facility, along with relevant programming information.

3. Wait for notification from First Responders that it is safe to exit all areas. Under no circumstances should any person unlock a door and allow an unknown person to enter. An intruder may pretend to be harmless or even helpful to gain entrance to your locked room.
Shelter-in-Place (SIP) is called when personal protection is necessary. One of the most common ways to SIP is to take refuge in a small, interior room, with no or few windows. These situations include, but are not limited to, severe weather, tornado warnings, and hazmat incidents. Chemical emergency situations include spilling or leaking of chlorine and other pool chemicals, cleaning chemicals, boiler chemicals, paints, solvents, and printing/copier chemicals, etc. Building fuel systems may use natural gas, propane or oil; construction materials may become hazardous if damaged. Gasoline and other vehicle fuels may also become dangerous if mishandled. For weather emergencies, a SIP is typically reported by emergency weather reports or emergency broadcast systems. It may also be reported by staff or guests based on personal knowledge.

**First Person to Recognize That a Shelter-in-Place is Needed:**

1. If a serious hazard is observed first hand, immediately call 911 to report the danger. If the danger is a chemical spill, identify the type of chemicals involved and the action taken thus far.
2. If you know the reason for the threat or hazard and there is time for a more thorough assessment, or if a hazard is not observed first hand, immediately notify the Executive Director of the dangerous circumstances and all available information.
3. Follow all directions provided by the Executive Director.

**Executive Director or Operations Director:**

1. Upon learning of the emergency, determine if there is time to identify the appropriate emergency response.
2. Once the nature and extent of the emergency is determined, ensure the appropriate announcement is made over the loudspeaker:
   a. "Shelter for Tornado! Drop, Cover, and Hold!"
   b. "Shelter for Severe Storm! Drop, Cover, and Hold!"
   c. "Shelter for HazMat! Drop, Cover, and Hold!"
   d. If a loudspeaker is not available and it is safe to do so, identify staff to circulate the building and notify all persons of threat.
3. Ensure staff knows where to direct people and how to use proper shelter safety methods (Drop, Cover and Hold) in areas away from windows and doors.
4. Do not allow anyone to leave the building until they have been warned of the dangerous condition.
5. If possible, contact the emergency Y phone number (312-932-1276) and provide all pertinent information regarding the incident.
Building Engineer or Maintenance:
1. Leaks and spills should be stopped immediately or contained to the extent possible. However, under no circumstance should maintenance personnel expose themselves to harmful chemical spills without proper protection. If no protection is available, evacuate the area and maintain a secure perimeter until First Responders arrive.
2. MSDS must be completed and maintained for all chemicals used in a Y facility or on Y property. The Executive Director must ensure that two identical MSDS books are maintained. One MSDS book must be kept where the chemicals are stored and handled, the other MSDS book must be kept at the front desk or in the office of the Executive Director.

Membership Center Staff/Program Staff:
1. Ensure all individuals are moved into rooms, away from windows and doors, maintain silence and assume the Drop, Cover and Hold protection stance.
2. Do not allow anyone to leave the building until they have been warned of the dangerous condition.
3. Take attendance of everyone in the room, make a list of persons who should be with you but are not. Notify the Executive Director of any missing persons.
4. Check room to determine if emergency supplies are available.
5. Wait for further instructions over the PA or by First Responders that inform you it is safe to come out of the locked room.
6. If possible, ensure a command center is designated (even if it is Executive Director office) and maintain phone contact with First Responders/Y Emergency Response Team, if notified.
7. Ensure a written Incident Log is created which records all action(s) taken, the time the action was taken and by whom. The person creating the log must note their name and title.
8. Ensure each facility maintains two identical Material Safety Data Sheet (MSDS) books. One MSDS book must be kept where the chemicals are stored and handled, the other MSDS book must be kept at the front desk or in the office of the Executive Director.

CEO or Designee:
1. Deploy Y Emergency Response Team to areas near the facility to establish outside perimeter, command center location, available resources, and ensure consistent communication, if necessary.
2. Immediately notify the Board of Managers for situational awareness.
3. Direct the Marcomm Dept. to prepare an Alert Notification and Media statement.
4. If requested by First Responders, direct IT to provide a list of members who swiped into facility, along with relevant programming information.
**Tornado Watch** – The weather conditions are right for the formation of a tornado.

**Tornado Warning** – A tornado has been spotted. Close attention should be paid to the tornado’s location, the direction it is traveling, and the time the warning will expire. Everyone in the tornado’s line of travel should take cover.

**Severe Thunderstorm Watch** – The weather conditions are favorable for the occurrence of a severe thunderstorm.

**Severe Thunderstorm Warning** – A thunderstorm has begun and is in the area.

**Damaging Winds** – Expect winds with sufficient velocity to cause damage.

**Heavy Rains** – Extreme amount of rain will likely occur within a given time period.

**Lightning** – Normal or above normal levels of lightening is expected to occur.

**Relocate to Potentially Safer Areas:**
1. From the Gym to Locker Rooms.
2. From the Pool to Locker Rooms.
3. From the Racquetball Courts to Locker Rooms.
4. From the Spinning Room to the Interior Areas of the Basement or Locker Rooms.
5. From the Lobby to Locker Rooms.
6. From the Resident Rooms down the Interior Stairwell to Locker Room.

**The Most Dangerous Places Are:**
1. Upper rooms on the southwest side of the building.
2. Corridors that open to the south or west.
3. Large rooms with free-span roofs.
4. Areas with a lot of windows/glass.
5. Corridors and spaces likely to become “wind tunnels”.
6. Areas with load bearing walls.

**The Safest Places Are:**
1. Any place on the lowest floor, under a short-span ceiling, in the interior of the building, in a room with a framed construction rather than load bearing walls, and without windows.
2. Corridors that open to the north or east.
3. Under heavy furniture in the best available area.
## Child Care Weather Watch

### Understand the Weather

#### Wind-Chill
- 30°F is **chilly** and generally uncomfortable
- 15°F to 30°F is **cold**
- 0°F to 15°F is **very cold**
- -20°F to 0°F is **bitter cold** with significant risk of frostbite
- -20°F to -60°F is **extreme cold** and frostbite is likely
- -60°F is **frigid** and exposed skin will freeze in 1 minute

#### Heat Index
- 80°F or below is considered **comfortable**
- 90°F is generally **uncomfortable** and may be hazardous
- 100°F is **uncomfortable** and considered hazardous
- 110°F is considered **dangerous**

All temperatures are in degrees Fahrenheit.

### Wind Chill Factor Chart (in Fahrenheit)

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<th>Air Temperature</th>
<th>0°F</th>
<th>10°F</th>
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### Heat Index Chart (in Fahrenheit)

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- **Comfortable for outdoor play**
- **Caution**
- **Danger**

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- YMCA Metro – Chicago, IL GTEP – 1/2013
- Card 6 Rear
**Automatic Alarm System:**
This Y may be equipped with an automatic sprinkler system. The system is designed to extinguish a fire with adequate water when a fire with sufficient heat activates the sprinkler head. Only the sprinkler head over the immediate fire area will disburse water. When a sprinkler head is activated, it will also activate the Fire Alarm System for the entire building. **Please note:** If a yellow light is illuminated on the Fire Panel, there is something wrong with the system, but there is **NOT** a fire.

**The First Person Who Discovers a Fire or Other Hazard Requiring Evacuation:**
1. Activate the fire alarm by pulling the handle on any station within the building. A red light should illuminate on the fire panel indicating where the fire was alerted.
2. Immediately call 911 and report the fire or other hazard.
3. Notify the Executive Director and Building Engineer of the fire/hazard and the location.

**Building Engineer/Maintenance Staff:**
1. Confirm the status and zone of the alarm, silence the alarm (if false or otherwise warranted), notify the Executive Director that the alarm is false/real or identify dangerous areas.
2. Check fire zone for smoke, fire, and help Fire Department locate the relevant areas.
3. Shut off any utilities, if possible or necessary.
4. Assist in evacuating the building.

**Membership Center Staff/Program Staff:**
1. If possible, check the Fire Alarm Panel to determine where the danger is located.
2. Lock up money and cash registers, if it is safe to do so.
3. When leaving any rooms, turn off lights and close (but do not lock) doors.
4. If directed by Executive Director, two (2) employees should alert people of the situation in the area(s) where there are no alarms.
5. Assist in evacuating and guide members, guests, and Residents under your control.
6. If possible, take all program rosters to evacuation site to assist as a checklist.
7. Conduct headcounts of all participants. Immediately identify and provide the names of missing participants to the Executive Director and First Responders. Emergency procedures for missing children shall be followed.
8. If possible, bring available emergency “go-bags” to the evacuation site.
9. Follow all orders given by the Executive Director.
10. Check in with the Evacuation Site Leader and verify that all staff and participants under their control are accounted for. Ascertain if there are any injuries.

**Locker Room Attendants:**
1. Check locker rooms, bathrooms and shower areas to ensure everyone is evacuated.
2. Once evacuated, report to Evacuation Site Leader to verify that all staff and participants under their control are accounted for and to ascertain whether there are any injuries.

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**Evacuation Procedures**

Evacuation is required when people inside a Y facility must be moved from one location to another. Stay calm; think before you act. After leaving the building, walk to the designated evacuation site. Do not use any elevator; use stairways only. Stay quiet so instructions may be heard. If it is not possible to evacuate through the closest exit, identify alternative exits and plan accordingly. Think about safety first.
Aquatic Director:
1. Ensure Pool Staff are notified of the evacuation and reason(s).
2. Ensure pool area is cleared. If safe to do so, allow participants to obtain clothing prior to evacuation.
3. Ensure lights are turned off and doors are closed. Lock all pool doors to ensure no one re-enters, and sweep the area to ensure no one is left behind.
4. Report to Evacuation Site Leader. Deliver rosters and verify all staff and participants are accounted for and ascertain if there are any injuries.

Evacuation Site Leader (ESL):
1. Set up evacuation site, account for all staff and participants to ensure no one is missing.
2. If any person is reported missing or injured, immediately inform First Responders and the Executive Director.
3. Ensure coordination with First Responders/Y Emergency Response Team.

CEO or Designee:
1. If necessary, immediately deploy Y Emergency Response Team to area near facility to establish outside perimeter, identify command center location, available resources and ensure consistent communication.
2. If necessary, ensure alternate transportation is available and secondary evacuation site is identified.
3. Immediately notify Board of Managers for situational awareness.
4. Direct the Marcomm Dept. to prepare an Alert Notification and Media statement.
5. If requested by First Responders, direct IT to provide a list of the members who swiped into facility, along with relevant programming information.
All bomb threats are treated as though they are real. Never approach, touch or move any package that is identified as a possible bomb. If any Y facility receives a bomb threat, follow the procedures listed below.

If a telephone call is received indicating a bomb threat, if possible, use the form on the reverse side to guide the conversation and to obtain pertinent information.

**Person Receiving the Bomb Threat on the Telephone:**

1. Encourage the caller to give as many details as possible about the bomb (using Bomb Checklist). If caller I.D. is available, record the phone number.
2. Caution the caller that many innocent people, including children may be injured.
3. Call 911 immediately and notify them of the information obtained.
4. Document all details of the incident in written form as soon as possible. Include all available information including times, name of the person who took the call, the information obtained from the caller, the information reported to 911, the police report number, and the outcome of the situation.
5. Immediately provide your supervisor and the Executive Director with the information obtained, and call the emergency Y phone number (312-932-1276).
6. Follow all instructions given by the Executive Director.

**Executive Director or Operations Director:**

1. Follow all directions provided by emergency First Responders.
2. Executive Directors are not required to wait for emergency First Responder directions to evacuate the building.
3. If you find a suspicious package, or anything believed to be a bomb, DO NOT TOUCH THE OBJECT! Secure the area as best as possible and evacuate the building. Follow all evacuation procedures.
4. Ensure that the emergency Y phone number (312-932-1276) has been called and all pertinent information regarding the incident has been provided.
5. Ensure a written Incident Log is created which records all action(s) taken, the time the action was taken and by whom. The person creating the log must note their name and title.
<table>
<thead>
<tr>
<th>Description Detail Report:</th>
<th>Caller’s Voice – Circle as Applicable:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questions to Ask:</td>
<td>Calm</td>
</tr>
<tr>
<td>1. When is the bomb going to explode?</td>
<td></td>
</tr>
<tr>
<td>2. Where is it right now?</td>
<td>Excited</td>
</tr>
<tr>
<td>4. What kind of bomb is it?</td>
<td>Loud</td>
</tr>
<tr>
<td>5. What will cause it to explode?</td>
<td>Distinct</td>
</tr>
<tr>
<td>6. Did you place the bomb?</td>
<td>Familiar</td>
</tr>
<tr>
<td>7. Why?</td>
<td>Loud</td>
</tr>
<tr>
<td>8. What is your address?</td>
<td>Call Was:</td>
</tr>
<tr>
<td>9. What is your name?</td>
<td>Background Sounds – Circle as Applicable:</td>
</tr>
<tr>
<td>Exact wording of the threat:</td>
<td>Voices</td>
</tr>
<tr>
<td></td>
<td>Music</td>
</tr>
<tr>
<td></td>
<td>Motor</td>
</tr>
<tr>
<td></td>
<td>Laughter</td>
</tr>
<tr>
<td></td>
<td>Phone Booth</td>
</tr>
<tr>
<td>Sex of the caller:</td>
<td>Threat Language – Circle as Applicable:</td>
</tr>
<tr>
<td>☐ Male ☐ Female</td>
<td>Well-Spoken (Educated)</td>
</tr>
<tr>
<td>Ethnicity:</td>
<td>Message Read by Threat Maker</td>
</tr>
<tr>
<td>Length of the call:</td>
<td>Remarks:</td>
</tr>
<tr>
<td>Age:</td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td></td>
</tr>
<tr>
<td>Time:</td>
<td></td>
</tr>
<tr>
<td>Number at which call was received:</td>
<td></td>
</tr>
<tr>
<td>Notes:</td>
<td></td>
</tr>
</tbody>
</table>
The primary goal of crisis communication is to keep the public informed while maintaining membership, guest, Resident, board member and staff privacy.

**External Communication Regarding An Incident:**

1. Staff shall make no statements or communicate to the media about the incident or accident. Staff shall not discuss any incident or accident with a guest, visitor, or member not directly involved or affected by the accident/incident.

2. All reporters should be referred to the Y's Marketing and Communications Department (Marcomm). The Marcomm team handles all inquiries into incidents of any kind which occur at any Y facility or program location.

3. All reporters should be kept away from the scene of the accident or incident. Politely state, “It is the policy of the Y to refer media inquiries to the Marcomm Department at our Association office.”

4. The Marcomm team will provide appropriate message points and designate a spokesperson. If it is necessary to verify a fact, inform the reporter that the Marcomm team will follow-up with additional information.
Internal Communication After An Incident:

1. The Executive Director shall ensure that an Incident Report is completed by the person with the most knowledge of the incident and submitted electronically to Risk Management within 24 hours.

2. Emergency Response Team members, if activated to the scene, must meet with the Executive Director (or designated Incident Commander) and address all needs and identify and provide the resources to respond to the incident appropriately.

3. After conferring with the Executive Director in charge or the SVP, Risk Management shall complete an After-Action Report for each incident, describing the event and all responsive steps, if any, taken afterwards. The report shall identify the processes that worked well and areas that need improvement. The incident should be discussed at the next scheduled Senior Staff meeting. An After-Action Report form is available on the Y-HUB under Association Policies.
Your response to a power outage will vary. If the outage cannot be resolved in a few minutes, evacuation may be required. The appropriate response will depend on the circumstances.

**During a Power Outage, Staff Shall:**

1. Remain calm.
2. Immediately locate flashlights. (See facility specific flashlight locations in Facility Section of flipchart.)
3. Conduct a walk-through of the facility once flashlights are located to ensure everyone is safe. Staff should assist all persons in the facility. A male staff member shall conduct a walk-through of the men’s locker room; a female staff member shall conduct a walk-through of the women’s and family locker rooms to ensure no one is left unattended.
4. Staff shall immediately instruct all members and guests using the fitness center to stop using the equipment during the outage. Absolutely no equipment should be used during an outage. This includes no spinning, no weights, etc.
5. If the Executive Director is unavailable, staff shall contact Commonwealth Edison at (800) 334-7661 to receive the information regarding the outage.
6. Staff shall immediately contact the following, in the order listed: building engineer, operations director, and Resident director to determine whether to remain open or to close and evacuate. If none of the above can be reached, staff shall contact the Group Vice President immediately.
During a Power Outage, the Executive Director Shall:
1. Ensure the safety of all members, guests and staff by determining whether to stay open or to close and evacuate.
2. Ensure staff locate flashlights and conduct a walk-through of the facility.
3. Ensure all pool areas are closed.
4. Resident Directors shall determine if any disabled or senior Residents require additional assistance due to supplemental oxygen needs or other medical conditions, and provide assistance as necessary.

During a Power Outage, Aquatic Staff Shall:
1. Close all pool areas and direct swimmers to exit the pool area. Under no circumstances shall any person remain in a pool during a power outage.
If an employee, Resident, member, guest or participant becomes ill or injured while on Y property, or while participating in a Y program, the Y will provide the proper emergency response, including contacting 911, if necessary. If a child who is under the supervision of the Y becomes ill or injured, the parent or guardian shall be notified immediately. If medical attention is needed, 911 shall be called immediately. Otherwise, the child’s parent or guardian shall be contacted first, and they will assume responsibility for medical care when they arrive.

The First Person to Believe That a Staff/Member/Guest/Resident/Program Participant is Experiencing a Medical Emergency Shall:

1. Immediately call 911 and state the type of medical emergency, all information regarding the condition and cause of the emergency, if known, and the exact location of the injured or ill person.
2. Notify the Executive Director or Resident Director, if Resident-related, as soon as possible.
3. Ensure an “All Staff Alert” is made indicating a medical emergency. Do not move the injured or ill person, especially if a neck or head injury is suspected, unless there is a concern for the person’s overall safety (a fire or explosion nearby).
4. Assess the condition of the person and determine if they are wearing a medical alert bracelet or necklace. Determine whether CPR, AED or other appropriate first aid is warranted, and ensure it is administered only by a person certified to do so.
5. Disperse onlookers and keep others from congregating in the area.
6. Assign staff to meet First Responders and help direct them to the injured or ill person.
7. Remain to assist First Responders once they arrive.
Executive Director, Operations Director or Manager on Duty:

1. Upon notification that a person is injured or ill, determine whether 911 has been called and if not, do so.

2. Ensure an “All Staff Alert” is made indicating a medical emergency.

3. Ensure all steps listed in this section are completed and documented in an Incident Report or Employee Illness or Injury form.

4. If a camera is available, take photos of the area where the injury occurred and submit photos to Risk Management.
If a YMCA Staff/Member/Participant/Guest is Found Unconscious and Without a Pulse, a Staff Member Shall:

1. Immediately call 911 and indicate that the individual is not responding to verbal communication and has been found unconscious and without a pulse. Stay on the line until the dispatcher indicates that the call should be terminated.
2. Notify the Executive Director as soon as possible.
3. Activate an “All Staff Alert” indicating a medical emergency.
4. Assess the condition of the person and determine if they are wearing a medical alert bracelet or necklace. Determine whether CPR, AED or other appropriate first aid is warranted, and ensure it is administered only by a person certified to do so.
5. Disperse onlookers and keep others from congregating in the area.
6. If possible, isolate the non-responsive person to ensure immediate access by First Responders.
7. Assign someone to meet First Responders and help direct them to the non-responsive person.
8. Remain on the scene to assist First Responders once they arrive.
9. No comments shall be made to anyone concerning the cause of death; the authorities will make this determination.

Executive Director or Operations Director:

1. Upon notification that a person is unconscious and without a pulse, determine whether 911 has been called and if not, do so.
2. Ensure an “All Staff Alert” is made indicating a medical emergency.
3. Contact the emergency Y phone number (312-932-1276) and provide all pertinent information regarding the incident.
4. Contact the person’s emergency contact and inform them that “(Identify the person) has been found non-responsive and 911 has been notified. First Responders took them to (identify hospital).” Formal arrangements of the body will need to be made by a relative or emergency contact person. In most cases, the individual will be taken to a nearby hospital for pronouncement and then taken to the city morgue.
5. Ensure the person’s locker and/or personal items (if applicable) are secured to maximize safekeeping and eliminate access by unauthorized individuals.
6. Ensure all steps listed above are taken and documented in an Incident Report.
7. Provide a brief memorandum to front desk staff and all Y management staff notifying them of the death and any other pertinent information. A “Staff Notification Memorandum” form is located on the Y-Hub under Association Policies.
8. Ensure Staff follows Media Inquiry guidelines found in this guide under “Communicating in a Crisis.”
If a Resident is Found Unconscious or Without a Pulse in His/Her Room By Housekeeping or Any Other Y Staff Member, or If Another Resident Calls the Front Desk and Indicates a Resident May Be Deceased, the Following Shall Occur:

1. The resident staff member (or other staff member designated by the Executive Director) shall investigate and conduct a well-being check of the Resident. If the Resident is not responding to verbal communication, the resident staff member shall immediately activate an "All Staff Alert".
2. Immediately call 911 and indicate that a Resident is unconscious, without a pulse, and is not responding to verbal communication. Notify the dispatcher of the location of the Resident in the facility. Stay on the line until the dispatcher indicates the call may be disconnected.
3. Contact the Executive Director or Resident Director immediately. If he/she is not available, contact the Operations Director or Group Vice President immediately.
4. Disperse onlookers and keep others from congregating in the area.
5. Assign someone to meet First Responders and help direct them to the area of the nonresponsive Resident.
6. Remain onsite to assist First Responders once they arrive.
7. No comments shall be made to anyone concerning the cause of death; the authorities will make this determination.

Executive Director or Operations Director:
1. Upon receipt of notification that a Resident is deceased or non-responsive to verbal communication, determine whether 911 has been called and if not, do so.
2. Ensure an "All Staff Alert" is made indicating a medical emergency.
3. Contact the emergency Y phone number (312-932-1276) and provide all pertinent information regarding the incident.
4. Contact the Resident’s emergency contact and inform them of the situation. Formal arrangements of the body will need to be made by a relative or emergency contact person. In most cases, the Resident will be taken to a nearby hospital for pronouncement and then taken to the city morgue.
5. Instruct the police officer and/or coroner to use a route with the least amount of exposure to Residents and staff to remove the deceased from the facility.
6. Ensure all steps listed above are taken and documented in an Incident Report.
7. The Resident’s room shall be sealed/locked up, to reduce exposure to theft and eliminate access by unauthorized individuals.
8. Provide a brief memorandum to front desk staff and all YMCA management staff indicating the death of a Resident and any other pertinent information. A "Staff Notification Memorandum" form can be found on the Y-Hub under Association Policies.
9. Ensure Staff follows Media Inquiry guidelines found in this guide under "Communicating in a Crisis".

**DEATH OF A RESIDENT**
The First Person to Believe a Sexual Assault Has Occurred Shall:
1. Immediately call 911 and request that police respond and that medical attention is provided.
2. Notify the Executive Director immediately.
3. If there is a crime scene related to the assault, isolate and allow no one to enter the area, and assign a staff member to safeguard the site.
4. Provide the victim with a safe, private place to wait for emergency First Responders. If the alleged offender is still on the scene, ensure that the victim and alleged offender are separated. Do not leave the victim alone for any period of time.
5. The victim should not be questioned beyond what is necessary to obtain information to identify the offender.
6. The victim should not eat or drink, change clothes or shower while waiting for police to arrive.
7. Confidentiality must be maintained at all times.

Executive Director or Operations Director:
1. Upon notification that a person has been the victim of a sexual assault, determine whether 911 has been called and if not, do so.
2. If the person assaulted is a minor child, ensure that the parent or guardian is contacted immediately.
3. Contact the emergency Y phone number (312-932-1276) and provide all pertinent information regarding the incident.
4. Ensure all Y policies are followed; specifically the “Reporting Child Abuse Policy”.
5. Ensure a written Incident Log is created which records all action(s) taken, the time the action was taken and by whom. The person creating the log must note their name and title.
6. Ensure all steps enumerated in this section are taken and documented in an Incident Report within 24 hours.

CEO or Designee:
1. Notify the Board of Managers for situational awareness.
2. Direct the Marcomm Dept. to prepare an Alert Notification and Media statement.
3. Arrange for crisis counseling, if appropriate.

Sexual Assault is a crime of violence. Victims often experience fear, loss of control, and humiliation, among other things.
A child may be missing because they are abducted or kidnapped by a person who knows or does not know them, or they simply wandered away from their group or they were accidentally left behind. The first three hours the child is missing are most critical. An incident of a missing child from a Y facility or program requires an immediate and facility-wide response.

A child is considered missing if they are unaccounted for while on Y property, registered for a Y program, on a Y outing, or while traveling to or from an outing – after they are dropped off by a parent or adult.

It is critical that a quick determination is made regarding whether or not a child is missing.

Before Any Outing Occurs, Staff Must:

1. All staff and program participants must be fully aware of the travel details, and the procedures to be followed in the event of a missing person. A copy of the travel roster, destination, mode of travel, route, and departure and arrival times shall be given to the Executive Director prior to leaving.

The First Person to Believe a Child is Missing Shall:

1. Determine by headcount and a roster check if a child is unaccounted for or missing.
2. When reasonably certain a child is missing, immediately notify the Executive Director and immediate supervisor.
3. If you are instructed to call 911, do so immediately.
   Provide as much information to the dispatcher as possible, including:
   a. Missing person’s name, address, age, race and description;
   b. If the missing person is a minor, provide the name of missing person’s parents or guardians;
   c. The Y location and contact phone number;
   d. Name and contact information of staff members/leaders;
   e. Background information regarding the event;
   f. Complete details of the disappearance, including action and movements of the missing person while still in the group;
4. All staff, witnesses or other persons who have information or last saw the missing person or child shall fully cooperate with the authorities and provide as much information as possible.
5. Contact the parents/guardian of a missing participant under the age of 18. If an adult is the missing person, notify the emergency contact for the person.
6. When the immediate emergency has passed, complete a detailed Incident Report and submit it to the Risk Management within 24 hours.
Executive Director or Operations Director:

1. Upon notification that a person has been abducted, kidnapped, or is missing, determine whether 911 has been called and if not, ensure it is done immediately.
2. Ensure a Code Adam Alert is made indicating an abducted, kidnapped, or missing child. After a Code Adam Alert is made, a lockout should generally be initiated. The alert must:
   a. Describe the child’s physical features and clothing.
   b. Designate staff to immediately stop what they are doing and look for the child.
   c. Designate staff to monitor all entrances/exits.
3. Contact the emergency Y phone number (312-932-1276) and provide all pertinent information regarding the incident.
4. Contact the National Center for Missing or Exploited Children, as soon as possible, so they can initiate an alert.
5. Ensure a written Incident Log is created which records all action(s) taken, the time the action was taken and by whom. The person creating the log must note their name and title.
6. If the child has been abducted or kidnapped, ensure any additional necessary steps are taken and documented in an Incident Report.

If It Is Believed That a Person or Child Has Been Abducted or Kidnapped:

1. Contact 911 immediately. Provide the reasons why you believe an abduction or kidnapping has occurred, including a description of the alleged offender and vehicle, if known.
2. Ensure that any witness information is obtained and provided to the police.
3. If appropriate, initiate a Lockdown.
4. Contact the National Center for Missing or Exploited Children and provide all pertinent information.

CEO or Designee:

1. Deploy a Y Emergency Response Team to the facility or program site to establish a command center location and identify additional resources needed and communication strategy, if necessary.
2. Immediately notify the Board of Managers for situational awareness.
3. Direct the Marcomm Dept. to prepare an Alert Notification and Media statement.
4. Arrange for crisis counseling, if appropriate.