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# Emergency Crisis Response Plan

The Palatine Park District's Emergency Crisis Response Plan is a living document which will change and evolve over time to remain current as the standards and protocols related to crisis management change and evolve.

This manual contains guidelines for the response, mitigation, and recovery from an emergency / crisis occurrence. It is important to understand that each situation may require a unique response and that the information given here is not intended to be an absolute or only way to respond to an emergency / crisis occurrence.



# Palatine Park District

## Emergency Crisis Response Plan

### TABLE OF CONTENTS

<b>Introduction and Overview</b> .....	4
Palatine Park District - Mission and Values .....	4
Purpose .....	5
<b>Section 1 – Team Roles and Responsibilities</b> .....	8
Incident Command System (Ics).....	8
ICS Structure.....	8
ICS Command and General Staff .....	8
Park District Incident Command System .....	10
Chain of Responsibility .....	11
Order of Succession.....	11
Interim Coverage.....	11
District Wide Crisis Response Team .....	12
District Wide Crisis Team Leader.....	13
Risk Manager.....	13
Superintendent of Parks and Planning.....	13
Administrative Support Staff.....	14
Emergency Crews .....	14
Facility Managers .....	14
Planning.....	15
Information Technology.....	15
Administration, Finance and Logistics.....	15
Facility Emergency Response Teams.....	18
<b>Section 2 – Supplies and Equipment</b> .....	30
Administrator “Go Kit” .....	30
Classroom Emergency Backpacks (Go Kits) .....	31
First Aid Supplies .....	32
AED - Automatic External Defibrillators .....	32
<b>Section 3 – Park District Incident List</b> .....	35
Abduction.....	36
Aircraft Crash.....	37
Armed Intruder .....	38



# Palatine Park District

## Emergency Crisis Response Plan

Bomb Threat.....	39
Bus Accident.....	42
Civil Demonstration.....	44
Death on Grounds.....	46
Earthquake.....	47
Explosion.....	50
Fire.....	51
Food Contamination.....	54
Hazardous Materials.....	55
Hostage.....	58
Missing Child - Code Adam.....	59
Robbery.....	62
Severe Weather.....	63
Sexual or Other Assault.....	69
Special Events.....	70
Structural Failure.....	72
Suicidal Behavior.....	74
Suspicious Mail or Packages.....	75
Terrorism.....	77
Utility Failure.....	78
Violent Participant or Staff.....	82
Weapons.....	83
<b>Section 4 – Emergency Response Procedures.....</b>	<b>85</b>
Purpose.....	85
Employee Training and Exercising the Plan.....	85
Drop, Cover, and Hold.....	87
Evacuation.....	88
Facility Emergency Closing.....	92
Injury Response.....	93
Hard Lockdown.....	95
Soft Lockdown.....	97
Shelter in Place.....	98



# Palatine Park District

## Emergency Crisis Response Plan

All Clear .....	99
<b>Section 5 - Communications</b> .....	101
Media Crisis - Definition .....	101
Communication Tools .....	101
Official Spokesperson (Communications and Marketing Manager) .....	102
Action Steps When A Media Crisis Occurs .....	104
Employees and The News Media .....	105
Communication and Alert Systems .....	106
<b>Section 6 - Addendums</b> .....	111
OODA Loop – Observe – Orient – Decide – Act.....	111
Emergency Relocation Sites .....	112
Emergency Call List.....	115
Relocation / Catastrophic Event Resources .....	117
Facility Specific Information .....	121
Emergency Location(S) Agreement .....	126
<b>Summary</b> .....	127
NIMS Resolution Agreement.....	128



# Palatine Park District

## Emergency Crisis Response Plan

### Introduction and Overview

#### Palatine Park District - Mission and Values

##### Who We Are

The Palatine Park District is a separate municipal governing agency established for the purpose of providing parks, facilities, and recreation programs for the community. The Park District is responsible for the maintenance, operation, and administration of parks and facilities under its jurisdiction.

##### Mission – What We Do

Our mission is to provide a variety of safe, enjoyable, and affordable parks, programs, and recreational facilities that should enhance the quality of life by promoting good health and well-being for all residents and visitors while being fiscally responsible stewards of community assets and tax dollars.

##### Values – How We Operate

We are committed to moving the District’s Mission forward through actions guided by the following Values:

**Integrity:** Exhibiting trust and transparency in all our actions, or in other words, what you do when you think no one is watching.

**Communication:** Creating and setting clear expectations through timely and open conversation while effectively respecting the differences of others.

**Accountability:** Taking action and ownership for all work responsibilities and obligations to those we serve and ensuring timely and effective follow through in all we do.

**Collaboration:** Seeking outreach and partnerships within the community and achieving better results by working together in a respectful and inclusive way. Being leaders in community development and improvement.

**Leadership:** Encouraging opportunities and professional growth for employees within a positive culture and trustful environment while practicing open-mindedness and fairness to all involved. Being leaders in our community by promoting positive social influences through role modeling.





# Palatine Park District

## Emergency Crisis Response Plan

### PURPOSE

The Palatine Park District has developed a standardized Emergency Crisis Response Plan, in cooperation with local Police, and Fire Departments. This plan addresses a wide range of potential crisis/emergencies and outlines the roles and responsibilities of administrations and staff members in these situations. This Emergency Crisis Response Plan is intended to help guide staff through a crisis and preserve and restore essential functions of Palatine Park District if one of its facilities is subject to an emergency resulting in an actual or threatened loss of operational capacity.

It further prescribes procedures and coordination structures for Prevention/Mitigation, Preparedness, Response, and Recovery efforts at the District and Facility levels. The ultimate objective is to minimize the negative consequences of any incident upon the District and its staff, participants, and community members.

The procedures outlined in this plan should apply to all staff, volunteers, Board Members and visitors, especially those who are assigned roles and responsibilities in case of an incident. They also apply to any actions and activities that support the District's effort to save lives, protect the health and safety of staff, participants, and visitors, and protect property.

### Who – What – When – Where - How

The information in this manual contains a detailed and directed plan of action to take when a crisis occurs. The plan gives guidance on the who, what, when, where, and how of handling a crisis that may involve injuries, Facility damage, or other potentially catastrophic events. It includes emergency contact information, dealing with the media, chain of command, and responsibilities. The information presented here is important to know when dealing with a crisis event. This document is designed to be used as a resource when providing education and training to staff.

### The Objectives of This Plan Are To:

- ▶ Protect the safety and welfare of visitors and staff
- ▶ Practice emergency procedures with visitors and staff
- ▶ Organize immediate emergency procedures at the time of crisis
- ▶ Provide systemic training, utilization and implementation of NIMS ICS.
- ▶ Ensure all District and FACILITY EMERGENCY RESPONSE TEAM members become NIMS compliant.
- ▶ Provide for a safe and coordinated response to emergency situations
- ▶ Enable the District to restore to normalcy as soon as possible after a crisis

### Acronyms

1. (AED) Automatic External Defibrillator
2. (CPR) Cardio-Pulmonary Resuscitation
3. (EOC) Emergency Operation Center
4. (ECRP) Emergency and Crisis Response Plan
5. (FEMA) Federal Emergency Management Agency
6. (HAZMAT) Hazardous Material
7. (ICP) Crisis Team Leader Post
8. (ICS) Incident Command System
9. (NIMS) National Incident Management System
10. (SOP) Standard Operating Procedures
11. (EOP) Emergency Operations Plan



# Palatine Park District

## Emergency Crisis Response Plan

### Risks

The Palatine Park District facilities and properties are dispersed throughout the Village of Palatine. In most emergencies it is likely services would be interrupted only briefly and that most capabilities would be left intact. In the case of an extreme emergency caused by a natural disaster, accident, or terrorist act where a facility or multiple facilities sustain significant damage, operations could be incapacitated for several years. The Palatine Park District Emergency and Crisis Response Plan has been developed to fit into the larger villages that they are part of, in the event of a large-scale incident.

### Assumptions

Assumptions reveal the limitations of the Emergency and Crisis Response Plan by identifying what was assumed to be true during development. These allow users to foresee the need to deviate from the plan if certain assumptions prove not to be true during operations.

1. **The Palatine Park District** will continue to be exposed to and subject to the impact of those hazards described in the Hazard Summary, as well as, lesser hazards and others that may develop.
2. It is possible for a major disaster to occur at any time, and at any place. In many cases, dissemination of warning to the public and implementation of increased readiness measures may be possible. However, some emergency situations occur with little or no warning.
3. A single site emergency, i.e. fire, gas main breakage, etc., could occur at any time without warning and the employees of the Facility affected cannot, and should not, wait for direction from your local response agencies. Action is required to save lives and protect Facility property.
4. Following a major or catastrophic event, the Facility should have to rely on its own resources to be self-sustaining for up to 72 hours.
5. There may be several injuries of varying degrees of seriousness to staff, visitors and/or participants. However, rapid and appropriate response should reduce the number and severity of injury.
6. Outside assistance should be available in most emergency situations. Since it takes time to summon external assistance, it is essential for this Facility to be prepared to carry out the initial emergency response on an independent basis.
7. Proper mitigation actions, such as creating a positive Facility environment, and fire inspections, can prevent or reduce disaster-related losses. Detailed emergency planning, training of staff, participants and other personnel, and conducting periodic emergency drills and exercises can improve this Facility's readiness to deal with emergency situations.
8. A spirit of volunteerism among Facility employees, participants and families should result in their providing assistance and support to emergency response efforts.

### Limitations

It is the policy of **the Palatine Park District** that no guarantee is implied by this plan of a perfect response system. As personnel and resources may be overwhelmed, **the Palatine Park District** can only endeavor to make every reasonable effort to respond to the situation, with the resources and information available at the time.



# Palatine Park District

## Emergency Crisis Response Plan

# Section 1

## Team Roles and Responsibilities





# Palatine Park District

## Emergency Crisis Response Plan

### Section 1 – Team Roles and Responsibilities

#### INCIDENT COMMAND SYSTEM (ICS)

The Incident Command System (ICS) is a management system designed to handle small to very large incidents. As the incident grows in size or complexity, management of the crisis response is assigned to additional individuals in order to maintain effective control and response. The National Incident Management (NIMS) is a system mandated by Homeland Security Presidential Directive #5, which provides a consistent nationwide approach for all levels of government, the private sector and non-governmental organizations to work effectively and efficiently together.

#### ICS STRUCTURE

During any contingency, an incident command structure can assist in the coordination of staff and management of assets through the duration of the incident and post-incident recovery. Some incidents require only a portion of the incident command structure to be activated while others may require the entire incident command structure to respond. The following outlines positions (unless otherwise assigned or filled by interim coverage) of the Palatine Park District's Incident Command Structure and the primary responsibilities for each position.

#### ICS COMMAND AND GENERAL STAFF

**Incident Commander (*Crisis Team Leader*)** – This individual is responsible for all incidents, activities, development of strategies, tactics and the ordering and release of resources. The incident commander has overall authority and responsibility for the management of all incident operations at the incident site. Until the local police or fire departments arrive on the scene, the Superintendent or highest-ranking administrator or manager on the scene should serve as the incident commander. Once the police or fire departments arrive, the incident commander role should shift to the person designated by the police or fire department.

**Unified Command** – The unified command serves to coordinate and direct any agencies that are involved in the response. Gathered in the command post, the individuals comprising the unified command should coordinate strategies and establish a single direction within the overall response. The unified command should provide for the necessary coordination of resources so that the most effective operations can occur. The unified command should include the incident commander, the top-ranking administrators from the District office and the principal. The unified command may include personnel from other agencies or other individuals as requested by the incident commander.

**Command Post** – When responding to a critical incident, the incident commander or unified command should operate from a designated location, known as the command post. The command post may be located inside or outside the Facility, depending on the scenario. It is possible that a command post may be established both inside and outside the Facility, if communications are needed from an external post to coordinate operations inside the Facility. The highest-ranking administrator on the scene, along with others designated should join the incident commander from the police or fire departments at the command post to help coordinate operations.

**Operations Section** – Personnel assigned to operations are involved in the direct response to the incident. The activities that are undertaken by the operations section aim to bring the situation under control or restore order through the efficient and effective delivery of services. Tasks may range from assisting in the administration of first aid, crisis intervention, search and rescue, site security damage assessment, **Evacuations** and to the guiding of participants to areas of safety or reunification. Facility personnel should collaborate closely with the local emergency responders to coordinate effective operations.



# Palatine Park District

## Emergency Crisis Response Plan

**Liaison Officer** – This individual should be someone from the local police or fire department once the emergency responders are on-site and have taken command of the response. Until personnel from the police or fire department assume command, this person should be someone from the Facility. The liaison officer should work with agencies and departments that come to the scene to assist the incident commander and staff. The liaison officer frequently acts as a point for “check-in” for arriving personnel. The liaison officer should also serve to share information about the response and the incident action plan with arriving personnel who should be part of the response and recovery aspects of the incident. For example, the liaison officer may serve as a “check-in” point for counseling staff that have arrived to assist participants and parents as they cope with a crisis. The liaison officer may do nothing more than to verify credentials and help people get to the area they should be working in.

**Safety Officer (*Risk Manager*)** – This individual is responsible for monitoring and assessing safety hazards or unsafe situations and for developing measures for ensuring personnel safety.

**Media Crisis Team Leader (*Communications and Marketing Manager*)** – This individual should gather pertinent information about the situation and response and should have the responsibility of assembling press releases that should be approved by the incident commander. The Communications and Marketing Manager may play a key role in getting information to parents and citizens as to where they should report, what they should do when they get there, and what pertinent information they should have available if participants are to be released to them. The Communications and Marketing Manager may be instrumental in scheduling, setting up and conducting press conferences for the media. The Communications and Marketing Manager may also play a key role in securing appropriate sites where press conferences can be held. He or she may also set the agenda for the press conference and work with other Communications and Marketing Managers from other agencies that are working at the scene to coordinate press conferences. The Facility should work closely with the incident commander to draft public messages and coordinate the dissemination of information.

**Planning Section** – Individuals in the planning section are anticipating the next stages of the crisis, developing a list of needs and the personnel and equipment to make the next operational period run as smoothly as possible. To ensure of documentation all activities. Facility personnel should work closely with the police and fire departments in planning the stages of the response.

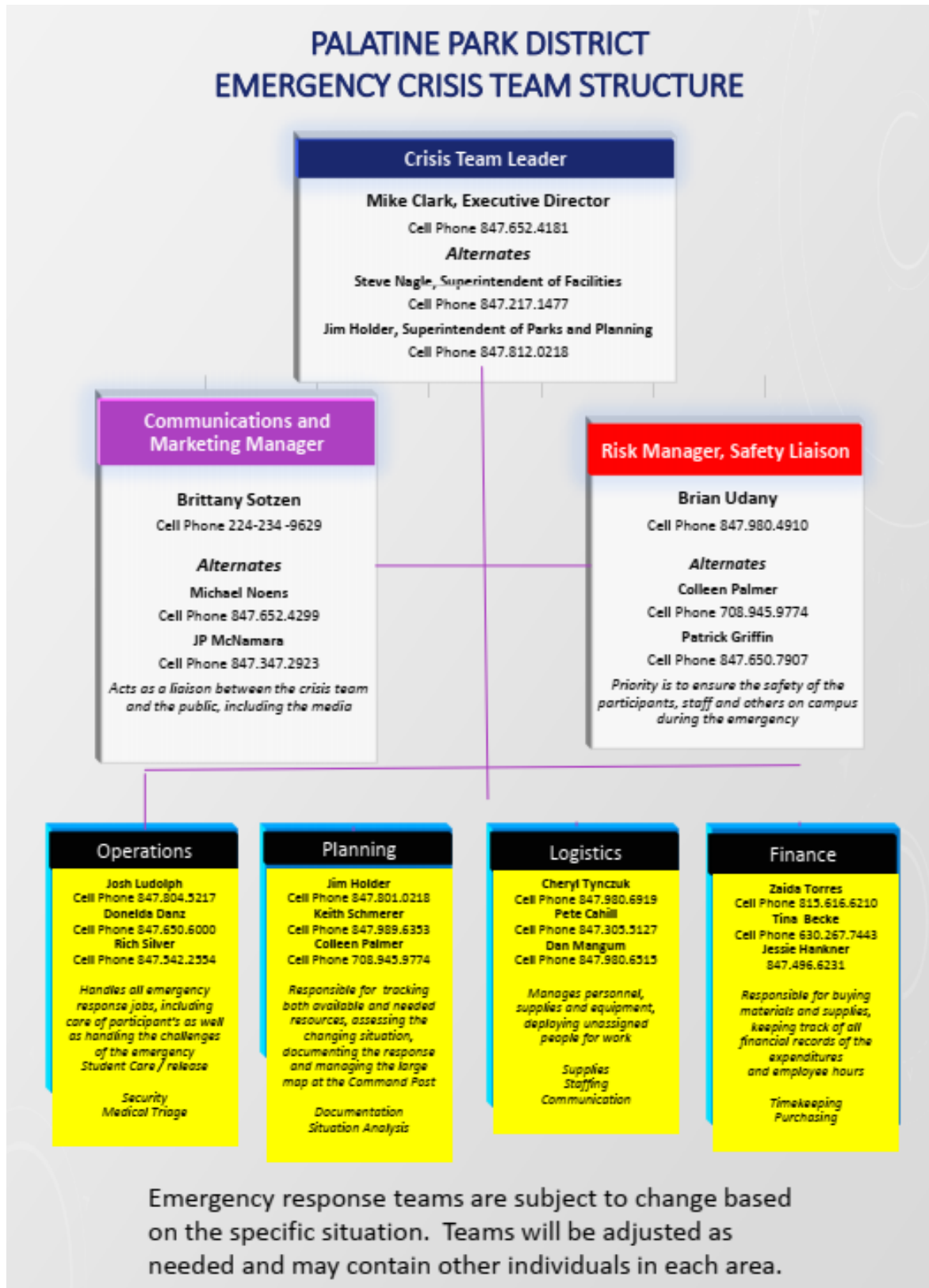
**Logistics** – The logistics section involves the acquisition and provision of tangible items that the command staff need to respond to a crisis. The ability to rapidly acquire anything from ladders to keys to vehicles to Facility plans should be invaluable to the positive outcome of the response. Should also secure and provide needed personnel, equipment, facilities, resources and services required for incident resolution: coordinating personnel; assembling and deploying volunteer teams; and facilitating communication among incident responders. All Facilities should maintain up-to-date information regarding Facility plans, contact information, etc., in the “Go Kit.” In many instances, custodial staff should be able to provide great assistance in accessing resources for an emergency response.

**Finance/Administration** – The finance and administration section are responsible for financial tracking, procurement and cost analysis related to the crisis or emergency. This group maintains financial records and records staff hours involved in the response. While it may seem trivial at the time of a crisis, the ability to accurately compile records ranging from financial expenditures to hours worked should be invaluable. Should also responsible for submitting documentation for reimbursement and recovering Facility records following an incident.



# Palatine Park District Emergency Crisis Response Plan

## PARK DISTRICT INCIDENT COMMAND SYSTEM





# Palatine Park District

## Emergency Crisis Response Plan

### Chain of Responsibility

In the event the designated Crisis Team Leader is absent, the following chain of responsibility should be followed in descending order. The first available staff position listed below should take temporary responsibility for implementing the District's Crisis Response Plan. All decisions and public responses should come through a consensus of the Crisis Team members. All team members may be represented by a designee of their choice when needed.

### ORDER OF SUCCESSION

1. Executive Director
2. Superintendent of Facilities
3. Superintendent of Parks and Planning
4. Superintendent of Recreation
5. Superintendent of Finance

### INTERIM COVERAGE

The following should serve as a succession plan for regular business operations at Palatine Park District during a primary position holder's absence, incapacitation, or inability to perform their job duties as required. The following should also serve as the succession plan should the appointed incident command position be left vacant by the primary appointee. Those providing interim coverage must fully understand and be ready to take over the responsibilities within the incident command structure should the need arise.

Executive Director	Superintendent of Facilities
	Superintendent of Parks and Planning
Superintendent of Facilities	Assistant Superintendent of Facilities
	Facilities Manager
Superintendent of Parks & Planning	Assistant Superintendent of Parks and Planning
	Trades Manager
Superintendent of Recreation	Assistant Superintendent of Recreation
	Aquatic Manager
Superintendent of Finance	Assistant Superintendent of Finance
	Accounts Payable Specialist
Superintendent of District Services and Projects	Superintendent of Finance
	Assistant Superintendent of Parks and Planning
Risk Manager	Superintendent of District Services and Projects
	Assistant Superintendent of Parks and Planning
Communication and Marketing Manager	Digital Marketing Coordinator
Customer Service Manager	Assistant Customer Service Manager
	Head Customer Service Representative



# Palatine Park District

## Emergency Crisis Response Plan

### DISTRICT WIDE CRISIS RESPONSE TEAM

The District Wide Crisis Team should typically consist of the Executive Director, Superintendent of Parks and Planning, Superintendent of Finance, Superintendent of Recreation, Superintendent of Facilities, Superintendent of District Services and Projects, Communication and Marketing Manager, Risk Manager, and any other staff appointed by the District Wide Crisis Team Leader.

The team is trained in intervention and “post-vention” procedures. Team members operate under the leadership of the District Wide Crisis Team Leader and can include any staff members assigned by the District Wide Crisis Team Leader. During a crisis, additional individuals may be invited to join the team to provide additional assistance. The District Wide Crisis Team meets regularly during the year to review everyone’s role and function and when a crisis occurs. The team serves to initiate a response to a potential or active threat so that staff can attend to their room of participants.

#### **Actions That Are Continuous Throughout the Year:**

- Anticipating potential emergencies before they occur and implementing plans to prevent them.
- Conducting or participating in disaster and emergency preparedness training.
- Orienting staff to procedures and training on crisis management.
- Developing educational prevention programs for staff and participants.
- Revising and updating printed materials such as maps, information guides, manuals and brochures.

#### **Actions During A Crisis**

- Review available information on damage to the facility and operations based there
- Set response objectives
- Determine the appropriate size and composition of the response
- Identify what mitigation efforts should be taken
- Activate the Crisis Media Plan.
- Set the length of first planning period and a time, place, and agenda for second meeting
- Take minutes of each meeting
- Acquire and apply the most accurate, up-to-date assessment of the emergency
- Establish objectives and strategies for continuity of District's operations
- Deploy resources as effectively as possible, first for restoration of infrastructure and then services
- Develop priorities for preservation, suspension, relocation, or restoration of critical District services
- Coordinate efforts and information with Village of Palatine Life/Safety and Administrative Services

#### **Actions Post Crisis**

- Counsel affected parties: participants, staff and parents.
- Work with appropriate outside counseling services to help manage the crisis.
- Consult and assist staff members providing support to participants and other staff during the given crisis.
- Create community communications during and after the crisis.
- Assure community well-being



# Palatine Park District

## Emergency Crisis Response Plan

### DISTRICT WIDE CRISIS TEAM LEADER

The Executive Director is responsible for the overall coordination of the Park District's Crisis Response Plan. In the absence of the Executive Director, the next individual listed on the chain of responsibility should take the District Wide Crisis Team Leader's position. The District Wide Crisis Team Leader should appoint a Spokesperson for the Park District. The Spokesperson is the primary voice of the Park District throughout the crisis but may request others with knowledge also speak to the public and the media.

### RISK MANAGER

The Risk Manager should serve as the point of coordination between the Incident Command and other public agencies such as local police, fire, public works, or any other public agencies. The Risk Manager should report directly to the Crisis Team Leader and should ensure information is channeled to the Crisis Team Leader for updates to agency administrators and the Communication and Marketing Manager. The Risk Manager should communicate to the Crisis Team Leader any information from other agencies as necessary. The Risk Manager should also receive any official police reports, fire investigations, or other reports provided by another agency regarding an incident. The Risk Manager's primary responsibilities should include:

- Notifying the Crisis Team Leader of major or catastrophic incidents
- Assessing or anticipating hazardous and unsafe situations
- Investigating accidents that have occurred during the incident
- Coordinating with the Finance Officer to file property loss claims with the Metro Risk Management Agency (MRMA)
- Coordinating with MRMA regarding any injury or property claim submissions
- Assisting MRMA with investigative efforts
- Contacting the governmental agencies when applicable (i.e., EPA in chemical spills, IDOL in the death of an employee)
- Obtaining or presenting safety documentation or practices conducted by the Park District
- Completing the Accident/Incident Report Form that should be faxed to MRMA within 24 hours. The Risk Manager should be Responsible for gathering employee statements in a narrative format to supplement the accident report form.
- Contact EAP services or other counseling agencies as directed by the Crisis Team Leader
- Reviewing the accident circumstances and causes and deciding on a course of action to eliminate or prevent a similar situation from occurring in the future. This should be presented to Park District staff after the crisis is controlled.

### SUPERINTENDENT OF PARKS AND PLANNING

The Superintendent of Parks and Planning should ensure that the Crisis Management Team has access to necessary facilities, and power sources. Depending upon the crisis, the Superintendent should coordinate efforts with the Parks Department, Village Public Works Department, Police Department, Utility Companies, etc.

If directed by the Crisis Team Leader, the Superintendent of Parks and Planning should establish a Media Center. When applicable, the media should be guided to a designated location, so they can monitor the crisis and receive the most up-to-date and accurate information on the crisis. The



# Palatine Park District

## Emergency Crisis Response Plan

### Administrative Support Staff

Answer telephone inquiries associated with the emergency, screen reporters, photographers, or others who arrive unannounced at the Administrative Offices or other facility Facilities. Before answering any questions, obtain the following information and keep a log of the calls and media visitors:

- The name of the person who is calling or visiting
- Their title and organization
- The name of the newspaper, radio, or TV station (if applicable)
- The telephone number where the inquirer can be reached
- Their FAX number (if applicable)
- Their Email addresses
- Reporter's deadline (if applicable)

Provide only official information that has been approved by the spokesperson. Let the caller know that they should be contacted as quickly as possible with accurate information and direct them to the Media Center or news conference site if one has been established. If a reporter, photographer, or other interested person has arrived at a facility reception desk, notify the Crisis Team Leader after obtaining the above information.

### EMERGENCY CREWS

The Park District may operate in shifts of 24 hours with the following individuals. This should be adapted as needed:

- Director or one Superintendent - 1
- Telephone & Radio Operators - 2
- Vehicle Operators - 3
- Facility Staff - 2 at each Facility

### FACILITY MANAGERS

The Facility Manager should coordinate the processing of incoming information such as witness statements, employee statements, in-coming phone calls and accident investigation results by the Risk Manager and MRMA. Facility Managers should also assign personnel to monitor radio and television reports of the crisis and report any information gathered to the Crisis Team Leader.

All comments to the news media should come from the Crisis Team through the designated spokesperson.

The Facility Manager is further responsible for establishing the following:

- Exactly what happened?
- Who was/is involved?
- Where did the incident occur?
- When did it happen?
- Why/how did it happen?
- What is currently being done to control or minimize the existing crisis?
- If the answers to the above questions are not known, when should they be known?
- Update the official spokesperson about changes in the situation as they occur.



# Palatine Park District

## Emergency Crisis Response Plan

### Planning

Each facility should establish planning appointees in their site-specific crisis team. They should collect, evaluate, and disseminate information to staff at the facility level. Primary responsibilities include:

- Coordinating with the Communication and Marketing Manager any updates that would need to be disseminated to the public
- Updating reporting schedules of facility staff as they might change during or post-incident
- Gathering special information and alerting the crisis team of status (e.g. weather alerts, community alerts, internal emergency notifications, etc.)

### Information Technology

- The District has two (2) locations that serve as the network hub for the entire District. Community Center is the primary hub and facilitates all central communication for Avaya phone system and data. Community Center servers are replicated to secondary facility Combined Services Facility (CSF). In the event Community Center is not available, limited access to data may be achieved from CSF and Birchwood. Avaya phone system has no option for operation in the absence of Community Center.
- Servers are distributed between Community Center and Combined Services Facility.
- If a catastrophic event renders our network equipment at Community Center inoperable, the equipment would then be relocated, repurchased if necessary, and reconfigured to get the network operational utilizing the CSF Administrative Office as the new hub.
- During any downtime due to a network loss, each facility should continue to operate in a manual environment to process customer requests.
- For more minor incidents, the District performs nightly backups of data and would be able to restore information from those backups in the event of data loss. the Palatine Park District “servers” are virtualized in a VMWare environment. These virtual servers are replicated between CC<>CSF and are recoverable in entirety, not depending on specific physical hardware. The primary deficiency limitations in the event of primary site loss is lack of connectivity between satellite sites to CSF.
- Cloud based data systems may be accessed from any internet connection. Primary cloud-based services are: [www.palatineparks.org](http://www.palatineparks.org), WebTrac patron facing system, RecTrac, Office 365

### Administration, Finance and Logistics

#### Administrative First Response

The first responders at a District facility or property may be firefighters, police, and Emergency Medical Specialists. These agencies have the District's personnel contact information and should generally contact the Superintendent of Parks and Planning or the Facility Manager if necessary. The Superintendent of Parks and Planning should determine if the situation merits contacting the Executive Director who should notify the Board of Park Commissioners as needed. Some emergencies may require the involvement of administrative staff who would manage actions to preserve and/or restore the District's operations. The first step in this case should be for the Executive Director or his/her designee to call an organizational meeting of a Crisis Team which should include all available administrative staff, MRMA representatives, Risk Manager, Facility Managers, and other staff.



# Palatine Park District

## Emergency Crisis Response Plan

### **Finance**

Each facility should establish at least one Finance appointee in their site-specific crisis team. This individual(s) should oversee purchasing materials or services necessary for both pre-incident prevention and post-incident recovery that affects their facility or area of responsibility. They should keep financial records of expenditures and employee hours used in post-incident recovery. The designated Employee should work with the rest of their crisis team, the Risk Manager, and staff from the Finance Department to ensure all financial obligations are reconciled through the appropriate budget accounts.

### **Logistics**

Each facility should establish logistics appointees in their site-specific crisis team. Many times, this role should be significant during post-incident recovery and provide resources necessary for expedient return to regular operations. Primary responsibilities should include:

- Managing logistics necessary to return to regular business
- Identifying and coordinating any support requirements to make necessary repairs or supplying staff
- Requesting additional resources and cross-coordination with other crisis teams or general staff
- Coordinating with the Risk Manager and the Finance Department staff any resource purchases that should be submitted as part of an insurance claim

### **Agreements and Contracts**

If Facility resources prove to be inadequate during an incident, the Palatine Park District should request assistance from local emergency services, other agencies and the Facility community in accordance with existing mutual aid agreements and contracts. Such assistance includes equipment, supplies and/or personnel. All agreements entered by authorized Facility officials should be in writing. All pre-negotiated agreements and contracts are: hard copy and/or electronic and location: District office and/or some other safe and readily available place.

The Palatine Park District is responsible for establishing the administrative controls necessary to manage the expenditure of funds and to provide reasonable accountability and justification for expenditures made to support incident management operations. These administrative controls should be done in accordance with established local fiscal policies and standard cost accounting procedures.

### **Activity Logs**

Staff assigned within the Facility ICS should maintain logs of key incident management activities, including:

- Activation or deactivation of incident policies, procedures and resources.
- Significant changes in the incident situation.
- Major commitments of resources or request for additional resources from external sources.
- Issuance of protective action recommendations to the staff, visitors and participants.
- Evacuations.
- Casualties.
- Containment or termination of the incident.



# Palatine Park District

## Emergency Crisis Response Plan

### Incident Management Costs

The Palatine Park District ICS Finance and Administration staff is responsible for maintaining records summarizing the use of personnel, equipment and supplies to obtain an estimate of annual incident response cost that can be used in preparing future Facility budgets. The detailed records of costs for incident management and operations.

- Personnel costs, especially overtime costs.
- Equipment operations costs.
- Costs for leased or rented equipment.
- Costs for contract services to support incident management operations.
- Costs of specialized supplies extended for incident management operations.

These records may be used to recover costs from the party of insurers, or as a basis for requesting financial assistances for allowable response and recovery costs from the state or federal government.

### Preservation of Records

In to continue normal Facility operations following an incident, vital records must be protected. These include legal documents and student files as well as property and taxes records. The principal causes of damage to records are fire and water. Essential records should be protected and are maintained in hard copy and/or electronic copy at the district office and/or some other safe and readily available place.

This plan complies with federal, state, and local emergency / disaster protocols and includes aspects of all four phases of emergency management including mitigation / prevention, preparedness, response, and recovery. The Palatine Park District is responsible for maintaining the site-specific forms and appendices throughout the year and should inform the Police and Fire Department of any changes.



# Palatine Park District

## Emergency Crisis Response Plan

### FACILITY EMERGENCY RESPONSE TEAMS

Each Park District facility should establish assigned employees that comprise a Facility Emergency Response Team. Members should be considered based on their assigned job duties at that facility, time spent in the facility, and ability to take a leadership role during emergency events. Often, the team should consist of facility management, facility maintenance, front desk, and administrative staff. Each team should work with the Risk Management Office and local law enforcement to establish and execute facility-specific response procedures. Once the procedures are established, each member should be assigned a role and provided training on their response expectations. During an emergency event, team members should initiate the appropriate response procedures and carry out their responsibilities to the best of their ability when it is safe.

All employees, regardless of being assigned a crisis team or not, should receive training on this and specific response procedures in their work area. Crisis team members are not solely responsible for carrying out response plans; they are given additional guidance to help maintain control and order during an emergency.

The following pages contain the Palatine Park District Facility Crisis Response teams. These are guidelines that designate the initial staff members that would be involved if a crisis were to occur. These teams can and should be adapted to the size and scope of the situation.

The following four positions are listed on all Facility Emergency Response Teams as they should all need to be included in the crisis management process throughout the district.

1. Risk Manager
2. IT (Information Technology)
3. C&M (Communications and Marketing)
4. Finance

### **Facility Emergency Response Teams**

1. Community Center Response Team
2. Birchwood Response Team
3. Falcon Response Team
4. CSF Response Team
5. Cutting Hall Response Team
6. Clayson House Response Team
7. FAC - Birchwood - Eagle Pools Response Team
8. Palatine Hills Golf Club Response Team
9. Palatine Stables Response Team
10. Pre-Schools - Birchwood, Eagle Park, Maple Park, Parkside

***Response Teams can and should be adapted to the size and scope of the situation***



# Palatine Park District

## Emergency Crisis Response Plan

### Facility Emergency Response Team – Community Center

The chart below lists the primary individuals who comprise the Emergency Response Team.

Name	Position	Cell Phone Number
Brian Udany (Risk)	Risk Manager	847.980.4910
Dan Magnum (IT)	IT Manager	847.980.6515
Michael Noens (C & M)	Digital Marketing Coordinator	847.652.4299
Zaida Torres (Finance)	Superintendent of Finance	815.616.6210
Cheryl Tynczuk	Superintendent of Dist. Services and Projects	847.980.6919
Steve Nagle	Superintendent of Facilities	847.217.1477
Donelda Danz	Superintendent of Recreation	847.650.6000
Keith Schmerer	Facilities Manager	847.989.6353
Christine Hubka	Customer Service Manager	224.443.6551

Alternate or back-up persons who should assist your Emergency Response Team.

Name	Position	Cell Phone Number
Josh Ludolph	Assistant Superintendent of Facilities	847.804.5217
Colleen Palmer	Asst. Superintendent of Recreation	708.945.9774
Pete Cahill	Asst. Superintendent of District Services and Projects	708.305.5127
Rich Silver	Custodial Manager	847.542.2554

***Response Teams can and should be adapted to the size and scope of the situation and may include designees of the individual team members when necessary.***



# Palatine Park District

## Emergency Crisis Response Plan

### Facility Emergency Response Team - Birchwood

The chart below lists the primary individuals who comprise the Emergency Response Team.

Name	Position	Cell Phone Number
Brian Udany (Risk)	Risk Manager	847.980.4910
Dan Magnum (IT)	IT Manager	847.980.6515
JP McNamara (C & M)	Community Outreach Coordinator	847.652.4299
Tina Becke (Finance)	Assistant Superintendent of Finance	847.812.0218
Steve Nagle	Superintendent of Facilities	847.217.1477
Patrick Griffin	Aquatics Manager	847.650.7907
Keith Schmerer	Facilities Manager	847.989.6353
Mario Bialek	Asst. Customer Service Manager	847.909.5795

List alternate or back-up persons who should assist your Emergency Response Team.

Name	Position	Cell Phone Number
Josh Ludolph	Assistant Superintendent of Facilities	847.804.5217
Rich Silver	Custodial Manager	847.542.2554
Lisa Schroeder	Special Interest Coordinator	847.875.7197

***Response Teams can and should be adapted to the size and scope of the situation and may include designees of the individual team members when necessary.***



# Palatine Park District

## Emergency Crisis Response Plan

### Facility Emergency Response Team - Falcon

The chart below lists the primary individuals who comprise the Emergency Response Team.

Name	Position	Cell Phone Number
Brian Udany (Risk)	Risk Manager	847.980.4910
Dan Magnum (IT)	IT Manager	847.980.6515
Michael Noens (C & M)	Digital Marketing Coordinator	847.652.4299
Tina Becke (Finance)	Assistant Superintendent of Finance	847.812.0218
Steve Nagle	Superintendent of Facilities	847.217.1477
John Wilhelm	Falcon Park Facility Manager	815.353.4564
	Falcon Park Assistant Facility Manager	847.946.1721

List alternate or back-up persons who should assist your Emergency Response Team.

Name	Position	Cell Phone Number
Josh Ludolph	Assistant Superintendent of Facilities	847.804.5217
Rich Silver	Custodial Manager	847.542.2554

***Response Teams can and should be adapted to the size and scope of the situation and may include designees of the individual team members when necessary.***



# Palatine Park District

## Emergency Crisis Response Plan

### Facility Emergency Response Team – CSF (Combined Services Facility)

The chart below lists the primary individuals who comprise the Emergency Response Team.

Name	Position	Cell Phone Number
Brian Udany (Risk)	Risk Manager	847.980.4910
Michael Weingart (IT)	IT Specialist	847.691.3785
JP McNamara (C & M)	Community Outreach Coordinator	847.652.4299
Zaida Torres (Finance)	Superintendent of Finance	847.616.6210
Jim Holder	Superintendent of Facilities	847.812.0218
Corey Zak	Horticulture Manager	224.434.7652
Ray Esunis	Parks Manager	815.278.1301

List alternate or back-up persons who should assist your Emergency Response Team.

Name	Position	Cell Phone Number
Chris Deckert	Fleet Manager	847.366.1029
Anthony Olhava	Trades Manager	262.412.0709

***Response Teams can and should be adapted to the size and scope of the situation and may include designees of the individual team members when necessary.***



# Palatine Park District

## Emergency Crisis Response Plan

### Facility Emergency Response Team – Cutting Hall / Fred P Hall Amphitheatre

The chart below lists the primary individuals who comprise the Emergency Response Team.

Name	Position	Cell Phone Number
Brian Udany (Risk)	Risk Manager	847.980.4910
Michael Weingart (IT)	IT Specialist	847.691.3785
JP McNamara (C & M)	Community Outreach Coordinator	847.347.2923
Tina Becke (Finance)	Assistant Superintendent of Finance	630.267.7443
Josh Ludolph	Assistant Superintendent of Facilities	847.804.5217
Jeff Greene	Theatre Coordinator	847.338.8255

List alternate or back-up persons who should assist your Emergency Response Team.

Name	Position	Cell Phone Number
Colleen Palmer	Assistant Superintendent of Recreation	708.945.9774
Rich Silver	Custodial Manager	847.542.2554
Keith Schmerer	Facilities Manager	847.989.6353

***Response Teams can and should be adapted to the size and scope of the situation and may include designees of the individual team members when necessary.***



# Palatine Park District

## Emergency Crisis Response Plan

### Facility Emergency Response Team – Clayson House

The chart below lists the primary individuals who comprise the Emergency Response Team.

Name	Position	Cell Phone Number
Brian Udany (Risk)	Risk Manager	847.980.4910
Michael Weingart (IT)	IT Specialist	847.691.3785
JP McNamara (C & M)	Community Outreach Coordinator	847.652.4299
Tina Becke (Finance)	Assistant Superintendent of Finance	630.267.7443
Josh Ludolph	Assistant Superintendent of Facilities	847.804.5217
Linni Pesch	Museum Coordinator	847.991.6460 (Office)

List alternate or back-up persons who should assist your Emergency Response Team.

Name	Position	Cell Phone Number
Rich Silver	Custodial Manager	847.542.2554

***Response Teams can and should be adapted to the size and scope of the situation and may include designees of the individual team members when necessary.***



# Palatine Park District

## Emergency Crisis Response Plan

### Facility Emergency Response Team – Family Aquatic Center - Birchwood - Eagle Pools

The chart below lists the primary individuals who comprise the Emergency Response Team.

Name	Position	Cell Phone Number
Brian Udany (Risk)	Risk Manager	847.980.4910
Dan Mangum (IT)	IT Manager	847.980.6515
Michael Noens (C & M)	Digital Marketing Coordinator	847.652.4299
Zaida Torres (Finance)	Superintendent of Finance	815.616.6210
Donelda Danz	Superintendent of Recreation	630.213.2157
Patrick Griffin	Aquatic Manager	847.650.7907
Anthony Olhava	Trades Manager	262.412.0709
Mario Bialek	Assistant Customer Service Manager - Birchwood	847.909.5795

List alternate or back-up persons who should assist your Emergency Response Team.

Name	Position	Cell Phone Number
Colleen Palmer	Assistant Superintendent of Recreation	708.945.9774
Alison Shariatzadeh	Recreation and Fitness Coordinator	847.945.0318
Anthony DeMichael	Aquatics Coordinator	847.207.8582

***Response Teams can and should be adapted to the size and scope of the situation and may include designees of the individual team members when necessary.***



# Palatine Park District

## Emergency Crisis Response Plan

### Facility Emergency Response Team – Palatine Hills Golf Course

The chart below lists the primary individuals who comprise the Emergency Response Team.

Name	Position	Cell Phone Number
Brian Udany (Risk)	Risk Manager	847.980.4910
Michael Weingart (IT)	IT Specialist	847.691.3785
Michael Noens (C & M)	Digital Marketing Coordinator	847.652.4299
Zaida Torres (Finance)	Superintendent of Finance	815.616.6210
Steve Nagle	Superintendent of Facilities	847.217.1477
Brad Helms	Golf Course Superintendent	847.894.0006
Erik Klebosits	Assistant Golf Pro	847.712.1626

List alternate or back-up persons who should assist your Emergency Response Team.

Name	Position	Cell Phone Number
Josh Ludolph	Assistant Superintendent of Facilities	847.804.5217
Dan Hotchkin	Golf Operations Manager and Head Pro	847.957.7526

***Response Teams can and should be adapted to the size and scope of the situation and may include designees of the individual team members when necessary.***



# Palatine Park District

## Emergency Crisis Response Plan

### Facility Emergency Response Team – Palatine Stables

The chart below lists the primary individuals who comprise the Emergency Response Team.

<b>Name</b>	<b>Position</b>	<b>Cell Phone Number</b>
Brian Udany (Risk)	Risk Manager	847.980.4910
Dan Mangum	IT Manager	847.980.6515
JP McNamara (C & M)	Community Outreach Coordinator	847.347.2923
Tina Becke (Finance)	Assistant Superintendent of Finance	630.267.7443
Steve Nagle	Superintendent of Facilities	847.217.1477
Megan Shahinian	Stables Assistant Manager	847.946.0318
Toni Bruns	Trainer / Barn Manager	847.358.5473

List alternate or back-up persons who should assist your Emergency Response Team.

<b>Name</b>	<b>Position</b>	<b>Cell Phone Number</b>
Josh Ludolph	Assistant Superintendent of Facilities	847.804.5217
Keith Schmerer	Facilities Manager	847.989.6353

***Response Teams can and should be adapted to the size and scope of the situation and may include designees of the individual team members when necessary.***



# Palatine Park District

## Emergency Crisis Response Plan

**Facility Emergency Response Team - Pre-Schools - Birchwood, Eagle Park, Maple Park, Parkside**

The chart below lists the primary individuals who comprise the Emergency Response Team.

<b>Name</b>	<b>Position</b>	<b>Cell Phone Number</b>
Brian Udany (Risk)	Risk Manager	847.980.4910
Dan Mangum (IT)	IT Manager	847.980.6515
JP McNamara (C & M)	Community Outreach Coordinator	847.347.2923
Tina Becke (Finance)	Assistant Superintendent of Finance	630.267.7443
Karen Rude	Preschool / Tots Coordinator	847.732.7709
Josh Ludolph	Assistant Superintendent of Facilities	847.804.5217
Donelda Danz	Superintendent of Recreation	847.650.6000

List alternate or back-up persons who should assist your Emergency Response Team.

<b>Name</b>	<b>Position</b>	<b>Cell Phone Number</b>
Colleen Palmer	Asst. Superintendent of Recreation	708.945.9774
Keith Schmerer	Facilities Manager	847.989.6353

***Response Teams can and should be adapted to the size and scope of the situation and may include designees of the individual team members when necessary.***



# Palatine Park District

## Emergency Crisis Response Plan

# Section 2

## Supplies and Equipment





# Palatine Park District

## Emergency Crisis Response Plan

### Section 2 – Supplies and Equipment

#### Administrator “Go Kit”

##### Overview

The district’s administrative Facility has been provided an Administrator “Go Kit” to be filled with emergency information and supplies.

##### Intended Use

The contents of the “Go Kit” includes incident command safety vests, a binder with essential information of the Facility, a copy of the crisis plan, a contact list of staff, basic writing supplies, as well as other supplies that are intended to assist administrators responding to an emergency. The “Go Kits” are also intended to act as a resource for the police and fire personnel on the scene of an emergency or crisis. When it is safe to do so, administrators should attempt to provide their “Go Kit” to the emergency responder command post as soon as possible during the emergency incident. If the Facility’s “Go Kit” is not available, a duplicate of each Facility’s “Go Kit” should be held at the local police department.

##### Maintenance/Replacement

The initial purchase of the administrator “Go Kit” was made by Risk Management. The administrators overseeing the Facility’s emergency responses are responsible for providing the necessary resources for the “Go Kit.” The Superintendent of Facilities or a designated representative is responsible for updating and replacing resources as needed.

##### Inventory

Incident command system vests with the following designations:

Yellow Vests – Individuals who are active in the facility specific operations

Red Vests – Individuals with information, big picture, supervisory

A binder of critical information that includes the following:

- Facilities Portfolio: including maps of all the Facility and grounds, including alarm shut-off panels, maps with descriptions, and AED device locations
- 4 clipboards
- 4 pads of paper of 8 ½” by 11” paper
- 4 pens
- 4 pencils
- 2 black permanent markers
- 2 highlighters
- 1 roll of caution tape (3-inch X 300 feet)
- 1 roll of duct tape (2-inch X 60 yards)

**An Administrator “Go Kit” should be stored in the office of each facility.**

**An additional kit should be stored at the local police station.**



# Palatine Park District

## Emergency Crisis Response Plan

### Classroom Emergency Backpacks (Go Kits)

#### Overview

Some classrooms have been provided a backpack filled with emergency supplies.

#### Intended Use

The contents of the backpacks included food snacks, water, and other supplies that are intended to provide for the basic needs of a typical classroom population. These supplies can only be expected to provide those basic needs up to four hours. Examples of the situations when these backpacks should be used are:

- A Facility **Evacuation** to an alternative site,
- A **Hard Lockdown**,
- An activated fire alarm,
- **Shelter-In-Place**.

These supplies are not intended for classroom snacks or inadequately stocked daily supplies.

#### Maintenance/Replacement

The backpacks have three items that need to be replaced after so many years. Here are the following items that need to be replaced:

- The water needs to be replaced every five years.
- The Light sticks needs to be replaced every three years.
- The food needs to be replaced every five years.

#### Inventory

(Items may vary based on the location and type of programming)

1 Clear Backpack	1 Flashlight
1 waterproof Tarp (8'x10')	1 First Aid Kit
2 Safety Light Sticks (12 hour)	2 Pencils
2 Emergency Rain Poncho	1 Whistle with Lanyard
10 Pouches of Water (4.4 ½ oz.)	1 Safety Vest
12 Energy Bars (non- peanut)	1 Clipboard
2 Emergency Thermal Blankets	2 Highlighters
1 Red Pen	Toilet Paper
1 Black Pen	2 Zip Lock Bags
1 Pad of Paper (8x11 ½)	20 Paper Cups
1 Black Permanent marker	
1 Israel Bandage	



# Palatine Park District

## Emergency Crisis Response Plan

### First Aid Supplies

Typical Contents of The First Aid Kits – Items and sizes may vary based on location needs

Item	Quantity	Size
16	Adhesive Bandages	1" X 3"
10	Antiseptic Wipes	.14 oz.
10	Burn Treatments	1/32 oz.
10	Medicine swabs for bee stings	n/a
6	Antibiotic Treatments	1/32 oz.
4	Medical Exam Gloves	Large
4	Sterile Pads	3"X 3"
3	Red Bio Bags	n/a
1	Absorbent Compress	32 sq. inches
1	Adhesive Tape	3/8" X 5 yds.
1	Triangular Bandage	40" X 40" X 56"
1	CPR Breathing Barrier	n/a
1	Cold Pack	4" X 5"
1	Eye Wash	1 oz.
1	Scissors	n/a
1	Tweezers	n/a
1	Body Fluid pick-up kits	n/a

The superintendents of each department shall be responsible for ensuring complete readiness of all emergency response equipment that supports their operations (e.g. aquatics rescue equipment, confined space rescue equipment, etc.). Superintendents should oversee the proper selection, purchase, inspection, and maintenance of such equipment.

### AED - Automatic External Defibrillators

#### Purpose

The automatic external defibrillator should enable trained responders in the Facility setting to deliver early defibrillation to victims in the first critical moments after a sudden cardiac arrest. Responders' use of CPR/AED should not replace the care provided by emergency medical services (EMS) providers, but it is meant to provide a lifesaving bridge from any recognized event to the earliest ambulance arrival. Upon arrival of the EMS, patient care should be transferred in the most responsible manner for the said victim.



# Palatine Park District

## Emergency Crisis Response Plan

### Facility Personnel Training and Education.

The Facility is committed to providing FIRST AID and CPR/Automatic External Defibrillator (AED) certification training and updates to Facility personnel. These scheduled training sessions and updates enable Facility personnel to be prepared for emergency requiring CPR/AED.

### Locations of The AEDs.

<b>Birchwood Pool &amp; Rec Center</b>	Recreation center lobby
<b>Clayson House</b>	Office
<b>Community Center</b>	Lower level next to attendant gate
<b>Community Center</b>	Upper level fitness center
<b>Community Center 1</b>	Spare 1 - Upstairs administration office
<b>Community Center 2</b>	Spare 2 - Upstairs administration office
<b>Community Center 3</b>	Spare 3 - Upstairs administration office
<b>CSF</b>	Hallway next to woodshop door
<b>Cutting Hall</b>	Near main entrance front door
<b>Preschool &amp; Pool - Eagle</b>	Preschool kitchen – Pool guard office when pools are open
<b>Falcon Park</b>	Lower level lobby next to the office
<b>Falcon Park</b>	Upper level track area
<b>Family Aquatic Center</b>	Guard office
<b>Golf Course</b>	Pro-shop
<b>Golf Course</b>	Ranger's unit
<b>Golf Course</b>	Maintenance
<b>Preschool - Maple</b>	Kitchen
<b>Preschool - Parkside</b>	Kitchen
<b>Stables</b>	Lobby area



# Palatine Park District

## Emergency Crisis Response Plan

# Section 3

## Park District Incident List





# Palatine Park District

## Emergency Crisis Response Plan

### Section 3 – Park District Incident List

This is a list of possible situations that may occur and guidelines to respond to each situation. It is not designed to be all inclusive as every situation may require a unique response

- Abduction
- Aircraft Crash
- Armed Intruder
- Bomb Threat
- Bus Accident
- Civil Demonstration
- Death on Grounds
- Earthquake
- Explosion
- Fire
- Food Contamination
- Hazardous Materials
- Hostage
- Missing Child- Code Adam
- Robbery
- Severe Weather
- Special Events
- Sexual or Other Assault
- Structural Failure
- Suicidal Behavior
- Suspicious Mail or Package
- Terrorism
- Utility Loss or Failure
- Violent Participant or Staff
- Weapons



# Palatine Park District

## Emergency Crisis Response Plan

### Abduction

The purpose of this annex is to ensure that there are procedures in place to assist staff/participants and visitors in the event of an abduction.

The Facility Incident Commander or Designee should be notified and should attempt to determine the identity of the abducted child.

The Facility Incident Commander or Designee should call 911 and relay the following student information:

- Student's full name
- Age and Gender of the child
- Physical identification
- Last seen information
- Clothing description
- Home address and phone number
- Current photograph
- Parent contact information
- Names of any siblings attending the same Facility
- Any additional information



The Facility Incident Commander or Designee should relay the following information to 911 on suspect(s):

- Complete physical description
- Clothing description
- Description of vehicle, including license plate
- Last known direction of travel

A **Soft Lockdown** should be initiated if the student was abducted OUTSIDE the Facility.

If the incident involves an abduction or hostage INSIDE the Facility, then a Hard-Lockdown should be indicated, and you should refer to the Armed Intruder and Hostage procedures.

The Facility Incident Commander or Designee should notify the Executive Director's office who should activate the District Incident Command System.

The Unified Command should notify the student's parents/guardians to inform them of the situation, to advise of them of the actions being taken by the Facility and to communicate other important information. Facility personnel and the Police Department should work collaboratively when making this call.

The Communications and Marketing Manager should contact the media and request assistance in locating the child.



# Palatine Park District

## Emergency Crisis Response Plan

### Aircraft Crash

#### Purpose

The purpose of this annex is to ensure that there are procedures in place to assist staff/participants and visitors in the event of an aircraft crashed.

#### Facility Incident Commander or Designee Response

- Call 911, identify yourself, give the exact location, describe the emergency.
- Notify the Executive Director's office who should activate the District Incident Command System.
- Determine if **Shelter-in-Place** or **Evacuation** Procedures should be initiated at this time.
- Once a determination has been made, make an announcement over the intercom system that an **Evacuation** or **Shelter-in-Place** Procedures should be initiated.
- If an **Evacuation** is initiated, contact the designated personnel to initiate an **Emergency Transportation Response**.
- Activate the Facility Emergency Response Team.

Shelter In Place

#### Facility Emergency Response Team

- Keep the participants and staff as far away from the crash site as possible.
- Keep the participants and staff upwind from the fallen aircraft because of possible explosion, fire or smoke containing hazardous chemicals.
- Render emergency first aid to the victims if you are trained and it is safe to do so.

Evacuation

#### Staff Response

- If **Off-campus Evacuation** is requested, follow the designated **Evacuation** routes and procedures.
- If **Off-campus Evacuation** is called, remain in the designated **Off-campus Evacuation** site until notified by the Unified Command that the Facility is safe to re-enter and an "**All Clear**" announcement is made.
- If **Shelter-in-Place** procedures are initiated, remain in the designated shelter areas until Unified Command issue an "**All Clear**" announcement over the intercom system or by other alternate method.
- Staff should take attendance, account for all participants and prepare to report any missing participants to the Facility Incident Commander or Designee when asked.



# Palatine Park District

## Emergency Crisis Response Plan

### Armed Intruder

#### Purpose

An armed intruder on Facility property involves one or more individual's intent on causing physical harm and /or death to participants and staff. Such intruders may also possess a gun, knife, a bomb or other harmful device. An Arm intruder should result in law enforcement and other safety and emergency services responding to the scene. **At no time should staff put themselves at risk!**

#### Facility Incident Commander or Designee Response

- Upon notification, the Facility Incident Commander or Designee should initiate **Hard Lockdown** Procedures using the intercom system or another designated method of communication.
- The Facility Incident Commander or Designee should call 911 and provide all available information on the intruder to the police. (Physical & Clothing Description, Weapon(s) Description, Last known Location and/or Direction of Travel)
- Notify the Executive Directors office of the situation.
- The Director should activate the Districts incident command system. The Director or designee should bring the duplicate Administrative "Go Kit" to the facility.
- Direct designated staff member to shut off any activated fire alarms.
- If it is safe to do so, direct designated staff member to meet with responding law enforcement personnel, update them on the situation, and provide them with the Facility Administrator Go Kit. If it is not safe, stay where you are.

#### Facility Emergency Response Team

- Follow **Hard Lockdown** Procedures when initiated



#### Staff Response

- If you observe and/or have contact with an unauthorized person, move to a secure area notify the Facility Incident Commander or Designee
- Do not attempt to disarm the intruder or negotiate with him/her to surrender the weapon.
- Provide the Facility Incident Commander or Designee with a complete physical description of the intruder including a description of their clothing, weapon, and last known location.
- Follow **Hard Lockdown** Procedures when initiated
- If the staff member suspects that the unauthorized person may be armed or pose a threat to participants and staff, the staff member should walk away and call the Facility office to inform them to initiate a **Hard Lockdown**.



# Palatine Park District

## Emergency Crisis Response Plan

### Bomb Threat

#### Purpose

This annex is to ensure that there are procedures in place to protect staff, participants, visitors and Facility property in the event of a communication threat regarding the presence of destructive devices on Facility property. This may include any explosive device of an incendiary, chemical, Biological, or radioactive nature. A bomb threat should result in law enforcement and fire/ems emergency services responding to the scene.

The staff person taking the call should not panic and should give a note to another staff person who should call the 911. The staff person taking the call should stay on the phone with the caller for as long as possible and get as much information as possible using the Bomb Threat check list. The person talking the call should try to obtain any of the following information. If the person does not want to answer questions, encourage them by expressing the desire to save lives. Try to remember exact statements and any descriptive hints (i.e. age, gender, accent or dialect, background noise, voice tone) as the caller's identity.

- What is the name and gender of caller or organization?
- Can you hear any background noise heard during the conversation? What did you hear?
- Did the caller request to speak to a specific person?
- When is the bomb set for detonation?
- Why was the bomb placed?
- Location of the bomb
- What kind of explosive is being used?
- What does the bomb look like?



Fill out the Bomb Threat Phone Checklist.

The facility person in charge should be notified of the threat, 911 should be called, and the fire alarm pull boxes should be pulled. **Evacuation** of the Facility should begin.

#### Receipt of A Written Threat

- While most written messages are usually generalized threats, they should not be ignored.
- Notify the police and save everything to provide it to them if requested.
- Turn off and do not use cell phones and two-way radios.
- DO NOT touch the device. **Do not move any items that seem out of place or look suspicious.**
- Evacuate people from the immediate area.
- Return to normal activity only after law enforcement has determined that it is safe to do so.



# Palatine Park District

## Emergency Crisis Response Plan

### Facility Incident Commander or Designee Response

- Call 911 and have the completed **Bomb Threat Checklist** available.
- Announce the emergency.

**“Your attention please: We are experiencing an emergency. Everyone should remain in their rooms until advised otherwise. FACILITY EMERGENCY RESPONSE TEAM please report to the main office. All two-way radios and cell phones should be turned off.”**

- A determination should be made by the Crisis Team Leader if the District Incident Command system should be activated. Until an **Evacuation** is ordered, follow the **Soft-Lockdown** procedures.
- If immediate **Evacuation** is necessary, announce that **Evacuation** Procedures have been initiated and **Evacuation** of the Facility is required. Notify them as to the location they are to go.
- If **Evacuation** is indicated, the Superintendent of Facilities or designee should consult with the transportation department to coordinate **Evacuation** plans.
- Activate the Facility Incident Command Team
- Activate the Facility Emergency Response Team
- Evacuate at a minimum of 500 feet away from the Facility.
- Until bomb threat is resolved, do not use cell phones or two-way radios within 500 of the Facility.
- A designated staff member should meet with the responding law enforcement personnel, update them on the situation, and provided them with the Facility Administrator’s Go Kit.
- No one may re-enter the Facility until fire or police personnel declare it safe.
- If there is suspicion about any item in an office, communicate the concern and evacuate your office/room to another area of the Facility.
- Do not close office windows or doors.



### Facility Emergency Response Team

- If **Evacuation** is necessary, make sure everyone is at least 500 feet away from the Facility.
- Sweep bathrooms, hallways, and common areas for participants, visitors and staff while exiting the Facility if evacuated.
- Form search teams and assign each team a specific area of the Facility to search.
- Contact the Facility Incident Commander or Designee when you have completed the search of the Facility or have located something suspicious.

### Staff Response

- Utilize the **Bomb Threat Checklist** to record the bomb threat information.
- Visually scan the room for unusual or suspicious noises, items, or objects.
- The visual scan should include all low, middle, and high areas of the room.
- Do not touch anything that looks suspicious.
- If **Evacuation** is ordered, follow **Evacuation** Procedures and proceed to the designated assembly area.
- Notify participants and staff not to use cell phones or two-way radios within 500 feet of the Facility.
- Take your daily class roster with you and bring your classroom emergency pack.
- Do not close classroom windows and doors.



# Palatine Park District

## Emergency Crisis Response Plan

- At the designated assembly area, take attendance and give names of missing participants to the Facility Incident Commander or Designee or designee.
- Wait for further instructions at the assembly area and be prepared for **Off-campus Evacuation**.
- If **Off-campus Evacuation** is ordered, take attendance at the designated **Off-campus Evacuation** site.

### Bomb Threat Checklist

When is the bomb going to explode?	Did you place the bomb?
Where is the bomb right now?	Why was the bomb placed?
What does the bomb look like?	What is your name?
What kind of bomb is it?	
EXACT WORDING OF BOMB THREAT:	
Callers Sex: _____ Race: _____ Age: _____ Length of Call: _____	
Phone # of call: _____ Time of call: _____ Date of call: _____	
Callers Voice (Circle all that apply)	
Calm   Soft   Stutter   Excited   Laughter   Rasp   Rapid   Normal	
Nasal   Angry   Loud   Slow   Crying   Deep   Slurred   Ragged	
Disguised   Whispered   Accent   Cracking   Clearing Throat	
Familiar - sound like who: _____	
Background Sounds (Circle all that apply)	
Street Noise   Voices   Animals   PA system   Music   Motor	
Factory   Clear   Static   House   Office   House	
Other _____	
Persons Language: Well Spoken   Foul   Taped   Incoherent   Message read   Irrational	
<b>Bomb Threat Phone Checklist</b>	



# Palatine Park District

## Emergency Crisis Response Plan

### Bus Accident

#### Purpose

The purpose of this annex is to ensure that there are procedures in place to assist staff/participants and visitors in the event of a bus accident.

#### Facility Incident Commander or Designee Response

Injury  
Response

- Respond to the scene of the accident.
- Notify the Director's office of the situation.
- Obtain the names of any injured participants or staff and the location(s) where they were taken to for emergency medical treatment.
- Ensure that special health information or medication for any injured student is sent to the hospital.
- Direct designated staff member to initiate parent notification procedures.
- Contact the designated transportation personnel to activate an Emergency Transportation Response and arrange for transportation of non-injured participants back to the Facility.
- Assist the emergency response personnel at the scene.
- Activate the Facility Emergency Response Team
- Contact the Director's office and discuss the counseling needs of victim(s) or witness(s) and implement post crisis procedures.
- The Director's office should make arrangements for the district Communications and Marketing Manager to Prepare a media release and parent letter of explanation for the same day distribution, if possible.

#### Staff Response

- Bus drivers should notify the bus dispatch that the Facility bus was involved in a traffic accident.
- If possible, bus driver should give the exact location of the accident, the number of injured participants, the type of injuries involved, and the number of vehicles involved.
- If safe to do so, turn off the ignition, remove the key and activate the hazard lights.
- Bus drivers should check for conditions that could cause a potential fire or other safety risk.
- Transportation personnel should call 911 and provide them with all the details of the incident.
- Transportation personnel should notify the Facility Incident Commander or Designee and activate an Emergency Transportation Response.
- Any staff members on the bus at the time should assist the bus driver, if needed.
- The bus driver and staff member(s) should evacuate the bus if conditions are safer outside of the bus than inside of the bus.
- Bus driver and staff members who are present should remain with the participants and move them to a safe area away from the accident scene.
- Bus driver and staff members should not discuss the incident with the media.
- Participants should not be released to anyone unless told to do so by the Facility Incident Commander or Designee or law enforcement.



# Palatine Park District

## Emergency Crisis Response Plan

<b>Accident - No Apparent Injuries (No Hospital Transport)</b>	<b>Accident WITH Injuries</b>
<p><b><u>The Bus Driver Should:</u></b>            Calm and reassure the participants            Call bus company (Bus Company should call 911 and Facility)            Give information to emergency officials  <b>If there is no other adult:</b></p> <ul style="list-style-type: none"> <li>▪ Keep children in the bus, only if it's safe</li> <li>▪ Identify possible injuries</li> <li>▪ If necessary, turn off the ignition, remove the key, and activate the hazard lights.</li> </ul>	<p><b><u>The Bus Driver Should:</u></b>            Calm and reassure the participants            Call bus company (Bus Company should call 911 and Facility)            Give information to emergency officials  <b>If there is no other adult:</b></p> <ul style="list-style-type: none"> <li>▪ Turn off the ignition, remove the key, and activate the hazard lights.</li> <li>▪ Keep children in the bus, only if it's safe</li> <li>▪ Identify possible injuries</li> <li>▪ Call the bus company to send another bus</li> </ul>
<p><b><u>The Adult Supervisor should:</u></b></p> <ul style="list-style-type: none"> <li>• Calm and reassure the participants</li> <li>• Keep children in the bus, if it is safe</li> <li>• Identify possible injuries</li> <li>• Notify Facility. Give bus # and location</li> <li>• Provide student information to police and Facility personnel</li> </ul>	<p><b><u>The Adult Supervisor should:</u></b></p> <ul style="list-style-type: none"> <li>• Calm and reassure children</li> <li>• Keep children in the bus if it is safe</li> <li>• Identify possible injuries</li> <li>• Notify Facility by cell phone. Give bus # and location</li> <li>• Provide student information to police and Facility personnel</li> </ul>
<p><b><u>The Facility/Incident Commander should:</u></b></p> <ul style="list-style-type: none"> <li>• Call 911.</li> <li>• Send representative to site if necessary</li> <li>• Notify the parents of the situation</li> <li>• Present passenger roster to police.</li> <li>• Assist fire department in controlling children for injury assessment</li> <li>• Control transfer of children to another bus or release to parents</li> </ul>	<p><b><u>The Facility/Incident Commander should</u></b></p> <ul style="list-style-type: none"> <li>• Call 911.</li> <li>• Send representative to site if necessary</li> <li>• Present passenger roster to police</li> <li>• Control transfer of children to another bus or release to parents</li> <li>• Send representative to hospitals identified by the fire department</li> <li>• Provide additional medical information to paramedics</li> <li>• Notify the parents of the situation</li> </ul>
<p><b><u>The Police Department should:</u></b></p> <ul style="list-style-type: none"> <li>• Control traffic</li> <li>• Obtain passenger roster</li> <li>• Notify Facility administration</li> </ul>	<ul style="list-style-type: none"> <li>• <b><u>The Police Department should:</u></b></li> <li>• Control traffic</li> <li>• Obtain passenger roster</li> <li>• Notify Facility administration</li> <li>• Secure the scene for police/fire, Facility personnel</li> </ul>
<p><b><u>The Fire Department should:</u></b></p> <ul style="list-style-type: none"> <li>• Should give instruction what to do</li> <li>• Inventory passenger roster; ID seat locations</li> <li>• Keep passengers on the bus</li> <li>• Assess passengers for injuries.</li> <li>• Assist transfer of children to another bus or release to parents if parent are on scene.</li> <li>• Complete multiple patient release report.</li> </ul>	<p><b><u>The Fire Department should:</u></b></p> <ul style="list-style-type: none"> <li>• Inventory passenger roster; ID seat locations</li> <li>• Keep passengers on the bus (if requested)</li> <li>• Inventory passenger roster; ID seat locations on roster</li> <li>• Assess passengers for injuries</li> <li>• Assist transfer of children to another bus or release to parents if parent are on scene.</li> <li>• Triage victims and assign treatment teams</li> </ul>



# Palatine Park District

## Emergency Crisis Response Plan

### Civil Demonstration

#### Purpose

Most campus demonstrations, whether they are marches, meetings, picketing, or rallies, are usually peaceful and non-obstructive. However, if they are not, or if disruptive demonstrations in the community spill over onto the campus, the following procedures shall be followed:

#### If Demonstrators or Protesters Are Near, But Not on, Facility Property:

##### Facility Incident Commander or Designee Response

- Attempt to identify the purpose or reason for the demonstration.
- Estimate the number of demonstrators involved.
- Attempt to identify the specific groups or individuals that are involved.
- Call 911 and request that police respond to the Facility to monitor the demonstrator's activities.
- Assign a designated staff member to meet with responding police personnel.
- Monitor the situation and provide updated information on the situation to the Executive Director.
- The Director should determine if the District Incident Command System should be activated.
- If necessary, activate **Soft-Lockdown** Procedures until the situation is resolved and it is deemed safe to resume all normal Facility activities.
- Activate the Facility Emergency Response Team

##### Facility Emergency Response Team

- Monitor the situation and report back to the Facility Incident Commander or Designee.
- Initiate **Soft-Lockdown** Procedures when requested by the Incident Commander.

#### If Demonstrators Are on Facility Property:

##### Facility Incident Commander or Designee Response

- Attempt to identify the purpose or reason for the demonstration
- Estimate the number of demonstrators involved.
- Attempt to identify the specific groups or individuals that are involved.
- Call 911 and request that police personnel respond to the Facility.
- When requested by the Facility Incident Commander or Designee, activate a **Soft-Lockdown** until the situation is resolved and it is deemed safe to resume all normal Facility activities.
- Activate the Facility Emergency Response Team
- Notify the director's office of the situation and provide updated information on a regular basis.
- Ask the demonstrators to leave Facility property and warn them that they can be prosecuted under the state criminal trespassing statutes if they refuse to comply.
- Advise the demonstrators that they have been given an official trespass warning and that criminal prosecution should be requested if they refuse to leave the Facility property.





# Palatine Park District

## Emergency Crisis Response Plan

### Facility Emergency Response Team

- Monitor the situation and report back to the Facility Incident Commander or Designee.
- If demonstrators are observed damaging Facility or staff property, notify the Facility Incident Commander or Designee.
- Ensure that the **Soft-Lockdown** Procedures are complied with.

### Staff Response

- Follow **Soft-Lockdown** Procedures when initiated.
- Follow any additional directions that are given by the Facility Incident Commander or Designee.
- Close windows and blinds when advised to do so.





# Palatine Park District

## Emergency Crisis Response Plan

### Death on Grounds

#### Purpose

The purpose of this annex is to ensure that there are procedures in place to assist staff/participants and visitors in the event of a death on campus. In the unfortunate event that you should locate a person who appears to be deceased --non-responsive and without vital signs-- the following actions should be taken:

#### Facility Incident Commander or Designee Response

- Facility Incident Commander or Designee should secure the area; disturb the area as little as possible until first responders arrive.
- The Facility Incident Commander or Designee should call 911 and relay the following:
  - a. Name of the Facility
  - b. Exact location where to meet Facility personnel
  - c. Description of victim
  - d. If possible, describe the cause of death to the dispatcher
- The Facility Incident Commander or Designee should initiate the **Soft-Lockdown** procedure. It is possible that the Police may advise a **Hard-Lockdown** to be initiated.
- The Facility Incident Commander or Designee should notify the Executive Director.
- Designate staff member to meet the local emergency responders and escort them to the area.
- The Facility Incident Commander or Designee should activate the Facility Emergency Response Team.
- Relocate all witnesses to a designated location. Do not allow witnesses to discuss the incident with one another or with other individuals.
- Document any statements made by the witnesses.
- Refer all media requests for information to the District Communications and Marketing Manager.

#### Facility Emergency Response Team

- Report to the Facility Incident Commander or Designee's office for further instructions or assignments.

#### Staff Response

- Notify Facility Incident Commander or Designee.
- Stay and secure the area around the scene until the Facility Incident Commander or Designee arrives.
- Wait for further instruction from the Facility Incident Commander or Designee.





# Palatine Park District

## Emergency Crisis Response Plan

### Earthquake

#### Purpose

The purpose of this annex is to ensure that there are procedures in place to assist staff/participants and visitors in the event of an earthquake. Earthquakes generally occur without warning and may cause minor to serious ground shaking, damage to the Facility, and injuries.

The first indication of an earth quake may be a gentle rolling or shaking of the earth and/or Facility. Earthquakes occur without much warning or notice. Ground movement during an earthquake is seldom the direct cause of death or injury.

Most casualties of an earthquake are the result of falling objects and debris from damaged and destroyed Facilities For these reasons, potential of injury can be reduced through the removal of the following:

- Items that are stored above head height
- Items that would impede progress of **Evacuation**
- Cabinets with open-face shelving or structurally weak latches or doors
- Chemicals in breakable containers stored on shelving

#### Hazards That Can Result from An Earthquake

- Ruptured water or gas lines
- Suspended ceilings
- Glass windows and doors
- Desks and tables that are not secured



#### If You Are Inside

- Move toward inside walls away from large open areas, crouch down and cover the head.
- Seek shelter under tables or desks with head placed between knees and facing away from any windows.
- **DO NOT RUN OUTSIDE.** you could be injured or killed by falling debris from collapsing walls.
- **DROP TO THE GROUND.** Take cover by getting under a sturdy piece of furniture until the shaking stops.
- If there isn't a table or desk near you, cover your head and crouch in an inside corner of the Facility.
- Stay away from glass, windows, outside doors and walls, and anything that could fall.
- **DO NOT** use a doorway except if you know it is a strongly supported, load-bearing doorway and it is close to you. Many inside doorways are lightly constructed and do not offer protection.
- Be aware that the electricity may go out or the sprinkler system of fire alarms may turn on.



# Palatine Park District

## Emergency Crisis Response Plan

### If You Are Outside

- Stay outside and move away from facilities, street lights, utility wires or structures that could fall.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside facilities, at exits, and alongside exterior walls.
- Take note of missing or extra participants and communicate to a crisis team member.
- Returning to normal activities should not take place until structures and/or areas have been certified as being safe by public safety personnel.

### If Trapped by Debris

- **DO NOT LIGHT A MATCH.**
- **DO NOT** move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe, wall, or other object to signal rescuers. Use a whistle if available.
- Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.



### After the Earthquake

- Expect aftershocks. Each time you feel on – **Drop, Cover, and Hold ON!**
- Staff should assist in the **Evacuation** of the Facility following the facility specific plan
- Within the scope of your training, administer first aid, as needed
- Minors should only leave when accompanied by a parent/guardian



### Facility Incident Commander or Designee Response

- Notify 911 of the incident including any known injuries or structural damage.
- Announce over the intercom that the **Earthquake** Procedure is in effect, and **Drop, Cover, and Hold** Procedures should be initiated.
- After the shaking stops, initiate **Evacuation** Procedures if necessary.
- If evacuated, contact the transportation personnel to initiate an Emergency Transportation Response.
- Direct the designated staff member to shut off all utilities and notify the appropriate utility company of damages observed.
- Notify the Executive Director who should activate the District Incident Command System.
- Activate the Facility Emergency Response Team
- Have a qualified professional inspect the Facility for damage.
- Decide whether to announce the dismissal of participants directly from the facility or to evacuate participants to the **Evacuation** site and initiate the parent reunification procedure.
- Monitor emergency radio and television broadcasts for further earthquake related information.
- Make an **“All Clear”** announcement when it is safe to return to normal Facility activities.



# Palatine Park District

## Emergency Crisis Response Plan

### Facility Emergency Response Team

- Assist with implementing the **Evacuation** or **Shelter-in-Place** procedures.
- Check all Facility elevators for participants and staff who may be trapped in the elevators due to a power outage.
- Prior to exiting the Facility or moving to a shelter area, sweep all bathrooms, hallways, stairwells, and common areas for any participants, visitors or staff members who may need assistance.
- Notify the Facility Incident Commander or Designee about any injured or trapped participants that are located.
- If **Evacuation** is necessary, make sure the participants and staff proceed directly to the designated assembly area and keep participants as far away from the Facility as possible.
- Be prepared to move participants, staff and visitors if an **Off-campus Evacuation** is ordered.
- Initiate search and rescue operations and/or emergency first aid procedures if it is safe to do so.

### Staff Response

- Upon the first indication of an earthquake, everyone should utilize **Drop, Cover, and Hold** procedures.
- Anyone outside of the Facility at the time of an earthquake should move away from the Facility, gas and electrical lines, and any unstable structures.
- If **Evacuation** is announced, evacuate using designated or alternate routes to the designated assembly area.
- Bring daily roster and Emergency Classroom Go Bag to take attendance at the designated assembly area and report any missing or injured participants and visitors to the Facility Incident Commander or Designee.
- Be prepared to move participants, staff and visitors if an **Off-campus Evacuation** is ordered.
- No one is to re-enter the Facility until the Unified Command gives the **“All Clear”** signal.





# Palatine Park District

## Emergency Crisis Response Plan

### Explosion

#### Purpose

The purpose of this annex is to ensure that there are procedures in place to assist staff/participants and visitors in the event of an explosion. An explosion can be result of boiler explosion, gas leak, chemical or hazardous spill or some other man-made (bomb) or natural hazard.

#### Procedures

- In the event of an explosion, all persons should initiate Duck, Cover and Hold procedures.
- The Facility Incident Commander or Designee should consider the possibility of another explosion and take immediate action.
- After an explosion, the Facility Incident Commander or Designee should initiate the appropriate response procedure such as a **Lockdown, Shelter-In-Place** or **Evacuation**. **Evacuation** may be warranted in some Facilities and other Facilities may be used as a shelter.
- The Facility Incident Commander or Designee should call 911 and provide emergency first responders with the exact location and nature of the emergency.
- As soon as possible, Facility staff should notify first responders of participants and visitors who are missing or unaccounted for.
- The Facility Incident Commander or Designee should notify the Executive Director of the situation who should decide if the District Incident Command System needs to be activated.
- The Facility Incident Commander or Designee should activate the Facility Emergency Response Team.
- In the event of an **Evacuation**, staff and participants should use the designated **Evacuation** routes or alternate **Evacuation** routes and proceed directly to the **Off-campus Evacuation** site.
- Staff should take their Emergency Backpack to the **Off-campus Evacuation** site or **Shelter-In-Place** Area.
- If **Evacuation** procedures are initiated, staff should bring their roster and take attendance at the **Off-campus Evacuation** site to account for all participants. Staff should notify the **Evacuation** Site Leader or local emergency responders of any missing participants or visitors.
- The Facility Emergency Response Team should check for injured participants, visitors and staff members and assist them in evacuating the Facility. They should provide emergency first aid, if trained to do so.
- Emergency Response Team members should attempt to suppress any small fires with fire extinguishers.
- A designated staff member should notify the appropriate utility company of any damages to water lines, sewers, power lines, gas lines, and other utilities.
- Do not touch any materials/debris or suspicious substances involved in the explosion.
- Report any suspicious activity prior to the explosion to local emergency responders.
- Any areas affected by the explosion should not be re-opened until the appropriate emergency response agency provides clearance and the Unified Command gives authorization to do so.
- The Unified Command should contact the Superintendent of Parks or other qualified individuals, to conduct an inspection of the affected facilities to ensure that is safe for re-occupancy.

Evacuation

Shelter In  
Place

Hard  
Lockdown

Soft  
Lockdown



# Palatine Park District

## Emergency Crisis Response Plan

### Fire

#### Purpose

The purpose of this annex is to ensure that there are procedures in place to assist staff/participants and visitors in the event of a fire. In the event a fire or smoke from a fire has been detected, the staff member should signal the fire alarm and report the fire to the Facility Incident Commander or Designee.

Fire prevention is an everyday activity and it is expected that staff should participate in preventative measures, drills, and inspections when requested. **Evacuation** should take place when an alarm is activated even if smoke or fire is not visible. The only exception to immediate **Evacuation** when an alarm is heard is during a **Hard Lockdown**. The Fire Department personnel who arrive on the scene are the only people authorized to allow anyone back in the Facility.

- Get people to safety and call the fire department at 911
- Be ready to assist fire department with information
- Notify immediate supervisor
- Notify Administrative Office and Superintendent of Parks

#### Visual Sighting of Smoke or Fire

- Activate fire alarm system to notify occupants of the condition
- Call 911 and initiate **Evacuation** procedures
- Employees trained in the use of fire extinguishers may attempt to extinguish small fires if the proper extinguisher is available and safe exit route is available
- To operate a fire extinguisher, use the PASS technique
  - Pull pin
  - Aim at the base of the fire
  - Squeeze trigger
  - Sweep back and forth and back away from the fire to an exit/escape route
- Close doors and windows while exiting if time and conditions permit this to be safely accomplished
- When smoky conditions exist:
  - Crawl toward the nearest exit on hands and knees along walls
  - Feel doors for signs of heat prior to opening, use caution when reaching for door handles, remember metal conducts heat
  - If stairs must be descended, do so in a backward fashion feeling with your feet for a solid surface before progressing
  - If forced to advance through flames hold breath, move quickly, cover head and hair, keep head down and close eyes as much as possible
  - If clothes catch fire: STOP, DROP AND ROLL until the fire is out
  - All fires, no matter how small, must be reported to the Executive Director, Superintendent(s), Risk Manager, and the Fire Department.



Evacuation



# Palatine Park District

## Emergency Crisis Response Plan

### Facility Incident Commander or Designee Response

- Call 911 (if the alarm does not activate) and provide details of the incident, including the exact location and extent of the fire, if known.
- Make an announcement over the intercom system (if the alarm does not activate) indicating that **Evacuation** Procedures should be initiated if the fire alarm does not activate.
- Direct the designated staff member to meet with responding law enforcement and/or fire personnel to update them on the situation and provide them with the administrators Go Kit.
- Notify the Executive Director's office.
- Activate the Facility Incident Command Team.
- Contact the designated transportation personnel to initiate the **Emergency Transportation Plan**. (If necessary)
- Activate the Facility Emergency Response Team.
- Consult with emergency responders or other qualified individuals to determine if the Facility is safe to re-enter or if an offsite **Evacuation** is necessary.
- When it is safe to re-enter the Facility, announce the **All Clear** signal.



### Facility Emergency Response Team

- Sweep bathrooms, hallways, and common areas for participants, visitors, and staff while evacuating.
- Direct visitors and contractors in the Facility to proceed to the designated assembly area.
- Ensure that participants and staff remain at the designated assembly area.
- Be prepared to move participants and visitors if an **Off-campus Evacuation** is ordered.
- No one may re-enter the Facility until the Fire or Police Department gives an "**All Clear**" signal.

### Staff Response

- Initiate **Evacuation** Procedures upon hearing the fire alarm and move to the designated assembly area.
- Use designated **Evacuation** routes. Be prepared to follow an alternate **Evacuation** route if the primary **Evacuation** route is blocked.
- Take daily roster with you.
- Advise the participants and visitors that if they were to get separated from the class during the **Evacuation**, they should go directly to the designated assembly area and wait there.
- Take attendance at the assembly area after being evacuated and report missing or injured participants or visitors.
- Be prepared to move participants/visitors if an **Off-campus Evacuation** is ordered.
- Keep your class together and wait for further instructions.
- No one may re-enter the Facility until the Facility Incident Commander or Designee gives an **All Clear** signal.



# Palatine Park District

## Emergency Crisis Response Plan

### Fire Extinguishers and Emergency Lighting

Fire extinguishers and emergency lighting are supplied in each Park District facility. The Facilities Department is responsible for scheduling annual inspections of all fire extinguishers and emergency lighting; however, it is up to a facility's management staff to routinely complete a visual inspection of the extinguishers and lighting for readiness or damage. Any issues regarding this equipment should be reported to the Assistant Superintendent of Facilities.

### Fire Drills

Fire drills shall be conducted annually by the Risk Manager or designated employee. Results of fire drills should be documented and sent to the Safety Committee for review at the discretion of the Risk Manager. Results documented after the fire drill should include:

- The number of staff participating
- The time it took to completely evacuate the facility
- Overall performance by staff during the drill
- Any immediate repairs needed to exits, **Evacuation** routes, fire alarms or smoke detectors

### Employee Orientation: Fire Safety

All newly hired employees should be given a tour of their work area to identify procedures for fire **Evacuation** during orientation. Each supervisor conducting employee orientation should review:

- **Evacuation** procedures for the facility
- Assigned response roles and responsibilities (if any)
- Assembly area for evacuees
- Accountability and reporting procedures

The Fire Department can provide recommendations on how to conduct fire drills and fire prevention safety inspections. Training on use of fire extinguishers should be conducted at least annually.





# Palatine Park District

## Emergency Crisis Response Plan

### Food Contamination

#### Purpose

This procedure should be followed if any staff member reports suspected contamination of food. This procedure applies where there is evidence of tampering with food, packaging, the observation of suspicious individuals in proximity to food supplies, or if notified of possible food contamination by local agencies. The following indicators of food contamination include the following: unusual odor, color, taste, or multiple staff members or participants starting to get sick with unexplained nausea, vomiting, or other illness.

#### Facility Incident Commander or Designee Response

- Call 911 to inform them of the situation and request Emergency Medical Services if needed.
- Notify the director's office.
- Notify the food services contractor.
- Call the Department of Health to inform them of the situation.
- Conduct a preliminary investigation how many affected victims there are and possible source of the contamination.
- Designated staff members should identify any sick participants or visitors.
- Maintain a log of the affected victims and their symptoms and report the information to the Department of Health.
- Refer all media request for information to the Communications and Marketing Manager.
- Confer with the Department of Health before resuming normal activity.

Injury  
Response



# Palatine Park District

## Emergency Crisis Response Plan

### Hazardous Materials

#### Purpose

A hazardous material release is an incident involving the discharge or spill of a biological or chemical substance including release of radioactive materials. Internal haz-mat incidents may occur from activities in a Facility laboratory, vocational technical area, or maintenance shop. External haz-mat exposure often results from an accident involving a train or trucks carrying hazardous materials or an explosion or spill at an industrial site.

In the event of a chemical or pesticide spill, follow facility-specific action plans or, if the chemical type is known, the response instructions listed on the chemical's Safety Data Sheet (SDS). If the action plan or SDS is not readily available or the material spill encountered is unknown, follow the general response guidelines listed below:

#### Release Occurring Inside A Room or In the Facility:

#### Facility Incident Commander or Designee Response



- Call 911. Provide details on the number of participants, visitors or staff affected and the type and location of the hazardous material involved in the incident, if known.
- If the material is known, staff must check to see if it is reactive to water.
- If safe to do so direct the designated staff member to shut off heating, cooling, and ventilation systems in contaminated area to reduce the spread of hazardous material.
- Activate the Facility Emergency Response Team
- Determine if **Soft-Lockdown** or **Evacuation** Procedures should be initiated.
- If an **Evacuation** is necessary, provide any additional information available to participants and staff on potentially contaminated primary **Evacuation** routes. Take consideration of upwind or cross wind from the affected room or Facility.
- Direct the designated staff member to meet with responding law enforcement and/or fire personnel to update them on the situation and provide them with the administrators' "Go Kit."

#### Facility Emergency Response Team

- Seal off the area of the hazardous material release and prevent all foot traffic in the area.
- Do not approach a hazardous material release area until a positive identification of the material has been made, and if positive identification of this material cannot be made, assume the material is dangerous.
- Persons who have come into direct contact with hazardous substances should NOT wash affected areas with soap and water until notified by officials that it is safe to do so.
- Anyone contaminated should remove contaminated clothing and place into plastic bags or containers.
- Individuals that have been contaminated "topically" by a liquid should be segregated from unaffected individuals.
- Prepare a list of all people in the affected room or contaminated area, specifying those who may have had actual contact with the substance.



# Palatine Park District

## Emergency Crisis Response Plan

- Any contaminated areas should not be reopened until the appropriate agency provides clearance and the Fire and Police Department gives authorization to do so.
- Keep the participants, visitors and staff as far away from the area of the hazardous material release as possible and make sure they evacuate to an upwind location.
- If **Evacuation** is ordered, sweep bathrooms, hallways, and common areas for participants, visitors and staff while exiting the Facility.
- Be prepared to move participants if an **Off-campus Evacuation** is ordered.



### Staff Response

- If an **Evacuation** is announced, be prepared to use alternate **Evacuation** routes if advised that primary **Evacuation** routes are contaminated.
- If **Soft-Lockdown** is announced, be prepared to use alternate routes to the shelter area, if advised that the primary routes are contaminated.
- If an **Evacuation** is ordered, take an attendance roster to the outside designated assembly area and report any missing or injured participants.
- If **Soft-Lockdown** is ordered, take attendance at the shelter area and report missing or injured participants or visitors to the Facility Incident Commander or Designee when asked to do so.
- Remain at the designated shelter area or outside designated assembly area and await further instructions.
- Be prepared to move participants and visitors if an **Off-campus Evacuation** is ordered.
- Persons who have come into direct contact with hazardous substances should NOT wash affected areas with soap and water until the material has been cleared by officials that using water should be safe.
- Anyone contaminated should remove contaminated clothing and place into plastic bags or containers.
- Individuals that have been contaminated by a liquid should be segregated from unaffected individuals.
- No one may re-enter the Facility until emergency response personnel declare the Facility to be safe and the Fire and Police Department issues an **“All Clear”** signal.



### Release Occurring Outside of The Facility:

#### Facility Incident Commander or Designee Response

- Call 911. Provide details on the number of participants and staff affected and the type and /or location of hazardous material involved in the incident, if known.
- Return all participants into the Facility and initiate **Soft-Lockdown** Procedures.
- Activate the Facility Emergency Response Team.
- If safe to do so, direct designated staff member to close outside ventilation systems that draw air from the outside.
- If safe to do so direct staff member to close all exterior windows and doors and turn off fans and air conditioners.
- **“All Clear”** should be called when it is safe to do so



# Palatine Park District

## Emergency Crisis Response Plan

### Facility Emergency Response Team

- Be aware of and remain alert for any change in health conditions of participants and staff, especially respiratory problems.
- If **Evacuation** is ordered, sweep bathrooms, hallways, and common areas for participants, visitors and staff while exiting the Facility.
- If **Soft-Lockdown** is ordered, close all exterior doors, windows, seal shelter doors, windows and vents with duct tape and plastic sheeting.
- Take the roster sheets to the designated assembly area or Shelter area.
- Be prepared to move participants if an **Off-campus Evacuation** is ordered.



### Staff Response

- Close all exterior doors and windows.
- Follow the procedures for **Soft-Lockdown** or **Evacuation** if it becomes necessary.
- If **Evacuation** Procedures are announced, use alternate **Evacuation** routes if advised that primary **Evacuation** routes are contaminated.
- If **Soft-Lockdown** is announced, use alternate routes to the Shelter area if advised that the primary routes are contaminated
- Take daily roster and Emergency Backpack with you.
- If **Evacuation** is announced, take attendance at the designated assembly area and report missing or injured participants or visitors to the Facility Incident Commander or Designee.
- If **Soft-Lockdown** is ordered, take attendance at the shelter area and report missing or injured participants or visitors to the Facility Incident Commander or Designee.
- Be prepared to move participants if an **Off-campus Evacuation** is ordered.
- Remain at the designated shelter area or designated assembly area and wait for further instructions.

### Decontamination

- Wash the contaminated areas with soap and warm water if safe to do so.
- Remove all contaminated clothing items and seal in a plastic bag if available
- Stay in one location, do not go into non-contaminated areas
- Crisis team members should barricade the area and individuals that may be contaminated until law enforcement arrives and decontamination can begin





# Palatine Park District

## Emergency Crisis Response Plan

### Hostage

#### Purpose

The purpose of this annex is to ensure that there are procedures in place to protect staff / participants / visitors and Facility property in event an unknow person (intruder) is found on Facility grounds or in the Facility and in the event of a hostage situation. It is critical that all staff know how to handle coming contact with an unknow person who may be an intruder with violent intent on Facility property, and what to do in a hostage situation.

#### Facility Incident Commander or Designee Response

- Initiate **Hard-Lockdown** Procedures.
- Call 911 and advise them you have a hostage situation occurring at the Facility.
- Give the police dispatcher the physical description & clothing description of the hostage taker/s and the number of hostage takers and hostages, the exact location in the Facility where the hostage incident is occurring, and a description of any weapon(s) involved.
- Advise the responding police that the Facility is in a **Hard-Lockdown**.
- Remain on the telephone with the police dispatcher to provide updates on the situation.
- If it is safe, direct a designated staff member to meet with responding police personnel, to update them on the situation and provide them with the Facility Administrator "Go Kit."
- Direct a designated staff member to shut off any activated fire alarms.
- Initiate procedures for the Police and Fire Department to access the cameras throughout the Facility.

Hard  
Lockdown

#### Facility Emergency Response Team

- Follow **Hard-Lockdown** procedures.
- Be prepared to assist with **Evacuation** procedures if requested to do so.

Evacuation

#### Staff Response

- If you observe or have any information about the hostage takers, notify the Facility Incident Commander or Designee.
- Notify the Facility Incident Commander or Designee of the specific camera(s) that may be helpful.
- If a hostage taker is unaware of your presence, do not intervene or bring attention to yourself.
- Do not attempt to disarm the hostage taker or attempt to negotiate with them to surrender the weapon or release the hostage(s).
- Follow **Hard-Lockdown** procedures.



# Palatine Park District

## Emergency Crisis Response Plan

### Missing Child - Code Adam

#### Purpose

The purpose of this annex is to ensure that there are procedures in place to assist staff, participants and visitors in the event of a missing person.

Code Adam is a "missing child" safety program in the United States that many department stores, retail shops, shopping malls, supermarkets, amusement parks, hospitals, and museums utilize. Legislation enacted by Congress in 2003 mandates that all federal office Facilities employ the program as well.

#### If a child is reported missing:

- The crisis team should initiate a **Soft Lockdown**;
- Gather nearby employees to initiate a search in the facility;
- Staff should ask questions to obtain a description of the missing child such as height, weight, hair color, age, name, identifiable clothing, etc.
- Notify all employees that a Code Adam is initiated and provide a description of the child;
- If the child is not found within 10 minutes of searching (or staff are initially notified that the child has been missing for a while), call 911.
- Also notify the following individuals that law enforcement has been called to respond to a missing child emergency: The Superintendent responsible for that facility (or activity), the Risk Manager, and the Executive Director
- If the child is found and appears to have been unharmed, reunite the child with the searching party or family member;
- If the child is found accompanied by someone other than a parent or guardian, reasonable efforts to delay their departure should be used without putting the child, employee, or visitors at risk;
- If the unauthorized individual leaves with the child, note descriptive details and provide to law enforcement;
- Code Adam alert should end once the child is found or law enforcement arrives.



#### Communication (Using Phone or Radios)

- Contact registration supervisor on duty at desk; inform them that you have received a missing person notification. Supervisor should contact other desk staff as needed
- Registration supervisor should contact custodial staff and inform them of missing person notification. Be sure to give the name of person missing and description.
- Notify Superintendent of Facilities and Assistant Superintendent or Facility Coordinator
- Registration staff should secure any computer-generated information including a picture, names, or memberships
- Registration Supervisor should contact IT staff to inform them about need for security camera assistance / search if appropriate



# Palatine Park District

## Emergency Crisis Response Plan

### Initiate Search

- Registration staff should maintain a watch at the desk and main door areas.
- Custodial staff should search all washrooms, locker rooms, and programming rooms and report each time a room is clear.
- If a room is found locked, identify yourself as Palatine Park District staff performing a safety check. Wait for a response for 5 seconds. Repeat 2 more times, progressively speaking louder, asking if anyone is in the room. If there's no response on the third attempt, unlock the door and announce yourself again while entering. If there is finally a response identify yourself as Palatine Park District staff, ask if they are OK, and apologize for interrupting. Close door.
- After **10** minutes of searching and person not found call 911.
- If the missing person is found and no signs of medical or emergency concerns, escort the person to main desk area. Reunite them with the responsible party and complete all necessary reports
- If person is found and there is a health or safety concern, initiate emergency response plan and call 911.

### Facility Incident Commander or Designee Response

Make announcement over the intercom requesting information on the location of the missing student.

**"Your attention please. [State student's first and last name] report to the main office. Any staff member or student who knows the whereabouts of [repeat student's name] should contact the office at this time."**

- Call 911 if there is any suspicion that the student has left the Facility or is in danger.
- Initiate **Soft Lockdown** Procedures until the search of the Facility and grounds is complete.
- Initiate **Reverse Evacuation** Procedures if necessary.
- Locate and interview any witnesses who last saw the child.
- Be prepared to provide all details to the police at this time, including faxing or emailing a current photograph of the missing student to them.
- Provide the responding police officer with the following information on the missing student:
  - Student's full name
  - Gender
  - Grade
  - Last seen information (time, place, and person)
  - Physical/Clothing description
  - Home address
  - Home phone number
  - Current photograph
  - Parent contact information
  - Names of any siblings attending the same Facility
  - Any additional information about the student
- Call the missing student's parents to advise them of the situation involving their child.





# Palatine Park District

## Emergency Crisis Response Plan

### Facility Emergency Response Team

- Report to the Facility Incident Commander or Designee's to receive instructions on searching the Facility.
- Check classrooms, hallways, bathrooms, gym, offices, and the outside area of the campus.
- Contact the Facility Incident Commander or Designee when you have completed the sweep or receive any additional information on the missing student's location

### Staff Response

**Instructor should provide the Facility Incident Commander with the following details:**

- Name
- Gender
- Grade
- Last seen information (time, place, and person)
- Details of situation
- Physical description
- Clothing description
- Any other relevant details (i.e., names of participants who may have information)

### Lost Child / Found Child / Unaccompanied Child

When a child gets separated from their parents and lost, a quick response from concerned individuals is critical to a safe return to their family. It is very common for a child to get lost in a public place, so it is important that responsible employees are proactive in identifying a child who is without an accompanying adult.

- Be careful not to alarm the child;
- If the child is non-responsive or refuses to communicate with you, consider they may be suffering from a physical and/or intellectual disability and be unable to effectively respond;
- Try to gather information from the child.
- If the child knows their parent's cell phone number, try to call the number, or check to see if the child has a sticker or label somewhere with a cell phone number on it;
- If the child is alone in a public place like an outdoor event or athletic activity, ask the child if they have a meeting spot they decided upon with their family;
- Remain near the child and alert local authorities if a caregiver cannot be reached.
- **In general, it is best to not move away from the spot where the child was found and to stay with them until law enforcement arrives. However, it is appropriate if a designated reunification area or shelter area has been established for a special event or activity to go with the child to that location in case the parents are there.**



# Palatine Park District

## Emergency Crisis Response Plan

### Robbery

#### Robbery in a Facility

- Stay calm and make mental observations regarding physical description, voice, vehicle, clothing, height, weight, race, and other identifiable features.
- Obey the robber's commands, do not do any more or less.
- Give the robber the money or merchandise they demand.

#### When the Robber Leaves

- Call 911
- Inform them of your observations and explain what happened
- Secure the area for police
- Do not touch potential evidence
- Do not let anyone into the facility and do not let others leave until the police have questioned all witnesses
- Write out your observations and descriptions. Notes should help you remember details
- DO NOT DISCUSS details with anyone but the police. Specific details known only by robbers can be incriminating evidence at interrogation



#### After Contacting the Police

- Contact your supervisor and inform them of the robbery.
- The supervisor should contact the Risk Manager who should contact any necessary additional staff.



# Palatine Park District

## Emergency Crisis Response Plan

### SEVERE WEATHER

#### Purpose

The purpose of this annex is to ensure that there are procedures in place to assist staff/participants and visitors in the event of a severe weather.

- **Notification of Watch (Thunderstorm or Tornado Watch):** Continue normal activity but watch for threatening conditions and listen to radio for latest Weather Service warnings.
- **Notification of Warnings:** After emergency warning has been received inform the Facility Manager or supervisor in charge. Notify front desk. Take immediate action to direct participants and staff to go to a safe place. Follow the specific plan for your facility.
- **Lightning:** When lightning is observed, or thunder is audible, ALL outdoor activities should be suspended for a minimum of 30 minutes after the last sign of lightning or thunder.
- Monitoring weather patterns and severe weather alerts is especially important during the summer months when many Park District programs are being held outside. All employees, no matter their position, are charged with erring on the side of caution when making decisions of curtailing or canceling outdoor activities and events due to severe weather.
- In anticipation of severe weather, when available, weather alert radios should be monitored by staff members for the duration that a facility is open with updates reported to crisis team members as needed.
- If severe weather is imminent, children should not be released unless a parent or designated responsible adult is present to take them into their care.
- Do not send participant minors home until contact is made with the parents or guardians.

#### Thunderstorm

##### Lightning – Strike Guard Warning System

- The Strike Guard® Lightning Detection System provides early warning of lightning throughout our parks, pools, golf course and stables. The Strike Guard Early Warning System detects, and tracks lightning strikes and provides warning when strikes are within a 10-mile radius.
- When lightning strikes have been detected within the warning area, the park systems in that zone should provide warning. One long (15-seconds) siren should sound, and a strobe should flash on the unit. After the Strike Guard® System determines conditions are safe (30 minutes of no lightning), the siren should sound three (5-seconds) intermittent blasts and the strobe light should go off. It is then safe to resume activity in that area.
- Warning sirens and/or strobes are divided into two zones. One for active parks, and another for passive parks. Active parks should provide lightning detection from 7:00am to 11:00pm, and passive parks from 7:00am to 8:45pm.
- The Palatine Park District website has a link to the status page of the Strike Guard System. Strike Guard® status screens are updated every 1 - 4 minutes. The image below is an example of what the stats screen looks like.



# Palatine Park District

## Emergency Crisis Response Plan

### Active Parks (Detection From 7:00 am To 11:00 pm)

Birchwood Park  
Community Park  
Eagle Park  
Hamilton Park  
Palatine Hills Golf Course/Dutch Schultz Park

### Passive Parks (Detection From 7:00 am To 8:45 pm)

Birchwood South	Oak Park	Osage Park
Cardinal Park	Towne Square	Maple Park
Doug Lindbergh Park	Plum Grove Reservoir	Juniper Park
Falcon Park	Sycamore Park	
Finch Park	Willow Wood Park	

Be vigilant in monitoring threatening weather and err on the side of caution. Follow the shelter in place instructions below and the facility or activity specific plans in the event of the following:

- One long siren is heard
- Thunder is heard (regardless of siren) or lightning is seen (regardless of siren)
- The detection box strobe light is flashing when arriving at a park



Evacuation

### Facility Incident Commander or Designee Response


- Monitor NOAA weather stations, National Weather Service, Weather Channel, public radio, television, and any other weather broadcasts.
- Initiate Reverse **Evacuation** procedures if participants or staff members are located outside of the Facility.
- Make an announcement over the intercom system or other means of communication to close all windows, doors, and blinds or drapes.

### Facility Emergency Response Team

- Visually monitor weather conditions and provide updates to the Facility Incident Commander or Designee.
- Close all exterior doors.

### Staff Response

- Close all windows, doors, and blinds or drapes.
- Review **Shelter-In-Place** Procedures and the location of designated shelter areas with participants.
- Review **Drop, Cover, and Hold** Procedures with participants.
- Turn off all electrical devices and discontinue use of Facility shower facilities.



Drop Cover  
and Hold



Shelter In  
Place



# Palatine Park District

## Emergency Crisis Response Plan

### Tornado Watch and Warning

#### Tornado Watch

Conditions exist which may result in a tornado within the area outlined. This is the time to remind your staff of the weather safe area in the facility and to listen to the radio for further developments.

#### Facility Incident Commander or Designee Response

- Make an announcement that a tornado watch has been issued for the area and initiate **Reverse Evacuation** procedures.
- Direct staff members to review **Shelter-In-Place** and **Drop, Cover, and Hold** Procedures with participants.
- Direct staff to close windows and blinds if safe to do so.
- Monitor NOAA weather stations, National Weather Service, Weather Channel, or television.

#### Staff Response

- Close all exterior doors windows and blinds if safe to do so.
- Review **Shelter-In-Place** Procedures and the location of shelter areas with participants.
- Review Drop Cover and Hold Procedures with participants.



Shelter In Place

#### Tornado Warning

A tornado has been sighted or its presence detected on radar in the area outlined in the tornado watch. Warning should indicate where the tornado was discovered and the area through which it is issued. Immediate safety precautions should be taken. All staff and patrons should move to the designated safe haven and wait for the warning to expire.

- Monitor public radio and weather apps for announcements concerning weather conditions
- If a tornado watch is reported, visually monitor weather conditions and listen to radio announcements
- If a tornado warning is announced or a funnel cloud has been sighted in the immediate vicinity of the facility, the monitoring employee should notify the supervisor and staff.
- Crisis teams should initiate shelter in place procedures as well as the facility or activity specific plans

#### Facility Incident Commander or Designee Response

- Make an announcement that a tornado warning has been issued.
- If anyone is outside of the Facility, initiate the **Shelter-In-Place** procedures and have them move to the nearest interior shelter area.
- Initiate **Shelter-In-Place** procedures.
- Move participants, visitors and staff inside the Facility to interior designated shelter areas.
- Ensure that participants and visitors are prepared to assume **Drop, Cover, and Hold** positions.
- Activate the Facility Emergency Response Team.
- Announce "All Clear" over the intercom when the threat of severe weather has passed.



Drop Cover and Hold



# Palatine Park District

## Emergency Crisis Response Plan

### Facility Emergency Response Team

- Assist with the implementation of Reverse **Evacuation** and **Shelter-In-Place** procedures.
- Sweep bathrooms, hallways, and common areas for visitors, participants, and staff while in route to the shelter areas.
- Ensure that participants are prepared to assume **Drop, Cover, and Hold** positions.

### Staff Response

- Staff should bring their daily roster to take attendance and report any missing participants or visitors to the Facility Incident Commander or Designee.
- Ensure that participants and visitors are prepared to assume **Drop, Cover, and Hold** positions.
- If an emergency alert system warning siren has been activated or a tornado has been observed, move to a safe area and assume **Drop, Cover, and Hold** positions until the danger passes.
- Remain in the shelter area until an “All Clear” has been issued by the Facility Incident Commander or Designee.

### Flash Flood

#### Purpose

The purpose of this annex is to ensure that there are procedures in place to protect staff / participants, visitors, and Facility property in case of flood. Flooding occurring on, or near, the Facility grounds can result from severe rainstorms, water main breaks, rising river levels, plumbing problems, or roof leaks. If large scale flooding or flash floods occur on, or near, Facility grounds it can pose a significant danger to staff members, participants, and to the Facility structure itself.

Notification of flash flood potentials should be given via radio, weather apps, and television. Upon notification of severe flash flooding in the area the following should be considered:

- Monitor radio and television for up-to-date information on weather conditions.
- Equipment in low-lying areas should be moved to higher ground if safe to do so.
- Emergency equipment, such as sump pumps and emergency generators should be readied.
- Exposed electrical service should be cut.
- Prepare to initiate **Evacuation** procedures if deemed necessary.
- If flooding is already inside a Facility or approaching an occupied area, evacuate and call 911.
- In cases where there is insufficient time for notification, everyone should progress to the highest areas in the most rapid and orderly manner as possible. While moving from lower to higher areas, ensure that the group is held together by interlocking arms or attaching some sort of roping between individuals. Try not to travel as an individual unless personal flotation equipment is worn, or life-threatening condition is imminent.





# Palatine Park District

## Emergency Crisis Response Plan

### Facility Incident Commander or Designee Response

- Call 911 and describe the incident and exact location of occurrence and the action being taken.
- Activate the Facility Emergency Response Team.
- Initiate **Evacuation** or **Shelter-in-Place** procedures.
- Monitor the NOAA weather station, National Weather Service, Weather Channel, public radio, television and any other weather-related broadcasts.
- Contact the Executive Director's office and to advise of the situation discuss response options.
- The Executive Director should activate the District Incident Command System if necessary.
- Direct designated staff members to shut-off affected utilities, or any other utilities that may pose additional danger to participants or staff because of the flooding if safe to do so.
- Contact emergency response agencies to coordinate any early release of participants.
- Contact parents/guardians to advise them of the situation and the response option chosen.
- Contact designated transportation personnel to discuss response options and initiate an Emergency Transportation Response if necessary.

### Facility Emergency Response Team

- Assist with implementing **Off-campus Evacuation** or **Shelter-in-Place** procedures.

### Staff Response

- Avoid walking in the floodwater if possible, because of the potential dangers from hazardous materials in the water or electrical shock.
- Take daily class attendance rosters with you when leaving the classrooms.  
If **Shelter-in-Place** Procedures are initiated, remain in the designated shelter area and attendance should be taken by staff and stay until the Facility Incident Commander or Designee issues an "**All Clear**" announcement.
- If **Off-campus Evacuation** procedures are initiated, remain at the designated **Off-campus Evacuation** site and wait for further instructions.
- Attendance should be taken by staff at the **Off-campus Evacuation** site and any missing participants or visitors should be reported to the Facility Incident Commander or Designee.
- If **Off-campus Evacuation** is ordered, no one is allowed back into the Facility until the Facility Incident Commander or Designee issues an "**All Clear**" signal.





# Palatine Park District

## Emergency Crisis Response Plan

### Winter Storms

#### Purpose

The purpose of this annex is to ensure that there are procedures in place to assist staff, participants and visitors in the event of a winter storm. To ensure that the staff/participants/parents, visitors and the community are aware how this procedure should be communicated.

- **Winter Storm Watch** - winter weather conditions may affect the area
- **Winter Storm Warning** - hazardous winter weather conditions are threatening in the area
- **Blizzard** - severe snow storm characterized by strong winds and blowing snow that results in low visibility
- Prepare for dismissal of all activities at the discretion of the Executive Director.
- Stay inside if possible; If going out notify another individual of departure and expected time of return.
- Avoid overexertion, dress warmly in layers, including a hat and gloves and try to keep dry.
- Be prepared to initiate a response such as sheltering in place or responding to a utility failure.

#### Facility Incident Commander or Designee Response

- Monitor the NOAA weather station, National Weather Service, Weather Channel, public radio or TV.
- Continually monitor road and travel conditions in the area.
- Notify the Executive Director's office to discuss response options including emergency Facility closure.
- Call Parks and Planning to discuss options and to initiate the Emergency Snow Removal Plan.
- Call the designated transportation personnel to discuss options and initiate a Transportation Response.
- Activate the Facility Emergency Response Team.
- Contact local emergency response agencies and coordinate any early release of participants.
- Contact parents/guardians to advise them of the situation and the response option that was chosen.

#### Staff Response

- Be prepared to initiate **Shelter-In-Place** or Facility Emergency Closing Procedures.





# Palatine Park District

## Emergency Crisis Response Plan

### Sexual or Other Assault

#### Purpose

The purpose of this annex is to ensure that there are procedures in place to assist staff, participants and visitors in the event of a sexual or other assault. Sexual assault is any physical contact of a sexual nature without voluntary consent. Sexual assault can take place by anyone and anywhere. While associated with rape, sexual assault is much broader, and the specifics may vary according to social, political or legal definition. Anyone is a potential victim of sexual assault. In the event of assault call 911 and have the police dispatched to the facility.

#### Procedures

- Any staff member who discovers, or is advised of, a sexual assault incident occurring against a participant, visitor, or staff member should contact the Department Head or Designee to report it.
- Provide the police with a complete description of the offender, if known.
- Initiate **Soft Lockdown** procedures if necessary.
- The sexually assaulted victim should be brought to a designated area if safe to do so, by the person who initially learned of the incident.
- The Facility manager or designee should respond to the victim to provide emergency medical treatment and emotional support. They should remain with the victim until the police officers and paramedics arrive.
- When the victim is taken to the hospital, a Facility administrator or other designee should be assigned by the Incident Commander to accompany the victim to the hospital.
- Facility personnel should not discuss the incident with the victim in any way.
- If the victim is a child, the Facility Incident Commander or Designee should notify the student's parents of the incident and the name of the hospital where their child was transported.





# Palatine Park District

## Emergency Crisis Response Plan

### Special Events

#### Purpose

The purpose of this annex is to ensure that there are procedures in place to assist staff/participants and visitors in a special event emergency. Special events hold difficulties because events are held in a variety of locations and weather conditions. Things that should be considered are:

- Security (traffic control, parking, exit procedures, alarm/warning system)
- Site Survey and Inspection (entrance/exit, terrain, aisle/walkways, electrical service)
- Medical Assistance (ambulance access, first aid, accident forms)
- Information Services (staff/volunteer orientation, signage, PA system, lost & found, staff communication)
- Equipment (inventory, rental contracts, electrical cords, seating/bleachers)
- Logistics (crowd/admissions control, cash control, keys, cancellation policy)

#### Field Trips

Because it is common for classes to take field trips, it is important to have documentation in proper order in case of an emergency. The field trip supervisor must be certain to have the detailed itinerary, the bus company contact information, the daily class roster, the list of chaperones, the list of any medical needs for participants or staff, and a cell phone programmed with the Facility phone number. In turn, the Facility must have a detailed itinerary including times, locations, and phone numbers of the field trip stops and/or destination. The Facility should also have a list of all the participants, staff, and chaperones attending the trip and the bus company contact information, as well as the field trip supervisor's cell phone number.

The field trip supervisor must account for all participants on the trip. If the class returns to Facility outside the regular Facility day schedule, the field trip supervisor should make sure that all participants have a ride home after the trip. There should be no reason why a student is left alone at the Facility or pick up location.

In the unfortunate event that an emergency occurs on the field trip, the supervisor should call the appropriate authorities and call the Facility Incident Commander or Designee. The Facility Incident Commander or Designee should notify the superintendent and explain the situation. If necessary, the Facility Incident Commander or Designee should call the parents/guardians of the participants that are on the field trip.



# Palatine Park District

## Emergency Crisis Response Plan

### After Hours Facility Events

Because it very common for facilities to have numerous events after hours, it is important that there is a strong structure in effect to deal with an emergency or crisis after Facility hours. The following procedures should to be followed:

- The Facility Incident Commander or Designee should be notified in case any emergency or crisis happens after hours and call 911 if the emergency or crisis warrants it.
- The Facility Incident Commander or Designee may activate the Facility Emergency Response Team to help with the emergency or crisis, if the situation warrants it.
- The Facility Emergency Response Team should report to the incident location or other location given by the Facility Incident Commander or Designee.
- The Facility Incident Commander or Designee should make an announcement over the intercom system or other means of communication to initiate **Evacuation, Shelter-In-Place, Lockdown Hard or Soft, Reverse Evacuation, or Drop, Cover, and Hold** procedures depending on the severity of the incident to all Facility occupants or people outside.
- If necessary, the Facility Incident Commander or Designee should instruct the Facility occupants or people outside, where the **Shelter-In-Place, Evacuation, Reverse Evacuation, and Lockdown** areas are in the Facility or off campus.
- If necessary, the Facility Incident Commander or Designee should instruct the Facility occupants or people outside how and where to conduct **Drop, Cover, and Hold** procedures.
- If evacuated, the Facility Emergency Response Team should sweep bathrooms, hallways, and common areas for participants, visitors, and staff while exiting the Facility if safe to do so.
- A designated staff member should meet with responding law enforcement personnel, update them on the situation, and provide them with the Facility Administrator Go Kit, if the emergency or crisis warrants.
- If **Shelter-In-Place** is initiated, all persons should remain in the safe areas until the Facility Incident Commander or Designee or local emergency responder declares that it is safe to leave. All clear should be called by the Facility Incident Commander or Designee.
- If evacuated, all persons should remain at the **Evacuation** site location until the All Clear is called by the Facility Incident Commander or Designee.





# Palatine Park District

## Emergency Crisis Response Plan

### Structural Failure

#### Purpose

Structural failure of a Facility may result from an earthquake, ground settling, heavy snow and ice accumulation on roofs, broken water or sewer lines, and faulty construction. The structural failures may be catastrophic with a sudden collapse severely injuring the building occupants. Some structural failures may cause large cracks in walls or foundations, flooding, and loss of utilities, which present a hazard to the safety of participants, visitors and staff.

#### Facility Incident Commander or Designee Response

- Call 911 and advise them that there is a significant structural failure.
- Provide all the details of the incident including cause or nature of the failure, the exact location of occurrence and amount of people injured, if known.
- Upon the first indication of a structural failure, Implement the **Drop, Cover, and Hold** Procedure if safe to do so.
- Determine if **Evacuation** or **Off-campus Evacuation** Procedures should be activated.
- Use the intercom or other means available communication to initiate **Evacuation** or **Off-campus Evacuation** Procedures.
- Notify the Director's office of the situation.
- Activate the Facility Emergency Response Team.
- Direct a designated staff member to shut-off the gas, electricity and water supply to the area if safe to do so.
- If **Off-campus Evacuation** Procedures are initiated, contact the designated transportation personnel to initiate an Emergency Transportation Response.
- Consult with qualified Facility officials and Emergency Services to determine if the Facility is safe to re-enter.
- When it is safe to re-enter the Facility, announce the "All Clear" signal.

#### Facility Emergency Response Team

- Assist with implementing the **Evacuation** or **Shelter-In-Place** procedures.
- Check all elevators for participants and staff who may be trapped due to a power outage.
- Prior to exiting the Facility, or moving to a shelter area, sweep all bathrooms, hallways, stairwells and common areas for any participants or staff members who may need assistance.
- Notify the Facility Incident Commander or Designee where any injured or trapped participants are located.
- If **Evacuation** is necessary, make sure the participants and staff proceed directly to the designated assembly area and stay as far away as possible from the Facility.

Evacuation

Drop Cover  
and Hold

Shelter In  
Place



# Palatine Park District

## Emergency Crisis Response Plan

### Staff Response

- Turn off any equipment that may produce a spark or a flame if safe to do so
- Follow **Evacuation** Procedures and stay at least 500 feet from the Facility.
- Be prepared to follow an alternate **Evacuation** route if primary route is blocked.
- Take daily roster with you to the designated assembly or campus **Evacuation** site.
- Bring your emergency backpack with you.
- If **Evacuation** is ordered, take attendance at the designated assembly area and report any missing participants or visitors to the Facility Incident Commander or Designee.
- If **Off-campus Evacuation** is ordered, take attendance at the **Off-campus Evacuation** site and report missing or injured participants to the Facility Incident Commander or Designee.
- Remain at the designated assembly area or the **Off-campus Evacuation** site and wait for instructions.
- After being evacuated, no one may re-enter the Facility until the Facility Incident Commander or Designee announces the "All Clear" signal.





# Palatine Park District

## Emergency Crisis Response Plan

### Suicidal Behavior

#### Purpose

Take all threats of suicide seriously. Do not leave the student alone. Suicidal threats, gestures, and talk are to be treated on a case-by-case basis. The following procedures are guidelines to follow should anyone threaten or attempt to commit suicide.

#### Facility Incident Commander or Designee Response

- Call 911
- Notify the director's office of the incident and provide any updates as necessary.
- Notify the parents of the student about the incident and request that they come to the Facility, or to the hospital, as soon as possible.
- If no life-threatening injuries exist, the decision to transport the suicidal individual to a hospital should be made by emergency medical personnel on the scene, and the student's parents.
- If the individual makes any statements indicating a threat to himself/herself or to others while in the presence of any employee from the police or fire department, the individual should be taken to the hospital by ambulance.

#### Facility Emergency Response Team

- When activated, report to the Facility Incident Commander or Designee for assignment.

#### Staff Response

- If information is received about a suicidal student, the Facility Incident Commander or Designee should be notified.
- Emergency medical attention should be given by a trained staff member, or by emergency medical first responders on the scene, if physical injury has occurred.





# Palatine Park District

## Emergency Crisis Response Plan

### Suspicious Mail or Packages

#### Purpose

A suspicious package is a package or envelope found or received normally by mail or courier or delivered in person, which arouses the suspicion of the receiver because of some indicator or indicators. It may or may not be preceded by a letter or telephone threat or warning. It may simply be poorly addressed, or it may be a hoax. The likelihood of receiving a package or letter containing suspicious substance is remote, however it is important for staff to be aware of the characteristics that are common to a suspicious package/letter and the procedures to be followed.

- Call 911.
- Do not shake or empty the contents of any suspicious envelope or package.
- LEAVE the room and CLOSE the door, or section off the area to prevent others from entering.
- Contact your supervisor or the Risk Manager.
- List all people who were in the area, especially those in contact with the unidentified substance
- DO NOT try to clean up the unidentified substance, or material. Cover the spilled contents.
- WASH hands with soap and water and take any other action necessary to prevent spreading any unidentified powder, substance, or material to the rest of your body.
- REMOVE contaminated clothing and place in a plastic bag or sealed container.
- Shower with soap and water if you have had contact with the unidentified substance.
- If the employee wishes to consult a physician, it is as any other worker's compensation situation.
- Gloves and/or masks should be provided for any Palatine Park District employee who wishes to wear them in handling mail and/or packages.

#### Indicators of A Suspicious Letter or Package

- No return address
- All seams are sealed with tape or has excessive tape
- Badly typed or written with misspelled words
- Addressed to title only or to incorrect title
- Oily stains, discolorations, or crystallization on wrapper
- Strange odor, rigid or bulky, lopsided or uneven



#### Facility Incident Commander or Designee Response

- Call 911 and provide any known details of the incident including the exact location, the amount of people affected, and a description of the letter or package.
- Contact the US Postal Inspectors and advise them of the incident.
- Announce **Evacuation** or **Soft Lockdown** Procedures.





# Palatine Park District

## Emergency Crisis Response Plan

### Facility Emergency Response Team

- Assist with isolation of the contaminated areas or **Evacuation** if necessary.
- Report to the Facility Incident Commander or Designee for further instructions.

### Staff Response Procedures

If you believe you may have received a suspicious letter or package:

- Contact and advise the Facility Incident Commander or Designee.
- Don't touch or move the item if you believe it to be suspicious.
- If you have already picked up the item or have opened it, handle with care.
- Don't open, smell, touch or taste anything contained inside of the package.
- Set the item down. Don't shake, squeeze or bump it.
- If possible, place the item in a plastic bag or enclosed container, seal and isolate it.
- Evacuate the immediate area and prevent anyone from re-entering.
- If you believe you have been contaminated, wash the areas with soap and warm water.
- Remove all contaminated clothing items and seal in a plastic bag if available.
- Isolate yourself from non-contaminated staff or participants until you can be decontaminated by emergency response personnel.





# Palatine Park District

## Emergency Crisis Response Plan

### Terrorism

#### Purpose

The purpose of this annex is to ensure that there are procedures in place to protect staff / participants / visitors and Facility property in the event of a terrorist threat. Facility administrators should be notified of terrorist threats through either of the following means:

- A national Terrorism Advisory System (NTAS) alert from United States Department of Homeland Security.
- Directly from Law Enforcement or Homeland security official.

There are two terrorism threat levels United States which are elevated and imminent. An “imminent threat” warns of a credible, specific and impending terrorist threat against the United States. An “elevated threat” warns of a credible terrorist threat against the United States.

Facilities should pre-determine designated officials who should coordinate with appropriate public safety/homeland security officials in the event of a terrorist threat.

In the event of an Imminent Threat, the Federal Bureau of Investigation (FBI), local law enforcement and fire officials, should confer on the situation. Designated Facility officials should work with the FBI, Local law enforcement and fire officials and agree to open or close facilities.

#### Administrative Response

When there is an imminent threat against a Facility or its immediate area, take the following actions.

- The Executive Director should contact the administration and staff
- If an alert is issued before or after Facility hours, normal Facility operations should cease, and should remain closed until advised to reopen. All Facility activities and events scheduled should be cancelled until further notice.
- If the alert is issued during Facility hours, Facilities should be secured and remain open until regular dismissal time, unless otherwise advised. Participants should be sent home by normal transportation means or released by parents pursuant to Facility policy.
- A designated Facility official should coordinate crisis counseling for participants, staff, and parents.
- The designated Facility official should activate the Communications and Marketing Manager (PIO) who should coordinate with the public safety officials to determine the appropriate message to the staff, participants, media, parents, and the community.
- The designated Facility officials should coordinate with appropriate public safety officials to determine what level of Lockdown or other procedures are appropriate for the situation. Family Reunification procedures should be followed to coordinate release of participants.



# Palatine Park District

## Emergency Crisis Response Plan

### Utility Failure

#### Purpose

Utility failure is the loss or interruption of electric power, natural gas, water or sewage services to the Facility. The most common utility failure results from power outages throughout the year. In certain situations, participants may need to be relocated until the power is restored.

During any utility failure, assigned members of the crisis teams must initiate the proper response procedures outlined in their facility-specific action plans. The action plans should include information pertinent and specific to that facility. All utility failure action plans should also include the following basic actions:

- Take steps to calm all participants and proceed with quiet activities.
- If power failure is just in your Facility, contact immediate supervisor and then call parents of young participants. Send adult participants home.
- If power failure is area wide contact parents of participants. Send adult participants home.
- If gas or burning odor is detected, evacuate the Facility and call 911, Northern Illinois Gas, and Commonwealth Edison.
- The supervisor on duty or the Facilities Manager should contact the Superintendent of Parks and Planning and the local utility company to assess the outage and estimate time until the utility is restored;
- The Superintendent of Facilities should coordinate with the Crisis Team Leader and Communication and Marketing Manager about announcements regarding change in programs.
- Any minors should be monitored in the lobby or other designated area until they are picked up.
- If power is not restored within 60 minutes, or it cannot be determined that restoration of power is likely, the Facility must be evacuated and closed.
- A staff person should remain at the Facility until power has been restored or until it is determined acceptable to leave the Facility closed until the next business day.

#### Facility Incident Commander or Designee Response

- If necessary, call 911 and provide the name of the Facility and describe the emergency.
- Activate the Facility Emergency Response Team.
- Decide to initiate **Shelter-In-Place**, **Evacuation**, or **Off-campus Evacuation** Procedures.
- Use the intercom or other means of communication available to initiate **Shelter-In-Place**, **Evacuation**, or **Off-campus Evacuation** Procedures.
- In a power outage, advise the designated staff member to activate the backup power supply and emergency lighting system, if available.
- In the event of a flood caused by a water main break, advise the designated staff member to shut off the water supply and the electricity in the immediate area of the flood.
- Contact the local utility company to report the incident and/or determine the anticipated duration of the outage.



Evacuation



Shelter In  
Place



# Palatine Park District

## Emergency Crisis Response Plan

- Decide whether to dismiss the participants or to evacuate participants to an **Off-campus** designated **Evacuation** Site.
- If Emergency Closing is initiated:
  - Contact emergency responders to coordinate the dismissal.
  - Notify transportation personnel and activate an Emergency Transportation Response.
  - Contact parents/guardians to advise them of the Emergency Closing.
  - Refer the media to your Communications and Marketing Manager.

### Facility Emergency Response Team

- Report to the Facility Incident Commander or Designee's office for further instructions
- Check all Facility elevators for participants and staff who may be trapped due to a power outage.
- Prior to exiting the Facility or moving to a shelter area, sweep all bathrooms, hallways, stairwells and common areas for any participants, visitors or staff members who may need assistance.
- No one is allowed to re-enter the Facility until emergency personnel or Facility officials have deemed the Facility safe to re-enter and the Facility Incident Commander or Designee has issued an "All Clear" signal.

### Staff Response

- If **Evacuation** becomes necessary, follow **Evacuation** or **Off-campus Evacuation** procedures.
- Be prepared to follow an alternate **Evacuation** route if primary route is blocked.
- If **Shelter-In-Place** becomes necessary, follow the **Shelter-In-Place** procedures.
- If **Evacuation**, **Off-campus Evacuation** or **Shelter-In-Place** becomes necessary, take daily attendance roster with you.
- Take attendance at the designated assembly area or **Off-campus Evacuation** site, or shelter area and report missing participants to the Facility Incident Commander or Designee.
- Remain at the designated assembly area, **Off-campus Evacuation** site, or shelter area until the Facility Incident Commander or Designee issues an "All Clear" Signal.





# Palatine Park District

## Emergency Crisis Response Plan

### Natural Gas in the Facility:

#### Facility Incident Commander or Designee Response

- Announce that **Evacuation** Procedures have been initiated due to a natural gas release.
- Additionally, announce that the use of any equipment in the Facility that is designed to produce a spark or flame is strictly prohibited.
- Call 911 and provide details about the circumstances and the exact location of the incident.
- Direct the designated staff member to shut-off the natural gas supply if safe to do so.
- After the **Evacuation** announcement is given, instruct the designated staff member to turn off the electricity if safe to do so.
- Direct the designated staff member to call the gas company's emergency number and report the incident.
- Contact the designated transportation personnel to initiate an Emergency Transportation Response.
- Activate the Facility Emergency Response Team.
- Notify the Executive Director's office of the situation.

#### Facility Emergency Response Team

- If **Evacuation** procedures are initiated, sweep bathroom, hallways, and common areas for participants, visitors, and staff while exiting the Facility.
- Be prepared to move participants and visitors if an **Off-campus Evacuation** is ordered

#### Staff Response

- Turn off any equipment that may produce a spark or a flame if safe to do so.
- Follow **Evacuation** Procedures. Be prepared to take an alternate **Evacuation** route if necessary.
- Take your daily roster with you and bring the Emergency Backpack.
- After evacuating the Facility, take attendance at the designated assembly area and report missing participants or visitors to the Facility Incident Commander or Designee.
- Remain at the designated assembly area location until the "**All Clear**" is called or further instructions are given.
- Be prepared to move participants and visitors if an **Off-campus Evacuation** is ordered.





# Palatine Park District

## Emergency Crisis Response Plan

### Natural Gas Outside the Facility:

#### Facility Incident Commander or Designee Response

- Initiate **Soft-Lockdown** Procedures, if necessary.
- Direct staff members to close all windows and exterior doors.
- Direct staff members to turn off any equipment that may produce a spark or flame.
- Call 911 and provide details about the circumstances and the exact location of the incident.
- Direct the designated staff member to call the gas company's emergency number and report the incident.
- Direct the designated staff member to turn off the ventilation systems that draw outside air into the Facility if safe to do so.
- Initiate **Soft-Lockdown** or **Evacuation** Procedures.
- Activate the Facility Emergency Response Team.



#### Facility Emergency Response Team

- Close all exterior doors and windows.
- If necessary, to evacuate, sweep bathrooms, hallways, and common areas for participants, visitors, and staff while exiting the Facility.
- Seal shelter doors, windows, and vents with duct tape and plastic sheeting.
- Take visitor's logbook to the designated shelter area or designated assembly area.

#### Staff Response

- Close all exterior doors and windows.
- Turn off any equipment that may produce a spark or a flame if safe to do so
- Follow **Soft-Lockdown** or **Evacuation** procedures depending on the circumstance
- Take daily class attendance roster with you.



#### Water Leaks or Outages

- Assigned staff should locate the water shutoff and turn off the water supply if they have been trained and it is safe to do so.
- The Facility should remain closed until the leak can be stopped and service restored.

#### If A Water Outage Occurs

- All bathrooms and locker rooms should be closed, and signs posted on doors.
- All program activities and facility operations should stop.
- If water is not restored within 60 minutes, or it cannot be determined that restoration of water is likely, the Facility must be evacuated and closed.
- A staff person should remain at the Facility until water has been restored or until it is determined safe to leave the Facility closed until the next business day.



# Palatine Park District

## Emergency Crisis Response Plan

### Violent Participant or Staff

In case of a violent participant or staff person call the police. Do not try to break up a fight or put yourself between persons in a fight. After you have called the police, contact your supervisor and inform them of the incident. The supervisor should contact the Risk Manager and any additional supervisory staff necessary.





# Palatine Park District

## Emergency Crisis Response Plan

### Weapons

#### Purpose

The purpose of this annex is to ensure that there are procedures in place to assist staff, participants and visitors in the event of weapon was on Facility property.

#### Facility Incident Commander or Designee Response

- Call the 911 if there is the report of a weapon on campus.
- Inform the Executive Director of the situation.
- Ask another Facility personnel member and a law enforcement officer to assist in questioning the suspected participants or staff member.
- When conducting a search for a weapon, a law enforcement officer needs to be present.
- If the weapon is in a locker or in a backpack, prevent the suspect from accessing that area.
- Be prepared to initiate a **Hard Lockdown** or **Soft Lockdown**.
- Separate the suspect in a private office away from participants and staff.
- Separate student, visitor or staff members from the weapon if possible.
- Document all activities related to a weapons incident according to the requirements of the district.
- If suspect is a student, notify parent/guardian according to the park district policy.



#### Facility Emergency Response Team

- Follow **Hard Lockdown** procedures if initiated.
- If **Soft Lockdown** is initiated report to the Facility Incident Commander or Designee's office for further instructions or assignments.

#### Staff Response

Notify the office if you are aware of a weapon brought to Facility and relay the following information. The main office should notify the Facility Incident Commander or Designee of the situation.

- Name of person suspected bringing the weapon.
- Description and location of the weapon(s).
- Whether the suspect has threatened anyone.
- Any other details that may prevent the suspect from hurting someone or himself/herself.

If an instructor suspects that a weapon is in the classroom, use the following procedures:

- Stay clam
- Do not call attention to the weapon.
- Notify the Facility Incident Commander or Designee.
- Notify the neighboring staff.
- Do not leave your classroom.
- If suspect threatens you with a weapon, do not try to disarm him/her and follow the hostage procedures.





# Palatine Park District

## Emergency Crisis Response Plan

# Section 4

## Emergency Response Procedures





# Palatine Park District

## Emergency Crisis Response Plan

### SECTION 4 – EMERGENCY RESPONSE PROCEDURES

#### Purpose

The purpose of this annex is to ensure that there are procedures in place to assist staff, participants and visitors in the event of an emergency. Each emergency is unique; therefore, the steps you should take in response to these situations may vary, just as the order of the steps may vary.

The following emergency response procedures have been established and outlined to provide instruction and guidance to Park District employees and program participants during an emergency event. The need for readiness increases as public emergencies become a more frequent and severe reality in our daily lives. It is highly encouraged that all employees take the time to review their work area and consider how this policy plays into their everyday activities. Ample preparation with co-workers can dramatically improve reaction time, potentially minimizing the total loss outcomes.

Emergencies can have either short-term or long-term effect on the District's operations and ability to conduct business. If an emergency incapacitates a facility for the short term, the best and only response may be to suspend all activities at that facility. If the shutdown of a facility appears to be long term, arrangements for alternate locations should be made. Many of the District's recreational programming can be conducted in any multipurpose facility. These facilities may include local schools and churches. Temporary facilities may also include rented structures such as trailers to accommodate District Services and protective covering for outdoor structures. Mitigation expenditures should be coordinated through MRMA with business interruption coverage.

The Finance Department should establish expense and loss revenue tracking procedures. In the event of an emergency, the Facility Manager or his/her designee should be the "person in charge" and responsible for implementation of any emergency plans.

#### EMPLOYEE TRAINING AND EXERCISING THE PLAN

Members of the Crisis Team should conduct an annual simulated press conference to role-play potential crisis response. Fictional scenarios should be developed, having the spokesperson answer difficult questions the media may ask pertaining to a crisis. Employees should be instructed at orientation and annually about statements of admissions and what their role is when dealing with a crisis.

The front desk / customer service team at the facility entrance are the most important people when an active shooter / hostile intruder enters the Facility. Train them well. Seconds Save Lives.

The Palatine Park District understands the importance of training, drills, table top, and full-scale exercises in maintaining and planning for an incident. To ensure that district personnel and community emergency responders are aware of their duties and responsibilities under the plan and the most current procedures, following training, drill, and exercise actions may occur. Facility officials should coordinate training efforts with guidance from first responders from their community and



# Palatine Park District

## Emergency Crisis Response Plan

specialized experts in their field. Basic training and refresher training sessions should be conducted as needed, in coordination with local fire, law enforcement, emergency management managers, and specialized experts in their field.

- Hazard, incident and security awareness training
- Orientation to the ECRP.
- First-Aid and CPR for staff that require certifications.
- Team training to address specific incident response or recovery activities such as family reunification.
- FEMA courses 700a and 100SCa to be taken, with documentation, by staff required to manage an emergency and or disaster. Both courses are available online at FEMA's Emergency Management Institute web site.
- Behavioral Threat Assessment to be taken with documentation, by designated staff/faculty and administrators. This course is offered by the State of Illinois.

Drills and exercise should be conducted as needed. Records of the training provided including date(s), type of training, and participant roster should be maintained in hard copy and/or an electronic version at the district office and/or some safe and readily available place. Approved parent and community members may also be incorporated into larger training effort when possible.

All the Palatine Park District staff members are encouraged to develop personal and family emergency plans. Each family should anticipate that a staff member may be required to remain at Facility following a catastrophic event. Knowing that the family is prepared and can handle the situation should enable Facility staff to their jobs more effectively.



# Palatine Park District

## Emergency Crisis Response Plan



### Drop, Cover, and Hold

#### Purpose

The purpose of this annex is to ensure that there are procedures in place to assist staff/participants and visitors if the Facility should have to initiate **Drop, Cover, and Hold** Procedures. **Drop, Cover, and Hold** procedures are used when an incident occurs with little or no warning. This action is taken to protect participants and staff from flying or falling debris from explosions, structural failures, severe weather, or earthquake. Participants and staff members need to initiate these procedures rapidly to prevent injury.

- Instruct everyone to move away from glass windows or display cases and heavy objects.
- Instruct staff and visitors to drop down to their knees, duck under a desk or table, cover their head with their hands and arms, and remain in that position until further advised.
- Take attendance and prepare to report absences or injured staff or visitors to the designated staff member.
- If **outside** of the Facility and unable to move to a safe shelter area, to drop to the ground, place their head between their knees, and cover their head with their arms and hands. Stay away from power lines, trees, and non-secure structures or facilities.

#### Facility Incident Commander or Designee Response

- Initiate **Drop, Cover, and Hold** Procedures using the intercom or other alternate method.
- Instruct participants and visitors to drop down to their knees, duck under a desk or table, cover their head with their hands and arms and to hold in that position until further advised.
- Instruct everyone to move away from windows, glass display cases or doors with glass panes and heavy objects.
- Activate the Facility Incident Command Team.
- If indicated and if it is safe to do so, initiate **Evacuation** Procedures if it is safer outside the Facility than inside the Facility.

#### Staff Response

- Instruct everyone to move away from windows, glass display cases, doors with glass panes, and heavy objects.
- Instruct participants and visitors to drop down to their knees, duck under a desk or table, cover their heads with their hands and arms and to hold in that position until further advised.
- Prepare to account for participants and report any missing participants to the Facility Incident Commander or Designee.
- If outside of the Facility and unable to move to a safe shelter area, instruct participants to drop to the ground, place their head between their knees and cover their head with their arms and hands.
- Efforts should be made to stay away from power lines, trees and non-secure structures or facilities.



# Palatine Park District

## Emergency Crisis Response Plan



### Evacuation

#### Purpose

An **Evacuation** may be necessary when it is determined that it is safer outside of the Facility than inside of the Facility. In situations where weather is inclement, or participants and staff should be required to evacuate for an extended period, an **Off-campus Evacuation** should be initiated in place of an on-campus **Evacuation**. These conditions may be due to a fire, an explosion, a hazardous material release within the Facility, or some type of structural failure in the Facility.

#### Facility Incident Commander or Designee Response

- Call 911, provide the name and address of the Facility, describe the emergency, and advise them that the Facility is being evacuated.
- Make an announcement over the intercom system or alternate method of communication: **“Your attention please. We need to initiate an Evacuation of the Facility because of an emergency. Staff are to take participants and visitors to the designated assembly area (and name this location). Staff should take the class roster and the Emergency classroom Go Bag.”**
- Notify the Executive Director who should activate the Park District Incident Command system.
- Activate the Facility Emergency Response Team.
- Direct the designated staff member to meet with responding law enforcement and/or fire personnel to update them on the situation and provide them with the Administrative “Go Kit.”
- If necessary, order an **Off-campus Evacuation**. Notify any other agencies who may serve as **Off-campus Evacuation** sites that their site may be needed.
- When the situation is determined to be safe, announce the “All Clear” and provide further instruction for staff. If re-entry is not safe, work with district staff and emergency responders to coordinate safe student departures from the parking lot and assist with reunification procedures.

#### Facility Emergency Response Team

- Sweep bathrooms, hallways, and common areas for participants and staff while exiting the Facility.
- Assist staff with the **Evacuation** of participants, staff and visitors from the Facility.
- Be prepared to move participants and staff if an **Off-campus Evacuation** is ordered.
- No one re-enters before the Facility Incident Commander or Designee issues an “All Clear.”

#### Staff Response

- Instruct participants and visitors to evacuate the Facility in a calm and organized manner.
- Use designated **Evacuation** routes and proceed directly to the on-campus assembly area.
- Follow alternate **Evacuation** routes if primary **Evacuation** routes are blocked.
- Take your daily roster and your emergency Go Bag with you to the designated assembly area.
- Take attendance at the designated assembly area and prepare to report any missing or absent participants.
- Be prepared to move participants and visitors if an **Off-campus Evacuation** is ordered.
- Remain at the assembly area until the “All Clear” signal is called by the Facility Incident Commander or Designee indicating that it safe to return to the Facility.



# Palatine Park District

## Emergency Crisis Response Plan

### Special Needs Evacuation Procedures

#### Staff Response

- When possible, standard **Evacuation** Procedures should be followed.
- Many individuals with physical or mental disabilities may require additional assistance from staff members, visitors or other participants in the event of an emergency.
- Designated personnel or student volunteers should be assigned to assist disabled participants, visitors and staff members who may require additional assistance during an emergency.
- When an announcement is made to initiate **Evacuation** or **Shelter-In-Place** Procedures, it is important to determine the exact nature of the emergency and respond accordingly.
- Elevators are generally not to be considered as an **Evacuation** option unless clearance from the Facility Incident Commander or Designee is given.
- Individuals who walk with assistive devices may need additional assistance during an emergency. Ask the disabled individual what the best method is to provide assistance for him/her.
- Individuals who are blind or visually impaired may have to depend on others or their guide dogs to lead them to safety during an emergency. Ask the impaired individual how you can best aid him/her.
- Wheelchair users, who are on the main level of a Facility and can exit directly to the outdoors, should do so as quickly as possible. Those individuals who are not located on the main floor should need additional assistance in getting to the main level. Ask the individual what the best method is to provide assistance for him/her, or they should go to an area of refuge.
- Individuals who are hearing impaired need to be advised of the nature of the emergency. Written communication or sign language is the best methods to use in these situations.
- In general, these individuals must not be carried, except in an extreme emergency, due to risk of potential injury. The disabled individual should know best how he or she should be carried or assisted and can direct others accordingly.
- If a person with a disability is unable to get out of a Facility, he/she should go to the marked areas of refuge and should notify the proper authorities of his/her location
- Prior to an emergency, individuals with disabilities should attempt to identify participants, visitors and staff members in their rooms who may be able to help them if necessary.



# Palatine Park District

## Emergency Crisis Response Plan

### Off-campus Evacuation Procedures

#### Purpose

The **Off-campus Evacuation** Procedure is used when circumstances require off-site **Evacuation** and relocation of participants and staff to a remote site. During emergencies, parents, relatives and friends often rush to the Facility incident site to check on the safety of participants, visitors and staff. This could cause blockage of streets and the large number of people can severely hamper response actions by emergency agencies. The most effective way to prevent this chaos is to work closely with the police department in coordinating traffic and the flow of information.

#### Facility Incident Commander or Designee Response

- Call the Executive Director's office if an **Off-campus Evacuation** is being considered.
- If **Evacuation** by bus is possible, the designated Transportation personnel should coordinate with the transportation department.
- Request the local Police Department to provide security at the designated **Evacuation** site.
- Request the local Police Department to aid in controlling and routing traffic.
- Move participants, participants and staff to the designated **Off-campus Evacuation** site.
- When the situation is determined to be safe, announce the "All Clear" and provide further instructions for the staff. If re-entry is not safe, work with the District staff and local emergency responders to conduct a safe departure from the parking lot and assist with reunification procedures.

#### Facility Emergency Response Team

- Sweep bathrooms and common areas for participants, visitors and staff while exiting the Facility.
- No one re-enters the Facility before the Incident Commander issues an "All Clear."

#### Staff Response

- Be prepared to move participants to the designated **Off-campus Evacuation** site.
- As advised, use designated **Evacuation** routes and proceed directly to the designated **Off-campus Evacuation** site.
- If the primary **Evacuation** routes are blocked, follow alternate **Evacuation** routes.
- Take attendance at the designated **Off-campus Evacuation** site, and be prepared to report any missing, injured, or absent participants, visitors and staff to the Facility Incident Commander or Designee and local emergency responders.
- Take your emergency backpack with you to the designated **Off-campus Evacuation** site.
- Remain at the designated **Off-campus Evacuation** site until "All Clear" is announced. Follow all additional instructions from the Facility Incident Commander or Designee and local emergency responders.



# Palatine Park District

## Emergency Crisis Response Plan

### Reverse Evacuation Procedures

Reverse evacuation procedures are implemented when conditions inside the building are safer than outside. **Reverse Evacuation** procedures are often implemented in combination with other procedures (e.g. lockdown, shelter-in-place) in order to ensure the safety of students and staff who are outside the BUILDING.

### Facility Incident Commander or Designee Response

- Initiate the **Reverse Evacuation** Procedures using the intercom or other alternate methods of communication.
- Activate the District Incident Command System, if necessary.
- Activate the Facility Emergency Response Team.
- Verify that the **Reverse Evacuation** has been completed, and then initiate **Soft Lockdown** Procedures or **Shelter-In-Place** Procedures if needed.
- Notify the transportation personnel of the initiation of the **Reverse Evacuation** Procedures.
- Request that transportation personnel stop all scheduled arrival and departure of buses containing participants and staff members until the All Clear signal is given.

### Facility Emergency Response Team

- Follow **Reverse Evacuation** Procedures.
- Visually sweep the exterior of the Facility and Facility grounds area for participants and staff.
- Assist with moving participants, visitors and staff into designated shelter areas or classrooms.
- Assist with **Soft Lockdown** or **Shelter-In-Place** Procedures when initiated

### Staff Response

- Participants, visitors and staff who are outside should move inside the Facility using the closest entrance and continue to a designated shelter area or room.
- Staff should take attendance and report any missing or absent participants and visitors to the Facility Incident Commander or Designee.
- Follow **Soft Lockdown** or **Shelter-In-Place** Procedures if initiated.
- No participants, staff, or visitors are allowed out of the Facility until an All Clear has been given.



# Palatine Park District

## Emergency Crisis Response Plan

### Facility Emergency Closing

As a matter of courtesy, the Administration from the Palatine Park District and Elementary Facilities in the area often confer when inclement weather threatens the area. Ideally, when conditions and circumstances allow, the Facilities are able to implement the same Facility opening or closing decision.

The most critical factor should be customer and staff safety. While opinions differ on how best to achieve this, we try to make a prudent decision that balances the relative benefits and risks in a sensible manner.

### Variables Affecting the Decision

Several variables affect the decision. Determining whether to close Facilities is based upon an analysis of many factors, including:

- Weather forecasts from national, regional, or local weather services (watches, warnings, and advisories, and the amount and timing of snow, ice, or rain)
- Impact of the decision on the safety of participants and staff
- Information about street conditions
- Bus transportation
- Temperatures (actual and wind chill or heat index)
- Facility conditions (heat and power)
- Parking lot and Facility walkway conditions

### Communicating the Final Decision

Facilities increasingly are announcing the cancellation of programming or closure of facilities the afternoon or evening before inclement weather is predicted. This prior-day announcement provides families and staff members increased flexibility to plan for the closure. Although prior-day notification is certainly preferable, inclement weather is inherently unpredictable. Making the decision to close too early presents the risk losing an instructional day.

When possible, **the Palatine Park District should endeavor to make and communicate a firm decision on whether Facilities should be opened or closed by around 8:00 p.m. the day before.** However, this call may notify stakeholders that the forecast or conditions warrant additional monitoring prior to making a final decision. If the forecast changes or conditions deteriorate after 8 p.m., we should let people know about the status of classes and/or after Facility activities no later than 5:30 a.m. the next day. Barring any unusual or unforeseen circumstances (e.g., a significant change in temperature), a decision to cancel programming or close facilities should not be rescinded.

Families, faculty, and staff should be informed of any decision via the notification system. We also should make announcements on the Palatine Park District website and social media when possible.



# Palatine Park District

## Emergency Crisis Response Plan



### Injury Response

In the event a patron or employee suffers an injury, follow these response guidelines:

- Exercise universal precautions (wear first aid gloves, use CPR face shields, decontaminate, etc.)
- Stay with the injured and direct others to call 911, bring a first aid kit, and bring an AED
- Provide first aid to the best of your ability
- If 911 is called:
  - Continue providing first aid and monitoring the injured until help arrives
  - Notify the manager on duty or your immediate supervisor
  - Supervisors should notify the Risk Manager
  - Complete a Safety Report Form (for patrons) or call Medcor (for employees) to report all injuries occurring on Park District property or during Park District activities
  - Follow appropriate clean-up guidelines outlined in the Safety Policy Manual

### Facility Incident Commander or Designee Response

- If necessary, call 911, provide details of the incident including the nature of the illness or injury and the number of affected participants and staff.
- Activate the Facility Emergency Response Team if necessary and brief them of the incident.
- If it is a student, notify the parent or guardian of the situation, include type of injury or illness, medical care given and location where the victim has been transported.
- Direct a designated staff member to meet the local emergency responder and escort them to the location of the sick/injured or at-risk individual.
- Ensure that student, visitor or staff medical information is sent to the hospital.

### Facility Emergency Response Team

- If requested to do so by the Facility Incident Commander or Designee, respond to the location of the incident to provide additional assistance.

### Staff Response

- Check the immediate vicinity around the sick or injured person to make sure it is safe to approach. Examples of danger include live electric wires, gas leaks, facility damage and animal threats.
- Render emergency first aid if you are qualified to provide it.
- Staff trained in the use of the AED should respond to the scene and apply the device if necessary.
- Do not move injured person unless a life-threatening condition exists in the immediate area.
- Protect yourself against contact with body fluids (blood borne pathogens).
- Remain at the scene if necessary, to assist the nurse or local emergency responders.



# Palatine Park District

## Emergency Crisis Response Plan

### Decontamination Guidelines

The following procedures can be used as general guidelines when cleaning up any bodily fluids. Refer to the Safety Manual for complete policy and procedures.

- Before beginning, put on first aid gloves;
- If suitable disinfectant is not available, prepare 1:10 bleach and water solution (Note: don proper PPE before handling bleach. Fill container with water first to prevent any splashing with a concentrated bleach solution);
- If the soiled area contains glass pieces or sharp objects, do not pick up with hands;
- Wipe soiled surfaces with disinfectant or bleach solution, and place towels in plastic bag;
- Remove gloves (inside out) and place in plastic bag;
- Close off plastic bag completely, put in trash container, and take trash out of Facility;
- Wash hands thoroughly with soap and water before returning to work.



# Palatine Park District

## Emergency Crisis Response Plan



### Hard Lockdown

A **Hard Lockdown** is used when a serious or volatile situation exists that could jeopardize the physical safety of employees and patrons within a facility. In the event of a **Hard Lockdown**, staff and participants should be instructed to secure themselves in the room they are in and not leave until the situation has been resolved. This allows emergency responders to secure occupants, address the immediate threat, and remove bystanders from immediate danger to safe refuge.

**Anyone can initiate a hard lockdown if he or she observes an extremely dangerous situation;**

#### Facility Incident Commander or Designee Response

- Announce that a **Hard-Lockdown** is in effect. The announcement should state the following or something similar:  
**“Your attention, please, your attention please, we are experiencing an emergency situation and need to institute a hard lockdown. Close and lock all doors and windows. Ignore all alarms until further notice.**
- Call 911 and give the name and address of the Facility, provide all the details of the incident including any description of offenders, and advise them that the Facility is in a **Hard-Lockdown**.
- Notify staff and classes outside to move to the **Off-campus Evacuation** site.
- Notify the Executive Director when it is safe to do so. The call for **Hard Lockdown** should take priority over all matters.
- When safe to do so, notify all inbound buses from offsite locations and redirect them to the designated **Off-campus Evacuation** site.
- If it is safe to do so, direct a designated staff member to meet with responding law enforcement personnel and provide them with the Administrator “Go Kit” and any updated information on the incident. If it is not safe, all staff should stay where they are.
- When safe to do so, survey each room for their status using the intercom system or other means of communication.
- When the situation has been resolved, each room should be visit individually with an “All Clear” message from the police and given instructions what to do next.

#### Facility Emergency Response Team

- Follow **Hard-Lockdown** Procedures when initiated.
- Remain in radio or telephone contact with the Incident Commander to provide any additional information received during the incident.

#### Staff Response

- Move everyone to a lockable office or room.
- Move participants and visitors away from the doors and windows and group them on the floor and have them kneel or lay down in the back of the classroom or in another safe area in the classroom. Avoid clustering.
- Silence cell phones



# Palatine Park District

## Emergency Crisis Response Plan

- Close and lock all room doors and windows. Cover any windows in the door and any interior windows.
- Open any exterior classroom blinds or drapes.
- Turn off the lights and any audio-visual equipment being used at the time.
- Anyone outside of the Facility at the time a Hard-Lockdown is initiated should proceed to the designated **Off-campus Evacuation** site.
- No one can leave the room or office during a **Hard-Lockdown** unless a life-threatening situation suddenly develops in the room making it safer outside the room than inside of the room.
- When the situation has been resolved, each room/office should be visit individually with an “All Clear” message from the police and given instructions what to do next.

### Law Enforcement Arrival

- Remain calm and follow officers’ instructions
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid pointing, screaming and/or yelling
- Avoid making quick movements toward officers such as attempting to hold on to them for safety
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises or as directed by emergency personnel.



# Palatine Park District

## Emergency Crisis Response Plan



### Soft Lockdown

#### Purpose

A **Soft Lockdown** is primarily used in two different scenarios. During a **Soft Lockdown**, participants, visitors and staff can continue normal room activities, but they should not leave the room or offices until advised to do so. They should not respond to an alarm system until instructed to do so.

- The first is when conditions exist outside of the Facility that could potentially present a threat to the safety of the participants, visitors and staff.
- The second is a situation inside the Facility where the Facility or local emergency responders need to keep participants, visitors and staff in their classrooms and away from danger.

#### Facility Incident Commander or Designee Response

- Announce over the intercom that a **Soft Lockdown** is in effect.  
**“Your attention please. We are experiencing an emergency and need to initiate Soft-Lockdown procedures. Please remain in your rooms and ignore all alarms until further notice.”**
- Call 911 and provide complete details of the incident.
- Notify the Executive Director.
- Activate the Facility Emergency Response Team.
- Confirm that all participants, visitors and staff who had been outside of the Facility have moved back inside. If the **Soft Lockdown** is called because of a bomb threat, then everyone who is outside the Facility should remain outside and should report to the designated assembly area.
- Confirm that all exterior doors are locked and monitored.
- No one enters the Facility unless escorted by a staff member.
- Do not use any alarm system to avoid confusion as you want everyone to remain in place.
- When the situation is determined to be safe, announce the “All Clear” and provide further instruction to staff about resuming normal activity.

#### Facility Emergency Response Team

- Report to the Facility Incident Commander or Designee for further instructions or assignments.
- All exterior doors are to be locked and monitored until an “All Clear” signal is given by the Unified Command or Facility Incident Commander or Designee.

#### Staff Response

- Move any participants in the nearby hallway or bathroom into your classroom or office and close your classroom and office doors and windows.
- Leave blinds open unless otherwise advised.
- Disregard all alarms until advised otherwise.
- Take attendance and account for all participants, visitors and staff members. Prepare to report any missing student, visitors and staff members to the office when asked to do so.
- If outside the Facility, return to your classroom or office.
- Remain in the room or offices until an “All Clear” is announced.



# Palatine Park District

## Emergency Crisis Response Plan



### Shelter in Place

#### Purpose

Sheltering-in-Place provides refuge for participants, staff, and the public inside the Facility during an emergency, such as severe weather or hazardous material release outdoors. Shelters are in areas of the Facility that maximize the safety of occupants. **Shelter-In-Place** is used when **Evacuation** would place people at risk because of outside conditions. Designated shelter areas may change depending on the emergency. Shelter in place can be used when conditions are safer inside a Facility than outside such as severe weather or a community emergency.

#### Facility Incident Commander or Designee Response

Utilize the intercom system or other means of communication to initiate **Shelter-In-Place** Procedures.

**“Your attention please. We are experiencing an emergency, and we need to institute a Shelter-in-Place Procedure. Participants, visitors and staff are to report to their designated Shelter-in-Place areas. Staff are to take their daily roster and emergency backpack if available.”**

- Attempt to notify any participants, visitors and staff outside the Facility that they should return to the Facility. Use whatever means is necessary to notify them.
- Call 911 if emergency assistance is needed.
- Active the Facility Incident Command Team.
- When the situation is determined to be safe, announce the “All Clear” and provide further instructions to the staff about resuming normal activity or taking another course of action.

#### Facility Emergency Response Team

- Close all exterior doors and windows.
- Obtain any additional **Shelter-In-Place** supplies and bring them to designated shelter area.

#### Staff Response

- Take daily attendance rosters and the emergency backpack and move participants and visitors to the designated **Shelter-In-Place** area.
- Close all room doors and windows prior to leaving for the designated shelter area.
- Conduct a “fast peek” before exiting your room to check for danger.
- Once at the shelter area, have all participants, visitors and staff to kneel and be ready to cover their heads with their arms and hands to protect them from debris.
- Account for all participants, visitors and staff after arriving at the shelter area and prepare to report any missing participants, visitors or staff to the Facility Incident Commander or Designee when asked to do so.
- If outside, return to the Facility and move to the designated **Shelter-In-Place** area.
- Remain at the designated **Shelter-In-Place** area until the “All Clear” is announced. Follow all additional instructions from the Facility Incident Commander or Designee and local emergency responders regarding how to resume normal activity or take another necessary course of action.



# Palatine Park District

## Emergency Crisis Response Plan

### ALL CLEAR

- When an emergency subsides, an **All Clear** announcement should be made by the designated staff member. Normal activity may resume.
- In the event of a **Hard Lockdown**, you should be notified of the All Clear via face-to-face contact by the Police and advised what to do next.



# Palatine Park District

## Emergency Crisis Response Plan

# Section 5

## Communications





# Palatine Park District

## Emergency Crisis Response Plan

### SECTION 5 - COMMUNICATIONS

Communications is a critical part of incident management. This section outlines the Palatine Park District communications plan and supports its mission to provide clear, effective internal and external communications between the Facility, staff, participants, parents, emergency responders, the community and media.

The Facility's Emergency Crisis Response Plan (ECRP) includes policies and procedures governing incident communications with fire and law enforcement, as well as with participants, parents, staff, the community, and the media.

After the immediate incident response period the Palatine Park District may conduct public meetings as needed. These meetings are designated to provide opportunity for people to ask questions and receive accurate information.

#### MEDIA CRISIS - DEFINITION

A media crisis is a situation or event that causes, or has the potential to cause, keen public concern or negative media attention. It could be, among other things, an accidental drowning, allegations of abuse, a severe vehicle accident, or a criminal act that occurred on district property.

If a situation or event were to occur that could be of concern to the public or media, please contact the Media Crisis Team Leader. The Park District has appointed the Executive Director its Media Crisis Team Leader. This person should decide whether the Crisis Media Plan needs to be implemented or whether the situation needs to be carefully monitored. If the Media Crisis Team Leader is not available, all potential or immediate crises should be reported to any Superintendent.

#### COMMUNICATION TOOLS

Some common internal and external communication tools that the Palatine Park District uses include:

- **Standard telephone:** The Palatine Park District may designate a Facility telephone number as a recorded "hotline" for parents to call for information during incidents. This goal is to keep other telephone lines free for communication with emergency responders and others.
- **Cellular telephones:** These phones may be the only tool working when electric service is out: they are useful to Facility personnel in route to or from a site. This includes texting.
- **Intercom systems:** The office intercom system using a handset rather than wall-mounted speaker.
- **Bullhorns and megaphones:** A battery-powered bullhorn to address participants and staff who are at the designated assembly area outside or inside the Facility. Procedures governing storage and use should help ensure readiness for use.
- **Two-way radio:** Two-way radios provide a reliable method of communication between rooms and Facilities at a single site. Designated staff should be trained to understand how to operate the two-way radio.
- **Computers:** A wireless laptop computer may be used for communication both within the Facility and to other sites, Email may be useful tool for updating information for staff, other Facilities in an affected area and district superintendent. An assigned staff member should post information such



# Palatine Park District

## Emergency Crisis Response Plan

as Facility **Evacuation**, closure or relocation on the home page of the Facility and district web site. Also, district may use their capabilities to text, call and email parents to update them on incident.

- **Fax Machines:** Possible uses include off-site access to receive and send critical information concerning participants and staff members, their locations, and needed telephone numbers, including but not limited to, medical information, release forms and authorizations.
- **Alarm Systems:** Bells or buzzer are in place and sound in different ways to signal different types of incidents – for example fire, lockdown, or special alert (with instructions to follow). All Facility staff, participants, and substitutes should be trained on what the sounds mean and how to respond to them.
- **Whistles:** Whistles can be used to signal a need for immediate attention or assistance.

### OFFICIAL SPOKESPERSON (COMMUNICATIONS AND MARKETING MANAGER)

The role of the spokesperson is to present official, accurate information to the public through the media on the behalf of Palatine Park District, when appropriate. The Park District is not obligated to share information with the media. However, the term "no comment" can lead the media to look for unreliable sources of information. It is therefore prudent to disclose available and confirmed facts, which should not jeopardize or interfere with the investigation of the crisis. The designated spokesperson should have in-depth knowledge of the Park District, be a good public speaker and present themselves in a professional manner. On behalf of the Park District and Crisis Team, the spokesperson should present information to the media at a neutral location designated by the Crisis Team. It is best to begin any news conference by reading a prepared statement to accurately present the Park District's response to a crisis. Honest and concise answers to news media follow-up questions should then be fielded.

All communication should be approved by the Executive director or designee before distribution.

**The spokesperson should refrain from answering questions if verified facts are not available.**

#### **DO NOT:**

- Release victim information until family members are notified
- Speculate on unverified liability, damage costs, causes, etc.
- Fix blame on others or mislead
- Speak off the record

**The spokesperson should acknowledge a crisis has occurred, and what steps are being taken.**

#### **DO:**

- State the facts surrounding the crisis
- Highlight rescue efforts
- Highlight positive safety record
- Use the media to tell the District's story
- Balance any false statements made by the public or other

An effective means of preparing for the role of spokesperson is to conduct a simulated press conference. This role-playing exercise stages a potential crisis response by developing a fictional scenario and having the spokesperson answer difficult questions the media may ask pertaining to a crisis.



# Palatine Park District

## Emergency Crisis Response Plan

When a spokesperson is confronted with a difficult question, it is best to respond by stating that ***(the questions) is still under investigation and that additional information should be released when available.*** This should give the spokesperson and the Crisis Team additional time to confirm information, gather additional facts, and formulate specific answers. The spokesperson should keep Park District employees informed on aspects of a crisis as appropriate. Not informing employees can lead to the release of misinformation, speculation, and false rumors.

In the event of crisis, it is crucial to communicate with the public through the news media in a timely and accurate manner as facts become available. The decision on what information to release should be made by the Media Crisis Team Leader and Park District legal counsel. The Media Crisis Team Leader may designate other individuals to answer media questions as appropriate. The Communication and Marketing Manager should serve as a public information coordinator, compiling information and writing news releases that should be presented to the media by the designated spokesperson.

- Monitor information provided to the Media Crisis Team from the Facility Managers, Recreation Supervisors, Parks Foreman, Administrative Support Staff and employees.
- Coordinate the processing of incoming information from radio and television reports being monitored by assigned Park District personnel.
- Coordinate with the Superintendent of Parks and Planning to ensure that a Media Center is established with electrical power, indoor waiting area, etc. when applicable.
- Prepare news releases from all available information, addressing any misinformation noted by personnel assigned to monitor radio and television reports.
- Present news releases and answer anticipated media questions. Audio-tape all news briefings to provide an accurate record of statements made to the media.
- Provide copies of all media releases to the Media Crisis Team Leader and Board members prior to release if possible. Do not delay release of this information if this cannot be done in a reasonable time.
- Schedule regular media briefings so the news media should know when information should be available.
- Coordinate media releases if necessary, with Village authorities and adjacent communities and provide information to county, state, and federal jurisdictions as deemed necessary.
- District supervisory staff may be assigned to assist the Executive Director, Spokesperson, Superintendents, Crisis Team, Communication and Marketing Manager, Risk Manager, or administrative support staff in the following manner:
  - Providing specific information on a program or facility to the Media Crisis Team members-not the media.
  - Being responsible for identifying and reserving a designated media site capable of accommodating a large group such as a news conference or open public forum.
  - Help assemble accurate information and formulate answers to questions that should be fielded by the Park District's official spokesperson.
  - Obtain information about callers and inquiries from office administration.
  - Assist the spokesperson in responding to inquiries as directed
- Your comments about an emergency can set the tone for all the news stories that follow.



# Palatine Park District

## Emergency Crisis Response Plan

- Do not submit loss information to anyone other than a full-time staff member, MRMA officials, Park District attorney, or investigative authorities.
- Don't say anything you don't want to see in print. A negatively phrased "joke" loses its humor in print and can be very embarrassing when you read it later.
- Refrain from making judgments during a crisis.
- Don't make "off-the-record statement" reporters may choose to use them, and you may be embarrassed.
- Stay in control of the interview; don't let the reporter lead you where you don't want to go.
- When you speak to any member of the media; newspaper, television, or radio, let the Crisis Team Leader know.

### ACTION STEPS WHEN A MEDIA CRISIS OCCURS

Stay calm and in control. Notify employees that: A crisis exists, all information about the crisis needs to be communicated to the Media Crisis Team, and all comments to the media should come from the official park district spokesperson.

Notify the Media Crisis Team Leader and provide all known details. The Media Crisis Team Leader should direct actions depending on the severity of the crisis, the need for immediate information, and the time of day.

If the designated Media Crisis Team Leader is not available, the following action steps should be implemented by the acting Media Crisis Team Leader, according to the chain of responsibility.

- MRMA and the District's attorney should be contacted in all potential crisis situations. When applicable, an Incident / Accident Report Form should be submitted to MRMA within 24 hours.
- Depending upon the situation, contact the President of the Board of Park Commissioners to make him/her aware of the situation, followed by notifying other available board members.
- Continue to obtain and compile accurate information as quickly as possible so the Media Crisis Team can disseminate accurate information to the media, if necessary. Document all events surrounding the crisis. Staff should be assigned to monitor (and record if possible) television news reports. In addition, local news radio stations should be monitored to gather facts and any misinformation being reported.
- The Media Crisis Team may appoint fact gatherers to verify all facts necessary for the preparation of written press/media releases, a news conference, and meetings with relatives and other affected parties.
- Establish an Administrative Support Team to answer phone calls and relay any pertinent information to the Media Crisis Team. The Administrative Support Team should document all information: who called, their title, time of call, etc.
- Depending upon the type of crisis, a news release may be prepared by the Media Crisis Team and presented to the media by the designated spokesperson. The designated spokesperson should speak on behalf of the district and fault should not be discussed.

During a media crisis, it can be difficult for the Crisis Team to know where to start in the information gathering process. The following is a list of questions that should be addressed. Depending upon the circumstances, there may be more information to gather.



# Palatine Park District

## Emergency Crisis Response Plan

- Have the proper authorities been notified? (village, police, fire, poison control, utility companies)
- Should a Crisis Center need to be established? Where?
- Has the Park District's attorney been notified?
- Have the Park District's board members been notified?
- Has the Park District's workers compensation representative been notified?
- Has MRMA been notified?
- Have victims been identified?
- Have victims' families been contacted?
- What additional outside parties should be notified?
- Has the crisis been fully investigated? What is the potential for a secondary crisis?
- Are damage estimates available? Are they accurate?
- How can the Crisis Team assure the public the crisis is under control?
- Have members of the news media been made comfortable (electrical power for equipment, coffee, etc.)?
- Should a formal press conference be appropriate and/or necessary? When? Where?
- Has the spokesperson been updated with current information and tested with anticipated questions?
- Have false statements been reported by the media which should be balanced with facts?
- Have photographs or video tape been obtained to document the damage?
- Is it necessary to contact the EAP or other counseling services for employees or public?

### EMPLOYEES AND THE NEWS MEDIA

Palatine Park District has designated the Media Crisis Team Leader and Communication and Marketing Manager to receive updated information and to provide official information to the media. Otherwise, differing messages with inaccurate facts may be given to reporters, and important information may not find the proper outlet to the media. The official spokesperson should receive all media calls and coordinate all official information that is to be given to the media. The spokesperson should designate other individuals to be interviewed as appropriate and should assist the news media in getting access to the key individuals and accurate information.

Members of the news media may approach employees who are knowledgeable of the crisis event or who may have been witnesses to the event. They should not answer questions themselves, but politely direct reporters and others to the Park District spokesperson for their information.



# Palatine Park District

## Emergency Crisis Response Plan

### Communication and Alert Systems

- These are likely not going to work like you expect them to. Do not rely on a commercial announcement system as a response / warning system.
- **It is important to know that cell phones may not work due to system gridlock in an emergency.**
- Have a backup communication plan. Keep it simple.
- Two-way radios are an alternative.

### Text Alert System - Staff

- The Park District uses an emergency Text Alert System. The purpose of this system is to communicate time-sensitive District related information to staff, such as emergency cancellations/changes/closures, etc. They must click on the link and sign up on the registration page. **Please note that only people who have registered should receive these alerts.** Department heads and supervisors should follow up with any staff they want to be on this list to make sure they have registered successfully.
- <https://mobile-text-alerts.com/palatineparks> or text *palatineparks* to 662-200-4303

### Communication Between Facility Emergency Teams and First Responders

The Media Crisis Team Leader should maintain communications with first responders during an incident. The Facility Emergency Response Team Leader should transfer command to the appropriate first responders who arrives on the scene to assume management of the incident, including coordination of internal and external communications. The Palatine Park District and first responders should coordinate the release of information to ensure that information is consistent, accurate and timely.

### Communication Between Facility Emergency Teams and Staff Members

Facility personnel should be notified when an incident occurs and kept informed as additional information becomes available and as plans for management of the incident evolved. The following practices should be utilized to disseminate information internally when appropriate:

- **Telephone tree:** The telephone tree is simple, widely used system for notifying staff an incident when they are not at Facility. The tree originates with the designated administrator who contacts the members of the Facility Emergency Response Team. Team members then in turn should contact groups of staff.
- **Text Messaging System/Email System:** A text-messaging or email system is available to provide those who are registered to receive messages with updates during an incident.
- **Morning Meetings:** As appropriate, updated information about an incident should be presented at the morning faculty meeting. Any new procedures for the day should also be reviewed at this time.
- **End-of-Day Meetings:** As appropriate, updated information and a review of the day's events should be presented at the end-of-day meeting. Staff should also could address any misinformation or rumors.



# Palatine Park District

## Emergency Crisis Response Plan

### Communication with Parents

Before an incident occurs, the Palatine Park District as a best practice will:

- Develop a relationship with parents so that they trust and know how to access alerts and information.
- Inform parents about the Facility's ECRP, its purpose, and its objectives; although detailed response tactics should not be shared if they should impede the safe response to an incident.
- Identify parents who have interest in volunteering in case of an incident and include them in training.
- Be prepared with translation services for non-English speaking families and participants with limited English proficiency.

### Communication After an Incident (Recovery Process)

After the safety and status of staff, participants and visitors have been assured and emergency conditions have abated following an incident, District officials should assemble to support restoration of the Facility's operations. Defining mission-critical operations and staffing this effort is the starting point for the recovery process. Collecting and disseminating information should also facilitate the recovery process.

The Palatine Park District personnel will in good faith, collaborate with external resources to accomplish the following:

- Conduct a comprehensive assessment of the physical and operation recovery needs.
- Assess physical security, data access and all other critical services (e.g., plumbing, electrical).
- Examine critical information technology assets and personnel resources and determine the impact on the Facility operations for each asset and resource that is unavailable or damaged.
- Document damaged facilities, lost equipment, and resources and personnel expenses required for insurance claims and requests for state and federal assistance.
- Provide detailed data to the District Administration office so that it can estimate space reallocation needs.
- Identify recordkeeping requirements and sources of financial aid for state and federal disaster assistance.
- Arrange for ongoing status reports during activities to: a) estimate when the facility operations can be fully operational: and b) identify special equipment and personnel issues or resources that should facilitate the resumption of operations.
- Educate Facility personnel, participants and parents on available crisis counseling services.
- Establish absentee policies for staff/staff/participants after an incident.
- Establish an agreement with mental health organizations to provide counseling to participants and their families after an incident.
- Get stakeholder input on prevention and mitigation measures that can be incorporated into short-term and long-term recovery plans.



# Palatine Park District

## Emergency Crisis Response Plan

### Handling Rumors

In addressing rumors, the most effective strategy is to provide facts as soon as possible. To combat rumors, the Palatine Park District will in good faith:

- Provide appropriate information to Supervisors, staff, volunteers, board members and community members. These people are primary sources of information and are likely to be contacted in their neighborhoods, at grocery stores, restaurants, etc.
- Hold a staff meeting before staff members can go home so that what is (and is not) known can be clearly communicated.
- Conduct briefings for community representatives.
- Enlist the help of them media to provide frequent updates to the public, especially to provide accurate information where rumors need to be dispelled.



# Palatine Park District

## Emergency Crisis Response Plan

### Sample Press Release

At approximately (Time) (Date) the Palatine Park District was the site of (Name the crisis)

(Briefly describe known circumstances and steps being taken to bring events under control)

At this time, additional facts and circumstances surrounding this event are in the process of being fully substantiated and confirmed. We are in the process of investigating this matter in full cooperation with: (Identify investigative authorities)

Pending the outcome of our investigation and in fairness to the families and all parties involved, we should not speculate as to the facts and circumstances surrounding this matter. We should make every attempt to provide updated information as it becomes available to us. In the interim, concerned or interested parties may contact \_\_\_\_\_ for further information.

### Sample - Family/Parent Emergency Notification Letter

Dear Parents:

In the unfortunate event that an emergency or disaster situation should ever arise in our area during the Facility day, the Palatine Park District is prepared. We have designed a thorough Emergency and Crisis Response plan and have procedures in place to respond effectively to such situations.

While every person's instinct in an emergency is to go to the Facility to safeguard his/her child, please understand that doing so may significantly impede the Facility's ability to respond to the situation. A swarm of parents driving to the Facility would severely restrict emergency personnel's ability to access the Facility and give care to the participants or evacuate them from the site, if that was deemed necessary. Trust in the preparedness of the Facility staff and community first responders to swiftly and effectively handle the emergency.

Still, should a disaster situation ever occur, we would need your cooperation and assistance. Most specifically, we'd ask that you follow the guidelines explained below:

- Do not telephone the Facility. Telephone lines may be needed for emergency communication. Please refer to the Facility website for further information, at [www.palatineparks.org](http://www.palatineparks.org).
- Tune in to the major local television stations and radio stations for information and instructions on how to reunite with your child. (In some serious emergency situations, participants may be relocated to another facility for safety. Once the participants are all accounted for at the remote site, they should be transported by bus to a designated parent site where you should meet your child.)
- When you travel to the parent site, please be sure to bring proper identification. We can only release participants to their legal guardians or the authorized individuals you've listed as an emergency contact.

We thank you for your cooperation with this matter.

Sincerely,



# Palatine Park District

## Emergency Crisis Response Plan

# Section 6

## Addendums





# Palatine Park District

## Emergency Crisis Response Plan

### SECTION 6 - ADDENDUMS

#### OODA Loop – Observe – Orient – Decide – Act

The OODA Loop is a four-step process that was developed by Colonel John Boyd, United States Air Force – Retired. It is an effective tool that improves situational awareness, assists staff in making consistent/thoughtful decisions, and improves safety.

##### **Observe**

Reflects the need for situational awareness, detecting changes that are happening around us. Whether on the roof installing equipment on a project site, operating machinery in a factory, formulating strategic plans, or simply driving to work in the morning, we need to continuously monitor our surroundings. Knowing what is happening and what may be coming, is the first step to being ready for it. Awareness of the situation and surroundings provides a constant reference point, and the ability to apply the next step, Orient.

##### **Orient**

Focuses attention on hazards, abnormal conditions, discrepancies, or challenges in our environment. Therefore, the individual is aware of the situation or event at this time and can consider the available options. Looking at all options is what allows us to make the right decision.

##### **Decide**

Decide is where the individual makes a positive determination about a specific effect and chooses an option. As a result, the actor bases the decision on experience and knowledge of potential results. Consequently, they take an action that should produce the desired result. The individual then acts on that decision.

##### **Act**

The physical input to achieve the desired result. The last step is also the action step. This is where the individual would jump out of the way of the falling item or extinguish a fire. Consequently, once the loop is completed, the individual is once again in the Observe position. The person then adds the action assessment to the previously perceived aspects of his/her environment. The individual is now more familiar with that situation and furthermore should be more prepared for the next time a similar incident occurs.



# Palatine Park District

## Emergency Crisis Response Plan

### EMERGENCY RELOCATION SITES

In the event of crisis, multi-purpose use locations could be found to assist in the continued operations of the District. In situations where weather is inclement or participants should be required to evacuate for an extended period of time, relocation may be initiated rather than staying at the designated assembly point. ***Potential relocation sites have been identified as the following but are not all inclusive or absolute. Each situation may require a different relocation strategy.***

#### **Community Center**

The area east of the east parking lot of near the Sand Volleyball and Tennis Courts

#### **Falcon**

Arlington Toyota or the far end of the east field near the entrance to Falcon Park.

#### **Birchwood Community Center and Pool**

The park area north of the Birchwood Recreation Center side parking lot on the outfield of the baseball field.

#### **CSF**

The grassy and parking areas next to the Fire Station to the west of the facility

#### **Cutting Hall**

The grassy area north of Cutting Hall, north of the parking lot between Cutting Hall and Ost Field.

#### **Golf Course**

**Evacuation** of the golf course should vary based on circumstances, weather and attendance. Players on the course should be given instructions by the rangers. Participants and staff in the pro shop and restaurant / meeting areas should evacuate to the parking lot and await instructions.

#### **Clayson House**

Church Parking Lot to the Northwest of Facility

#### **Family Aquatic Center**

Amphitheater / Parkside Preschool Facility

#### **Birchwood Pool / Preschool**

The park area north of the Birchwood Recreation Center side parking lot on the outfield of the baseball field.

#### **Eagle Park Pool / Preschool**

Pavilion on the south side of the tennis courts

#### **Maple Park Preschool**

Exit the Facility and move towards the ball fields. Inclement weather may necessitate transporting kid and staff to Cutting Hall or other designated park district facility.



# Palatine Park District

## Emergency Crisis Response Plan

### Parkside Preschool

Family Aquatic Center if open. Community Center is an alternate location

### Community Center

Shelter across wood street or the field directly to the east of the Facility by the volleyball / tennis courts. Cutting Hall if there is inclement weather.

### Stables

**Catastrophic emergency horse Evacuation plan** - The stables have a unique situation. The following **Evacuation** procedures are in place to protect staff, patrons, and the horses.

**During hours of operation: (Monday–Thursday, 9:00am-9:00pm and Saturday & Sunday, 9:00am-5:00pm)**

- All stable staff have been instructed to dial 911 in the case of any emergency by dialing 7-911 from the stable telephones or to call from their cell phones, followed by alerting barn manager or assistant barn manager and full-time barn hand residing on the property. Barn manager or assistant barn manager should call in volunteers, which include boarders and students residing close to stable should there be a need.
- There are usually 3 – 4 Palatine Stable staff at the facility during our hours of operation and typically 2 staff with horse handling skills. Horses are in many different locations during these hours; some may be in their stalls, some may be turned out either in outdoor paddocks or indoor arenas, others may be being ridden by their owners or in riding lessons. Our biggest concern would be those horses in their stalls or in the indoor arenas. We would want to get those horses to a safe location outdoors.
- **The location that has been decided upon are the grass paddocks at the northeast corner of the Palatine Stable property** (highlighted in yellow on the property layout). This is the furthest location away from any Facility on the property. **Other secure locations would include the round pen, outdoor arena 3 and depending on the nature of the situation other outdoor arenas or paddocks.**
- Horses in stalls- stalls are located on either side of upper barn indoor arena, 31 stalls on the west side and 31 stalls on the east side. Stalls are also located on the east side of the lower barn indoor arena; 18 stalls are in this aisle. Stall areas are lighted in green on the property layout.
- Caution should be used when handling a panicked horse.
- Open as many stalls possible, horses are 'herd creatures' and may be inclined to follow each other.

### To remove a horse from the stall:

- All horses have a halter located at their stall, some horses may be wearing a halter, you should try to lead a horse with a halter on.
  - Lead ropes all hang in a central location at the south end of the east side upper barn aisle, but if one is not readily available use your belt (they make a good substitute). It's used like a dog's leash.
  - If the horse is particularly panicky cover his eyes with a towel, shirt, etc., the horse that cannot see should then trust that you should help them to safety and should be less panicked.
  - If possible, close the stall door behind you. Horses feel safe in their stalls and may try to return if given the opportunity.
-



# Palatine Park District

## Emergency Crisis Response Plan

- Horses removed from their stalls should be taken to the grass paddock.

### Horses in indoor arenas

- The same guidelines are followed if horses are turned out in the indoor arenas as those removed from stalls.
- If horses are being ridden in the indoor arena locations, riders should dismount their **horses and lead them directly to the safety of the grass paddocks or other outdoor location away from the facilities.**

### Horse located in paddock areas adjacent to facilities

- These horses should be removed from these areas also, **following the same guidelines listed above and taken to locations farther away from facilities.**
- The palatine Stable interior property is completely fenced in, so if horses are not secured within paddock fences, they are still inside of the fenced in interior area of the property and can then be secured into the paddock areas. Access gates into the interior of the property as well as our access off Dundee Rd. (Rt. 68) are highlighted in orange on the property layout.

### During off or closed hours

- (Fridays or nightly 9:00pm-9:00am, Monday - Thursday, 5:00pm-9:00am Saturday & Sunday)
- Palatine Stable's full-time barn hand resides on the stable property, he has been instructed to call 911 in the event of any kind of emergency occurring during off or closed hours followed by a call to barn manager or assistant barn manager alerting them of the situation. Calls would then be made to listed volunteers to recruit their help if needed. Should there be a need to transport horses off the stable property, the stable has the capacity to transport 6-8 horses by trailer. Barn manager would also contact local horsemen & friends capable of transporting horses as well.



# Palatine Park District

## Emergency Crisis Response Plan

### Emergency Call List

The following list is to be used for emergency purposes only. **These phone numbers are not to be shared with the public for any reason.** Staff should be called in the order they are listed in the event of an emergency at a given facility.

Amphitheater	262 E. Palatine Rd.	847-338-8255 – Jeff Greene – cell 847-804-5217 – Joshua Ludolph - cell 847-217-1477 – Steve Nagle - cell
Birchwood Park Recreation Center & Preschool	435 W. Illinois Ave.	847-991-1960 - Facility 847-804-5217 – Joshua Ludolph - cell 847-989-6353 – Keith Schmerer – cell 847-217-1477 – Steve Nagle - cell
Clayson House	224 E. Palatine Rd.	847-804-5217 – Joshua Ludolph – cell 847-609-3282 – Tom Landeck – cell 847-217-1477 – Steve Nagle - cell
Community Center & East/Colfax Garage	250 E. Wood St.	847-991-0333 – Facility 847-804-5217 – Joshua Ludolph - cell 847-989-6353 – Keith Schmerer – cell 847-217-1477 – Steve Nagle - cell 262-412-0709 - Tony Olhava – cell
Community Park Garage - Palatine Road Shop	270 E. Palatine Rd.	847-812-0218 – Jim Holder - cell 262-412-0709 - Tony Olhava – cell 847-804-5217 – Joshua Ludolph - cell
Community Park Parkside Preschool	262 E. Palatine Rd.	847-804-5217 – Joshua Ludolph – cell 847-875-7193 – Karen Rude – cell 847-650-6000 – Donelda Danz - cell
F.A.C. Concession Facility	332 E. Palatine Rd.	847-705-5112 – Facility 847-804-5217 – Joshua Ludolph - cell 847-989-6353 – Keith Schmerer – cell
F.A.C. Equipment Facility	348 E. Palatine Rd.	262-412-0709 - Tony Olhava – cell 847-812-0218 – Jim Holder - cell 847-804-5217 – Joshua Ludolph – cell
Falcon Recreation Center	2195 N. Hicks Rd.	847-202-5111 – Facility 815-353-4564 – John Wilhelm – cell 847-804-5217 – Joshua Ludolph - cell 847-217-1477 – Steve Nagle -cell



# Palatine Park District

## Emergency Crisis Response Plan

Cutting Hall	150 E. Wood St.	847-991-5318 - Tech Office 847-338-8255 – Jeff Greene – cell 847-804-5217 – Joshua Ludolph - cell 847-217-1477 – Steve Nagle - cell 262-412-0709 - Tony Olhava – cell
Eagle Pool	1475 N. Oak St.	847-359-9664 – Pool 847-650-7907 – Patrick Griffin – cell 847-650-6000 – Donelda Danz - cell 847-804-5217 – Joshua Ludolph – cell
Eagle Preschool	1475 N. Oak St.	847-963-1108 – Preschool 847-804-5217 – Joshua Ludolph – cell 847-875-7193 – Karen Rude – cell 847-650-6000 – Donelda Danz - cell
Hamilton Service Facility	1037 N. Smith St.	847-812-0218 – Jim Holder – cell 847-804-5017 – Joshua Ludolph – cell 262-412-0709 - Tony Olhava – cell
Maple Preschool	316 N. Winston Dr.	847-804-5217 – Joshua Ludolph – cell 847-875-7193 – Karen Rude – cell 847-650-6000 – Donelda Danz - cell
Palatine Hills Maintenance Bldg.	946 N. Smith St.	847-894-0006 – Brad Helms – cell 815-999-2175 – Billy Sharp – cell 847-217-1477 – Steve Nagle - cell 847-804-5217 - Joshua Ludolph - cell
Clubhouse/Pro Shop	512 W. Northwest Hwy.	847-359-4020 – Pro Shop 847-894-0006 – Brad Helms – cell 847-217-1477 – Steve Nagle – cell 847-804-5217 - Joshua Ludolph - cell
Cold Storage	150 W. Michigan	847-812-0218 – Jim Holder – cell 262-412-0709 – Tony Olhava - cell
Palatine Stables	1510 W. Northwest Hwy.	847-359-4801 – Office 847-358-5473 – Toni Bruns – home 847-812-9698 – Toni Bruns – cell 847-217-1477 – Steve Nagle – cell
Towne Square	150 W. Palatine Rd.	847-812-0218 – Jim Holder – cell 847-980-6517 – Glenn Hussey - cell
Parks without Facilities		847-812-0218 – Jim Holder – cell 847-980-6517 – Glenn Hussey - cell



# Palatine Park District

## Emergency Crisis Response Plan

### Relocation / Catastrophic Event Resources

The following are suggestions to help the response team anticipate sources of assistance that MAY be appropriate:

#### CONTRACTORS

##### ASBESTOS ABATEMENT/MOLD REMEDIATION

Company	Contact	Office Phone	Cell Phone	Fax
Gabriel Environmental Services	Steven Sawyer	773-486-2123	773-617-0284	773-617-0284
Robert Plachy	AES Environmental, Inc.	847.980.5243		847.381.8094
Abel Plus Services, Inc.	Paul Middleton		312.656.4302	847.908.7586

##### BOARD UP SERVICES

Company	Contact	Office Phone	Cell Phone	Fax
Call MRMA				

##### CUSTODIAL SERVICE

Company	Contact	Office Phone	Cell Phone	Fax
Crystal Management & Maintenance Service Corp.	Monika Talar	847-228-6555		

##### DISASTER RECOVERY

Company	Contact	Office Phone	Cell Phone	Fax
Call MRMA				

##### ELECTRICIANS

Company	Contact	Office Phone	Cell Phone	Fax
JASCO Electric Corporation	Justin	815-363-5905	815-363-5973	

##### EXCAVATING/DEMOLITION

Company	Contact	Office Phone	Cell Phone	Fax
N/A				



# Palatine Park District

## Emergency Crisis Response Plan

### GENERATORS (STANDBY)

Company	Contact	Office Phone	Cell Phone	Fax
Arlington Rental		847-394-8213		

### HVAC

Company	Contact	Office Phone	Cell Phone	Fax
TRANE	Zlatko Zvizdic	630-734-3200		800-705-0009

### PAVING

Company	Contact	Office Phone	Cell Phone	Fax
Allatar Asphalt	Tom Schatz	847-419-1200	847-212-1599	

### PLUMBING

Company	Contact	Office Phone	Cell Phone	Fax
DeFranco Plumbing Inc		847-438-0808		

### PORTABLE HEATING

Company	Contact	Office Phone	Cell Phone	Fax
Arlington Rental		847-394-8213		

### ROOFING

Company	Contact	Office Phone	Cell Phone	Fax
Anthony Roofing	Ken Withrow	630-898-4444	630-514-0016	630-898-1389

### SITE UTILITIES:

Company	Contact	Office Phone	Cell Phone	Fax
ComEd		800-334-7661		
Nicor		888-642-6748		
Village of Palatine	Matt Barry	847-705-5200		



# Palatine Park District

## Emergency Crisis Response Plan

### ELECTRICAL

Company	Contact	Office Phone	Cell Phone	Fax
Jasco Electric	Justin Hagen		815-790-6776	

### SEWER & WATER

Company	Contact	Office Phone	Cell Phone	Fax
Village of Palatine	Matt Barry	847-705-5200		

### TEMPORARY BUILDINGS

Company	Contact	Office Phone	Cell Phone	Fax
Mobile Mini		844-298-3823		

### SCAFFOLDING & SHORING

Company	Contact	Office Phone	Cell Phone	Fax
Arlington Rental		847-394-8213		

### PORTABLE ICE RINK

Company	Contact	Office Phone	Cell Phone	Fax
N/A				

### AIR SUPPORTED STRUCTURES

Company	Contact	Office Phone	Cell Phone	Fax
N/A				



# Palatine Park District

## Emergency Crisis Response Plan

### CONSULTANTS

#### ARCHITECTURE

Company	Contact	Office Phone	Cell Phone	Fax
DLA	Dave Dillon	847-742-4063	847-736-5070	

#### CIVIL ENGINEERING:

Company	Contact	Office Phone	Cell Phone	Fax
Gwalt	Thomas Rychlik	847-821-6230		

#### CONSTRUCTION MANAGEMENT

Company	Contact	Office Phone	Cell Phone	Fax
N/A				

#### MECHANICAL ENGINEERING:

Company	Contact	Office Phone	Cell Phone	Fax
WT Engineering	Stephen Triphahn	224-293-6333		

#### ROOFING

Company	Contact	Office Phone	Cell Phone	Fax
Architectural Consultants	Tom Jordan	847-277-1900		

#### STRUCTURAL:

Company	Contact	Office Phone	Cell Phone	Fax
Wilbur Johnson	Kent Adams	630-653-9060		

#### UTILITIES

Company	Contact	Office Phone	EMERGENCY #	Fax
Comcast (Cable)		800-391-3000		
Com Ed		877-426-6331	800-334-7661	
Nicor		888-642-6748	888-642-6748	



# Palatine Park District

## Emergency Crisis Response Plan

### Facility Specific Information

#### Description of Facility

Name of Facility: \_\_\_\_\_

Facility Address: \_\_\_\_\_

\_\_\_\_\_

Facility Phone Number: (\_\_\_\_) \_\_\_\_\_

Name of Facility Manager: \_\_\_\_\_

What is your Facility's square footage? \_\_\_\_\_

How many square miles does your facility cover? \_\_\_\_\_

How many parking spaces are on the facility grounds? \_\_\_\_\_

District Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

District Phone Number: (\_\_\_\_) \_\_\_\_\_

Name of the Executive Director: \_\_\_\_\_

#### Facility Population (Estimated daily average)

Total number of staff members: \_\_\_\_\_  
(Indicate the number of staff members by category.)

Administrative \_\_\_\_\_

Recreation \_\_\_\_\_

Facilities \_\_\_\_\_

Custodians \_\_\_\_\_

Facility Attendants \_\_\_\_\_

District Services \_\_\_\_\_

Finance and Customer Service \_\_\_\_\_

Parks and Planning \_\_\_\_\_

Volunteers \_\_\_\_\_

Other \_\_\_\_\_



# Palatine Park District

## Emergency Crisis Response Plan

### Emergency Locations

Facility Name \_\_\_\_\_

<b>Off-campus</b> Command Post	
On Campus Command Post	
<b>Off-campus</b> Media Staging Area	
On-Campus Staging Area	
<b>Off-campus</b> Parent Staging Area	
Alternate <b>Off-campus</b> Parent Staging Area	
<b>Shelter-In-Place</b> Location	
<b>Off-campus</b> Evacuation site	
Alternate <b>Off-campus</b> Evacuation site	
On Campus Rally Points	
Gas Shut-off	
Electrical Shut-off	
Water Shut-off	
Electrical Generator	
PA System	
Heat Plant / Boiler	
HVAC / Air Intake Handler	



# Palatine Park District

## Emergency Crisis Response Plan

### Staff Skill Survey and Inventory

During any disaster situation, it is important to be able to draw from all resources. The special skills, training, and capabilities of the staff should play a vital role in coping with the effects of any disaster incident. They should be of paramount importance during and after a major or disaster. The purpose of this survey / inventory is to pinpoint those staff members with equipment and special skills that might be utilized in the case of a crisis. Please indicate the areas that apply to you and return this survey to your administrator.

**Name:** \_\_\_\_\_ **Department:** \_\_\_\_\_

**Directions:** Please check any of the following areas in which you have expertise/training AND circle "yes" or "no" where appropriate.

<input type="checkbox"/> First Aid (current certification: yes/ no) <input type="checkbox"/> CPR (current certification: yes/ no) <input type="checkbox"/> Triage <input type="checkbox"/> Firefighting <input type="checkbox"/> Construction (electrical, plumbing, carpentry) <input type="checkbox"/> Running/jogging <input type="checkbox"/> Emergency planning <input type="checkbox"/> Emergency management <input type="checkbox"/> Search & rescue <input type="checkbox"/> Law enforcement <input type="checkbox"/> Bi/Multi-lingual <i>specify language/s:</i> _____ _____	<input type="checkbox"/> Mechanical ability <input type="checkbox"/> Structural engineering <input type="checkbox"/> Bus/truck driver Class 1 or 2 license: (yes / no) <input type="checkbox"/> Shelter management <input type="checkbox"/> Survival training & techniques <input type="checkbox"/> Food preparation <input type="checkbox"/> Ham radio operator <input type="checkbox"/> CB radio operator <input type="checkbox"/> Journalism <input type="checkbox"/> Camping <input type="checkbox"/> Waste disposal <input type="checkbox"/> Recreational leader
---	---

- Do you keep a personal emergency kit? \_\_\_\_\_ In your car? \_\_\_\_\_ In your room / Office? \_\_\_\_\_
- Do you have materials or equipment in your room that could be of special use during an emergency?  
 Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, please list the materials/equipment:  
 \_\_\_\_\_

**Additional Training / Comments / Information:**



# Palatine Park District

## Emergency Crisis Response Plan

### Lock Down Drill Evaluation Form

Facility: \_\_\_\_\_

Date: \_\_\_\_\_

Time of Day: \_\_\_\_\_

Time to Get into Lock Down: \_\_\_\_\_ (How long from Announcement to Completion)

Room	Unlocked or Locked	Noise	Visibility	Status Cards

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



# Palatine Park District

## Emergency Crisis Response Plan

### Asset Inventory Form

Please list the number and location of the following types of equipment: ladders, AEDs, fire extinguishers, power tools, hydraulic lifts, hydraulic carts, hand carts, first aid kits, generators, portable water pumps, portable lighting, extra food and water supply.

Name of Facility \_\_\_\_\_

Type of equipment	# of Items	Location
AED's		
Hydraulic lifts		
Hand Carts		
Extra Food and Water		
Fire Extinguishers		
Ladders		
Power Tools		
Hydraulic Forklift		
First Aid Kits		
Generator		
<b>Other</b> _____		
<b>Other</b> _____		
<b>Other</b> _____		



# Palatine Park District

## Emergency Crisis Response Plan

### Emergency Location(S) Agreement

This emergency location agreement is between the Palatine Park District and Insert Name between the Facility hours of 6:00am to 9:30pm Monday thru Friday. In case of an emergency that requires the Palatine Park District and Insert Name to evacuate off campus to this location, either Facility should accommodate to the best of their ability.

#### **Facility Incident Commander (Crisis Team Leader) or Designee Response**

- Should notify the emergency location to let them know that we are coming there.
- Please call Insert Name and Phone Number, if there is no answer at either number then call the main number call Insert Secondary Name and Number.
- If the emergency location site is closed then the Palatine Park District, would have to use their secondary emergency location.
- At this site should be adequate washroom facilities, running water, electricity, computer access and telephone communication.
- At this site there should be adequate space to accommodate your entire Facility body or have numerous locations in Facility.
- If participants/staff damage any of the property at the emergency location, then that Insert Name damaged the property would be responsible.
- The local Police Department should be contacted to provide security at the emergency location site to assist with security.
- The local Police Department should be contacted to provide security at the designated parent site.

---

Signature of the Palatine Park District Authorized Representative

---

Signature of the Insert Name

Date: \_\_\_\_\_



# Palatine Park District

## Emergency Crisis Response Plan

### Summary

#### Before You Act on A Situation, Remember This

The few seconds that you take to decide on the best course of action may save your life and the life of another. Use your good judgment, as your actions should affect the lives of many people.

#### Use Good Judgment

This manual contains general guidelines and should not be taken as the only option when responding to an emergency. Changes and/or additional responsibilities may be implemented as needed based on each specific situation. This is a living document which should evolve and change over time to remain current as the standards and protocols relating to crisis management in the workplace change and evolve. Revisions / changes / additions / addendums to this manual should occur as needed to keep updated on current trends, safety requirements, policy changes, or procedure / protocol requirements. The Crisis Team Leader may request your help for different tasks as necessary.

#### Collaboration Signature Page

The Emergency Crisis Response Plan has been completed and approved through a collaboration of efforts including:

Crisis Team Leader (Executive Director) \_\_\_\_\_

Park District Board President \_\_\_\_\_

Chief of Police or designee: \_\_\_\_\_

Chief of Fire or designee: \_\_\_\_\_



# Palatine Park District

## Emergency Crisis Response Plan

### NIMS Resolution Agreement

**WHEREAS**, Homeland Security Presidential Directive 5 (HSPD5), issued in February 2003, mandated the use of NIMS and the Incident Command System (ICS) by all Federal, State, Tribal, and local government agencies and across all incident response agencies including public K-12 Facilities and requires the adoption and implementation of the NIMS model; and,

**WHEREAS**, Adoption of the organizational, communications, decision making, and documentation concepts set forth in NIMS allows responders from multiple agencies and jurisdictions to function in a Unified Command with Facility officials during an incident; and,

**WHEREAS**, the Palatine Park District should implement activities including adopting NIMS; institutionalizing use of ICS for managing emergencies; establishing a public information system within ICS; updating Facility emergency operations plans to incorporate NIMS; promoting and participating in mutual aid agreements; providing NIMS training to key Facility personnel; participating in an all-hazards exercise program with first responder agencies; incorporating corrective actions into preparedness plans and response plans; and,

**WHEREAS**, the Palatine Park District should implement an All-Hazards Emergency Operations and Crisis Response Plan with annual training exercises that include but not limited to, Incident Command, Communications, Public Information, Resource Management, **Evacuation, Shelter-In-Place** and Lockdown. These training exercises should test the plan, customized procedures for the Facility, disaster mitigation, response and recovery procedures; and,

**WHEREAS**, the Palatine Park District should enhance internal and external emergency communication when possible by upgrading all its radio communication equipment and systems, to include provision of facility radios for internal use, work with Local Radio Network radios for external emergency use, and application of technologies to improve radio and wireless communication reception at larger shelter sites; and,

**Whereas**, the Palatine Park District should train its staff in required NIMS courses and how to use the plans, procedures, and equipment to protect participants, employees, and visitors during an emergency; and,

**WHEREAS**, the Palatine Park District should conduct orientations, drills, and exercises using its Command Center and full Facility-based ICS structure;

**NOW THEREFORE**, be it resolved that the Palatine Park District Board adopts the NIMS as the official standard by which the district shall conduct incident management for all hazards and emergency incidents.

**PASSED AND APPROVED** this \_\_\_ Day of \_\_\_\_\_, 20 \_\_\_\_.

Palatine Park District

Palatine Park District

\_\_\_\_\_  
Board President

\_\_\_\_\_  
Executive Director



# Palatine Park District

## Emergency Crisis Response Plan

### ECRP Procedures Change Form

- Policy
- Procedure
- Protocol/Best Practice

Section:

History of Approvals:

**DRAFT 2-10-2020**

6.0 —