



EMERGENCY PROCEDURES

SUGGESTED TABLE OF CONTENTS WITH NOTES

General Emergency Information

Key Things to Remember – Some quick overview items such as remain calm.

Accident/Incident Reports – The process of when and how to fill out, plus what to do with it after it is filled out and what happens to the report including follow up etc.

Hint – keep incident reports and pens/pencils in first aid kits.

First Aid Kit Locations / AED Unit Location/ Fire Extinguishers– A list and/or map of the facility and where complete and small extra first aid and emergency equipment is kept. Also the process for how often they get checked and how those checks are documented.

Hint remember to mark the tag on your extinguishers and document regular checks of kits/AED.

Emergency Alarm Locations – An outline of any emergency alarm both fire pull stations, security alarms or other alarms. Both where they are and any maintenance pieces or other items people should be aware of.

Handling the Media – Who is your spokesperson in case of crisis, what should others say and how should messaging be set up.

Roles – This should include what are the roles that will fall into place in case of emergency, the first person on scene in charge of first aid, call person and control person. Who would contact family and do follow up.

Whole Facility Emergencies

Power Failure – For some clubs a power failure may mean evacuation, if you have generators information on them, emergency lighting information and how lack of power effects operations.

Fire Alarm - What happens if there is a fire alarm, in the building or nearby; who will be responsible for doing what; how do you get the fire department on site. Ties to Evacuation procedures.

Natural Disasters – From tornados to natural gas leaks, what is the plan for your club should you have a major incident in your area.

Evacuation Procedures - how does the facility get evacuated, who is responsible for checking which areas, where is the designated meeting area. If you are running programs with minors, any information about maintaining care during evacuation.

Maintenance Emergencies – Who can call in service people, how you ensure unsafe areas/equipment are dealt with immediately and communication happens.

Individual Emergencies

Medical Emergencies – Details for how to manage both minor and major medical emergencies and what distinguishes what type of emergency. When to call 911 and include follow up pieces from restocking first aid to ensuring incident reports get to the appropriate person.

Emergencies requiring AED – When to get the AED, and how to ensure proper follow up happens with the AED after the incident.

Dealing Effectively with Patrons / Handling Irate Patrons – Tips and process for individuals to manage members or guests who may not respond well to requests from volunteers, staff or members.

Handling a Theft Report – theft from the club or a participant/member should be of concern to the club and should be recorded and managed properly. The club should determine how it should be recorded and the steps that will be taken dependant on the value of items stolen and other factors.

Trespassing Procedure – Many clubs have procedures to handle situations if unwanted visitors are on club property. It is key to ensure the security of the property but more so the safety of the members including in their interactions with unwanted visitors.

Lost Child Procedure – What is the procedure if a participant wanders off or choses to leave the club without permission. There are many situations where a minor in the care of the club could be missing, the club needs a procedure to follow.

Boat Missing – Your club should have a procedure to be able to be aware of what boats have no followed their trip plan and to be able to alert club officials should something go amiss. Include the procedures around who will be notified, how will the situation be double checked and how will the club support professionals. The crisis communication plan would link to this action plan.

Appendix I Maintenance Information

Emergency Service Contacts – An up to date section that has emergency contacts for service on vital pieces of equipment and any emergency related information. For some pieces of facility/equipment manufacturer and model information etc. would be valuable. An example is for clubs with gates or electronic locks if they were to be stuck action would need to be taken immediately.

SAMPLE SECTIONS

These are samples of some of the more general emergency procedures. The main item that will need to be personalized for your club in these sections is the WHO – who responds, who follows up, who is the spokesperson etc.

Please go through the sections carefully to ensure they each meet the needs of your club.

Key Things To Remember

- Don't Panic. You are in charge—if you panic, others will panic. If you are calm, professional and reassuring, the situation will be resolved much more quickly
- Know who is trained for what
- Be sure to notify necessary personnel about the incident in a calm and efficient manner
- Communicate exactly what is happening to immediate staff members and Club Leader/Senior person on call
- Assess situation and act accordingly
- Keep members and patrons calm and ensure safety for all
- Deal with personal situations (theft, lost articles, etc.) away from the Front Desk area
- Ensure the report gets dealt with appropriately afterwards by including keeping the information confidential.

Accident/Incident Reports

- Reports need to be filled out for any injury requiring medical attention, theft, incident involving a patron who has lost an article of importance or has a serious complaint, damage to the building, 911 emergency calls, and damage to a patron's vehicle. Any incident that is unusual and requires staff attention should have an incident report completed. If in doubt, simply fill one out. It is much easier to complete follow-up with the facts written down.
- The report needs to be fully completed and contain only facts, not speculation.
- The Club Leader is responsible to ensure that the staff person directly involved in the incident/accident fills out an accident/incident report neatly and completely within 4 hours. If more than one staff was extensively involved all staff should fill out a form, separate from the other staff.
- The original report needs to be forwarded to the CEO/Manager of Membership Services within that work shift.
- If 911 is called or it is a serious incident, the Senior Manager on call should be notified.

Handling The Media

It is very important that the club provides the media with accurate information, but not disclose information that may be confidential. This is particularly challenging when dealing with inquiries about emergencies. This is why we have designated the XXXXXX (WHO?) as our spokesperson for the media.

However, an impatient reporter may approach you for information. Advise the reporter that all media inquiries concerning an emergency should be directed to the spokesperson.

Sometimes it can be very difficult to do this. Watch for the following situations:

*“But I just wanted to ask a couple of simple questions.” Your answer should be:
“Yes, I understand, “I’m not authorized. You must talk to (name the Spokesperson)*

*"I tried to get through to that person, but I couldn't and I have a deadline. Couldn't you just tell me...?"
Your answer should be: "I'm not authorized. You must talk to (name the Spokesperson)".*

Casual questions. At the scene of an emergency, reporters may not identify themselves. Be alert.

Never say "no comment"

The senior person on call should have been contacted by the Club Leader long before this situation occurs. The senior person on call will decide if and when the spokesperson is called.

Maintenance Emergencies

If a maintenance problem occurs staff should inform the Club Leader. The Club Leader will then follow the steps below to resolve the concern:

- Notify maintenance personnel of the problem or contact the senior staff on call if after usual maintenance hours.
- If maintenance are able to repair, they will do so quickly.
- If maintenance person is unable to repair, and the concern is serious and affecting member usage, the senior staff on call should be called to contact the appropriate service contacts (see chart in appendix).

Power Failure

1. Find out what areas have been affected
2. Attempt to turn lights back on
3. If not successful, make sure pool gets cleared, and flashlights are gathered.
4. Club Leader checks with Maintenance staff to ensure they know of situation. (If after regular maintenance hours the senior staff on call should be contacted as the first step.)
5. If the power outage lasts more than 10 minutes evacuation of the building becomes necessary. Members should not be starting showers or starting workouts, they need to quickly gather belongings and leave. This will require persistence of staff members
6. If evacuation is necessary, upon completion, complete lock-up procedure.

Maintenance staff will follow through with the building needs. Unless it is within an hour of closing time, staff will remain available to work when building is reopened as power comes back on.

Natural Disasters

1. Identify safe spots in each room
 - under tables, doorways, inside corner (Stay away from: windows and other glass, cabinets, bookcases, wall units, shelving, tall furniture, hanging objects, fridge, stoves, anything that can fall.)
2. Things to Remember:
 - DO NOT panic
 - stay indoors
 - if you cannot find a safe place inside, kneel down, bend over forward and clasp your hands over your head
 - Take control of the situation and tell everyone to stay put until you receive further word
3. After the situation
 - Inspect for danger: gas, electrical, structural damage and water
 - DO NOT use telephones except for genuine emergencies

- DO NOT drive any vehicles unless there is an emergency
- Move through open spaces being cautious not to disturb any supporting object
- Check for others trapped or injured in the wreckage

Medical Emergencies

Club Leaders need to:

Go to the location of the emergency. The first person to arrive should take charge using their knowledge. If a more qualified person arrives, they may be given control of the emergency medical response, however the first person to do first aid should stay with the member.

If medical assistance is required:

- Have a staff member bring the AED unit to the scene if the victim is unconscious or is displaying signs and symptoms of a heart condition. Have a bystander call an ambulance and then send someone to meet ambulance at the appropriate door and escort the EMS personnel to the location.
- Club Leader will ensure the appropriate people complete the incident/accident report form in full; recording victim's name, membership number, locker number, contact name and number, witness names, phone numbers; EMS personnel badge numbers and all details of the accident. Remember the form needs complete factual information please keep personal views and opinions separate. The incident/accident form is to be sent to the **(XXXXX WHO)** immediately.

After the situation is under control senior person will:

- Assess staff involved and ensure they are capable of carrying on duties of their shift or arranging their relief
- Within 24 hours of the accident, a courtesy follow-up call should be made to the person or family involved to see how they are doing. This will be done by **(XXXXX WHO)**.
- Dependent upon the severity of the situation – hold a meeting of all of the staff involved to evaluate how the situation was handled and to provide staff/volunteer support and follow up as needed.

Emergencies Requiring AED Treatment

First responder at the scene assess the situation and begins the treatment of the situation, following the regular medical emergency procedures.

If use of the AED unit is required, the staff should follow the AED response guidelines as follows:

- Assess victim condition and treat medical situation as first aid warrants, including contacting EMS
- If victim is unconscious and/or showing signs and/or symptoms of a heart condition AED should be brought to the scene
- AED should be turned on and electrode pads attached if pulselessness is suspected
- Follow directions from machine, analyzing heart rhythm and applying shock if directed by the AED unit.
- Ensure follow up to situation is completed as above. Note that the AED will need new pads and servicing after use.

Lost Child Procedure

1. Notify Club Leader
2. Calm person down. Get name, description of child including what the child is wearing and where the child was last seen (i.e., dock washroom, etc.)
3. Write down description for all staff. Have guardian phone home, as this is often the whereabouts of the child.

4. Post staff by main facility exits to watch for child.
5. Get the guardian (and family) to stay with staff/volunteer in main lobby. Tell them to watch should the child walk by.
6. On-duty staff do a sweep of the building, including all rooms and bathrooms. Staff should communicate with others what is happening and ask if anyone has seen the child.
7. Do a sweep of the outside of the building—full circle and parking lot.
8. Phone the child's home, in case he/she had a ride home with someone else
9. Club Leader phones police if the child is not found within 15 minutes.
10. Continue sweeps and phone calls until found

Dealing Effectively With Patrons

- Always listen to what the person has to say. Quite often all that a person wants is to make sure that someone is listening to them and that their concern has been heard.
- Answer the questions as honestly and thoroughly as possible. Only give answers that you know are correct. It's better to say too little than to say too much. If you don't know the answer, find out as quickly as possible, or pass the message to a person who can answer the question.
- When talking to a patron, try to do so as quietly as possible, trying not to disrupt the business of the club. If necessary, ask them to step into a quieter area, such as the meeting room off the lobby.
- When dealing with a particularly irate person, ask them to step into an office with you and another staff member. Keep the door open if possible.
- Remain calm and professional in all situations. It is very important not to get into an argument with a patron. It will only make things worse.
- Complete Accident/Incident Report and forward to the **(XXXXX WHO)**

Handling Irate Guests

- In case of an irate guest, ask them to come into the meeting room, away from other people
- Listen to their situation and offer feedback if warranted.
- If you cannot take any specific action, tell them that you will follow up with the appropriate staff person (or Board Member)
- Make sure that you fill out an incident report immediately after; make sure you get their name and contact information.
- If you think they could become violent—DO NOT go into the office alone with them. Call for another staff person to sit in on the discussion
- If the person continues to be a threat—do not hesitate to call the police

Handling A Theft Report

- The Club Leader will complete the Incident Report. Their role is to gather and record information.
- It is very important that you do not comment on other thefts and do not discuss the theft with others not directly involved.
- Remember that the victim will be upset, so approach the situation with care and tact.
- Unless you have conclusive proof, do not accuse anyone of stealing and do not go through other's personal belongings. If you suspect someone (i.e. if you have an eyewitness), call the police immediately and have them deal with the person.
- Fill out incident/accident form in full.
- Assist the victim to call police, cancel cards etc.
- We do not replace stolen articles.

How to Handle a Theft with Customer Service in Mind

- Listen to the person. Assure them everything will be done to help them (assist them to call police, cancel cards, get home etc.)
- Find another club leader and send them to investigate the location of the theft and search possible drop sites for wallets, etc. for example, garbage cans, and empty lockers.
- Find out what was stolen, help them to think through what to do, e.g. bank card, call the bank, credit card and cancel the card.
- Reassure them throughout the process that you will stay with them until they are finished
- Ask them if there is anything else you can do, e.g. phone someone to come and pick them up, etc.
- Fill out incident report.

Remember that you are not responsible for the theft, but you are responsible for what happens once it is reported. Work in partnership so that the person feels you care. Ensure your reaction time is speedy – after all, thieves can be caught.

Behaviour Concerns

If a Club member or guest is not following the Code of Conduct and causing the Club to be an unpleasant or unsafe place for others staff need to address the individual in a respectful yet direct way. Individuals should receive warnings to rectify their behaviour and the Club Leader notified. An Incident form should be completed and if the situation involved the police the Senior Staff on call should be contacted.

***Reviewed and Approved by the Board of Directors
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