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INTRODUCTION

A. PURPOSE

The Emergency Action Plan (EAP) has been designed as a strategic plan to provide the administrative procedures necessary to cope with most campus emergencies. The University of Toledo’s overall ability to respond to an emergency will depend upon tactical plans and the business continuity plans developed by its individual departments.

The purpose of any plan is to enable emergency responders and staff to perform essential emergency planning and response functions that will save lives; establish responsibilities necessary to performing these functions; prevent, minimize and repair damage; and ensure continuity of operations so that essential services may continue to be provided to the University and its clients.

This plan assigns roles and responsibilities to departments and individuals that are directly responsible for emergency response efforts and critical support services, and provides a management structure for coordinating and deploying essential resources.

B. LEGAL COMPLIANCE

This Plan is intended to be a comprehensive administrative plan for the protection of life and property on The University of Toledo’s campuses. It is compatible with the doctrines and methods expressed in the National Incident Management System (NIMS), the Incident Command System (ICS), the National Response Plan (NRP), Homeland Security Presidential Directive-5 (HSPD-5), and Homeland Security Presidential Directive-8 (HSPD-8), and other similar directives.

Public Laws (PL)
- Federal Civil Defense Act, as amended (50 USC 2251 et seq.), 1950
- Disaster Relief Act, PL 93-288, as amended (42 USC 5121 et seq.), 1974
- Superfund Amendment and Reauthorization Act (also known as the Emergency Planning and Community Right to Know Act), PL 99-499, 1986
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707, as amended (42 USC 5131 et seq.), 1988
- Disaster Mitigation Act, PL 106-390, 2000

United States Code (USC), Title 42, Public Health and Welfare
- Chapter 68, Disaster Relief
- Chapter 116, Emergency Planning and Community Right-To-Know (EPCRA)

State Statutes
- Chapter 3345 Ohio Revised Code State Universities General Powers
- Chapter 107 Powers, Duties, Function of the Governor
- Chapter 161 Continuity of Government, emergency interim government
C.  

**AUTHORITY STATEMENT**

The Leadership at OFFICE OF RECREATIONAL SERVICES recognizes that during emergency situations special procedures must be followed to control and mitigate an emergency. Therefore, the Leadership, by the acceptance of this Emergency Action Plan (EAP), grants authority to those responsible individuals and/or positions named in these procedures to implement and carry out the Plan. The Administration also recognizes that those individuals authorized to respond to emergency situations shall be properly trained in those procedures and emergency techniques.
D. **EMERGENCY PHONE CHAIN**

In an emergency the appropriate professional staff needs to be notified. The Manager (RM) should follow the following procedure to notify professional staff at OFFICE OF RECREATIONAL SERVICES:

1. **Call UTPD** at 419-530-2600 to advise them of the situation taking place.

2. **Call Assistant Director of Facility Operations.** The Assistant Director of Facility Operations will call the Director of the Office of Recreational Services to let them know of the situation taking place.

3. If the Assistant Director of Facility Operations doesn’t answer the phone, then the **Program Coordinator of Aquatics and Challenge.** The Program Coordinator of Aquatics and Challenge then will call the Director of the Office of Recreational.

4. If neither the Assistant nor the Program Coordinator answers the phone, then directly the Manager **calls the Director of** the Office of Recreational to advise them of the situation taking place in the building.

5. Throughout the situation taking place in the building keep the Assistant Director and/or the Program Coordinator informed.

E. **EMERGENCY PHONE NUMBERS**

<table>
<thead>
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</tr>
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<td>Infection Prevention and Control</td>
<td>419-393-5006</td>
</tr>
<tr>
<td>SRC Guest Services Office</td>
<td>419-530-3700</td>
</tr>
<tr>
<td>Environmental Health and Radiation Safety</td>
<td>419-530-3600</td>
</tr>
<tr>
<td>Rescue Crisis Mental Health Services</td>
<td>419-255-9585</td>
</tr>
<tr>
<td>Plant Operations</td>
<td>419-530-1000</td>
</tr>
<tr>
<td>Poison Control</td>
<td>(419) 383-3897</td>
</tr>
<tr>
<td>SRC Guest Entry Desk</td>
<td>419-530-2733</td>
</tr>
<tr>
<td>Rescue Crisis Mental Health Services</td>
<td>419-255-9585</td>
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F. **WHEN TO CALL 2600 – CAMPUS POLICE**

UTPD (2600) should be called for all emergencies not 911! The 2600 Operator will contact the proper authorities.

Call 2600 for Emergency Medical Services. If the victim:

- Becomes unconscious.
- Has chest pain or pressure
- Has pressure or pain in the abdomen that does not go away.
- Has a seizure.
- Has an injury to the head, neck, or back.
- Is pregnant and becomes ill
- Down electrical wires.
- Vehicle collisions.
- Is vomiting blood
- Is bleeding severely.
- Has trouble breathing or is breathing in a strange way.
- Appears to have been poisoned.
- Has possible broken bones
- Fire or explosion.
- Presence of poisonous gas.
- Victims who cannot be moved easily.
EMERGENCIES IN THE FACILITY

A. INJURIES AND ACCIDENTS IN THE FACILITY

The following procedure is to be used when a person has an accident/injury at OFFICE OF RECREATIONAL SERVICES. For further detail refer to emergency specific EAP.

1. Identify the emergency; assess the situation; ensure that it is safe for you to enter
2. Call code and location
3. Stop all activity around the injured person to prevent further injury.
4. Assess the situation. If the injury appears life threatening, call 2600.
5. Do not move the injured person(s) unless they are in immediate danger (fire, down power line, puddle of water, etc.).
6. Do not attempt to treat the injury unless it is necessary to ensure the health and well-being of the injured person(s), AND YOU HAVE RECEIVED THE PROPER MEDICAL TRAINING, be sure to protect yourself from a possible exposure to Bloodborne Pathogens through the use of personal protective equipment (latex gloves, etc.).
7. Write up an injury report and then get follow up care.
8. Notify appropriate professional staff. If the victim is an employee call the Worker Compensation office.

Main Campus Workers Compensation: 419-530-3655
Health Science Workers Compensation: 419-383-4567

B. BUILDING EVACUATION PLAN

Reasons for evacuating the Rec Center include fire alarm, threats of harm to people in the facility or any other reason the Office of Recreational Services staff believes the facility to be unsafe. The following procedure is to be used in a building evacuation at OFFICE OF RECREATIONAL SERVICES. For the detailed evacuation plan, refer to page 44-54.

1. Announce the evacuation of facility on the PA system to notify all patrons to leave the building safely
2. If campus police are not already involved, Office staff should call ext. 2600.
3. Notify appropriate professional staff.
4. Student Employees are to assist in the evacuation process by following the direction of the Manager.
5. As long as the path is clear, patrons will be encouraged to exit the facility using the center stairwell and out through main exit (except for swimmers, who will exit directly through Door 4 and into Lot 9 or the Health Education Center, depending on weather).
6. If the main exit is blocked, Office of Recreational Services staff will encourage patrons to leave through the lower level doors or east and west stairwells.
7. If there is a patron who cannot exit the facility due to a disability, Office of Recreational Services staff will need to help the patron into a stairwell as these spaces are designed to be areas of refuge (wheelchairs are available in the office storage closet).

8. Secure the office doors, customer service window, and all pool doors. Secure the door to the office with the safe.

9. Each staff member needs to update the Manager via radio on their progress or if they experience any difficulties, including patrons refusing to leave.

10. All guests and staff should meet in parking lot 9 or 18 at least 250 feet away from the building.

11. Notify all patrons who wish to return to their activity to wait at the gathering points in Lot 18 and 9 (250 feet from the building).

12. Do not give out any information to any public agency, e.g.: press, radio, TV, etc.

COMMUNICATION

A. **PUBLIC ADDRESS SYSTEM**

The Public Address system has two microphones:

- Front Office Back Counter
- Control Desk

When using the Public Address system, **all of the switches (1-12) should be flipped up** and hold down the button on the base of the microphone. Speak slowly and clearly. In some areas, such as the auxiliary gym, it is difficult to hear the announcement.

B. **2-WAY RADIOS**

Radios are an integral part of responding to customer service issues, emergencies and staffing issues. The department’s goal is to enhance communication between work stations in a variety of circumstances. Employees should use the radios as much as possible to avoid unnecessarily leaving their work station vacant. These radios are to be used in case of emergencies to insure that EAPs are being followed. They will also help work stations reach a supervisor much easier. The radios are for work purposes only; please do not use them inappropriately. Remember that other staff, and in some cases patrons, may be able to hear what you say over the radio, so do not use foul language or speak derogatorily. At the start of your shift, please make sure the radio in your area is turned on and working properly.

When the facility closes, please turn OFF the radio and place it in the charger. DO NOT place the radio in the charge while it is ON. Occasionally, radio batteries will go dead. In the event that a work stations radio needs to be recharged, inform a Manager as soon as possible to and they will attempt to locate an extra radio can be used as a temporary replacement.

Channel 1 = All Office of Recreational Services Employees
Channel 2 = For Emergency Communication

C. **UNIVERSITY OF TOLEDO EMERGENCY CODE SYSTEM**

Radio Protocol: In the instance of an emergency, the primary responder should call the corresponding code to notify the Manager, professional staff and emergency responders within Office of Recreational Services. Individuals involved in the emergency should switch to channel 2 to relay confidential information.

**CODE SYSTEM**

- **BLACK**: Bomb or bomb threat
- **BLUE**: Medical Emergency
- **ADAM**: Missing child
- **BROWN**: Fecal Matter/Body Fluids
D. IMPORTANT TELEPHONE NUMBERS

OFFICE OF RECREATIONAL SERVICES FACILITIES
Student Recreation Center 419-530-3700
Morse Center 419-383-5370

SHARED USE FACILITIES
Health Education Center
Scott Park Ball Diamonds
Fetterman

OFFICE OF RECREATIONAL SERVICES PROFESSIONAL STAFF
Demond Pryor, Director of the Office of Recreation 810-210-9455
VACANT, Assistant Director of Business & Marketing
Nancy Burhans, Assistant Director of Facilities Operations 419-262-8837
Rachael Decker, Assistant Director of Programming 419-265-1258
Tony North, Jr., Coordinator of Competitive Sports and Camps 513-638-0629
Alexandria Luneke, Program Coordinator 989-467-0029
VACANT, Office Manager
Jim Adamczak, Pool Technician 419-277-4042
Tom Richardson, Facility Operations 419-270-0567

UNIVERSITY OF TOLEDO PARTNERS
Campus Police 419-530-2600
Campus Police (non-emergency) 419-530-2601
UT Maintenance 419-530-1000
UT Counseling Center 419-530-2426
Night Watch Escort Service 419-530-3024
Main Campus Workers Compensation 419-530-3655
Health Science Workers Compensation 419-383-4567

E. PHONE LOCATIONS

STUDENT RECREATION CENTER
Control Desk
Main Offices
Pool Office
Pool Deck
Facility Operations Office
Issue
Wellness Office

MORSE CENTER
Member Service Desk
Main Offices
Main Lobby
Cardiac Rehab
Women’s Locker Room
Men’s Locker Room
Rocket Wellness

HEALTH EDUCATION CENTER
Manager Office
Pool Office
ROTC Offices
Appropriate documentation is essential when responding to emergencies. In the Office of Recreation, the following forms are used to document accidents and incidents. Use these forms only as trained by your supervisor. All forms must be completed in ink and be legible. Report only what you have heard, seen, or smelled. Do not make a medical diagnosis on reports.

Accident Report Form
- Used to document any injury of patron or employee. DO NOT MAKE A DIAGNOSIS such as “broken bone” or “sprained ankle”. Just report and treat the symptoms.
- An individual who refuses care must sign the accident report form on the “refusal of services” line.

Incident Report Form
- Used to document anything at all that is outside normal, routine occurrence. This documentation becomes very valuable if a patron brings up an issue from some time in the past.

Equipment Repair Notice
- Used to document any equipment or part of the facility that may need repair or servicing. Please be specific.
CONFIDENTIALITY AND PUBLIC INFORMATION

Staff members of the Office of Recreation may encounter situations and incidents that will be of a sensitive nature. Staff members are to maintain appropriate confidentiality in the following ways:

- Only the Director of Recreation should handle questions regarding injuries. Never answer anyone’s questions about the condition of a person who suffered an injury at the SRC.
- Addresses and telephone numbers of all students, staff and members may never be shared with non-staff members.
- All information regarding Banner and the Rocket Card System is also confidential.
- The taking of photos or videos inside the building requires a photo pass. Photo passes may be obtained in the Student Recreation Center. Individuals taking photos are to be sensitive to and have the approval of the people being photographed. In addition, the use of a flash may be disruptive and even dangerous during some recreational activity.
- Never leave staff phone lists, schedules, or reports with guest’s information on them in plain sight.

DEALING WITH THE MEDIA

There will be times when reporters from the community will come into our facility and want to talk to someone in regards to either a program that we are offering, an emergency situation that has occurred, or about our opinion on a certain issue. At University Recreation we want to ensure that our department’s reputation continues to be held in high regard. To help ensure that our public relation efforts for the department are fulfilled, the procedures for handling media inquiries are listed below.

Step One: Ask what the topic and/or nature of the article is about.
Step Two: Refer them to the Director of the Office of Recreation.

If media asks to interview a student, they need to communicate with Director of the Office of Recreation first.
EMERGENCY EQUIPMENT

A. AUTOMATED EXTERNAL DEFIBRILLATOR UNIT (AED)

STUDENT RECREATION CENTER
Pool Lifeguard Office
Control Desk

HEALTH EDUCATION CENTER
Lower Level Hallway outside of Room 1300A

B. FIRE EXTINGUISHERS

STUDENT RECREATION CENTER

- Entrance to women’s locker room
- Entrance to men’s locker room
- West wall in auxiliary gym
- Basketball court #5 – North wall
- Basketball court #2 – North and South walls
- Basketball court #1 – East wall
- Free weight room – East wall
- Next to IM board on the main level
- On the pool deck (4)
- Main office suit, by the director’s office
- Track level (8)
- Near elevator on lower level
- East game room
- West game room by the Sycamore room door

- Mechanical rooms, East and West
- Boiler room, bottom of stairs by West weight room
- Break room
- Boiler room, bottom of stairs by Door 4
- Men’s locker room by drinking fountain
- Filter room
- Women’s locker room, next to lockers
- Boiler room, storage area on West side
- Lower level by racquetball court #3
- Boiler room, East wall
- Lower level by stairwell to door #7
- Main level, stairwell to door #1
- Main level, stairwell to door #4

C. MSDS/SDS

Student Recreation Center
Pool Maintenance Room

D. EMERGENCY BAGS

Student Recreation Center
Lifeguard Office
Control
Intramurals

E. FLASHLIGHTS

Student Recreation Center
Front Office
Control
Issue
Lifeguard Office
INSTRUCTIONS FOR CALLING UTPD

A. CALLING UNIVERSITY OF TOLEDO POLICE DEPARTMENT

In the instance of an emergency, the Guest Service Agent will call 2600. The secondary rescuer or Manager will relay necessary information over channel 2.

Call Campus Police at Extension 2600

1. State: "This is an emergency".

2. Give the dispatcher
   a. The nature of the emergency
   b. The number and conditions of victims
   c. Your name
   d. The number for the Recreation Center (419-530-3700)
   e. Your location
   f. The location of the situation
   g. The area that a staff person will meet emergency medical personnel
      i. University of Toledo, Student Recreation Center
      ii. Near the corner of Douglas and Oakwood - 2800 East Rocket Drive

3. DO NOT HANG UP until you are told to do so or unless there is an immediate threat to your safety.

4. If the injured guest is conscious, seek permission before calling 911. If the injured guest is a minor (under 18 years) and accompanied by a parent or adult guardian, obtain the parent or guardian’s permission to make the emergency call.

5. If the injured guest is unconscious, consent is assumed – Call 2600. SRC staff should never sign any forms from the Emergency Medical Services that may make you liable for payment of emergency services.

6. If not already on the scene, call the appropriate professional staff member.

Following is what you use when calling UTPD (just fill in the blanks) **

THIS IS _____ CALLING FROM THE UNIVERSITY OF TOLEDO'S ________________. THERE HAS BEEN AN ACCIDENT IN THE ____ BUILDING/ROOM/GYM THAT REQUIRES AN EMS. THERE ARE ____ PEOPLE INJURED. THE CONDITION OF THE INJURED IS/ARE ____. THE FIRST AID BEING GIVEN IS ____. PLEASE COME TO THE ____ DOOR. THE VICTIM IS LOCATED ____. THERE WILL BE SOMEONE TO MEET YOU AT THE DOOR. THE PHONE NUMBER HERE IS ____. (DO NOT HANG UP – LET UTPD POLICE/EMS HANG UP FIRST!!)
MEETING EMERGENCY MEDICAL SERVICES

A. STUDENT RECREATION CENTER

Student Recreation Center Lower Level

- **Aquatics Center**: Direct to Door 4, Delivery ramp on West side of building across from the Glass Bowl

- **Locker Rooms/Direct to Door 12/ Weight Rooms/Climb Wall/Racquetball Courts/Cycle Studio/Basketball Courts/Auxiliary Gym**: Direct to the Door 12 delivery ramp on Northeast side of the building, drive is right after the Meter and Handicap Parking

Student Recreation Center Main Level

- **Main Offices/ Oak/Sycamore/Hickory/Willow/Elm/Maple Rooms/Cardio Area/Game Room**: Direct to east side entrance across from Computer Center. Can drive on sidewalk to get closer to the entrance.

Student Recreation Center Track Level

- **Track**: Direct to the Door 12 delivery ramp on Northeast side of the building, drive is right after the Meter and Handicap Parking. Take Elevator to third floor.

1. HEALTH EDUCATION CENTER

Health Education Center Main Level

- **Pool/ Locker Rooms/ Gym/Classrooms**: Direct to Savage Arena Parking (Lot 5) and into Lot 6 to the back entrance on the North side of the building across from the track and field facilities.

Health Education Center 2nd Level

- **Dance Studio/ ROTC Offices**: Direct to front of the building across from Lot 10. Drive onto sidewalk. Take elevator to second floor.
BLOODBORNE PATHOGENS EXPOSURE CONTROL PLAN

The Exposure Control Plan (ECP) is a key document to assist our organization in implementing and ensuring compliance with the standard, thereby protecting our employees. Those employees who are determined to have occupational exposure to blood or other potentially infectious materials (OPIM) must comply with the procedures and work practices outlined in this ECP. Occupational exposure is defined by OSHA as: "reasonably un-anticipated skin, eye, mucous membrane, non-intact skin, or parenteral contact with blood and other potentially infectious materials that may result from the performance of an employee's duties."

A. UNIVERSAL PRECAUTIONS/STANDARD PRECAUTIONS

All employees will utilize universal precautions/Standard precautions

B. EXPOSURE CONTROL PLAN

Employees covered by the Bloodborne Pathogens standard receive an explanation of this ECP during their initial training session. It will also be reviewed in their annual online refresher training. All employees can review this plan at any time during their work shifts by contacting their department director or by accessing the policy website at [http://www.utoledo.edu/policies/](http://www.utoledo.edu/policies/). If requested, we will provide an employee with a copy of the ECP free of charge and within 15 days of the request. The Infection Prevention and Control and Environmental Health and Radiation Safety departments are responsible for reviewing and updating the ECP annually or more frequently if necessary to reflect any new or modified tasks and procedures that affect occupational exposure and to reflect new or revised employee positions with occupational exposure.

C. PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE is provided to our employees at no cost to them. Training in the use of the appropriate PPE for specific tasks or procedures is provided by Environmental Health and Radiation Safety, Family Medicine, Infection Prevention and Control Departments or the department managers.

Examples of the types of PPE available to employees are as follows: Disposable gloves, utility gloves, hypoallergenic gloves, sterile gloves, facemasks, face shields, eye shields, resuscitation devices, isolation gowns, fluid resistant gowns, lab coats, aprons, surgical caps, shoe covers, mouthpieces, and goggles.

All employees using PPE must observe the following precautions:

- Wash hands immediately or as soon as feasible after removing gloves or other PPE.
- Remove PPE after it becomes contaminated and before leaving the work area.
- Used PPE may be disposed of in regular garbage, unless contaminated to the point of saturation or removed after use in isolation rooms.
- Wear appropriate gloves when it is reasonably anticipated that there may be hand contact with blood or (OPIM), and when handling or touching contaminated items or surfaces; replace gloves if torn, punctured or contaminated, or if their ability to function as a barrier is compromised.
- Utility gloves may be decontaminated for reuse if their integrity is not compromised; discard utility gloves if they show signs of cracking, peeling, tearing, puncturing, or deterioration.
- Never wash or decontaminate disposable gloves for reuse.
- Wear appropriate face and eye protection when splashes, sprays, spatters, or droplets of blood or OPIM pose a hazard to the eye, nose, or mouth.
- Remove immediately or as soon as feasible, any garment contaminated by blood or OPIM, in such a way as to avoid contact with the outer surface. The procedure for handling used PPE is as follows: PPE contaminated with blood or OPIM is disposed of in red bag (regulated) waste receptacles.
Isolation gowns are placed in blue containers for transport to the contract laundry facility. Disposable isolation gowns are disposed of in the red bag waste receptacles near the point of use. See The UT Infection Prevention and Control web page: http://www.utoledo.edu/depts/infectioncontrol/ for donning and doffing PPE instructions

D. HEPATITIS B VACCINATION

The Infection Prevention and Control Environmental Health and Radiation Safety and/or Family Medicine will provide training to employees regarding hepatitis B vaccinations, addressing safety, benefits, efficacy, methods of administration, and availability at the time of hire.

The hepatitis B vaccination series is available at no cost after initial employee training and within 10 days of initial assignment to all employees identified in the exposure determination section of this plan.

Vaccination is encouraged unless:

1) Documentation exists that the employee has previously received the series;

2) Antibody testing reveals that the employee is immune; or

3) Medical evaluation shows that vaccination is contraindicated. If an employee declines the vaccination, the employee must sign a declination form. Employees who decline may request and obtain the vaccination at a later date at no cost. Documentation of refusal of the vaccination is kept in Family Medicine Clinic files. Vaccination will be provided by Family Medicine Clinic

Following the medical evaluation, a copy of the health care professional's written opinion will be obtained and provided to the employee within 15 days of the completion of the evaluation. It will be limited to whether the employee requires the hepatitis vaccine and whether the vaccine was administered.

E. POST-EXPOSURE EVALUATION AND FOLLOW-UP

Should an exposure incident occur, employees should report the incident to their supervisor, then report to the Emergency Department for assessment, screening and treatment if needed, immediately or as soon as feasible.
F. BIOHAZARD CLEAN UP

In Office of Recreational Services facilities, the most common biologically hazardous materials will be bodily fluids such as blood or vomit. Staff with biohazard cleanup training will respond by doing the following:

1. If necessary, mark the area with cones or caution tape.
2. Obtain the Biohazard Cleanup Kit from the Laundry Room
3. Put on a pair of gloves.
4. Clean up the spill using industrial strength paper towels
   • Red Z can be used for vomit. Read directions for Red Z on bottle before using.
5. Spray DMQ on the spill area once it has been cleaned up.
6. Let the treated surface must remain wet for 30 seconds.
7. Wipe up area until all is clean and disinfected.
8. Place paper towels and other contaminated materials into the red Biohazard bag.
9. Carefully remove the gloves and place them in the Biohazard bag. DO NOT allow your bare skin to come into contact with the contaminated gloves.
10. Place the full Biohazard bag(s) in the bucket to transport to the Biohazard Disposal in the laundry room. Do not walk around the building with a biohazard bag in your hand.
11. Immediately wash hands with warm water and soap.
12. The Manager completes an incident report when necessary
BEHAVIOR RELATED AND MENTAL HEALTH EMERGENCIES

A. VIOLENT/DANGEROUS CONDUCT

Due to the nature of the activities that take place at the Student Recreation Center, disturbances may occur when aggression overtakes rational judgment. An aggressive dispute can often be resolved with a few words from a person of authority. The following procedure is for disturbances which have escalated to be potentially dangerous to property or people.

1. Assess the situation; determine if a resolution can be found by you intervening. Never put yourself in harm’s way.

2. Radio the Manager asking them to switch to channel 2

3. Switch to channel 2 and inform them of the fight and location

4. After assessing the situation and notifying the manager proceed with help from the Manager by…
   a. If the situation is dangerous,
      • Radio Office to call 2600 immediately
      • Inform the office of the location and actions of the individuals creating the disturbance.
   b. If you safely intervene, and they refuse to cooperate,
      • Radio Office to call 2600 immediately
      • Inform the office of the location and actions of the individuals creating the disturbance.
   c. If it is unsafe to intervene
      • Stand at a safe distance away from the altercation
      • Radio Office to call 2600 immediately
      • Inform the office of the location and actions of the individuals creating the disturbance.

5. Do your best to ensure that other patrons do not join or walk into the altercation

6. Keep mental notes of the offending patron(s) appearance. Height, weight, gender, race, clothing and hair color, etc.

7. Assist UTPD as needed upon their arrival

8. After the situation has been dissipated by UTPD, meet with an officer to obtain all needed documentation of the incident

9. Allow normal operations to resume

Resources: iPad, two-way radios
B. SUICIDAL EMERGENCY

Below are basic procedures to follow when students, parents, faculty or staff are seriously concerned about a student’s health or safety (e.g., threat to self or others, unable to care for oneself, noticeable change in one’s appearance or behavior, verbal statements.) The purpose of these procedures is to provide assistance to concerned “individuals” in their efforts to support a student’s health, safety and academic success, and to promote the safety and the well-being of others.

1. Call Code BLUE, location and go to channel 2

2. If possible, give a short description of what is happening on channel 2

3. If there is concern about a student/faculty/staff/ or guest, call 2600 as soon as possible

4. Assess the situation; determine if the scene is safe. Attempt to establish rapport with the victim if possible.

5. To establish rapport, talk directly with the student, share your concern, offer your support and assistance, and inform the student that help is available.

6. Students/faculty/staff and guests may be referred to the counseling center on main campus located in Rocket Hall Room 1810. Services are free and confidential for students. They may be reached by phone at 419.530.2426

Resources: iPad, two-way radios, University of Toledo Counseling Center
C. ALCOHOL RELATED EMERGENCIES

The following procedure is for alcohol related situations that could be harmful to the individual or bystanders that may be in the building.

Signs and symptoms of alcohol poisoning include: confusion, unconsciousness, vomiting, seizures, slow breathing (less than 8 breaths per minute), irregular or shallow breathing, low body temperature, and incontinence of urine/feces. This is a medical emergency.

NOTE: Do not leave an unconscious person alone and offer your help to a person who is vomiting.

1. Use your best judgment whenever approaching an individual who is under the influence. Do not put yourself in harm’s way.

2. Ask to see the individual’s ID. Try to get the individual’s name and Rocket number

3. If the person becomes confrontational, does not exit the facility when asked, is clearly under the influence, continues to be disruptive, or exhibits the signs of alcohol poisoning, radio the Manager asking them to switch to channel 2

4. Switch to channel 2 and inform them of the fight and location

5. Send staff to meet EMS/UTPD.

6. Obtain proper documentation

Resources: iPad, two-way radios
D. ANXIETY/PANIC ATTACKS

The following procedure is for anxiety and panic attack situations that could be harmful to the individual or bystanders that may be in the building.

Due to the nature of many activities at the Office of Recreational Services, many anxiety and panic attacks occur.

1. If you suspect a person to be victim to a panic attack, calmly approach the victim.

2. Introduce yourself by your name and level of training; assure them that you are here to help and that they are safe here.

3. Call Code BLUE, location and go to channel 2

4. If possible, give a short description of what is happening on channel 2

5. Keep the victim’s environment as low stimulus as possible by keeping bystanders and gawkers away from the scene. Escort them to a small, low-stimulus room or area if possible to do so. Maintain a calm demeanor.

6. If the victim’s anxiety level does not subside or if it begins to worsen, call 2600 and tell them you have a victim with the symptoms of an anxiety attack.

7. Stay with the victim until help arrives.

8. Obtain proper documentation.

Resources: iPad, two-way radios
E. BOMB THREATS

A bomb threat shall be known as a Code Black.

Bomb threats are generally a “hoax” which is made in an effort to disrupt normal business operations. However, NO bomb threat should be treated as a hoax. The following procedure is to be used if you are the recipient of a bomb threat over the telephone.

**Threat given by phone:**

In the event a telephone call is received, and the caller announces there is or will be a bomb placed in any University of Toledo facility, the person receiving the call should:

1. Alert another staff member without caller knowing. This can be done by use of writing or gestures.

2. Staff Member not on phone, call Code BLACK and call Campus Police at x2600

3. Do not hang up, try to keep the caller on the line for as long as possible.

4. Remain calm and refer to the Bomb Threat Phone Checklist.

5. Attempt to gain as much information as possible while being kind and courteous to the caller.

6. Do not allow the caller to know that police are being contacted.

7. UTPD will decide if evacuation procedures are necessary. The Manager will initiate and manage such procedures. Refer to page 42 for evacuation procedures.

**Suspicious parcel or package:**

As with a package or letter bomb, a bomb which has been placed in or around the facility may not have the outward appearance of a bomb. A bomb placed by an individual is normally placed in an inconspicuous location and is generally followed by a telephone threat, though not in all cases. A bomb that has been placed can have any or all of the characteristics of a package or letter bomb. If you notice a suspicious object in an area that it does not belong, or has never been before, use the following procedure.

1. Call Code BLACK and Campus Police at x2600

2. **DO NOT**
   - Attempt to touch or move a suspicious object
   - Remove or permit anyone else to remove materials which may aid in the investigation of the crime
   - Smoke in the vicinity of a suspected bomb. Do not permit others to smoke.
   - Accept markings, names, etc., as being legitimate. Explosives can be put in any type container. Bombs are usually camouflaged in some way to prevent detecting them before the explosion.
   - Use the telephone and tie up lines unnecessarily.

3. **Exit the area cautiously and quickly.** Refer to page 44-54 for evacuation procedures

Resources: iPad, two-way radios, bomb threat checklist
University of Toledo Telephone Bomb Threat Checklist

The UT Safety & Health Committee and the University of Toledo Police Department have adopted the following Telephone Bomb Threat Checklist, in cooperation with the Federal Bureau of Investigation’s Bomb Data Program.

University employees receiving a telephone bomb threat are urged to notify University Police immediately at Ext. 2600 on the Health Science Campus, or x2600 on the Main Campus, and to complete the following questionnaire.

Questions to ask:

<table>
<thead>
<tr>
<th></th>
<th>Exact wording of the response:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>When is bomb going to explode?</td>
</tr>
<tr>
<td>2.</td>
<td>Where is it right now?</td>
</tr>
<tr>
<td>3.</td>
<td>What does it look like?</td>
</tr>
<tr>
<td>4.</td>
<td>What kind of bomb is it?</td>
</tr>
<tr>
<td>5.</td>
<td>How big is the bomb?</td>
</tr>
<tr>
<td>6.</td>
<td>What will cause it to explode?</td>
</tr>
<tr>
<td>7.</td>
<td>Did you place the bomb?</td>
</tr>
<tr>
<td>8.</td>
<td>Why?</td>
</tr>
<tr>
<td>9.</td>
<td>What is your address?</td>
</tr>
<tr>
<td>10.</td>
<td>What is your name?</td>
</tr>
</tbody>
</table>

Sex of caller __________  Age __________  Race __________  Length of call __________

### Caller’s Voice:
- Calm
- Angry
- Excited
- Slow
- Rapid
- Soft
- Loud
- Laughing
- Crying
- Normal
- Distinct
- Slurred
- Nasal
- Stutter
- Lisp

- Raspy
- Deep
- Ragged
- Clearing throat
- Deep breathing
- Cracking voice
- Disguised
- Accent
- Familiar
- If voice is familiar, who did it sound like?

### Background Sounds:
- Street noises
- Kitchen noises/dishes
- Voices
- PA system
- Music
- House noises
- Motor
- Office machinery
- Factory machinery
- Animal noises
- Clear
- Static
- Local
- Long distance
- Telephone Booth
- Other

### Threat Language:
- Well spoken (educated)
- Foul
- Irrational
- Incoherent
- Taped
- Message read by threat maker

Remarks: ____________________________________________________________

______________________________________________________________

Report call immediately to University Police, Extension 2600. Fill out completely, immediately after bomb threat.

Name ___________________________  Department ___________________  Ext. ______  Date ______
F. **ACTIVE SHOOTER**

These safety procedures and guidelines are not all inclusive, but if understood, and executed properly, can increase your chances of surviving an Active Shooter and/or Hostage incident.

An active shooter is a person, or persons, actively engaged in killing or attempting to kill people in a populated area. In most cases the active shooters have no pattern or method to the selection of their victims. An active shooter situation evolves at a very rapid pace and can be described as being dynamic and chaotic.

It is the upmost importance that you protect yourself by putting as much distance as possible between you and the shooter(s), allowing yourself to be out of sight.

These types of situations demand an immediate response by law enforcement and persons in the proximity of the shooter. The following will outline the proper protocol to take in the event of an active shooter.

Note: The after effects of an Active Shooter and/or Hostage incident can be very shocking and traumatic. The university will arrange for counseling services after such an incident for all employees.

**ALICE TRAINING**

Office of Recreational Services will follow the ALiCE system for reacting to active shooter situations

A. Alert
L: Lockdown
I: Inform
C: Counter
E: Evacuate

**Inside the Student Rec Center:**

1. Use your training to protect yourself and to lead as many people out of the building
2. Call UTPD at 2600. Call even if you hear an unidentified noise that sounds like gun fire.
3. If possible, announce on the radios and PA system that there is an active shooter in the facility and their location.
4. Evacuate the facility if possible.
5. If evacuation is not an option, barricade yourself and be aware of alternative exits.
6. Mentally prepare and arm yourself to attack the intruder if your barricade is breached.
7. Remember that humans flinch if something is thrown towards their face and eyes.
8. Get out and away to safety if you can. Fighting back is always the last option. Try to escape if possible.
9. Never hold onto a gun if you disarm it from the intruder. Place it in a bucket or trashcan and assign someone to stand by the covered weapon.
10. Use your first aid knowledge to help the injured if it is safe
Outside the Student Rec Center:

1. Code ALPHA -- Active Shooter

2. Use your training to protect yourself and to lead as many people to safety as possible.

3. Call UTPD at 2600

4. Lock all entry doors and arm the building if it is safe to do so. Extra dog keys are located in the drawer at control and in Operation's hip packs. The Manager can ask other staff members to help lock the doors. Only do this if the shooter is at a reasonable distance from Office of Recreational Services and being in view from the windows does not put staff members in danger.

5. Calmly announce over the PA system that an active shooter has been spotted on campus. Patrons are to report to the nearest Office of Recreational Services staff person in view.

6. Office of Recreational Services Staff will direct all patrons who come to them to the nearest safe room. Safe rooms are rooms that can be locked to prevent entry from an outsider or view from the outside.

7. Turn off the lights and remain silent. Stay alert and mentally prepare and arm yourself in case your hideout is breached. Office of Recreational Services Staff are to do their best to keep other calm while hiding.

8. Remain in hiding until the all clear has been given by the Manager over the radio, until the hiding place is no longer safe or until UTPD comes to let you out of the room.

Resources: iPad, two-way radios, zip ties, PA system

**If the Active Shooter has entered your IMMEDIATE AREA**

1. Use your training to protect yourself and to lead as many people out of the building

2. Remain Calm & Stay Alert

3. If possible, announce on the radios and PA system that there is an active shooter in the facility and their location.

4. DO NOT do anything to provoke the assailant(s) (i.e. sudden movements)

5. Follow the assailant(s) EXACT directions

6. If you or someone else is on the phone with the police DO NOT hang up. Leave the line open so the call can be traced and the dispatcher can hear what is going on

7. If the assailant(s) begin shooting and there is no place for cover or hiding, only then, should you try the following*:
   1. Negotiate with the assailant(s)  
   2. Try to overpower the assailant(s)
   3. Flee the immediate area  
   4. Have an escape route in mind before you begin fleeing
   5. DO NOT run in a straight line  
   6. Do not carry anything that would slow you down

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The decision to negotiate, overpower or flee will have to be made quickly based on which option gives you the best chance at survival. Only you will know when to make one of these decisions. All of these last resort decisions are very dangerous and may risk the lives of other persons nearby, but certainly no more dangerous than doing nothing.

Note: The after effects of an Active Shooter and/or Hostage incident can be very shocking and traumatic. The university will arrange for counseling services after such an incident for all employees.

Note: These safety procedures and guidelines are not all inclusive, but if understood, and executed properly, can increase your chances of surviving an Active Shooter and/or Hostage incident.
G. **SAFE COVER POSITIONS**

Safe Cover positions in the Student Recreation Center can be used when evacuation is not possible.

Persons in **Primary** Safe Cover Positions should always remember to:
- Try to position yourself and others behind any object that could disrupt bullet penetration (i.e. desks, file cabinets, concrete walls, etc.)
- Stay low. Keep your head down.

**Note:** You may need to find a **Secondary** Safe Cover Positions when:
- You are out in an open area and you determine trying to reach your **Primary** Safe Cover Position (or any locked/barricaded area) would be too dangerous.
- You reach your **Primary** Safe Cover Position but the door has already been locked/barricaded.
- You are in your **Primary** Safe Cover Position and you have determined the immediate area has become too hostile to remain in (i.e. the Active Shooter(s) have entered your immediate area and opened fire). Remember to keep your head down and to run in a zigzagging pattern (if being shot at) while proceeding to your **Secondary** Safe Cover Position.

1. **STUDENT RECREATION CENTER MAIN LEVEL**

   **Entry Desk:**

   All persons should proceed to the Oak/Double Meeting room make sure doors are shut and locked/barricaded, proceed to the wall out of sight of the doors, and get down on the floor.

   **Oak/Sycamore/Hickory Room:**

   All persons should proceed to the Oak/Double Meeting room make sure doors are shut and locked/barricaded, proceed to the wall out of sight of the doors, and get down on the floor.

   **Cardio Area**

   All persons should proceed to the Oak/Double Meeting room make sure doors are shut and locked/barricaded, proceed to the wall out of sight of the doors, and get down on the floor.

   **Willow Room/Elm Room/Game Room**

   All persons should proceed to the Oak/Double Meeting room make sure doors are shut and locked/barricaded, proceed to the wall out of sight of the doors, and get down on the floor.

   **Maple Room:**

   All persons should remain in the room make sure doors are shut and locked/barricaded, proceed to the wall out of sight of the doors, and get down on the floor.

   **Professional Offices**

   All persons should proceed to the closest room that can be locked/ barricaded.

   **Observation Deck:**
All persons should proceed to the Oak/Double Meeting room make sure doors are shut and locked/barricaded, proceed to the wall out of sight of the doors, and get down on the floor.

2. **STUDENT RECREATION CENTER LOWER LEVEL**

   **Lower Level East Fitness/Weight Room**

   Use your training to protect yourself and to lead as many people out of the building.

   **Cycle Studio**

   *Instructor will* shut and lock the doors of the Cycling room, and direct all persons in the immediate area to proceed to the West wall of the Cycling Room and get down on the floor.

   **Basketball Courts/Racquetball**

   Use your training to protect yourself and to lead as many people out of the building

   **Lower Level West Fitness/Volleyball/Badminton/Racquetball**

   Use your training to protect yourself and to lead as many people out of the building

   **Fitness Studio/TRX Area**

   *Instructor will* shut and lock the doors of the Fitness Studio, and direct all persons in the immediate area to proceed to the East or West wall of the Fitness Studio and get down on the floor.

   **Wellness Center/Boulder Wall**

   All persons should proceed into the Wellness Center, make sure doors are shut and locked/barricaded, proceed to the west wall and get down on the floor.

   **Natatorium**

   All persons should proceed into pool storage, make sure doors are shut and locked/barricaded, proceed to the west wall and get down on the floor.

3. **STUDENT RECREATION CENTER TRACK LEVEL**

   **Ropes Course**

   Facilitators should remove participants from course as quickly and as safely as possible and proceed into the challenge storage. Lock and barricade doors.

   **Track**

   All persons should proceed to the exit door corners, and remain out of sight.
H. **ARMED ROBBERY**

The following procedures are to follow when there is robbery taking place in the building.

1. Remain calm, follow the robber’s orders, do not make any sudden movements
2. Give the robber what they want
3. Hit the panic button underneath the Guest Services Office desk if possible to do so.
4. Do your best to note the robber’s description (height, weight, hair color, race, gender, clothing and which way they exited the building).
5. Call UT PD at 2600 as soon as the robber leaves

Resources: iPad, two-way radios, panic button at Guest Service Office desk
I. **HOSTAGE SITUATIONS**

1. Remain Calm and stay alert
2. Be patient (time is on your side)
3. Do not do anything to provoke the hostage taker(s) (i.e. sudden movements)
4. Follow the hostage taker(s) exact directions
5. Do not speak unless you are spoken to and only when necessary
6. Avoid arguments with the hostage takers
7. Be observant. If you are released, you may be able to help others with your observations
8. Be prepared to speak with police on the phone

**Resources:** iPad, two-way radios

Note: The after effects of an Active Shooter and/or Hostage incident can be very shocking and traumatic. The university will arrange for counseling services after such an incident for all employees.

Note: These safety procedures and guidelines are not all inclusive, but if understood, and executed properly, can increase your chances of surviving an Active Shooter and/or Hostage incident.
J. TERRORIST ATTACK

The following procedure is to be used in the event that a terrorist attack occurs within the building and how to react to the situation.

1. Remain calm, stay alert and assess the situation. Assess the safety of yourself and others inside the Student Recreation Center.

2. Evacuate or lockdown Student Recreation Center if needed

3. Observe and identify any victims. Give them the appropriate medical care if it is safe to do so.

4. Provide emotional support for staff or patrons if able to do so.

Resources: iPad, two-way radios
K. “CALL 2600” NOTIFICATION ON CARD READER

1. Remain Calm and do not allow the patron attempting entry into the Student Recreation Center that you have been notified to contact UTPD

2. Hand the person’s Rocker Card back to them and grant them entry into the facility.

3. Notify your Manager

4. Call 2600 and inform them of the situation

5. Pay attention to which direction the person enters the facility

6. Continue to have a MANAGER or Operations Staff note the person’s location without putting themselves in danger

7. Wait for the arrival of UTPD. Direct them to the person’s location upon their arrival.

Resources: iPad, two-way radios
1. **SEXUAL ASSAULT**

If someone approaches you and wishes to report an incident of sexual assault, ask them if they would like to speak with UTPD and call UTPD at 2600. You may refer them to the Counseling Center at or the Main Campus Medical Center

Suspect sexual assault or sexual assault in progress

1. Follow the procedure for disruptive behavior
2. Call UTPD at 2600
3. Assess the situation; determine if a resolution can be found by you intervening. *Never put yourself in harm’s way*
4. If it is unsafe to intervene, stand at a safe distance away from the assault, verify that 2600 has been called.
5. Do your best to ensure that other patrons do not join or walk into the assault
6. Keep mental notes of the offending patron(s) appearance. Height, weight, gender, race, clothing and hair color, etc. Make sure that you are aware of their location in the Rec Center
7. Assist UTPD as needed upon their arrival
8. After the situation has been dissipated by UTPD, meet with an officer to obtain all needed documentation of the incident
9. Allow normal operations to resume

Resources: iPad, two-way radios, Counseling Center
M. **MISSING CHILD**

1. Look around the immediate area for the child. Ask other campers or patrons if they have seen the child.

2. If you are a counselor who is responsible for watching other children, do not leave the children you are watching alone without supervision to look for the lost child.

3. If the child cannot be found, call **CODE ADAM** to alert the building and inform them of the situation.

4. Give the Manager a detailed description of the child

5. Call UTPD at 2600

6. The Manager should then make an announcement stating that there is a missing child and give a description of the child.

7. The Manager and other staff members should walk around the building and look for the child until the child is found. Note: Day Camp may have a photo of the child that may be used in the search.

8. Fill out an incident report after the child has been found.

Resources: iPad, two-way radios, camp photo of child
WEATHER RELATED EMERGENCIES

A.  TORNADO/SEVERE WEATHER

**Tornado WATCH:** Conditions are favorable for a tornado to develop. The weather radio in the office area will notify the Guest Service Specialist of the weather conditions. The Manager and CSA will keep in contact with the 2-way radio if conditions for a tornado exist by monitoring the weather radio, television, and internet.

1. Front Office will:
   - Notify Manager
   - All professional staff on duty

2. The Manager will then inform all employees that a watch has been issued and instruct them to review the procedures to be followed and be prepared to move all users to the lower level.

**Outdoor Intramural Facilities**

In the event of a severe weather watch, the Office of Recreational Services professional staff or Manager shall contact the Intramural Supervisor, to notify the staff of the current weather situation.

If the weather becomes potentially dangerous during the watch, professional staff or the Intramural Supervisor should make the decision to cancel the games and clear the Intramural Facilities immediately. Intramural Supervisors should inform the Office of Recreational Services staff of this decision.

**Tornado WARNING:** Tornado has been seen in the area.

When a Tornado WARNING occurs, Lucas County will sound the alarms for approximately 3 minutes will sound **long continuous sirens.**

1. Announce over the radio that there is a Tornado Watch

2. Entry Welcome Station will make a PA Announcement:

   “Attention OFFICE OF RECREATIONAL SERVICES members and guests. The National Weather Service has issued a Tornado WARNING for Lucas County until ____am/pm. Our staff will immediately begin directing all users to designated shelter space which is located in the lower level of the building. Please calmly follow our directions to seek safe shelter.

3. Entry Welcome Station will pull down the gate at the entry desk

4. All Employees will clear their assigned areas and direct and accompany patrons into the locker rooms (see shelter procedures for more details on clearing floors)

5. Manager needs to give a 2-way radio to the opposite sex so there is communication between staff in locker rooms

6. The Manager needs to lock offices, storage rooms both locker room doors and double check that the pool doors are locked. accompany patrons into the locker room
7. Communicate with the Manager and Professional Staff to monitor the weather
8. Once the tornado warning is over allowing patrons to go back into all areas of the facility.
9. Contact appropriate Professional Staff
10. Complete and file an incident report

Resources: 2-way radio, Emergency weather radio, Flashlights
B. SHELTER PROCEDURES

Note: In the event that a Tornado WARNING is issued, the following list describes where each area is to seek shelter. Generally, there is 3 minutes after a warning is issued before Tornado hits, so it is very important to be able to guide occupants to their specific shelter area as quickly and efficiently as possible.

All occupants of The Office of Recreational Services should proceed to the lower level. The Men's and Women's Locker room on the lower level are the designated Tornado Safe areas.

It may not be possible to move all occupants, into this area so it is necessary to be aware of specific things to AVOID if the shelter area cannot be reached. These include:

   a. Wide expanse ceilings
   b. Areas containing windows, display cases, or other glass
   c. Large open areas
   d. Areas with a large amount of debris

*Note: If an area of proper protection cannot be reached, find the lowest point in the area and take cover under the most secure object you can find.

C. ROLES AND RESPONSIBILITIES

Manager
- Clear patrons who are on track level
- Encourage exiting individuals to move into the locker rooms
- Coordinate the evacuation progress of the remaining staff by noting who has cleared their area and is in the locker rooms.
- Communicate with Lifeguard Staff about locking the facility
- Make sure the Main Office Suite door is locked and the gate at entry has been pulled down upon staff exiting.
- Position yourself at a point where you will be the first person to reenter the building. Restrict patron access to the rest of the facility until all Office of Recreational Services staff is back and ready to go.
- Notify appropriate professional staff.
- Write up incident report

Lifeguards (Lower Level)
- Clear the pools, spa, sauna and patio.
- Lock Patio Doors
- Get bin of towels and flip-flops for patrons to utilize.
- Usher swimmers into the locker rooms and distribute towels and flip flops; be sure to note that all items given out must be returned.
- Lock the Locker Rooms
- Declare your area cleared to the Manager over the radio.
- Gather with patrons in the locker rooms
- Wait for further instruction to be conveyed over the radios
Welcome Entry Station (1st Floor):
- Announce the Tornado Warning on the PA system to notify all patrons to leave the building safely.
- Clear the Lobby.
- Clear the Pin Weight Room.
- Clear the Elm Room if it is in use
- Clear the Willow Room if it is use.
- Clear the Full Oak entering from the double doors and exiting into the cardio area, Cardio Area
- Clear the Cardio Area
- Declare your areas cleared to the Manager over the radio.
- Gather with patrons in the locker rooms
- Wait for further instruction to be conveyed over the radios

Rocket (1st Floor/Lower Level):
- Cross the bridge area clearing any patrons on this area while making your way to the Break Room
- Clear the Break Room and enter the Maple Room from the break room
- Clear the Maple Room, make sure to check behind the partitioned wall
- Declare your area cleared to the Manager over the radio.
- Gather with patrons in the locker rooms
- Wait for further instruction to be conveyed over the radios

Guest Services Specialist (1st Floor):
- Call 2600.
- Secure the office doors, customer service window.
- Secure the door to the office with the safe.
- Clear the Office Suites
- Cross into the Aquatics Center and clear the observation deck and observation deck restrooms
- Clear the Aquatics Graduate Office
- Lock Aquatics Graduate Office and Observation Deck
- Declare your area cleared to the Manager over the radio.
- Gather with patrons in the locker rooms
- Wait for further instruction to be conveyed over the radios

East Weight Room Floor Monitors (Lower Level):
- Clear the East Free Weight Room, Functional Training and Stretching Area
- Clear the east side of the fitness floor (from the stairs to the stretching room glass)
- Clear wrestling room
- Clear all courts (1-6) and TRX area
- Clear Racquetball Courts
- Declare your area cleared to the Manager over the radio.
- Gather with patrons in the locker rooms
- Wait for further instruction to be conveyed over the radios

Service Center Attendant (Lower Level):
- Move box od ID’s to the floor so the ID’s cannot be taken
- Exit the Service Center through the laundry room, clearing anyone from the area
- Stand in front of the Services Center and give patrons directions to exit the building
- Declare your area cleared to the Manager over the radio.
- Gather with patrons in the locker rooms
- Wait for further instruction to be conveyed over the radios
**Climb Wall Specialist (Lower Level):**
- Clear Climb Wall Area
- Declare your area cleared to the Manager over the radio.
- Gather with patrons in the locker rooms
- Wait for further instruction to be conveyed over the radios

**Instructors (1st Floor/Lower Level):**
- Clear Instruction Area in use.
- Declare your area cleared to the Manager over the radio.
- Gather with patrons in the locker rooms
- Wait for further instruction to be conveyed over the radios

**Wellness Clinic (Lower Level):**
- Clear Wellness Clinic and Professional Staff Office.
- Declare your area cleared to the Manager over the radio.
- Gather with patrons in the locker rooms
- Wait for further instruction to be conveyed over the radios

**Intramural Staff (Lower Level):**
- Clear area in use.
- Declare your area cleared to the Manager over the radio.
- Gather with patrons in the locker rooms
- Wait for further instruction to be conveyed over the radios

**Program Facilitators (High Ropes and All Floors):**
- Clear the ropes course or program areas.
- Escort patrons to the locker rooms
- Declare your area cleared to the Manager over the radio.
- Gather with patrons in the locker rooms
- Wait for further instruction to be conveyed over the radios

**D. ALL CLEAR:**

The all clear siren is a series of short blasts. The Office of Recreational Services staff will also check with the UTPD to verify that the warning has expired.
FACILITY RELATED EMERGENCIES

A. CHEMICAL ACCIDENT/HAZARDOUS MATERIAL

Chemical releases can be classified into two distinct categories:

Incidental Releases
Incidental releases are small isolated releases of chemicals such as cleaning solvents that do not present or have the potential to cause injuries or require evacuation other than the immediate release area. Incidental releases can be cleaned up by personnel who have received proper training under the OSHA Hazard Communication Standard 29 CFR 1910.1200 and have the proper safety equipment. This type of incident would not require the response of the Local Fire Department, or outside agency.

Emergency Releases
Emergency releases are those incidents that involve large quantities of chemicals and/or have the potential to cause injuries. A release that requires the response of the Emergency Response Team and/or local fire department would be considered an emergency release. For the purpose of this Emergency Action Plan only Emergency Releases will be addressed.

Procedures for Emergency Chemical Releases

1. Clear the area of all guests, instruct staff and guests to evacuate the building and secure the area.
   - All persons should be at least 300 feet away from the suspected source of the leak
   - Prevent sources of ignition (cigarettes, electrical equipment, etc.)
   - If the situation appears to be a serious release, activate the fire alarm pull station and begin evacuation of the involved building.

2. Call UT Campus Police (2600) from another location
   a. Give them your name
   b. Inform them of the nature of problem
   c. Inform them of the exact location of the chemical release

3. Call Safety and Health (3600). After hours call Assistant Director of Facility Operations.

4. Send one employee if available to meet the Emergency Response Team and lead them to the incident area.

5. Advise the Emergency Response Team on their arrival if all personnel are accounted for.
   - If an employee or visitor is missing, advice response team as to the last known location of the individual.

6. Provide assistance to the emergency response team as requested.
Resources: Eye wash and emergency shower station located in the pool receiving area in chlorine storage room, Chemical clean up gloves, Caution tape, Material Safety Data Sheet
B. **FIRE**

The following will outline specific procedures that shall be addressed by the facilities staff to minimize the occurrence and impact from a fire emergency. There are no unusual fire hazards present at the facility. Special emphasis on housekeeping and storage procedures are practiced in the maintenance and custodial areas due to the fact that flammable and combustible materials are used and stored in these areas.

1. **R.A.C.E.**

Any person suspecting or discovering a fire shall implement the actions described in the **R.A.C.E.** acronym:

**RESCUE:** any person in immediate danger from the fire if it does not endanger your own life.

**ALARM:** sound the alarm by calling extension x2600 (HSC, MC, SPC) to report the fire and activating the nearest pull station (these are red boxes located on the wall in main exit corridors). Please stay on the line until the building name and location has been repeated back to you by the telephone operator or police dispatcher.

**CONFINE:** confine the fire by closing all doors and windows. Turn off fans and air conditioners.

**EXTINGUISH or EVACUATE:** locate the nearest fire extinguisher and use it to extinguish the fire if it is small in size; if not, evacuate the area immediately. Remember to TURN LIGHTS ON . . . light aids in controlling the situation.

Follow the **P.A.S.S. procedure** for using a fire extinguisher:

**PULL** the pin after breaking the plastic seal on the extinguisher.

**AIM** the nozzle of the extinguisher at the base of the fire.

**SQUEEZE** the handles together.

**SWEEP** from side-to-side until the fire is extinguished.

**NOTE:** Under most circumstances, these procedures can be done together, if sufficient personnel are available and are clear in their duties.
2. PROCEDURES WHEN A FIRE IS FOUND

i. In the event that a fire is spotted in the facility, it is extremely important to know the evacuation procedure. It is also imperative that the following procedure be initiated. Immediately trigger the fire alarm by using one of the wall pull stations.

ii. Call Code Red and give them the exact location of the fire. Guest Services will call 2600 and provide the location of the fire.

iii. When a Code Red is announced:
   - Do not use elevators: fire and smoke travel very quickly through elevator shafts.
   - Close doors and windows
   - Take direction from Security Officer on duty, Toledo Fire officials, or Environmental Health and Radiation Safety personnel only.

iv. ONLY IF YOU HAVE BEEN TRAINED - Attempt to put out the fire using a fire extinguisher only if it is a small fire using the P.A.S.S. technique - Pull - Aim - Squeeze - Sweep. Confine fire by closing doors as you leave the area. Evacuate the facility using the evacuation procedure found below.

v. Cancellation of Code Red: Campus Security Officer on duty makes the final decision to cancel the Code Red in consultation with local fire authorities. Upon notification from the Campus Security Officer on duty, the Manager will announce "Code Red is now complete" three (3) times.

3. FIRE FALSE ALARM

**If there is NO FIRE and alarm stops – Make the following PA announcement**

“ATTENTION OFFICE OF RECREATIONAL SERVICES MEMBERS AND GUESTS, THIS HAS BEEN A FALSE ALARM. PLEASE RESUME NORMAL OPERATION AND ACTIVITIES.”

Resources: - 2-way radios, Fire extinguishers, First aid kits
C. EVACUATION PROCEDURES

Reasons for evacuating the Rec Center include fire alarm, threats of harm to people in the facility or any other reason the Office of Recreational Services staff believes the facility to be unsafe.

1. Announce the evacuation of facility on the PA system to notify all patrons to leave the building safely.

2. If campus police are not already involved, Office staff should call ext. 2600.

3. Notify appropriate professional staff.

4. Student Employees are to assist in the evacuation process by following the direction of the Manager.

5. As long as the path is clear, patrons will be encouraged to exit the facility using the center stairwell and out through main exit (except for swimmers, who will exit directly through Door 4 and into Lot 9 or the Health Education Center, depending on weather).

6. If the main exit is blocked, Office of Recreational Services staff will encourage patrons to leave through the lower level doors or east and west stairwells.

7. If there is a patron who cannot exit the facility due to a disability, Office of Recreational Services staff will need to help the patron into a stairwell as these spaces are designed to be areas of refuge (wheelchairs are available in the office storage closet).

8. Secure the office doors, pull down customer service window, and all lock pool doors. Secure the door to the office with the safe.

9. Each staff member needs to update the Manager via radio on their progress or if they experience any difficulties, including patrons refusing to leave.

10. All guests and staff should meet in parking lot 9 or 18 at least 250 feet away from the building.

11. Notify all patrons who wish to return to their activity to wait at the gathering points in Lot 18 and 9 (250 feet from the building).

12. Do not give out any information to any public agency, e.g.: press, radio, TV, etc.

D. EVACUATION ROLES AND RESPONSIBILITIES

Manager
- Make sure Office Staff has dialed 2600 to confirm they are coming.
- Clear patrons who are on track level
- Encourage exiting individuals to move into Lot 18 or Lot 9, as congregating right outside the doors can cause congestion for Emergency Response Personnel entering the building with equipment.
- Coordinate the evacuation progress of the remaining staff by noting who has cleared their area and exited.
- Communicate with Lifeguard Staff about exiting the facility
- Make sure the Main Office Suite door is locked and the gate at entry has been pulled down upon staff exiting.
- Meet Emergency Response Personnel at the Fire Control Panel location in the Main Office.
- Position yourself at a point where you will be the first person to reenter the building. Restrict patron access until all Office of Recreational Services staff is back in the facility and ready to go.
- Notify appropriate professional staff.
- Write up incident report

Lifeguards (Lower Level)
- Clear the pools, spa, sauna and patio.
- Lock Patio Doors
- Get bin of towels and flip-flops for patrons to utilize.
- Usher swimmers to Door 4 area and distribute towels and flip flops; be sure to note that all items given out must be returned.
- Clear both locker rooms (if you have opposite gender lifeguards on duty, announce yourself before entering) and encourage patrons to exit locker room out to the main hallway.
- Lock the Locker Rooms
- If inclement weather, wait for swimmers at Door 4
- Communicate with the Rec Center Manager about exiting the building with swimmers.
- Exit the building when the Manager indicates to over the radio.
- Declare your area cleared to the Manager over the radio.

Welcome Entry Station (1st Floor):
- Announce evacuation of facility on the PA system to notify all patrons to leave the building safely.
- Clear the Lobby.
- Clear the Pin Weight Room.
- Clear the Elm Room if it is in use
- Clear the Willow Room if it is use.
- Clear the Full Oak entering from the double doors and exiting into the cardio area, Cardio Area
- Clear the Cardio Area
- Declare your areas cleared to the Manager over the radio.
- Exit the facility through the west doors and cross Stadium Drive into Lot 9
- Gather patrons in the back of Lot 9 gathering point.
- Wait for further instruction to be conveyed over the radios
Rocket (1st Floor/Lower Level):
- Cross the bridge area clearing any patrons on this area while making your way to the Break Room
- Clear the Break Room and enter the Maple Room from the break room
- Clear the Maple Room, make sure to check behind the partitioned wall
- Declare your area cleared to the Manager over the radio.
- Exit the facility through the east doors into Lot 18.
- Gather patrons in the back of Lot 18 gathering point.
- Wait for further instruction to be conveyed over the radios

Guest Services Specialist (1st Floor):
- Call 2600.
- Secure the office doors, customer service window.
- Secure the door to the office with the safe.
- Clear the Office Suites
- Cross into the Aquatics Center and clear the observation deck and observation deck restrooms
- Clear the Aquatics Graduate Office
- Lock Aquatics Graduate Office and Observation Deck
- Declare your area cleared to the Manager over the radio.
- Exit the facility through the east doors into Lot 18.
- Gather patrons in the back of Lot 18 gathering point.
- Wait for further instruction to be conveyed over the radios

East Weight Room Floor Monitors (Lower Level):
- Clear the East Free Weight Room. Functional Training and Stretching Area
- Clear the east side of the fitness floor (from the stairs to the stretching room glass)
- Clear wrestling room
- Clear all courts (1-6) and TRX area
- Clear Racquetball Courts
- Declare your area cleared to the Manager over the radio.
- Exit the facility through the east doors into Lot 18.
- Gather patrons in the back of Lot 18 gathering point.
- Wait for further instruction to be conveyed over the radios

Service Center Attendant (Lower Level):
- Move box of ID’s to the floor so the ID’s cannot be taken
- Exit the Service Center through the laundry room, clearing anyone from the area
- Stand in front of the Services Center and give patrons directions to exit the building
- Declare your area cleared to the Manager over the radio.
- Exit the facility through the west doors and cross Stadium Drive into Lot 9
- Gather patrons in the back of Lot 9 gathering point.
- Wait for further instruction to be conveyed over the radios

Climb Wall Specialist (Lower Level):
- Clear Climb Wall Area
- Declare your area cleared to the Manager over the radio.
- Exit the facility through the west doors and cross Stadium Drive into Lot 9
- Gather patrons in the back of Lot 9 gathering point.
- Wait for further instruction to be conveyed over the radios
Instructors (1st Floor/Lower Level):
- Clear Instruction Area in use.
- Declare your area cleared to the Manager over the radio.
- Exit the facility through the west doors and cross Stadium Drive into Lot 9
- Gather patrons in the back of Lot 9 gathering point.
- Wait for further instruction to be conveyed over the radios

Wellness Clinic (Lower Level):
- Clear Wellness Clinic and Professional Staff Office.
- Declare your area cleared to the Manager over the radio.
- Exit the facility through the west doors and cross Stadium Drive into Lot 9
- Gather patrons in the back of Lot 9 gathering point.
- Wait for further instruction to be conveyed over the radios

Intramural Staff (Lower Level):
- Clear area in use.
- Declare your area cleared to the Manager over the radio.
- Exit the facility through the west doors and cross Stadium Drive into Lot 9
- Gather patrons in the back of Lot 9 gathering point.
- Wait for further instruction to be conveyed over the radios

Program Facilitators (High Ropes and All Floors):
- Clear the ropes course or program areas.
- Escort patrons out of the building.
- Declare your area cleared to the Manager over the radio.
- Exit the facility through the west doors and cross Stadium Drive into Lot 9
- Gather patrons in the back of Lot 9 gathering point.
- Wait for further instruction to be conveyed over the radios
E. PRIMARY AND SECONDARY EXITS STUDENT RECREATION CENTER

Student Recreation Center Lobby/Oak

Primary Exit: Evacuate facility through East or West main entrance doors.

Secondary Exit: Evacuate using west emergency exit at the end of the west hallway.

Cardio/Sycamore/Hickory

Primary Exit: Evacuate facility through East or West main entrance doors.

Secondary Exit: Evacuate using west emergency exit at the end of the west hallway.

Willow Room/Elm Room/Game Room

Primary Exit: Evaluate through lobby and use East or West main entrance doors

Secondary Exit: Evacuate using east emergency exit door at the end of the east hallway

Maple Room/Staff Lounge

Primary Exit: Evacuate through staff lounge, down stairs to Door 12 receiving area.

Secondary Exit: Evacuate facility through East or West main entrance doors

Professional Offices

Primary Exit: Evacuate facility through East or West main entrance doors

Secondary Exit: Take the door that leads to the game room and proceed to the east hallway to the emergency exit.

Observation Deck:

Primary Exit: Evaluate through lobby and use East or West main entrance doors.

Secondary Exit: Evacuate through guard office to Door 4 pool deliveries.

Student Recreation Center Lower Level Fitness/Weight Room

Primary Exit: Evacuate using emergency doors on the North wall of courts 1-3

Secondary Exit: Evacuate using west emergency exit doors at the end of the west hallway

Cycle Studio

Primary Exit: Evacuate using emergency doors on the North wall of courts 1-3

Secondary Exit: Evacuate using west emergency exit doors at the end of the west hallway
Basketball Courts/Racquetball

**Primary Exit:** Evacuate using emergency doors on the North wall of courts 1-5

**Secondary Exit:** Evacuate using west/east emergency exit doors at the end of the west/east hallway

Auxiliary Gym

**Primary Exit:** Evacuate using emergency doors on the North wall of 4-5

**Secondary Exit:** Evacuate using east emergency exit doors at the end of the east hallway

Lower Level West Fitness

**Primary Exit:** Evacuate using emergency doors on the North wall of 4-5

**Secondary Exit:** Evacuate using east emergency exit doors at the end of the east hallway

Fitness Studio/TRX Area

**Primary Exit:** Evacuate through Door 12, receiving area.

**Secondary Exit:** Evacuate through doors on North side of basketball courts.

Wellness Center/Boulder Wall

**Primary Exit:** Evacuate using emergency doors on the North wall of 4-5

**Secondary Exit:** Evacuate using east emergency exit doors at the end of the east hallway

Natatorium/Outdoor Volleyball Courts

**Primary Exit:** Evacuate through pool delivery out to Door 4

**Secondary Exit:** Evacuate through volleyball courts, the outside gate is located and requires key.

Student Recreation Center Track Level

**Primary Exit:** Emergency exit doors to the left and right back corners

**Secondary Exit:** Exit to the left of center front of the track, above Maple Room
F. **EVACUATION OF PERSONS WITH DISABILITIES**

*Note: Persons with disabilities have special needs in the event of an emergency. It is very important to know how to address these problems and needs should a situation arise. The following procedures show how to address the needs of people with various disabilities.*

1. **Persons in Wheelchairs**
   a. If in an area of immediate danger, assist them in moving to a safer area immediately.
   b. If they are on a floor with an exit, stay with them until the crowd thins and then direct and/or assist them to the proper exit. If on a floor where an immediate exit is not present, assist them in moving to the nearest elevator if applicable (elevators do not function if a fire alarm has been triggered) or the nearest stairwell. Ask the person “what is the best way for them to negotiate the stairs.” If you are unable to assist the person to the top of the stairs, inform them that you must get help. Find the nearest Emergency Response person and inform them of the position of the disabled person.

2. **Visually Impaired Persons**
   a. Explain to them the nature of the emergency and guide them to the proper exit. If a guide dog is present it will not interfere with your attempt to assist. If climbing or descending a stairwell is necessary, do so after the crowd has thinned. Guide them to a safe area outside the building, orient them as to where they are, and provide any further assistance that is necessary.

3. **Hearing Impaired Persons**
   a. A person with impaired hearing may not be aware of an emergency, therefore an alternate warning technique may be needed, such as writing a note or speaking slowly to allow them to read lips or the use of gestures. As quickly as possible, inform them what is happening and direct them to the proper exit. Provide any additional assistance that may be necessary.
G. **POWER FAILURE**

*Note:* Power failures are a common occurrence and normally do not prove to be a hazardous situation. It is, however, important to be prepared should one occur. Darkness is often the result of a power failure and this can be a danger in a public facility. The following procedures are to be used during a power failure.

*Note:* Be aware that with a power outage, the fire alarm system does not work. When the power returns, inspect your area and report any damage which may have occurred (vandalism, electronics damage due to a surge, etc.).

1. If a power failure occurs during the day, vision should be satisfactory due to windows and doors providing natural light.
   
   a. Have staff check the pools immediately to make sure they are evacuated. Pools should be closed immediately. Emergency lighting, provided by the backup generator should come on.
   
   b. Staff should check the locker rooms to make sure all users are ok. Emergency lighting should be on in these rooms.
   
   c. Staff person on duty or SM will make the decisions of what may or may not continue.
   
   d. Call to report the situation to UT Campus Police (2600); they may instruct you to contact Plant Operations (1000)

2. **If at night, all activity stops!**
   
   a. Evacuate the building
   
   b. Call to report the situation to UT Campus Police (2600); they may instruct you to contact Plant Operations (1000)
   
   c. Contact Assistant Director of Facility Operations. If Assistant Director is not available, contact the department Director. When information concerning the outage is obtained, call your original contact to inform them of the situation.
   
   d. Do not send student staff home.
   
   e. Staff coming in for the next set of shifts should be informed to call back just prior to the start of their shift starting to find out if they should report to work.
   
   f. Once the length of the power outage is determined, re-contact the staff person for instructions to close or not to close the facility.
   
   g. If the Student Recreation Center is closed, contact all student staff scheduled for the next shifts and inform them not to report.

3. If it is necessary to seek shelter during a power failure due to severe weather, employees are to go to the designated safe area or a protected area.

4. **Other Facility Emergencies:** In the event of any emergency associated with the structure of the facility or major building operating functions, the Manager needs to notify UT Campus Police (2600); they may instruct you to contact Plant Operations (1000).

Resources: 2-way radio, Flashlights
TERMINATING THE EMERGENCY

This section of the Emergency Action Plan will deal with those activities necessary to support employees and students during and following an emergency situation and those activities necessary to restore operations at The University of Toledo.

A. **RECOVERY OF OPERATIONS**

The recovery of building operations and services will be based on the extent of damage suffered to the building. UT Manager will need to prioritize activities that can be accomplished with available staff and resources. Immediately following the emergency phase of the incident the Manager, Assistant Director of Facility Operations and Director will begin the implementation of the university business recovery plan.

B. **DOCUMENTATION**

Documentation of emergency activities is of critical importance following the emergency situation. All records and forms used during the incident to document activities must be retained for future reference.

C. **RESPONSIBILITY FOR INCIDENT DOCUMENTATION**

1. Following an emergency situation, the UT Manager will have the responsibility of collecting all records and forms used during the incident. These will be used for several purposes such as incident investigation, insurance claims, and potential legal actions.

2. The UT Manager must prepare a report documenting activities that took place during the emergency situation.

3. The report of the UT Manager and all related documentation will be submitted to The University of Toledo Risk Management for review and necessary follow-up actions.

D. **RESPONSIBILITY FOR DAMAGE ASSESSMENT**

The Office of Recreational Services Assistant Director of Facilities & Director will have the main responsibility for conducting the damage assessment following an incident. Assistance will be obtained as needed from facility personnel and outside organizations, such as structural engineers and local government officials.

E. **POST-EMERGENCY ACTIVITIES**

Post-emergency activities are those that tend to the welfare of facility personnel and provide for a review of facility actions during the incident.

F. **INJURIES SHOULD BE REPORTED AS FOLLOWS**

Please report employee (including student employee) injuries or illnesses to the Workers Compensation office as soon as possible.

G. **INCIDENT DEBRIEFING**

Office of Recreational Services will debrief all Code Blue 1 Calls and other EAP actions that are of sensitive or traumatizing character.

Office of Recreational Services Leadership and staff may ask staff workers who responded or saw any EAP action to report to a debriefing meeting.
Debriefing meetings will be arranged as soon as possible, within one week of the EAP action being engaged.

In the debriefing meeting, a timeline of events will be established and written out. Constructive criticism will be given so that staff members will know what to improve on and so that Leadership members can establish if a change/improvement in EAP procedures needs to be made.

Debriefing meetings are not meant as a means to call out staff members, tear them down or shame them. Improvement of our EAP is the true goal.

Group support will be offered for traumatic experience. The counseling center may be called for their service and staff members will be asked to share their thoughts, fears and feelings about the incident.

Leadership will follow up with staff members on an individual basis to ensure that all staff members are in good mental health following the incident.

H. **CRITIQUE**

The critique of the incident is a review of what actions took place during the incident, both good and bad. A critique is not designed to place blame, but rather to allow for the flow of ideas and recommendations to improve the emergency action plan and the facility policies and procedures.