



Emergency Response Plan

As of: Dec 2024

General Emergency Response Checklist:

- Don't panic, take a deep breath, assess the situation
- Determine the type of initial emergency i.e., Monitor continuing situation, Evacuate, Shelter in place, Lock Down, etc...
- Call 911 if appropriate
- Take measures to ensure the safety of Club members, staff, and guests
- Activate Boys and Girls Club of Aberdeen Area Crisis Management Team
- Start Youth and Adult Accountability
- Set up Command Post
- Notify regional office and ask for their assistance if needed
- Assemble communication tools –i.e., radios, forms, memos, bullhorn, cell phones
- Coordinate Club activities with emergency responders if they are on the scene
- Advise staff of known facts
- Executive Director begins preparing statements for the media
- Begin Parent notification and general communication
- Continually update Command Center and Incident Commander of changes in the situation of the facility, missing or injured youths or adults, the progress of all activities being done to manage this event
- Perform a short tactical Debrief of all Crisis Management Team members. Have them report on current Status, Progress, and Needs. Create a plan for the next time frame (i.e. an hour) or phase of the crisis.
- Utilize community resources and coordinate with their Crisis Management Team

- Establish contact with parents of affected members and offer whatever resources may be needed
- If any members or staff are injured and transported to local hospitals, send a BGC of Aberdeen Crisis Management Team Liaison to the hospital.
- Notify and activate the Mental Health Crisis Team
- Prepare formal statements or announcements for the parents, youth, and staff. Provide to the media through the Executive Director
- Document actions taken, gather status sheets and secure records as legal documents
- When the crisis is managed, do an evaluation of how the plan worked and revise as needed.

Public Relations: Crisis Communications:

Crisis Communication:

- Notify the crisis management team (note: have phone numbers or e-mail addresses readily available.).
- This crisis may have legal implications. Contact your legal counsel for advice.
- Remind everyone (staff and board) **NOT** to talk directly with reporters, but to refer the media to the Club's designated spokesperson.
- Brief the Club's spokesperson and prepare a response.
- Inform Club staff and Board members of the situation.
- Alert the B&GCA regional office.
- Draft a prepared statement for possible release to the media.
- Reassure members and their parents or guardians.
- Inform major contributors.
- Look to return to business as usual as quickly as possible.

Kidnapping

Kidnapping or lost child, actions to take:

- Staff actions:
 - Notify the Executive Director with a description of the suspect
 - Move other children (if present) away from the area of abduction

- Assign a staff member to each exit door of the building to monitor for missing
- Assign a search team inside and outside of the building for missing
- Crisis Management Team:
 - Call 911
 - Notify all staff
 - Notify Board President
 - Notify the Regional Director of Development
 - Contact the parents of the child involved; establish a communication plan with them
 - Identify a team to work on the crisis; designate personnel to manage phone communications, etc., and other administrative staff to assist as appropriate.
 - Provide a current picture if available and obtain a full description of the suspect
 - When a child is found, contact the appropriate parties as needed
 - Prepare an outline of the situation for staff; give factual information, as appropriate, to allow them to respond to questions knowledgeably; prepare an appropriate notice for parents
 - If appropriate, arrange for counseling assistance for members and staff
 - Call emergency staff meeting if necessary

Death or Serious Illness (OFF SITE)

In the event of a reported Death or Serious Illness off-site:

- Staff Actions:
 - Notify Executive Director
- Crisis Management Team:
 - Verify the death/illness
 - Protect the privacy of the family; the Club neither gives nor confirms information to the media without consent
 - Notify Board representative
 - Notify Regional Service Director
 - Notify staff prior to Club opening by using a phone tree or during open Club hours prior to notification of students
 - Schedule a staff meeting as soon as possible to share the details that are known, review the procedure for the day, and discuss the notification of members, availability of support services, and the referral process for anyone needing assistance

- Contact the family or visit the home to offer condolence and support
- Allow members who wish to meet in the office or another appropriate place to do so; members should be encouraged to report any other person who might need assistance
- It may be necessary to designate multiple areas for crisis team/community resource persons who are affected by the crisis
- Members who are extremely upset should have parents contacted to determine appropriate support needed after leaving Club.
- Aid parents of impacted members
- If deemed necessary by Executive Director or Crisis Management Team, at the end of the day a staff meeting may be called to disseminate additional information

PROCEDURE:

1. Contact the supervisor and stay with the sick member or staff
2. Direct that someone call 911
3. Assign Staff members to meet the Ambulance in the parking lot to guide them to the location of the injured.
4. Administer first aid
5. Disperse the crowd, if necessary
6. Complete an Accident Report Form
7. Stay in touch with family

ROLES:

Front Desk:

- Aid in communication with emergency services and family members as directed by the supervisor

Custodian:

- Assist with clean-up and first aid if necessary
- Help secure the building

Staff:

- Stay with members
- Assess other first-aid needs
- Start accountability process

Severe Weather/ Tornado

PROCEDURE:

1. During severe weather watch, monitor the situation on the radio or Internet
2. Members should not be permitted to go on field trip during a watch or warning
3. During a severe weather warning, occupants should proceed to a designated location and assume a kneeling position against a wall, head down, hands covering the head
4. Occupants of modular buildings should be moved to a designated area

ROLES

Control Desk:

- Stay by phone and monitor the weather radio

Custodian:

- Serve as a weather spotter
- Assure all exits are closed

Staff:

- Move members to designated area, take roll, and follow supervisor instructions

Vehicular Accident

PROCEDURES

The driver of the vehicle involved in an accident...

1. Call 911
2. Notify the Club
3. Remain calm
4. Assure passengers and attend to basic first aid until help arrives
5. Report your exact location and condition of scene
6. Report names of victims (and all passengers) to Club personnel
7. Describe type and number of injured victims
8. Note type of symptoms and/or unusual human behavior
9. Collect all pertinent information from passengers
10. Suggest safe access routes for responding employees and emergency services personnel

Club Staff:

- a. Notify Executive Director
- b. Convene Crisis Management Team
- c. Club representatives respond to the scene
- d. Locate emergency information on members and staff involved in the accident
- e. With the approval of the Executive Director, write a “script” for notifying parents of those involved
- f. Designate a family liaison to coordinate information and activities with families of injured
- g. Notify families and give them known information on their child’s location. If they’ve been taken to a hospital, direct parents to go there.
- h. If people are taken to the hospital, send a member of the Club Crisis Management Team to the hospital to act as a liaison

Bomb Threat/Suspicious Package

Procedures:

1. Staff taking the call obtains as many details as possible from the caller using Caller ID and Bomb Threat Checklist.
2. If a suspicious package is located, dial 911 and activate the Emergency Plan
3. Dial 911 and activate Emergency Plan as instructed by the supervisor
4. Evacuate occupants and move to an area 500 feet or more from the building (avoid backing up to a fence or other barrier)
5. When evacuating, look for suspicious items or noises and report to the supervisor
6. Assist Crisis Management team

ROLES:

Front Desk:

- Notify supervisor and call 911
- Fill in Bomb Threat Checklist if you were the one who took the call

Custodian:

- Shut off gas and electricity
- Check toilets, lockers, storage, and other non-program space for members and staff
- Report to supervisor when the building is clear

Staff:

- Evacuate building
- Supervise members
- Look for suspicious items or noises when exiting
- Call roll in the designated area

Bomb Threat Checklist – (Laminate this sheet. Keep copies of these on every hard-line phone with a pen that can write on it)

When will the bomb go off?

Where did you place the bomb?

What does the bomb look like?

What kind of bomb is it?

What will cause it to explode?

Who placed the bomb?

What is your name and address?

Identifying Information

Sex/Age of Caller

Voice/Accent

Time of Call

Background noise

Caller's exact words

Other

Fire

PROCEDURES

1. Sound alarm
2. Report the fire to the office and use the intercom if available
3. Call 911
4. Close all windows and doors to contain the fire
5. Evacuate occupants and move to an area 500 feet or more from the building
6. Move to a designated shelter or evacuation site
7. Administer first aid if needed

ROLES

Front Desk:

- Notify supervisor and call 911
- Take Member Emergency Information Forms

Custodian:

- Shut off gas and electricity
- Check toilets, lockers, storage, and other non-program space for members and staff
- Report to supervisor when the building is clear

Staff:

- Evacuate building
- Supervise members
- Call roll in the designated area

Hazardous Materials

Since we are near a railroad track, any train derailment and/or white clouds spilling from a train would warrant the evacuation of the building.

PROCEDURES

1. Call 911
2. Activate Emergency Plan
3. Refer to Hazardous Materials Information Sheets (MSDS)
4. Supervise situation until emergency personnel arrive

ROLES

Front Desk:

- Notify supervisor
- Call 911

Custodian:

- Help secure building
- Aid as needed

Staff:

- Follow supervisor instructions

Earthquake

PROCEDURES

- Drop, Cover, and Hold
- When shaking stops, proceed to the designated location and assume a kneeling position against a wall, heads down, hands covering the head
- Stay inside during an earthquake to avoid objects falling on you while you are trying to leave the building

ROLES

Front Desk:

- Follow supervisors' instructions

Custodian:

- Shut off gas, electricity, and water

Staff:

- Move members to designated area, take roll, and follow supervisor's instructions
- **Lock-Down**-If an intruder enters the building and/or/is threatening, everyone should evacuate the building and grounds. Lock Down should be used if the threat is outside of the building.

If an intruder enters the building, threatens violence, refusing to leave, a LOCKDOWN is to be announced over the intercom to inform staff that there is a dangerous situation at the Club that requires all members to be confined to their current area. In a LOCKDOWN situation, members should sit down on the floor in their current area, staff is to lock the door from the inside if possible and await further instructions.

INTRUDER

PROCEDURES

1. Remain calm
2. Notify Unit Director or supervisor by use of phone, personal, communicator, or messenger
3. Call 911
4. Announce a LOCKDOWN alert over the intercom
5. Secure immediate area to confine the problem
6. Secure the building by locking appropriate doors
7. Await assistance
8. In Lock Down-Set up safe rooms
9. Evacuate areas inside the building that are large and wide open (Example Gym)
10. Safe Rooms-Rooms with doors that can be locked, windows that can be covered, and windows that can be broken to escape out. Install peepholes on doors. Keep rugs or blankets in rooms with windows and train staff how to use window punch. (The Police Department can train this)
11. Train Staff on how to barricade rooms, how to counter threats, and consider ALICE training provided free of charge by the Aberdeen Police Department. We can also provide examples of policy and procedure for ALICE.

ROLES

Director of Operation (or staff in charge):

1. Announce LOCKDOWN alert over the intercom
2. Assure all exits are closed
3. If possible, check toilets, lockers, storage, and other non-program space for members or staff
4. Announce LOCKDOWN all clear when appropriate

Contagious Disease

PROCEDURE:

1. Pass phone call to or contact Executive Director immediately
2. Collect all information: who, what, when where, how
3. Contact Crisis Management Team
4. Call all necessary parties: BGC Regional office, CDC, School District, City Offices, etc.

ROLES:

Front Desk:

- Aid in communication with emergency services and family members as directed by supervisor

Custodian:

- Assist with clean-up and sanitation of the Club
- Help secure the building

Staff:

- Aid in communication with parents and necessary clean up as directed by supervisor

Emergency Evacuation Plan

Staff is to follow this Emergency Evacuation Plan in the event of a bomb threat, gas leak, fire, or whenever a situation calls for the building to be evacuated.

- All staff to assist members, guests, and visitors locate their appropriate exit and orderly file out of the building
- There should be no talking, running, or pushing of members during the evacuation
- Supervisory staff should perform a final sweep of their areas if possible
- The front desk should print out a Fire Drill Report or attendance report from member tracking if time allows
- Staff should shut all doors and windows behind them during the evacuation

- Once outside, staff should keep members in a group, move them to a safe distance from the building, eventually get them to the curbside of the parking lot in front of the building to wait for further instructions

All personnel is to exit the building through the closest exit doors in which it is safe to exit. Use the following instructions to determine which exit to use based on your location in the building.

- All personnel in the **front lobby and Control area** are to exit through the front doors. Proceed across the parking lot on the southwest corner of our lot. Should this exit be unusable, proceed through the north door and exit on the north side of the building.
- All **Recreational room area** personnel are to exit through the north door. Proceed to the northeast corner of the lot and count and organize youth there. Should this exit be unusable, proceed through the front lobby and control area and exit through the front doors.
- All personnel in the **kitchen, lunchroom, and Cultural arts room** personnel are to exit through the west exit doors and proceed through the van parking area, and count and organize youth there. Should this exit be unusable, proceed through the north exit.
- All personnel in the **Gym** are to exit through the east exit. Proceed north through the green space to the northeast corner of the lot and count and organize youth. Should this exit be unusable, proceed through the north exit.
- All personnel in the **Education center** are to exit past the control center and through the front doors. Proceed across the parking lot to the southwest corner of the lot and organize and count youth in playground area. Should this exit be unusable, proceed north and exit out the west exit.
- All personnel in the **Classroom center** are to exit through the north doors and go to the northeast corner of the lot. Should this exit be unusable, proceed through the gym and exit the east door.
- All personnel in the **Teen center** are to exit out the east hallway doors. Proceed north and head to the northeast corner of the lot and organize and count youth in the playground area. Should this exit be unusable, proceed west through the administrative area and exit the front lobby area.
- All personnel in the **Administrative Area** are to exit through the front lobby area. Proceed across the parking lot to the southwest corner and count youth in the playground area. Should this exit be unusable, exit through the Teen center and use the east hall exit.
- Write clear instructions that if a threat is in your designated exit door, that staff will change how they exit the area. They are allowed to use another exit if they cannot do this lockdown and barricade in the room then break the window to get out.

- Set up several off-site evacuation locations. Have MOUs with neighbors to use buildings as safe locations for threats or chemical spills. As an example-Parks and Rec. Super City Plaza or Bethlehem Lutheran Church. Have locations that are some distance from your area.
- There needs to be a written re-unification procedure.

Ten Ways to Avoid Saying “No Comment”

1. I can't tell you that, but I can tell you about the process that is underway to get those facts.
2. I can't tell you that, but I can tell you who will be releasing that information
3. I can't tell you that right now, but I can tell you that we will have those answers in three days.
4. The hallmark of our organization is that we do not assume any information. What you are asking for is speculation, and I cannot provide you with what might be inaccurate information.
5. I don't know but let me investigate that for you and get back to you.
6. If you are asking me to speculate and give my personal assessment of the situation, I would tell you that a gut feeling is just as good from one person to another, and I simply cannot speculate. What I can tell you is what we are doing to find out the answers.
7. That's a good question. Believe me; I think we all wish we had that answer. I can't give you the facts you want but I can tell you we have talked to all government agencies and have crews on the scene cleaning up as we speak. Let's look at the visual with our three-step action plan.
8. I'm glad you asked that question. We are aware of the severity of the situation, and of course, we are taking things very slowly at this point to avoid any rash action that might be construed as reckless.
9. Frankly, I would like to give you that answer, but we have not been able to confirm facts in that area. We will issue a full report of the details the minute we have them.
10. I would like to give you that information but the fire/police department, et al, have that information and will be releasing it when their investigation is complete.

Date:

Dear Parents:

By now, you may have heard the news that the _____ of the Boys & Girls Club of Aberdeen was arrested Friday evening on allegations of _____ in _____. I am sure that you were shocked, as we were, to hear this news, and I want to take this opportunity to update you on the situation and address concerns that you might have about our policies on child safety here at the Boys & Girls Club of **(your city)**.

The alleged incident took place in 1983 and does not involve any past or present members of the Club. There have been no other allegations made against **(insert name)** at any point in his many years of service to our community. **(Insert name)** denies these allegations and has requested a leave of absence from the Club to prepare his defense.

The programs here at the Boys & Girls Club will continue to operate just as they always have, and I want to brief you formally in the policies that we have in place to ensure the safety of our members. These techniques and policies include:

- Require background screening of all employees.
- A required 2-to-1 always staff to member ratio, to ensure staff and children are not left alone together. Staff may never be alone with a child in a room with closed doors, especially in the bathroom.
- Proper supervision in buses or vans. We limit the time a child is alone on a van or bus with the driver, by adhering to a strict schedule, with unauthorized stops prohibited.
- A written discipline policy to avoid any inappropriate disciplinary techniques, and which states that any activity deemed abusive to a child will be dealt with immediately, and if criminal in nature, referred to the authorities for disposition.
- Internet safety features in our Education Center which ensure that members are protected while surfing the web.

A parent meeting will be scheduled this week to update you on the situation, and to offer an opportunity to address questions that you might have. In the interim, please feel free to contact me or Board President, at 225-8714 and we will be happy to discuss any specific questions you might have.

Again, I assure you that the Boys & Girls Club of Aberdeen area remains a Positive Place for Kids here in our community. Please know that the safety and well being of your children remains our top priority.

Sincerely,

Chairman of the Board