

# EMERGENCY MANUAL



**FOUNDATION FOR YOUTH**

405 Hope Ave.  
Columbus, IN 47201  
(812) 348-4558

# Emergency Procedure

1. USE YOUR BEST JUDGEMENT
2. FIND A SAFE LOCATION FOR YOURSELF AND PROGRAM PARTICIPANTS
3. FOLLOW PROCEDURES AS YOU ARE ABLE
4. CONTACT EMERGENCY SERVICES
5. CONTACT YOUR IMMEDIATE SUPERVISOR

## Emergency Numbers

<b>Emergency Services:</b>	<b>911 (You can TEXT)</b>
<b>Local Emergency Information Site:</b>	<b>Everbridge.net</b>
<b>Local Police Dispatch:</b>	<b>812.379.1689</b>
<b>Local Fire Department:</b>	<b>812.376.2679</b>
<b>Local Hospital:</b>	<b>Columbus Regional 812.379.4441</b>
<b>Local FBI Office:</b>	<b>FBI Indianapolis 317.595.4000 8825 Nelson B Klein Pkwy Indianapolis, IN 46250 indianapolis.fbi.gov</b>
<b>Facility Address:</b>	<b>Foundation For Youth 812.348.4558 405 Hope Ave. Columbus, IN 47201</b>
<b>Chuck Kime, Executive Director:</b>	<b>(812)350-1335</b>
<b>Andrew Young, Youth Development Director</b>	<b>(317)224-6210</b>
<b>Jennifer Shaver, Health &amp; Fitness Director</b>	<b>(812)374-6163</b>



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# Child Needs

## Quick Reference:

Do whatever it takes for each customer to have that “**Positive Experience**” each and every day they enter Foundation For Youth.

*These policies are meant to be interchangeable whether or not your program is onsite or offsite.*

### 1. Discipline:

- a. Follow Procedure
- b. Document
- c. Follow Up

### 2. Restraint

- a. Contact Supervisor
- b. Follow Procedure
- c. Document
- d. Follow Up

### 3. Illegal Behavior

- a. Contact 911
  - i. Bartholomew County Sheriff's Department: **(812) 379-1650**
  - ii. Columbus Police Department: **(812) 376-2600**
- b. Contact Supervisor
- c. Follow Procedure
- d. Document
- e. Follow Up

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- a. Contact Supervisor
- b. Document
- c. Contact Department of Child Services **(812)-376-9361.**
- d. Follow Procedure
- e. Follow Up

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- e. Call 911 within 15 minutes of initial search
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- g. Document
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# Child Needs

## Policy & Procedure

### Discipline

1. Address the issue immediately, DO NOT WAIT.
2. Keep eye contact with the individual. Get on their level. Talk to them one on one.
3. Find out what happened ask questions that are not "accusatory" in nature.
4. Use your best judgment. If an individual needs to cool off before they speak to you, give them that time.
5. Documentation using the Incident/Accident form.
6. Turn the form in to your direct supervisor.
7. FOLLOW UP! Always check back with the parents (if a youth is involved) and the individual

When problems arrive during FFY programs it is crucial that we deal with them consistently. Our philosophy is one of member accountability. The first challenge in dealing with problems is determining what behavior constitutes what punishment. This is where the consistency comes in and becomes VERY important.

In the Club we have developed a strike system by which upon receiving 3 strikes, a member is suspended from the Club for 3 days. Strikes are given for behavior that breaks Club rules, disrupts a program, or has been a recurring problem. An immediate 3 strikes are given for any kind of violence or other behavior that is dangerous to the program environment or to Club property. It is suggested that this policy be used for all programs but ultimately falls at the discretion of the Program Director

We realize that there may be incidents which demand greater investigation and consideration for great consequences. Hopefully, our connections to our youth and families and our vigilance will minimize these moments.

Documentation is key, in any situation where a participant has to be reminded repeatedly or has an issue with other members an incident reports must be filled out and sent home with the member. Our member services representative will be responsible to hand out the reports and file them into the member's personal file.

# Restraint

1. Program participants may be restrained **only** in the case of eminent danger to self and/or others.
2. The safety of all those present are to be considered the highest priority.
3. Restraint measures that minimize the injury to the participant are to be utilized as possible.
4. Staff are not required to place themselves in serious danger.
5. Staff will determine the appropriate intervention measure taken on site with a participant. One or more of the following methods may be implemented:
  - i. potential removal from future programs
  - ii. removal from program space
  - iii. notifying parent/guardian
  - iv. notifying authorities
  - v. restraint of participant

# Illegal Activity

## IN LOCO PARENTIS

When the Foundation For Youth is acting "in loco parentis" (as parent), it will be common procedure to contact appropriate authorities for any of the following acts:

1. Use or possession of illegal drugs (excluding tobacco)
2. Use or possession of alcohol by a minor
3. Any behavior which significantly endangers the safety of the individual or others
4. Any serious threat to significantly endanger the safety of the individual or others
5. Any behavior or serious threat to damage property

For Visitor Groups, staff will consider the wishes of accompanying group leaders in regards to arrest, removal or evacuation.

## GAIN CONTROL OF THE SITUATION

1. If possible, gain control of the situation on your own.
  - When this is impossible, contact Law Enforcement or other outside assistance.
2. **Maintain safety and supervision of the group.**
  - Once immediate situation is under control, assure the proper supervision is provided to the group.
3. **Begin notification of authorities.**
  - Dial 911
  - Bartholomew County Sheriff's Department: **(812) 379-1650**
  - Columbus Police Department: **(812) 376-2600**
4. Activate the call down procedure and notify parents
5. **If the incident results in an injury, procedures for aiding the victim take precedence.**
6. **Appropriate documentation must be submitted to the Program Director**

# Child Abuse Reporting

## PROMPT & IMMEDIATE ACTION

1. In the event that there is suspicion or accusation of child abuse within any program, the staff of the Foundation For Youth will take prompt and immediate action as follows At the first report or probable cause to believe that a child has been abused, the staff person who suspects abuse will notify the Program Director, Administrative Director, and the appropriate referral source. The Staff member and Youth Development Director will contact the Bartholomew County Department of Child Services (DCS) to determine if an official report is warranted.

State Hotline DCS  
Local Bartholomew DCS

**1-800-800-5556**  
**(812) 376-9361**

2. The Staff Member, Program Director, and Administrative Director will make a report in accordance with relevant state and local child abuse reporting requirements and will cooperate to the extent of the law with any legal authority involved.
3. The parents or legal guardians of the child(ren) involved in the alleged incident will be promptly notified *in accordance with the directions* of the relevant state or local agency. Staff are to specifically request guidance on parent notification from DCS.
4. In the event the reported incident(s) involves a program staff or volunteer, FFY Administration will, without exception, suspend the staff person or volunteer from any FFY activities during investigation.
  - Whether the incident or alleged offense takes place during the course of a Foundation for Youth program, or at another location, it will be considered job related.
  - The Administrative Directors or Executive Director of FFY will meet within forty-eight (48) hours of an alleged incident by staff members.
  - Reinstatement of the program staff or volunteer will occur only after all allegations have been cleared to the satisfaction of the Board of Directors of the Foundation for Youth.
5. All Foundation for Youth staff must be sensitive to the need for confidentiality in the handling of this information, and therefore, should only discuss the incident with the persons named in #1 above.



# The Role of the Calm Protector

## A GUIDE TO HANDLING ABUSE DISCLOSURES

### **LISTEN**

Let the child tell you what happened. It is important that the child tell you about the abuse in his or her **own words**. Don't "put words in the child's mouth" or ask questions such as "Did he make you touch him?" This is very important so that the child will not confuse what actually happened with what you talked about if the child needs to tell a counselor later.

### **BE CALM**

Try to keep your feelings and reactions to yourself. If a child thinks you are shocked by what they are saying they may stop and never talk about the abuse again. If you are calm, it will help the child to stay calm. Do not act like this is the worst thing that could happen to the child. If you panic, the child may feel even worse about the abuse.

### **BE ENCOURAGING**

Tell the child that he or she did the right thing by telling you about the abuse. Tell him or her how brave and smart it was for them to tell you. Don't make promises you can't keep such as "everything will be all right" or that you'll keep what they say a secret. Do tell the child that you will be supportive and they will not have to deal with this alone.

### **DON'T JUDGE OR BLAME**

Explain to the child that the abuse was not their fault. Also, do not talk badly about the person who abused them--this may be a person the child loves. Be careful not to blame the child in any way by asking things like why they waited to tell or what they were doing in the place where the abuse happened.

### **BELIEVE**

Let the child know that you believe him or her. Most children don't realize how serious abuse is. Very few children make up false stories of sexual abuse. Even if you have doubts about the child's story, it is important that the child know that you believe what they are saying. It is the job of the counselor or investigator to look further into the child's story. It is your job to support the child and make sure that they get help.

### **PROTECT**

Let the child know that you will do your best to protect him or her from the abuser. Do not tell people who don't need to know about the abuse. Do tell the child about who you will have to tell. Explain that the abuser needs help so that they will not hurt children again. Let the child know that you will protect them from any threats the abuser may have made.

### **REPORT**

Call Child Protective Services to report the abuse.

In Bartholomew County, the phone number is

**812-376-9361.**

You do not have to give your name--just tell the caseworker over the phone what the child told you. You do not have to prove that the abuse happened. Let the child know that this is one of the ways you will protect them from further abuse. *It is **very helpful if a doctor examines a child who may have been sexually abused as soon as possible.** This can be done through either a family doctor or the emergency room.*

# Possible Indicators of Sexual Abuse

*The list below is a composite of many published lists. It is important to remember that the presence of any one of them does not necessarily confirm that a child is in a sexually abusive situation (with the exception of those marked as a **very strong indicator**). Watch for them in combinations, especially when they appear suddenly and no other explanation is available.*

## PHYSICAL INDICATORS

- Pain, rash, itching, bleeding, cracking, irritation or infection involving the mouth, anus, vagina or penis
- Sexually transmitted disease (**very strong indicator**)
- Early pregnancy (**very strong indicator**)
- Unusual odor from genital area
- Recurrent urinary tract infections
- Difficulty in or pain upon walking or sitting
- Foreign objects found in rectum, vagina or urethra
- Stained and/or torn underclothes
- Frequent stomachaches, headaches or other physical complaints
- Bedwetting and soiling
- Bruises
- Anorexia and/or bulimia
- Gagging, vomiting, sudden weight loss or gain or extreme changes in appetite
- Frequent nightmares or changes in sleeping habits (either sleeplessness or sleeping more)

## BEHAVIORAL INDICATORS

- Unusual fear or avoidance of a particular place, person or situation
- Excessive masturbation
- Periods of panic (which may indicate flashbacks of abuse)
- Persistent sexual play with friends, toys or pets
- Sexually sophisticated behavior beyond the child's developmental age (**very strong indicator, age appropriate**)
- Aggressive or violent sexual behavior (**very strong indicator**)
- Changes in schoolwork (either better or worse)
- Not wanting to go home or running away
- Increased aggression or hostility
- Drug or alcohol use
- Withdrawal from activities they formerly enjoyed

- Spending an unusual amount of time with one person. The child may be receiving a reward from the abuser in the form of affection or gifts.
- Unusual fears
- Poor self-image, problems with cleanliness and dress
- Low self-esteem
- Truancy, skipping school
- Excessive anxiety, nervousness or tension
- Excessive bathing
- Shame about their body--refusal to wear a bathing suit; unusual modesty
- Self-mutilation--cutting, burning, biting nails or fingers or lips or skin
- Setting fires (usually males)
- Seductive behavior; obsession with sexual matters (**very strong indicator**)
- Depression or suicidal ideation or attempts at suicide
- Regression to behaviors too young for child's current development (thumb-sucking)
- Fear of a "type" of person, such as women with dark hair or men with beards
- Sudden requests for locks on doors or questions about protection
- Homophobia--fear or hate toward homosexuals (usually males)
- Perfectionism
- Cruelty to animals
- Hyper-vigilance--sensitivity to all activity going on around them; often has a wide-eyed, startled look
- Isolation from others
- Facial tics, stuttering, etc.
- Drawing sexually explicit pictures (by child's interpretation)

# Child Abuse Prevention

## WHEN SHOULD I MAKE A REPORT?

Indiana law requires all citizens to report anytime you are aware of abuse or neglect or suspect abuse or neglect. However, use caution and good sense when identifying abuse. Parents do make mistakes, but when a pattern is apparent, your call may help get protection for that child and/or assistance for the family.

## WHAT DOES THE LAW SAY IS CHILD ABUSE?

“Infliction of physical injury or allowing another person to inflict physical injury.” The guidelines used by Child Protective Services (DCS) follow the State laws closely. Each case is evaluated individually to determine if a “legal sufficiency” exists to warrant an investigation. If sufficient evidence exists, a DCS caseworker will visit the home and/or talk to the child at school (or other activity). State law does not prevent a parent from spanking, using a belt or otherwise disciplining the child. However, if any marks such as bruises, cuts, welts, lumps, bumps or burns are left as a result of said discipline, this provides legal sufficiency for the DCS investigation.

## WHAT DOES THE LAW SAY IS CHILD NEGLECT?

“Chronic failure to meet the basic needs of a child for food, clothing, shelter, medical care, education or supervision.” This covers a broad area and any pattern that is considered life or health endangering will be investigated. A parent or guardian must provide their child with a “minimum sufficient level of care.” Again, each case is considered individually. For instance, a parent’s use of alcohol or drugs does not warrant an investigation, in and of itself, but other factors may be considered. These might include such things as the child’s age, whether or not the parent provides adequate supervision, whether or not the parent drives a vehicle under the influence with the children in the car, etc...

## WHAT DOES THE LAW SAY IS SEXUAL ABUSE?

“Sexual abuse is the use of a child for sexual gratification by an adult or by an older child in a position of power, or permitting another person to do so.”

## WHAT DOES THE LAW SAY IS EMOTIONAL ABUSE / NEGLECT?

The State of Indiana does not recognize mental or emotional abuse. Therefore emotional maltreatment, in and of itself, is not considered sufficient to require investigation. It is still recommended that a report be made if you are aware of this type of abuse because, as stated, each report is evaluated on a case-by-case basis. Other factors may be taken into considerations such as the child’s age, any previous reports, and the child’s own mental health.

## WHAT HAPPENS AFTER AN INITIAL INVESTIGATION?

If the case is “substantiated” by DCS, one or more of the following may happen:

	<u>State averages 1999</u>
Referred to other agency	35.0%
Referred to prosecutor	20.5%
Short Term Supervision	17.1%
Nothing (Investigation only)	8.1%
CHINS (Child in need of services) petition filed	6.5%
Court ordered supervision and informal adjustments	3.6%
Referred for homemaker services	1.5%
Family preservation services	1.3%
Hospitalization	0.6%
Services referral agreement	0.4%
Refer to licensing	0.1%

# Sex & Violent Offender Registry

## RESPONSIBILITIES

1. **Boys & Girls Club Director will:**
  - Receive notifications from Sheriff regarding new entries
  - Insure notifications continue
  - Notify All Staff
2. **Registration and Member Services will:**
  - Maintain a hard copy of the SVOR
  - Add new entries to FFY hard copies
  - Make Copy available to all staff.
  - Review & document Monthly
3. **Camp Director will:**
  - Maintain a hard copy of the SVOR
  - Add new entries to CYC hard copies
4. **Child Serving Staff will:**
  - Review hard copy 3 times annually and document
  - Supervisors are responsible for insuring their staff review and document.
5. **Administrative Directors will:**
  - Send notices 3 times annually as reminder for staff to review
  - Insure follow up of supervisors
6. **All Staff:**
  - Staff members are not to immediately confront potential offenders.
    - Observation of individual
    - Notification of other staff members is our initial course of action.
  - Conference with Executive & Administrative Director will clarify next steps.
  - Upon establishment of identity, individual may be advised:
    - To leave
    - Not to return
    - Conditions under which return is allowed

**Any individual who indicates they may be an immediate threat to our patrons may be questioned at any time and CPD should be called in for assistance.**

# Missing Child Procedure

In the event that a child is unable to be found at the 405 Facility or at any point during an offsite visit, the following procedure is to be instituted immediately.

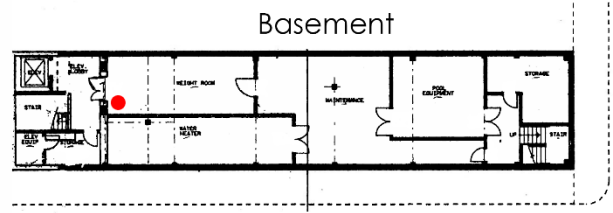
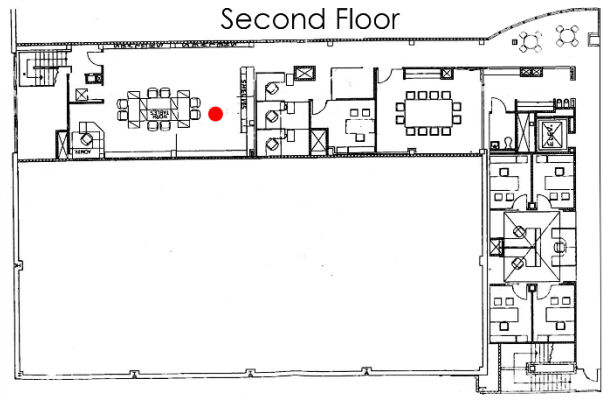
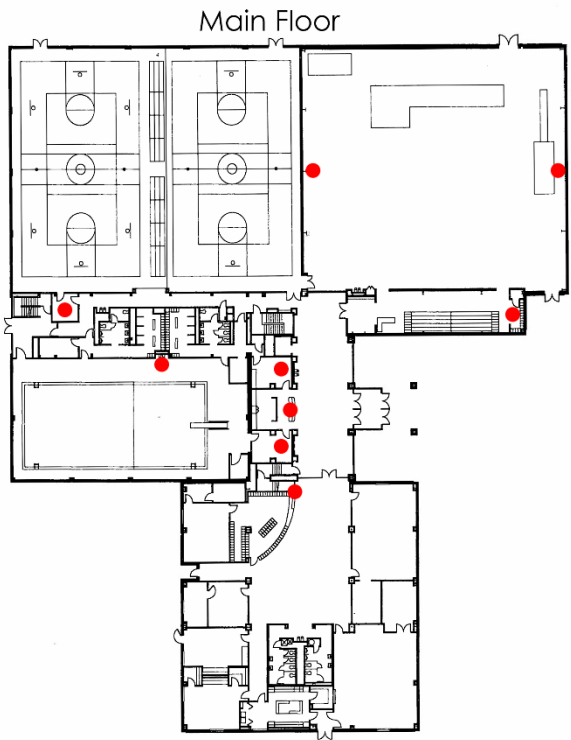
1. Identify Program Staff person to help handle situation.
2. Check attendance record where applicable.
3. Search every program area in the facility and site.
4. Ask parent/guardian if anyone else may have picked up the child including emergency contacts. Contact as necessary.
5. Establish staff person to call Columbus Police Department if not located within 15 minutes. Staff to remain as contact for CPD.
6. Activate call down list.
7. Begin gathering information to help the police; including copy of registration form, any known situations that may result in member being picked up by someone else, information on child's appearance and clothing, etc.
8. Access Security cameras.
9. Document the incident.

# First Aid

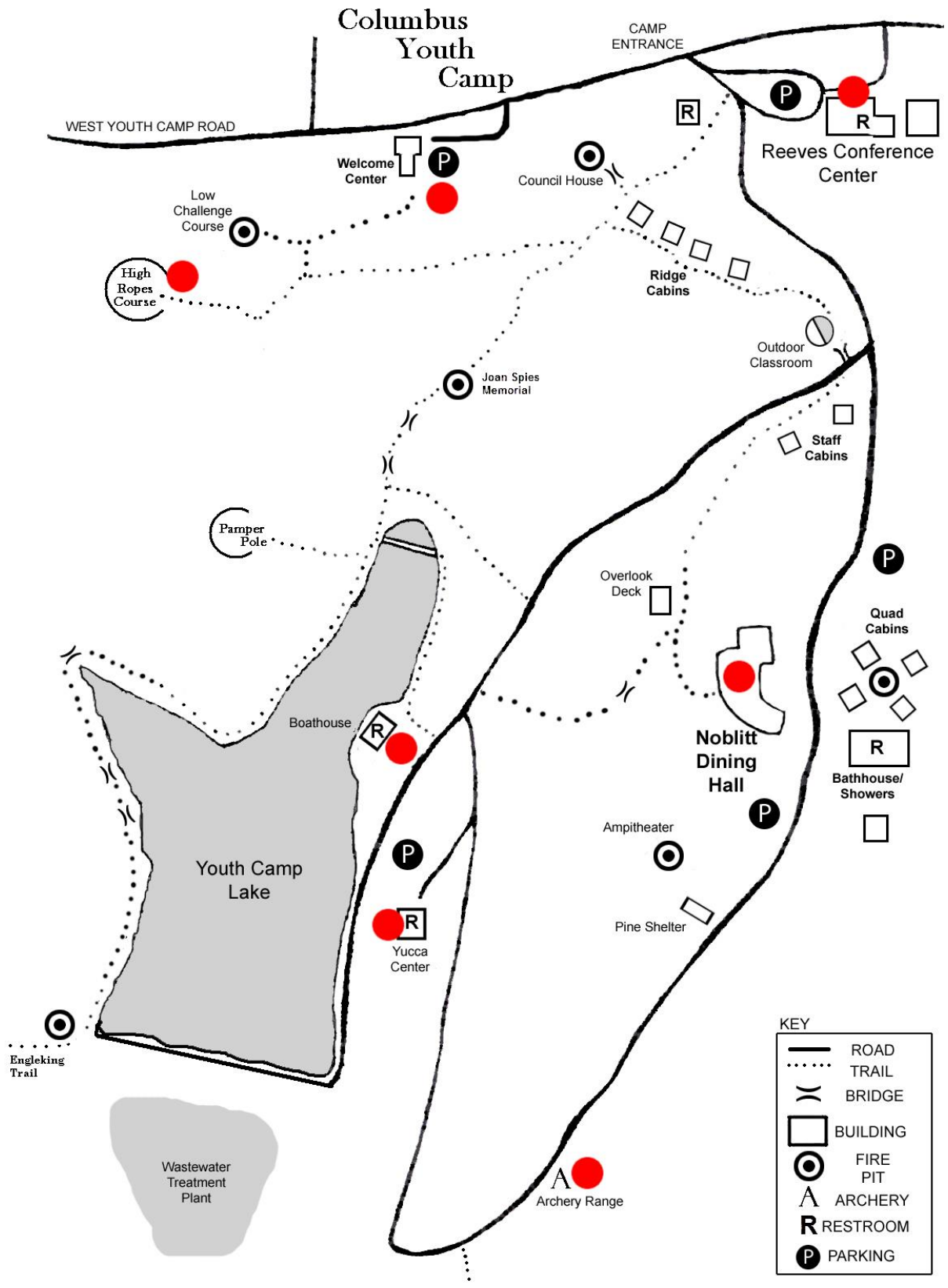
## Quick Reference

- 1. Minor Injury/Illness:**
  - a. Make Observations about cause of Injury/Illness
  - b. Remove cause if possible
  - c. Administer Appropriate First Aid
  - d. Determine if the person should Rest or Continue with the activity
  - e. Document
  - f. Follow Up
  
- 2. Major Injury/Illness (Requiring Evacuation or Outside Support)**
  - a. Make Observations about cause of Injury/Illness
  - b. Remove cause if possible
  - c. Administer Appropriate First Aid
  - d. Advise the 911 operator of the following information
    - i. Exact location and status of the victim
    - ii. Intended meeting point on site
    - iii. As much information as possible about the victim and their injuries
  - e. Escort victim to the hospital
  - f. Contact Supervisor
  - g. Document
  - h. Follow Up
  
- 3. When to Call for HELP**
  - a. Unconsciousness
  - b. Possibility of Spinal Injury
  - c. Slurred Speech
  - d. Systemic Allergic reaction
  - e. Anytime CPR is performed
  
- 4. When do we contact PARENTS?**
  - a. Fever
  - b. Vomiting
  - c. Concussion or Spinal
  - d. Major Injury utilizing 911 or OUTSIDE HELP

# Foundation For Youth Facility Map







# Columbus Youth Camp

WEST YOUTH CAMP ROAD

CAMP ENTRANCE

Reeves Conference Center

High Ropes Course

Low Challenge Course

Welcome Center

Council House

Ridge Cabins

Outdoor Classroom

Joan Spies Memorial

Staff Cabins

Pamper Pole

Boathouse

Youth Camp Lake

Engleking Trail

Wastewater Treatment Plant

Overlook Deck

Noblitt Dining Hall

Amphitheater

Pine Shelter

Quad Cabins

Bathhouse/ Showers

Yucca Center

Archery Range

**KEY**

	ROAD
	TRAIL
	BRIDGE
	BUILDING
	FIRE PIT
	ARCHERY
	RESTROOM
	PARKING

# First Aid

## Policy & Procedures

### First Aid Kit Contents and Policies

#### STATIONED KITS

There are multiple 1<sup>st</sup> aid kits available at each program site. Additionally, there is a well-stocked portable kit that is kept in the Camp's Nurse's Station at the Reeves Center and in the Athletic Director's Office.

1. Each Stationed Kit will be stocked with a minimum of the following:
  - **Scissors**
  - **Tweezers**
  - **Gauze Pads (various sizes)**
  - **Triangle Bandage**
  - **Burn/ Itch Cream**
  - **Gloves**
  - **Roll Cloth Tape**
  - **Antiseptic Wipes**
  - **Gauze Rolls (various sizes)**
  - **Ace Bandage**
  - **CPR Shield**
  - **Cold Pack or Ice (as needed)**
  - **Adhesive Bandages (include Non-Latex)**
2. Each Stationed First Kit will be inspected quarterly by appropriate Program Manager & documented in the kit.
3. Safety Team will cover inspection records yearly

#### ISSUED KITS

Many staff are also issued kits for use with our participants.

Each issued kit will be stocked with a minimum of the following:\*

- **Burn/ Itch Cream**
- **Gauze Pads (various sizes)**
- **Antiseptic Wipes**
- **Roll Cloth Tape**
- **Gauze Rolls (various sizes)**
- **CPR Shield**
- **Adhesive Bandages**
- **Gloves (incl. Non Latex)**
- **Cold Pack**

It is the responsibility of staff to maintain the minimum supplies in an issued kit. Additional supplies are available through the Program Manager. The Program Manager inspects all other kits once prior to "season", and once each month during season.

*\*Staff may carry their personal first aid kits if it includes a minimum of the above. We also encourage part-time staff to carry gloves, antiseptic and bandages for common injuries.*

# Universal Precautions and Sanitary Procedures

In providing first aid it is very important to understand the inherent risks that the provider faces. There are a number of diseases that are carried within human bodily fluids. When dealing with any of these infectious materials, it is important for the victim and the care provider to take precautions. It is very important that a care provider treat blood and bodily fluids as potentially infectious material. We require all staff to use universal precautions in such situations.

## **BASIC SANITARY PRECAUTIONS**

To cut back on the spread of communicable diseases we must set an example by doing the following basic things, and asking participants to do so as well.

1. Wash hands before eating,
2. Wash hands after using the bathroom
3. Wash hands before preparing/ handling food.
4. Encourage covering mouth and nose when sneezing and coughing with the elbow rather than hands

## **REQUIRED UNIVERSAL PRECUATIONS**

1. Staff will use exam gloves.
  - Exam gloves should be used even when cleaning up a spill.
  - Change gloves before contacting another person.
  - Remove gloves pulling inside out. Gloves should be disposed with the other waste in a biohazard bag.
2. Staff will use CPR shields. Dispose of CPR Shields in the same manner as gloves
3. Any spills will be cleaned up in a timely fashion. A biohazard clean up kit will be located in heavy use areas for spills including vomit. A bleach solution of ¼ cup of bleach to 1 gallon of water can be used as well.
4. Only contaminated sharp items must be placed in biohazard bags and taken to a disposal site. Biohazard bags are located within clean up kits, and at camp's Nurse's Station and Boathouse.
5. First aid instruments such as tweezers must be sterilized before and after each use by preparing the instrument with an alcohol prep pad or antiseptic wipe.
6. Decontaminate cleanup materials such as towels or contaminated clothes in a bleach solution before laundering.
7. All used hypodermic needles must be safeguarded against contamination of others by sealing and labeling the needle in its original container, "sharps" container or other container, such as a Nalgene bottle.
8. Always cover any of your own cuts, scrapes, or skin conditions you have.
9. Wash your hands immediately after providing care, even if you wore gloves.

## **CONTACT WITH BODY FLUIDS**

If at any time you come in to contact with foreign body fluids and this fluid contacts your eyes, nose, mouth, open wounds, or any other area that could transmit disease, please wash the area thoroughly and clean with a disinfectant. Following this, fill the appropriate report and see your supervisor to arrange a visit with appropriate an appropriate health-care professional (may be your family doctor) within 24 hours. FFY will pay for this visit.

# Medication

## **DELIVERY OF PRESCRIPTION MEDICATION**

This policy applies only to Boys and Girls Club year-round programming, and Columbus Youth Camp summer camp, or other programs where FFY staff are the primary caretakers of the visitor. In all other cases Prescription and Over-the-Counter medication, and their delivery are to be the responsibility of the adults accompanying the child.

ALL Prescription medication is to be immediately provided to the staff upon arrival.

1. FFY will require a Medication Administration Form be on file prior to delivery of medication.
2. The medication must be packaged in the original container with Patient name, Doctor's name, and directions intact.
3. The FFY Medication Administration Form must be completed and returned.
4. Parents are encouraged only to send the amount of medication necessary for the time of the visit.
5. Where it is not immediately clear, parents are requested to include a note stating the next dosage time. The parent delivery time must not conflict with the directions on the bottle.
6. All medication will be kept in the possession of a staff member, or in a locked box. Where refrigeration is required the box will be kept refrigerated, or cold packs will be utilized for field trips.
7. It is the responsibility of the staff to insure that the medication is provided to the participant at the appropriate times, and in the appropriate dosage. At the time of delivery, staff member must complete the Medication Log.
8. Both Asthma Inhalers, and Epinephrine are subject to the same procedures

Medication should be returned to parent or guardian upon departure.

## **OVER THE COUNTER MEDICATION**

Over-the-Counter medication for ongoing or chronic:

- Stomach and intestinal related issues
- Allergies
- Pain

Will be allowed in very rare instances, and will be subject to the same requirements and procedures as Prescription Medication. FFY will not require the signature of a physician on the Medical Administration Form. Parents are encouraged to write the child's name on the container such that directions and expiration dates remain intact.

Topical ointments such as sunscreen, antiseptic creams, and Benadryl cream may accompany participants, and remain in their possession. Staff may assist in the transportation and application of these creams.

No other medication should accompany your child. Because we primarily offer local, day programs, we feel it most responsible to avoid these risks.

## BENADRYL

Currently, the only over-the-counter (OTC) medication we will provide to campers in front-country situations is Benadryl. A major allergic reaction can happen fast and be life threatening. Proper administration of Benadryl can help save a life in the event of a severe reaction. We will administer Benadryl only if a systemic reaction or anaphylaxis occurs. Common causes of these reactions are bee or insect sting, and food or drink.

### Columbus Youth Camp

Because of our proximity to an outdoor environment CYC keeps Benadryl in the Nurses Station and the primary (blue) first aid kit to administer under the following guidelines.

1. A staff member with Wilderness First Aid or higher medical training must approve of the administration of Benadryl.
2. If the health form indicates any kind of reason to not take Benadryl, **do not** administer the Benadryl.
3. If a camper shows signs of a Systemic allergic reaction, we might determine the camper needs a single dose of Benadryl (**immediately contact the parents**).
  - Look for the following signs/symptoms of a systemic reaction;
    - Swelling
    - Hives/Rash
    - Itchy throat and/or skin
    - Some wheezing
    - We will now observe the camper closely for the next couple of hours and follow up with another dose as allowed by the directions if the symptoms still exist. At this point we will immediately contact the parents to pick the camper up.
4. If the camper's symptoms escalate and he/she shows signs of anaphylaxis, we might determine the camper needs a double dose of Benadryl (**immediately call 911 and contact the parents**).
  - Look for the following signs and symptoms of anaphylaxis;
    - Bad hives/rash
    - Severe swelling
    - Serious breathing problems
    - Extreme anxiousness, feelings of terror
    - Lightheadedness and shaking, drop in blood pressure
    - Stomach pain, nausea, vomiting
5. It is important that we stay in contact with the parents as much as possible during this process. Both to keep them informed and to use their knowledge of their child to help guide us through the decision making process.

# Health Care Overview and Roles

This policy is designed to establish an effective system to address common health concerns among a normally healthy group of participants where Foundation For Youth staff are the primary caretakers of the visitor (in loco parentis). In all other cases, we play a supporting role to the adult(s) accompanying the child.

A CPR/ First Aid trained staff or volunteer must be present on site and readily available while children are present and where FFY is operating **In Loco Parentis**. All child serving staff and volunteers are required to possess CPR and Basic First Aid training from a nationally recognized program or be in the process of attaining said certification. Staff are expected to care for injured participants only to the level of their training.

*Volunteer coaches for our athletic programs will be encouraged to obtain First Aid / CPR certification, but will be exempt from the CPR/First Aid requirement. This exemption will be noted on registration paperwork. Coaches will be required to have health inventory and contact information on hand at all interactions with participants.*

FFY staff and volunteers are to review health information for all participants on or before their first day with the program. Such information will be collected from enrolled participants. Public events may not require health assessment information. Questions or concerns should be addressed with the participant or parents. FFY staff and volunteers are encouraged to remember that illness and/or injury may have occurred after the completion of the health assessment and should check for signs of injury or illness. New information should be noted on the child's forms.

## ROLES

### **Camp Counselor/ Program Staff & Volunteers**

Program Staff are responsible for programming and definitive supervision of participants. They are the most likely to be initially involved with any illness, injury, or emergency. A minimum CPR/First Aid certification is required for all paid staff members. Volunteers are encouraged to obtain same. Their role includes the following:

- Observation and General care of participants;
- Review of Health Assessments;
- Activation of Emergency Procedures where necessary;
- Activation of Call Down List in any of following cases
  - Accident or illness resulting in professional medical care;
  - Detected or suspected criminal activity;
  - Loss of contact with participant for more than 1 hour.

### **Lead Program Staff Person**

Serve as an intermediary between the Program Staff and Program Manager. A major part of their role is to facilitate communication between these two individuals. They will often directly carry out the coordination efforts of the Program Manager in an emergency.

A minimum CPR/First Aid certification is required. In addition to caring for the participants, their role includes the following:

- Completion of Field Trip Safety plans;
- Collection and review of all Health Assessments;
- Clarification of any questions or concerns pertaining to Health Assessment;
- Collection, security, delivery, and return of all parent provided medication;
- Clarification of any questions or concerns pertaining to medication;
- Clarification of Health Care policies to parents and participants.

### **Program Directors/Managers**

Act as the Health Care Administrator as outlined in the ACA standards. They are to coordinate all health care functions. Other Program Managers will be required to maintain patient care standards as outlined by their certifying bodies, or best practices. A minimum of First Aid, and CPR certifications are required. Additional training is encouraged. The Program Manager's role is to:

- See that program staff have been appropriately trained
- Insure all Health Care policies are understood and followed by staff
- Maintain health assessments and emergency contact information for all participants
- Insure distributed Health Assessment Copies are collected and destroyed at end of program
- Approve and be in possession of the Field Trip Safety Plan for all Backcountry outings and Field Trips
- Coordinate all emergency efforts to the best of their ability;

### **Administrative Directors**

- Assist in notifying parents and campers of important information
- Address any concerns of staff, campers, parents and FFY board
- Fulfill Program Manager's administrative duties in their absence
- Must therefore maintain current certifications
- Call appropriate referral agents and informing them of an emergency
- Coordinate all other incoming information and disseminate it to insurance companies or other appropriate sources

### **Executive Director of FFY**

- Gathering all pertinent facts and preparing a statement for the press. The Executive Director must be the only person to communicate with the media.
- Notification of Next of Kin

### **Health Care Provider**

This is a role designated to the physician who reviews our policies and procedures (All attached health care and emergency procedures are to be reviewed by a licensed physician every 3 years, or as significant changes occur). This individual has also agreed to act as an advisor in immediate situations and in forming policy.

### **Safety Team**

The Safety Team is in place to set and review policy. It is their responsibility to make appropriate updates based on experience, or changes in best practices of our industry. The Safety Team reviews Incident and Accident reports yearly and makes changes to the Emergency Manual and its policies as needed and according to the severity of the issue at hand.

# Emergency Action Plans

## Quick Reference:

### 1. Tornado

- a. Evacuate ALL Participants and Staff to FFY hallway, basement, or locker room
  - i. PAAL Fields or CYC find a ditch or low ground to lay down
- b. Take Roll Call of all participants
- c. Contact 911 if damage or injury had occurred
- d. Administer Appropriate First Aid
- e. Contact Supervisor
- f. Document

### 2. Fire

- a. Pull fire alarm
- b. Alert all staff and participants via radio
- c. Clear all levels of the building
- d. Evacuate all staff and program participants outside
- e. Contact Emergency Services
- f. Administer Appropriate First Aid
- g. Contact Supervisor
- h. Document

### 3. Evacuation of Area/Facility due to Hazard

- a. Initiate Limited Area Lock Down / Take Cover if:
  - i. Death or Serious Injury
  - ii. Environmental Hazard
- b. Lockdown Entire Facility/ Take Cover Evacuate as able
  - i. Danger in the neighborhood
  - ii. Environmental Hazard
- c. Evacuate as able to Cummins Child Development Center
  - i. Danger inside the building
  - ii. Environmental Hazard

### 4. Dangerous Individual(s)

- a. Act in your best judgment, but DO make an action
- b. HIDE, FIGHT, RUN
- c. Run to nearest exit or away from danger
  - i. Assist participants/staff to do the same
- d. Hide in available closets or rooms and pull shades
  - i. Assist participants/staff to do the same
- e. Fight if you are being attacked directly
  - i. Assist participants/staff to do the same



# Tornado

## **TORNADO OR SEVERE STORM RESPONSE**

When severe weather conditions exist, head indoors. The most senior staff member will monitor text alerts for weather warnings. A cell phone will also be available for emergency calls; however, try to avoid using the telephone in a lightning storm.

If severe weather hits, seek shelter in a building where the entire group can congregate. Those unable to reach such places should seek cover in ditches or ravines and lock arms. Children and staff will be accounted for using standard roll call procedures.

## **DETERMINING THREAT OF SEVERE WEATHER**

Lightning can be tracked by determining the number of seconds between **flash** and **thunder**. Each 5 seconds represents 1 mile. By tracking several flash-crash intervals, one can determine whether the storm is approaching or moving away. Cover should be taken before the flash-crash interval is 10 seconds (2 miles) or under. If your group is unable to seek shelter in either a building or vehicle, move away from high-risk areas:

1. Staff and guests should go directly to gymnasium hallway. They may also go to the basement or locker room where space is available. Rooms with locking doors, and without windows are preferred. The hallway is the primary option followed by locker rooms and then basement.
  - **CYC**: Shelter can be taken in ravines, ditches, or any low ground. Other shelter areas include:
    - Noblitt Storage/Kitchen
    - Reeves Basement
    - Boathouse
  - **PAAL**: Ditches and shallow areas in the fields can be used for shelter. It is not recommended that participants flee the area in vehicles or on foot in case of a tornado
2. Ask participants to remain SEATED AND SILENT with their backs against a solid concrete wall or other heavy duty furniture and stand by for further information.
3. Wait for further directions (i.e. evacuation, shelter-in-place information, etc.) or an all-clear.
4. Take Attendance
5. Report to 911 by any means available while keeping noise to a minimum. Do NOT put yourself in danger to make such notification. Report your:
  - Location
  - Contact Information
  - Number of individuals in your care
6. If someone is injured, you should administer first aid and attempt to make them comfortable until help arrives.
7. Contact Immediate Supervisor
8. These conditions remain in effect until the "ALL CLEAR" signal is announced.
9. As soon as possible, debrief the entire staff regarding the status of the situation, the response, and plans for continued/additional response if necessary. (Classroom discussion, extra counselors, etc.)

# Fire

## **FIRE RESPONSE:**

1. The evacuation site for Foundation For Youth is primarily the parking lot and field across from the maintenance building.

**Alternative location:**

**Cummins Childcare Building on 650 Pleasant Grove St.  
(812) 378-5833**

2. The most senior staff in each area should make an evacuation decision based on their own immediate emergency need and guide members outside the building in an ordered manner. This may be Program Directors, Coaches, or Registration Staff.
  - i. **CYC:** Evacuate the building and take attendance. Evacuation should occur at the first safe location. As determined by staff.
    1. In case of a **FOREST FIRE** evacuation sites are the **Reeves Center on Youth Camp Rd. OR the Maintenance Building on Wolf Creek Rd.**
  - ii. **PAAL:** Participants should evacuate to the parking lot.
3. Staff will contact Emergency Response (911) to notify them of an evacuation. Emergency Response will then call Cummins Childcare in advance of FFY's arrival.
4. Upon Arrival at Cummins Childcare FFY Staff and Members will be directed inside to a secure location.
5. Once secure, staff needs to take attendance of all members under their care making sure to note names, names of guardians, injuries, and any contact information they may have.
6. Staff will take direction from authorities until a supervisor arrives on the scene.
7. Report by any means available (phone, radio, Page, or *texting an outside source*) if medical assistance is needed.
8. Do NOT put yourself in danger to make such notification.
9. Staff will contact their most senior supervisor which will initiate the call down list.
10. Wait for further directions (i.e. evacuation, shelter-in-place information, etc.) or an all-clear signal.
11. These conditions remain in effect until the "ALL CLEAR" signal is announced.
12. As soon as possible, debrief the entire staff regarding the status of the situation, the response, and plans for continued/additional response if necessary. (Classroom discussion, extra counselors, etc.)

# Evacuation

## **FFY EVACUATION RESPONSE:**

1. The evacuation site for Foundation For Youth is the  
  
**Cummins Child Development Center**  
**650 Pleasant Grove St.**  
**(812) 378-5833**  
Contact is **Victoria Baker**
2. Only in the case of non-medicated death or air/water supply contamination should a staff utilize the paging system during an evacuation.
3. The most senior staff in each area should make an evacuation decision based on their own immediate emergency need and guide members outside the building in an ordered manner. This may be Program Directors, Coaches, or Registration Staff.
4. Staff will contact Emergency Response (911) to notify them of an evacuation. Emergency Response will then call Cummins Childcare in advance of FFY's arrival.
5. Upon Arrival at Cummins Childcare FFY Staff and Members will be directed inside to a secure location.
6. Once secure, staff needs to take attendance of all members under their care making sure to note names, names of guardians, injuries, and any contact information they may have.
7. Staff will take direction from authorities until a supervisor arrives on the scene.
8. Report by any means available (phone, radio, Page, or *texting an outside source*) if medical assistance is needed. The computer mail may be needed.
9. Do NOT put yourself in danger to make such notification.
10. Staff will contact their most senior supervisor and follow the call down list.
11. Wait for further directions (i.e. evacuation, shelter-in-place information, etc.) or an all-clear signal.

## **PAAL FIELDS EVACUATION RESPONSE:**

1. The most senior staff in each area will guide members outside the fields in an ordered manner. This may be Program Directors, Coaches, or Registration Staff.
2. Staff will contact Emergency Response (911) to notify them of an evacuation and notify them of the location or direction they are heading.
3. PAAL Fields have several exits making it possible to evacuate the fields quickly. It will be the decision of the coaches which direction to take.
4. Coaches should convene in the fields west of PAAL and use the parking lots at Toyota as a meeting point.
5. Once secure, staff needs to take attendance of all members under their care making sure to note names, names of guardians, injuries, and any contact information they may have.

6. Staff will take direction from authorities until a supervisor arrives on the scene.
7. Report by any means available (phone, radio, Page, or *texting an outside source*) if medical assistance is needed.
8. Do NOT put yourself in danger to make such notification.
9. Staff will contact their most senior supervisor and follow the call down list.
10. 911 can NOT receive texts.
11. Wait for further directions (i.e. evacuation, shelter-in-place information, etc.) or an all-clear signal.

## **CYC EVACUATION RESPONSE**

1. The most senior staff in each area will guide members outside the building in an ordered manner. This may be Program Directors, Camp Staff, Facilitators, or Lifeguards.
2. Staff will contact Emergency Response (911) to notify them of an evacuation and notify them of the location or direction they are heading.
3. When evacuating a building congregate in an area that is a safe distance from building but suitable to do head counts/ roll call, provide instructions and wait for help.
4. Once secure, staff needs to take attendance of all members under their care making sure to note names, names of guardians, injuries, and any contact information they may have.
5. Staff will take direction from authorities until a supervisor arrives on the scene.
6. Report by any means available (phone, radio, Page, or *texting an outside source*) if medical assistance is needed. The computer mail may be needed.
7. Do NOT put yourself in danger to make such notification.
8. Staff will contact their most senior supervisor and follow the call down list.
9. Wait for further directions (i.e. evacuation, shelter-in-place information, etc.) or an all-clear signal.
10. When evacuating Camp go to either the circle drive at the front entrance or, when necessary, the back exit by the maintenance shop.

# Dangerous Individuals

Individuals who may pose a threat inside or outside the building have commonly been referred to as Code Blue. This kind of threat may occur for numerous reasons, and may require varying responses. The primary purpose of a Code Blue is to limit the exposure of our customers to dangerous situations.

Examples include:

1. An armed person in building, hallway, or neighborhood.
2. Hostage Situation
3. Death/Serious Injury on or near the Facility
4. Contamination of water or air supplies
5. Dangerous individual in the area

## **RUN, HIDE, FIGHT!**

Because of the unknown and volatile nature of attacks by dangerous individuals the best policy staff can follow is to trust your instincts and react according to the Hide, Run, Fight plan. This plan is implemented in schools and businesses nationwide and encourage individuals to act in the best interest of themselves and the participants under their care:

1. Act in your best judgment, but DO make an action
2. **HIDE, RUN, FIGHT**
3. Run to nearest exit or away from danger
  - i. Assist participants/staff to do the same
4. Hide in available closets or rooms and pull shades
  - i. Assist participants/staff to do the same
5. Fight if you are being attacked directly
  - i. Assist participants/staff to do the same

## **NOTIFICATION**

Notification of a Code Blue situation will come from direction within the building. Generally the Registration Desk staff will be the primary contact for most guests and should be vigilant and aware of who is coming and going via the front doors. Staff member who first becomes aware of situation is to notify all occupants of building simultaneously by utilizing the most efficient means possible. Each phone in the building has a PAGE button which overrides all current calls and should be used immediately. Additionally, Radio, and/or emergency text are all possibilities. Notification of Code Blue should indicate the level of concern. Customers should be instructed to:

1. Limited Area Lock Down / Take Cover
  - i. Death or Serious Injury
  - ii. Environmental Hazard
2. Lockdown / Take Cover Evacuate as able
  - i. Danger in the neighborhood
  - ii. Environmental Hazard
3. Evacuate as able
  - i. Danger inside the building
  - ii. Environmental Hazard

If the threat is inside the building Emergency Response (911) should be notified at the earliest possible opportunity by those individual(s) able to do without endangering self or others.

If the threat is within the surrounding neighborhood then police should be notified either by

Emergency Response  
Columbus Dispatch

**911**  
**(812) 379-1689**

# STAFF ROLES & FACILITY RESPONSE

Your role as a staff member is to help keep customers safe through the duration of any incident. Your actions, reactions and demeanor will help maintain order and preserve safety during any and all situations. Please remember that your safety is essential as well and if you are safe then those you are serving are safe. Any questions regarding this plan should be addressed to your supervisor.

## 1. ROLES

The most senior staff member of each program, or program area, is responsible for the security of their own customers. Those staff members not directly responsible for customers can assist. Each of these individuals should use available means of communication for interaction among the departments.

- **Administration**

Available radio should be secured to communicate the progress of the situation.

Administration is to determine and communicate our response to the situation.

Administration can loosely be defined as the Safety Team. The most experienced member of the Safety Team who is on-site, and without direct responsibility for guests should take the lead role. Those members of the Safety Team on site may need to work in cooperation with those at other locations. Administration should insure that 911 has been contacted where warranted.

- **BGC Staff**

BGC Staff will make every effort to gather members under their direct care into a closed room with shades drawn. The case may exist that parents are present as well. Staff are directed to insure parents are informed about the drilling procedure and that they should not remove their children from the premises or draw attention to the group.

- **PAAL/Public Services Staff**

PAAL Coaches and Public Services Instructors will make every effort to gather members under their direct care into a closed room with shades drawn. It is more likely in this instance that parents will be present. It is the responsibility of the coaches and staff to insure they have members they are responsible for secured in a safe location.

- **Maintenance**

Maintenance personnel are available any time the FFY building is open. Staff are expected to assist in executing our response and are responsible for locking the facility in those situations that warrant. Maintenance must not endanger themselves to do so. Maintenance will supervise shutoffs as warranted (i.e. gas, electric, water).

## 2. FACILITIES

- **Pool**

Lock entrance doors to the locker room and sit with backs against the wall in the pool area.

- **Basketball Courts**

Make your way to the pool area. Locking both doors. The BGC area is also an option.

- **PAAL Fields**

Coaches will gather members under and move towards the closest field exit.

## 3. EVACUATION AND LOCKDOWN RESPONSES

DO NOT use Fire Alarm or Paging System to initiate an evacuation unless a fire or environmental emergency is indicated otherwise this evacuation will follow the guidelines outlined in other sections.

Safe evacuation of guests should be the priority of every Program Director. This should primarily be a decision Program Directors make based on the situation at hand.

## **FFY EVACUATION RESPONSE:**

1. The evacuation site for Foundation For Youth is:  
  
**Cummins Child Development Center  
650 Pleasant Grove St.  
(812) 378-5833  
Director is Victoria Baker**
2. Only in the case of non-meditated death or air/water supply contamination should a staff utilize the paging system during an evacuation.
3. The most senior staff in each area should make an evacuation decision based on their own immediate emergency need and guide members outside the building in an ordered manner. This may be Program Directors, Coaches, or Registration Staff.
4. Staff will contact Emergency Response (911) to notify them of an evacuation. Emergency Response will then call Cummins Childcare in advance of FFY's arrival.
5. Upon Arrival at Cummins Childcare FFY Staff and Members will be directed inside to a secure location.
6. Once secure, staff needs to take attendance of all members under their care making sure to note names, names of guardians, injuries, and any contact information they may have.
7. Staff will take direction from authorities until a supervisor arrives on the scene.
8. Report by any means available (phone, radio, Page, or *texting an outside source*) if medical assistance is needed. The computer mail may be needed.
9. Do NOT put yourself in danger to make such notification.
10. Staff will contact their most senior supervisor and follow the call down list.
11. Wait for further directions (i.e. evacuation, shelter-in-place information, etc.) or an all-clear signal.

## **PAAL FIELDS EVACUATION RESPONSE:**

1. The most senior staff in each area will guide members outside the fields in an ordered manner. This may be Program Directors, Coaches, or Registration Staff.
2. Staff will contact Emergency Response (911) to notify them of an evacuation and notify them of the location or direction they are heading.
3. PAAL Fields have several exits making it possible to evacuate the fields quickly. It will be the decision of the coaches which direction to take.
4. Coaches should convene in the fields west of PAAL and use the parking lots at Toyota as a meeting point.
5. Once secure, staff needs to take attendance of all members under their care making sure to note names, names of guardians, injuries, and any contact information they may have.
6. Staff will take direction from authorities until a supervisor arrives on the scene.
7. Report by any means available (phone, radio, Page, or *texting an outside source*) if medical assistance is needed. The computer mail may be needed.

8. Do NOT put yourself in danger to make such notification.
9. Staff will contact their most senior supervisor and follow the call down list.
10. 911 can NOT receive texts.
11. Wait for further directions (i.e. evacuation, shelter-in-place information, etc.) or an all-clear signal.

## **CYC EVACUATION RESPONSE**

1. The most senior staff in each area will guide members outside the building in an ordered manner. This may be Program Directors, Camp Staff, Facilitators, or Lifeguards.
2. Staff will contact Emergency Response (911) to notify them of an evacuation and notify them of the location or direction they are heading.
3. When evacuating a building congregate in an area that is a safe distance from building but suitable to do head counts/ roll call, provide instructions and wait for help.
4. Once secure, staff needs to take attendance of all members under their care making sure to note names, names of guardians, injuries, and any contact information they may have.
5. Staff will take direction from authorities until a supervisor arrives on the scene.
6. Report by any means available (phone, radio, Page, or *texting an outside source*) if medical assistance is needed.
7. Do NOT put yourself in danger to make such notification.
8. Staff will contact their most senior supervisor and follow the call down list.
9. Wait for further directions (i.e. evacuation, shelter-in-place information, etc.) or an all-clear signal.
10. When evacuating Camp go to either the circle drive at the front entrance or, when necessary, the back exit by the maintenance shop.

## **LOCKDOWN RESPONSE**

If the situation dictates a Lockdown response:

1. Staff and guests should go directly to nearest room where space is available. Rooms with locking doors, and without windows are preferred. The Pool is the primary option followed by locker room, and the BGC area.
2. All Shades should be drawn. And guests placed away from windows.
3. Ask guests to remain SEATED AND SILENT with their backs against a solid concrete wall or other heavy duty furniture and stand by for further information.
4. Lock all doors if possible. Do not open.
5. Wait for further directions (i.e. evacuation, shelter-in-place information, etc.) or an all-clear signal.
6. SILENCE YOUR PHONES & RADIO



7. Report by any means available but keeping noise to a minimum:
  - a. TEXT or EMAIL is the preferred option
  - b. PHONE is the secondary option, on silent
  - c. Radio and Page is also an option but these may be heard by unintended parties such as intruders.
8. Do NOT put yourself in danger to make such notification.
9. Limit activity that might attract attention to you.
10. If you observe a person believed to be a trespasser or a perceived dangerous person, use the Page or phone (or computer -- but the computer system may not allow immediate communication) to report the:
  - a. Location
  - b. Description and number of individuals
  - c. Direction headed
  - d. Possession of a weapon i.e. gun knife
11. DO NOT tie up the Radio or Page. Use them when you need medical assistance or have information. (You may have information relayed or to relay through the computer mail system, but that system may not allow immediate communication.)
12. These conditions remain in effect until the "ALL CLEAR" signal is announced.
13. As soon as possible, debrief the entire staff regarding the status of the situation, the response, and plans for continued/additional response if necessary. (Classroom discussion, extra counselors)

## **FIELD TRIPS & TRAVEL OFFSITE RESPONSE**

Code Blue responses during a Field Trip, or Outdoor activity will occur according to visiting facility's procedures. Accounting for and Release of children will remain consistent with existing policies. "Additional Code Blue Items" at end of this section may prove helpful.

# Hostage Situation

1. A hostage situation at FFY will be intentional. Hostages in robberies are taken because the escape plan has failed. Hostages in school and youth facilities ARE the plan.
2. In a calm voice, ask the perpetrator (hostage taker, intruder, etc.) for permission to evacuate the area.
3. Don't be a hero. Accept your situation, and be prepared to wait.
4. Avoid quick jerky movements that would upset the perpetrator.
5. If not allowed to evacuate, remain calm and set the tone for the others. Try to rest.
6. Follow the instructions of the perpetrator and inform others involved to do so as well.
7. Be prepared to talk by phone; you may be forced to.
8. Treat the perpetrator as normally as possible. Do not make demands.
9. If anyone needs special medical attention/medication, inform your captors.
10. Trust the negotiators. Accommodate the perpetrator. Ask for permission to speak. Face that individual when speaking; however, do not crowd the perpetrator's space. Be respectful and never argue or make suggestions.
11. Remember as many facts and incidents as possible. Make mental notes of those who leave or enter the area.
12. Follow all instructions of emergency personnel.

# Transportation

## Transportation Manual

*All users of Foundation For Youth vehicles must follow the policies & procedures outlined in this manual.*

### 1. TO BECOME AN APPROVED DRIVER:

- i. Drivers must have a valid driver's license and a copy must be on file at FFY Administrative Office.
- ii. Drivers must complete a skills test administered by Administrative Staff and Directors.
- iii. FFY may make exceptions to the policy based on individual driving history or special needs.
- iv. Drivers of FFY vehicles transporting children should be at least 18 years old.
- v. Drivers of FFY buses must possess a class A or B Certified Driver's License (C.D.L.) with passenger and air brake endorsements.
- vi. DMV check must be on file in FFY Administrative Office.
- vii. All drivers of FFY vehicles must be thoroughly acquainted with this manual, sign the release/waiver on the last page, and file it at the FFY Administrative Office.

### 2. EMERGENCY PROCEDURES:

- i. In case of an accident, the driver's first priority is the safety of the passengers.
- ii. If there are injuries, **call 911** and appropriately trained staff, drivers, or accompanying trip leaders should administer standard First Aid.
- iii. As injuries are being treated, staff should create a response plan with the following considerations in mind:
- iv. Passengers situated in areas with reduced risk.
- v. Exchange of insurance information with other drivers.
- vi. Write down names, addresses, telephone numbers, state and license numbers of persons/vehicles involved, and of witnesses.
- vii. Do not discuss the accident with anyone except police or FFY Administrators.
- viii. Immediately notify FFY Administrative Office of accident.
- ix. Follow up with Police Accident Report on next possible day.
- x. In cases requiring transportation by advanced medical professionals, one staff member should accompany an injured passenger if possible.

### 3. DRIVING SAFETY:

- i. Drive Defensively---others do not. This includes constantly being alert to possible trouble. Look way ahead and if you see flashing lights, vehicles with brake lights on, children or animals near the roadway, cars getting ready to pull out of side streets or driveways, or stoplights that may be getting ready to change, then remove your foot from the accelerator and be prepared to brake. Always anticipate other drivers' actions, even their inappropriate action.
- ii. Do not exceed posted speed limits! Always drive more slowly and carefully than you would in your own vehicle.
- iii. Do not exceed your sight distance braking ability. In other words, you need to be able to stop if you see something in the road. In inclement weather you may need to suddenly stop the vehicle.

#### 4. OBEY TRAFFIC LAWS.

- i. Do not drive a FFY vehicle under the influence of alcohol. The same goes for any drugs that can affect one's driving ability--especially illicit drugs but also legal drugs that cause drowsiness.
- ii. The vans are *long!* (20 feet in length). When turning corners, it is necessary to take wider turns than in a car. Be careful not to sideswipe things on the inside of a turn. When changing lanes, be extra careful. It is hard to see things behind you.
- iii. The vans and buses are both *tall.* (Vans are 6 feet, 11 inches tall). Remember this when going under low overpasses or overhanging roofs.
- iv. The vans are *heavy.* It will take longer and farther to stop than a car. Plan ahead, and start braking earlier than you think you need to. Do not tailgate! Allow extra stopping distance. Remember that in one second your vehicle travels approximately 60 feet at 40 miles per hour.
- v. Because the van is heavy you should use the transmission to help hold your speed down when descending steep or long hills that require braking.
- vi. Otherwise you can overheat the brakes. Downshift to a lower gear.
- vii. Realize that the mirror on the passenger side distorts distances. It is a good idea to look for other vehicles directly by turning your head.
- viii. Drive with both hands on the wheel. Accidents are more likely when the driver is paying attention to other things, for example, changing the radio station, or trying to eat. It is a good idea to have the front passenger navigate and assist with reading highway signs, changing the radio, etc.
- ix. When driving in bad weather, (rain, snow, fog, and slippery roads) reduce speed and give yourself more braking distance.
- x. Monitor the dashboard gauges when driving. If a warning light comes on (Oil or temperature) or if a gauge indicates a problem, safely pull over, stop the engine, and check to see what the problem is.
- xi. When backing up, check mirrors, turn your head to check blind spots, ask help from passengers, and proceed slowly.
- xii. In case of vehicular breakdown immediately activate the call down list until you reach someone who can help you. The first priority will be to keep passengers safe. Please set out traffic cones as needed and either keep passengers in the vehicle or move them to a safe spot if the vehicle is not. Alternative transportation will be arranged if needed and the vehicle will either be towed or repaired if possible.

#### 5. PASSENGER SAFETY ORIENTATION

- i. Before departing, driver **will** communicate the following to the passengers:
- ii. Seatbelts must be fastened before the vehicle can move.
- iii. Evacuation procedures and location of emergency exits.
- iv. Youth Camp Van cannot be exited thru rear door.
- v. Keep all body parts and objects inside the vehicle at all times.
- vi. Before departing, driver **may** communicate the following to the passengers:
- vii. The driver is responsible for the safety of all passengers in the vehicle.
- viii. Any behavior that distracts the driver's attention from the road can lead to a serious accident.
- ix. Passengers may be asked to assist the driver in certain driving situations (backing up, etc.).
- x. Respect others inside and outside the vehicle.

#### 6. PASSENGER RESTRAINT

- i. The law pertaining to youth and passenger restraint systems (IC 9-19-11-1) specifically exempts those who operate a motor vehicle having a seating capacity greater than 9 that is owned by a not-for-profit such as the Foundation for Youth.
- ii. In the interest of safety, FFY will require the use of appropriate systems *any time staff or volunteers transport youth.*

- iii. It will be a requirement that staff insure the proper use of the restraint systems as if the exception did not exist. Specifically we will require:
- iv. Children less than 8 years old will be properly fastened and restrained by a child restraint system unless it is reasonably determined that the child will not fit in a child restraint system.
- v. Children less than 8 years of age who will not reasonably fit into a child restraint system must be restrained by a safety belt.
- vi. A child is considered not to fit into the restraint system when:
- vii. The mid-point of the child's head (top of ears) is above the seatback when seated in backless system or;
- viii. The child's height exceeds that of the system manufacturer's limits.
- ix. The child's weight exceeds that of the system manufacturer's limits.
- x. Seatbelts are to be worn by all occupants.
- xi. Lap belts may only be used if the child weighs more than 40 lbs., and all lap/shoulder safety belts are occupied by children under the age of 16.
- xii. No passengers may occupy the 4<sup>th</sup> bench seat.
- xiii. Program participants 12 and under are not to ride in the front seat of any vehicle equipped with other seating.

#### **7. INSPECTING THE VEHICLES:**

- i. Safety inspections of all FFY 15-passenger Vans will be conducted in: May, June, July, October, and February. Safety inspection of FFY buses will be scheduled and conducted by BCSC Maintenance and Transportation Department.
- ii. Before transporting children in FFY vehicles the driver should perform the following checks:
- iii. Tires (visually inspect for pressure, cuts in sidewall, etc.)
- iv. Windshield Wipers
- v. Fuel
- vi. Horn
- vii. Mirrors
- viii. Emergency Kit (under front passenger seat in vans)
- ix. 1<sup>st</sup> Aid Kit
- x. Lights/Flashers
- xi. Report any concerns to the Directors or Camp Director immediately.

#### **8. GENERAL POLICIES (Reminders):**

- i. Smoking is not permitted in FFY Vehicles
- ii. When transporting program participants insure that emergency contact information and a cell phone are in the vehicle.
- iii. Remove all persons from vehicles while fueling.
- iv. Never leave a vehicle with engine running and children inside vehicle.
- v. Drivers should select loading and unloading areas where the vehicle can be pulled completely off the road.
- vi. In the event of a vehicle breakdown, pull off the road, insure that all passengers are in a safe location, and contact FFY Administrative Staff.
- vii. If you receive a ticket for moving or other violations while operating an FFY vehicle, you will be responsible for all associated fees/fines.
- viii. At conclusion of vehicle use, you are responsible for removing all trash from the inside of vehicle. Report any damage or vehicle problem to the Director.
- ix. When not in use, vehicles should be locked at all times.
- x. FFY vehicles are insured through Cincinnati Insurance Co. Our local agent is Zeller Insurance Company. All FFY vehicles will have insurance information on driver window visor.
- xi. FFY staff should not drive program participants in their personal vehicles without approval from the Director.
- xii. Always have your driver's license with you when operating a vehicle.

- xiii. Cell phones may not be used while transporting passengers. This includes texting, or hands free use.

**9. RELEASE WAIVER**

- i. I have read the Foundation For Youth Transportation Manual and agree to abide by the rules and regulations included. I have provided the FFY Administrative Office with a copy of my Driver's License. I understand that abuse of the rules and regulations may result in revocation of my driving privileges of FFY vehicles.

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Printed Driver Name

Signature of Driver

Date

**10. VERIFICATION**

- \_\_\_\_\_ Pre-use inspections
- \_\_\_\_\_ Rollover **hazards – no participants in most rear position.**
- \_\_\_\_\_ Backing up
- \_\_\_\_\_ Loading and Unloading of passengers – Mandatory instructions
- \_\_\_\_\_ Vehicle size, length, potential for cutting corners and curbs/signs.
- \_\_\_\_\_ Location of riders during refueling
- \_\_\_\_\_ Emergency action and information cards
- \_\_\_\_\_ Emergency supplies
- \_\_\_\_\_ Booster seats for those under 8 years of age/proper installation and Belt placement
- \_\_\_\_\_ Mileage Log
- \_\_\_\_\_ Read/Understand/Sign Transportation manual---license on file

*Instructor should date and initial transportation manual to denote successful completion of driving test*

Driving Test Approved

---

Supervisor Signature

Date

# Administration

## Emergency Manual Locations & Responsible Party

- **Youth Development/Operations Director**
  - MASTER COPY – Youth Development Director's Office
  - Administration Area
  - Conference Room
  - Maintenance – Basement Office
  
- **Camp Director**
  - Reeves Center
  - Noblitt
  - Boathouse
  - Welcome Center
  
- **Boys & Girls Club Director**
  - Game room
  - Teen Room
  - Cranium Bowl
  - Art Room
  - Fun-ology
  - Kitchen / MP Room – Snack Area
  - Staff Office
  
- **Registration Director**
  - Registration
  - Registration Shelving
  - Gymnastics
  - Gymnastics Center
  
- **Business Manager**
  - Buiness Office
  - BBBS Office
  - CTC Area
  
- **Health & Fitness Director**
  - Aquatics
  - Aquatics Office
  - Athletics Office
  - PAAL Fields

# Media & Reporting

## Public Relations: Crisis Communications

A crisis can hit our organization at any time. This can include injury to one of our participants, allegations of abuse by staff, alleged discrimination in our policy and procedures, or environmental hazards. The moment *any negative attention* involving FFY is made public the media can be expected to call or appear at the doorsteps looking for comments. Often this is in order to get a better understanding of the situation at hand.

### **CALLDOWN & REPORTING**

When all customers are safe, present staff should initiate call down procedure to all levels. As appropriate, notification should be made externally to employees not present. As appropriate schools and upcoming programs should be notified. All requests from Media should be directed to the Executive Director.

**“Our Executive Director, Chuck Kime, will be better able to answer your questions as information becomes available. You should speak with Mr. Kime.”**

### **Plan for the Unexpected**

Foundation For Youth’s Public Relations Strategy includes a plan for managing crisis situations. Below are the steps that our organization will follow in an actual crisis:

1. Notify crisis management team (appropriately identified based on event).
2. This crisis may have legal implications. Contact your legal counsel for advice.
3. Inform Staff and Board members of the situation - Ask them to consider how this situation bears on their current projects.
4. Remind everyone (staff and board) *not* to talk directly with reporters, but to refer the media to the designated spokesperson.
5. Brief the spokesperson and prepare a response.
6. Alert the BGCA regional office, Insurance, and Direct Stakeholders
7. Draft a prepared statement for possible release to the media.
8. Reassure members and their parents or guardians.
9. Inform major contributors & stakeholders
10. Adjust the schedule to insure safety during the crisis.
11. Identify someone to monitor social media using guide below.
12. Look to return to business as usual as quickly as possible.



# Guide for a Formal Statement Below:

Date

**Paragraph 1. Briefly state the situation, and the Club's concern.**

Allegations of misconduct by an employee have been reported to the Boys & Girls Clubs of (Your Town). The organization is deeply concerned about these allegations, and is cooperating fully with local law enforcement authorities in a thorough investigation of this case.

**Paragraph 2. State any relevant action the Club has taken.**

Pending the conclusion of the investigation, the employee has been suspended without pay, and is barred from any access to Boys & Girls Club facilities and programs.

**Paragraph 3. State the Club's strong position of care and concern for children.**

The Boys & Girls Clubs of (Your Town) has as its primary concern the safety and well-being of the young people it serves. The organization does not tolerate illegal or inappropriate activity or behavior on the part of any staff member, volunteer or youth member.

**Paragraph 4. Summarize: no further comment until investigation concludes.**

The organization will withhold further comment on this case until the investigation is completed and the case is resolved.

**Contact:** (*Name of Club contact and phone number*)

**\*\*Have Board attorney check the content of the letter before it is sent**

# Media Policy and Protocol

The Executive Director will screen all requests by media for interviews and other coverage.

1. All interviews/coverage will be logged. Whenever possible, advance information about coverage will be distributed to the Executive Director and the Operations Group.
2. Prompt and accurate information will be delivered by the most appropriate and knowledgeable spokesperson for the Club as determined by the Executive Director.
3. We reserve the right not to respond to a media request. We will not force a staff member or participant to conduct an interview. We respect the right of both to say "no" to an interview request.
4. We will only agree to member or parent interviews supervised by the Executive Director.
5. The Executive Director will brief anyone involved in media interviews.
6. We will not provide "off the record" information, and we respect the right to privacy at all times. Specific membership information will not be released to the media.
7. We never use the phrase "no comment" in response to a question from the news media. A more appropriate response would be similar to the following: "We are cooperating fully with the authorities who are investigating the situation, and will not be in a position to make further comment until the investigation is completed. Thank you for your understanding."

# Additional Tools:

## TIPS FOR WORKING WITH THE MEDIA

1. **Designate a single spokesperson** to deal with the media. This is the best way to insure continuity and control your message. For FFY, the spokesperson is the Executive Director, or his/her appointee.
2. **Prepare a statement and fact sheet to be approved by the Executive Director** that can be shared with the media upon request. Anticipate questions and have prepared answers for each one.
3. **Deflect** controversial questions by focusing on your Club's/BGCA's policies, procedures and award-winning programs.
4. **Don't say "no comment."** This can drive the reporter to seek information from irresponsible sources. At the very least, you can say, "Let me look into that further and get back to you" or "Because this is a matter under investigation by the police, we cannot provide you with any further details."
5. **Don't talk off the record.** Always assume that everything you say will be on the record or may be quoted out of context.
6. **Don't repeat negative questions** or misleading words. They may end up in Print as part of your quote.
7. **Don't argue with a reporter**, even when provoked. Again, any of your Statements may end up in print.
8. **Don't make "ad lib" comments.** Stick to prepared statements.
9. **Don't expect a review for approval**, *i.e.*, don't expect the reporter to clear his/her story with you before it is published or aired.
10. **Think about how you look.** Project a professional image (check your appearance, how you are sitting or standing, etc.). Don't fidget. Try to look relaxed yet professional
11. **Always listen very carefully** to what the reporter says. Respond only to what is specifically asked, unless it is to make a point you have carefully thought out in advance. Otherwise, don't expand – that can lead to trouble

## PROTECTING YOUR CLUB ON THE INTERNET

Social media tools are a great way to promote your Club, engage supporters and raise awareness about the positive impact your Club has in the community. But social media tools also give the public an opportunity to share bad news, opinions or misinformation. So how do you protect your Club while still being a player in the social media world?

1. **Pay Attention:** Make sure to visit your Club's social network pages or accounts daily. During times of crisis or heightened alerts (Club layoffs, changing of hours/memberships dues, etc.), visit multiple times during the day.
2. **No News Isn't Always Good News:** Just because your Facebook pages are clear doesn't mean people aren't talking. Be proactive by taking advantage of free tools to scan the Internet, Twitter and blogs to find out if the public is talking about your Club. Commit to scanning weekly, regardless of whether or not your Club participates in any form of social media.
  - Use <http://search.twitter.com> to search keywords on Twitter
  - Use <http://blogsearch.google.com> to search blogs
  - Use the "Posts by Everyone" feature on Facebook Search (must have an account) to see if people are posting links, thoughts or notes about your Club or anything/one associated with your Club.
3. **Address The Situation ASAP:** Oh no! Someone posted something negative on one or more of your social networking pages.  
Here's what you should do:
  - a. **Assess the situation:** Is it inappropriate content or spam? If so, delete it. Is it an angry parent? Decide whether you should contact them publicly or address the matter off line.
  - b. **Determine your response** to the situation.
  - c. **Respond.** Often, your constituents will offer their response, thoughts and feelings on a negative post. You will find that your fans will support you and counter any negative posts about your Club. You should still respond to the matter in a timely manner.
2. **Don't Panic:** Social media is social. For every negative comment or post your brand receives, you will find hundreds of supporters who will rally behind the difference that your Club makes in young lives. Be open, honest and genuine when addressing complaints/opinions/comments; respond as quickly as you would to a complaint in traditional media and take advantage of the opportunity to share the positive things your Club does.

## **SIX WAYS TO AVOID SAYING “NO COMMENT”**

A basic tenet of crisis communications is to avoid using the phrase “no comment” because it can be interpreted as an indication of withholding information, or dodging the question. Here are some positive alternatives:

- 1.** I don't have an answer for you at the moment, but let me look into that and get back to you.
- 2.** 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 as soon as we have them.
- 3.** I would like to give you that information, but we're still in the process of collecting all of the related facts. We will issue a full update as soon as it is available.
- 4.** I'm glad you asked that question. We are aware of the severity of the situation, and we are taking things very deliberately at this point to make sure that all information released is accurate.
- 5.** That is a very important question. We are doing everything we can to determine the answer, which we will provide when we have all the information.
- 6.** This situation is still under investigation. We are fully cooperating with the authorities, and will wait until all facts are gathered and verified before releasing more information.

## **TIPS FOR WORKING WITH THE MEDIA**

A crisis plan must address many complex contingencies. There should be a step-by-step procedure to use when a crisis occurs. An example follows:

1. Prepare a statement and fact sheet that can be shared with the media upon request. Anticipate questions and have prepared answers for each one. Get an idea of questions in advance if possible.
2. Deflect controversial questions by focusing on BGCA's policies, procedures and award-winning programs.
3. Don't talk off the record. Just assume that everything you say will be on the record or may be quoted out of context.
4. Don't repeat negative questions or misleading words. They may end up in print as part of your quote.
5. Don't argue with a reporter, even when provoked. Again, any of your statements may end up in print.
6. Don't make "ad lib" comments. Stick to prepared statements.
7. Don't expect the reporter to clear his or her story with you before it is published or aired.
8. Designate a single spokesperson for dealing with the media. This is the best way to insure continuity and control of your message.

**Responding to a Participant or Staff Death  
(Read in entirety before proceeding)**

1. Verify the death. (Family, or local authorities).
2. Determine immediate needs or concerns
  - a. siblings, or family
  - b. best friends
  - c. staff who worked with the individual
  - d. witnesses to the incident
3. Once the death is verified, notify the staff and volunteers who worked with the individual.
  - a. Meeting (weekend, before child arrival, etc)
  - b. Face-to-face
  - c. phone calls, phone trees
  - d. email
  - e. school website
  - f. text
  - g. public address system
4. Determine what information should be disclosed and what information has already been released publically from a reliable source:
  - a. With whom should we share?
  - b. what might be printed for staff information for a statement for staff to make to other staff, or participants
  - c. The statement needs to be able to be adjusted for age-appropriate sharing.
  - d. No statement should indicate blame (the car collided with, not the car pulled out in front of...)
  - e. what might be shared with parents / guardians
5. Determine how and when you will notify participants.
  - a. Staff making a face-to-face announcement and safety checks
  - b. Written announcement for staff or volunteers to use when talking with students or classes.
  - c. all participant announcement
    1. Moment of silence?
    2. Debrief as a group or one on one?
  - d. Consider if and how website use is appropriate
6. Determine if and how we will notify families. Assure parents that support services are available.
  - a. face to face
  - b. phone calls, phone tree, email
  - c. awareness letter to be sent home
  - d. website

# Forms

## Contents:

- Incident / Accident
- Medication Form
- Witness Report Form
- Behavioral Report Form (Strike)
- Before/After Departing Cards for Transportation
- 1<sup>st</sup> Aid Kit Inspection Logs
- Facility Map