

Emergency Procedures

Emergency Phone numbers:

All Emergencies 911

Chain of Contact for the YMCA

1. Channel 1 on the radio
2. If no one answers or it's on-call time, call the on-call cell phone at (510) 219-3045
3. Still no answer, call TBD
4. Still no answer, call EBRPD dispatch at (510) 881-1833

YMCA Camp Arroyo Office: 925-371-8401

TTFF Office: 925-455-5118 (Monday-Friday 9am-5pm)

Camp _____ Director:

Camp _____ Doctor/Nurse:

With the large number of campers, staff and volunteers on site, the responsibility for their safety is a serious concern. We must all take steps to be effective, contributing members of _____'s emergency response plan. There are many possible emergency situations which may occur, most of which can be managed effectively when all staff involved know their specific responsibilities. The key is preparedness. Eliminating hazardous situations and being aware of how to react BEFORE an emergency occurs can save lives and prevent serious injuries.

Before any campers arrive, all staff members are responsible for fully acquainting themselves with the geography of Camp Arroyo. Please pay special attention to access points, potential escape routes, and potential hazards (pool, drainage basins, areas of dense vegetation, etc.). Also familiarize yourself with the locations of fire extinguishers and other safety equipment. You are responsible for knowing and adhering to the emergency policies and procedures contained herein. In the event of a major emergency, the highest person on the chain of command list assumes responsibility of communicating with YMCA liaison and following their lead.

Our responsibility in an emergency:

Emergencies can be a scary experience for anyone, especially for our campers. When a serious emergency arises it is our responsibility to take care of our campers and ourselves. Campers will follow your lead. ***Don't react, RESPOND.***

In case of an emergency:

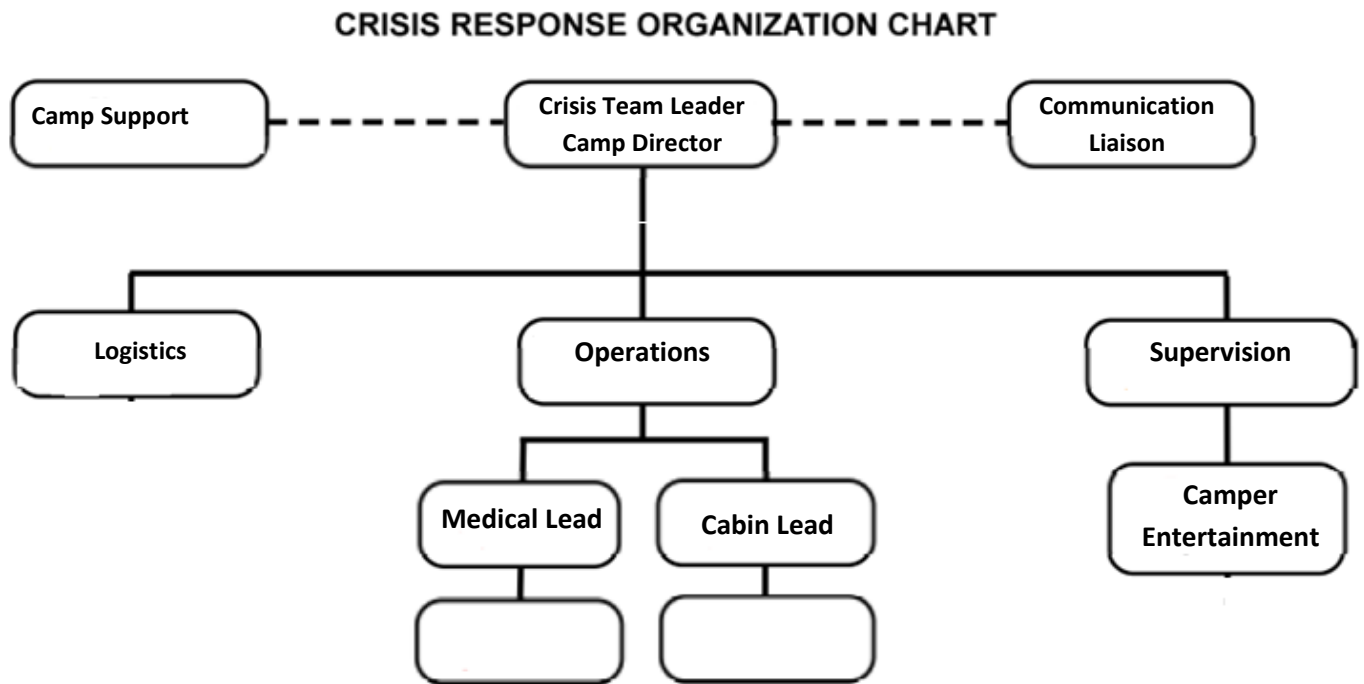
- ☐ **Stay calm.** Do not panic.
- ☐ Make a staff wall if necessary to protect campers from witnessing difficult situations.
- ☐ Guide campers in a calm and orderly fashion to an appropriate, safe area
- ☐ Redirect campers focus with songs, games, and more
- ☐ Provide positive reassurance to campers on an ongoing basis
- ☐ Answer camper questions with honest, short statements to ease curiosity (i.e., It is being handled safely. They are taking care of the situation)

The Taylor Family Foundation's Camp Arroyo

5555 Arroyo Road Livermore, CA 94550



Chain of Communication in the event of an Emergency:



***The Camp Support Team** should be determined by the Camp Director *prior* to camp.

****Things to Think About:**

Transportation

Equipment

Release/Checkout

STAFF ASSIGNMENTS AND RESPONSIBILITIES

A. Crisis Team Leader (Administrator in Charge)

At all times, a designated individual is in charge of the campers, counselors, and staff. The chain of command should be posted and known to all necessary parties including but not limited to the YMCA liaison, TTFF Coordinator, Camp Counselors, Medical Team, etc.

The Camp Director or designated relief person will function as the Crisis Team

Leader and assume overall direction of the emergency response plan. Primary responsibilities are to:

1. Implement one of the designated emergency actions in response to an emergency situation.
2. Direct the emergency response and ensure coverage for all key crisis response leadership positions.
3. In the event of an evacuation, support YMCA liaison and implement the preparation to evacuate of areas and the shelter of participants, using appropriate signals and procedures as required for the emergency.
4. Issue instructions to staff regarding further action to be taken in response to the emergency.
5. Have ultimate responsibility for decisions impacting the safety and welfare of campers and staff.

B. Counselors

1. Direct the evacuation of campers to inside or outside assembly areas if instructed by Team Lead or YMCA liaison.
2. Give the DROP AND HOLD command during an earthquake or explosion.
3. If you are a cabin counselor, take attendance upon reaching the emergency assembly area and in the event of an evacuation, every 5 minutes during foot travel, and upon reaching the evacuation destination.
4. If you are assigned to an emergency response team, report to your emergency plan assignment as soon as you have escorted your campers to the emergency assembly area and someone is placed in charge of your campers.
4. Report missing/unaccounted for campers to the Camp Director/Crisis Team Leader.
5. Apply immediate first aid as necessary or seek assistance from the Medical staff for injured campers.
6. Entertain Campers.

C. Program Staff (Activity Coordinators, etc.)

1. Evacuate campers from your activity area and escort to the emergency assembly area if instructed.
2. Secure your program area and report damage to the YMCA liaison
3. If assigned to an emergency response team, report to your assigned meeting area and gather equipment.
4. If assigned to supervision, help counselors with supervision of campers.

D. Medical Staff

1. Gather necessary medical supplies for the administration of first aid and other medical care.
2. Evacuate as necessary from Infirmary to emergency assembly area if instructed.
3. Account for all campers in the infirmary and for all members of the Medical team.
4. Set up the first aid treatment center in the event that the infirmary is uninhabitable.

E. Support staff

1. Assemble in your assigned location, or report to your assigned emergency team meeting place.
2. Team leaders should account for all members of their team.
3. Help as directed.
4. Survey site and buildings for damage and report on usability to the Safety Director.

F. Office staff

1. Place the 911 call to community responders as directed by the Crisis Team Leader.
2. Document the camp's response to the emergency situation.
3. Answer telephones, facilitate messaging and communication, and coordinate attendance reports.

Action: *SHELTER IN PLACE*

SHELTER IN PLACE means to bring campers inside pending receipt of further instructions.

During the program day, staff will bring their campers to the assembly area, and we will then move inside to the Dining Hall.

At night, counselors and campers will remain in their cabins until receipt of instructions from Camp Director who will be given direction by a YMCA liaison, if deemed necessary.

Once in the dining hall area (for all emergencies): ASSEMBLE – TAKE ROLL

MEDICAL EMERGENCIES

General Guidelines

Prompt, effective response to emergencies at camp requires a staff that is properly trained and equipped before an emergency occurs. Each staff person who is in charge of any camper or group must be able to administer first aid according to standing orders until the Medical staff is available.

If you are the leader of an activity or group of campers and an accident/injury occurs:

1. YOU are in charge and need to take control. Count to ten and evaluate the overall situation.
2. Have the most qualified person present (First Aid Certified) render first aid to the injured person.
3. Use the radio, or send another staff member to contact the Medical staff and request assistance.
4. Other staff members present should take charge of the rest of the campers and move them away from the immediate scene and organize singing, games, or other activities.
5. Once the medical staff arrives at the scene, summarize the situation and answer questions.
6. In the case of a critical accident, serious injury or fatality, keep a responsible adult at the scene of the accident to see that nothing is disturbed until medical aid or law-enforcement authorities arrive.
7. "Once the incident is over, everyone is safe and campers have returned to normal activities, begin collecting the facts: What happened? How? When? Where? Witnesses? Where were the staff? Campers? What could have been done to prevent the injury?"

Write everything down.

8. Prepare accident reports and turn in to the YMCA office within 24 hours.

Fatality

In the event of a fatality at camp, a primary responsibility of the staff is to help keep everyone calm and collected. Such a tragedy must be handled with the highest level of sensitivity and respect. All adult staff must present themselves in a manner that projects calmness and positive support. The following guidelines should be followed:

1. Immediately notify the Camp Doctor/Nurse and Camp Director by radio, or send a runner if a radio is not available.
2. Apply life-saving first aid measures until relieved by staff or EMS responders. If CPR has been initiated, do not discontinue until relieved by EMS personnel, or until instructed to do so.
3. Remove other participants/campers from the immediate area and be sure they are under proper supervision.
4. Gather all information regarding the specifics of the fatality.
5. Secure the area so as to not contaminate any evidence. Do not move any equipment involved in the incident.
6. Interview other staff members and campers who may have witnessed the incident/accident.
7. DO NOT discuss the incident with the public, the media, other staff or campers.
8. Debrief with all involved parties after things have calmed.

Missing Person Procedure

*****Prevention is the key to avoid a lost camper situation*****

Prevention Steps

- ☐ You should never leave a camper alone or unsupervised.
- ☐ Constant face counts—all staff should continually verify that all campers are accounted for at all times. Before going to or leaving cabins, program areas, or any other locations, staff members should make sure all campers are accounted for.
- ☐ Communicate, communicate, communicate. Communicate with co-counselors regarding the whereabouts of both campers and staff.

In the event of a missing person, the following steps will be followed.

Stage 1

If a camper is unaccounted for:

- ☐ Immediately check the surrounding area
- ☐ Ask all staff if they have seen the camper or if permission was given for the camper to leave the area
- ☐ Check to see if there is an absent staff member that may have left with the camper
- ☐ Check with other campers to see if they know where the camper went
- ☐ Initial check should be concluded within 2-3 minutes.
- ☐ ☐ Contact the YMCA liaison and TTFF Coordinator via camp radio if camper not found in the first 5 minutes.

Stage 2

If the camper is not found after the preliminary check then the following missing person procedure will be implemented.

1. Remain calm.

2. Camp Director will report and confirm to the YMCA liaison that there is a missing camper.
3. Continue with the current activity, keeping the rest of the campers together and remain in that program area.
4. The reporting staff member (whoever is calling to report camper missing) will contact the Camp Director using a two-way radio or by calling by phone to let them know that a camper is missing
5. The YMCA will ask the reporting staff for the name of the missing person and a description (age, height, what they were last wearing, last place seen, assigned cabin, etc.)
6. The Camp Director will activate the response team

**The Camp Director will confirm with the YMCA that (s)he is aware of the lost camper.
*If at any time during the search process the camper is located a responder should call in and announce that THE CAMPER HAS BEEN FOUND**

Action: SECURE SITE and TAKE ROLL

Simultaneous Response

Upon hearing the lost camper announcement:

1. The Camp Director will pull the file of the missing person and prepare materials for the search teams and emergency services.
2. All designated search staff (program staff, Cabin Leaders, & staff) will report to their search locations.
3. All designated search team leads will:
 - A. Report to the Camp Director to retrieve pertinent information
 - B. Return to their search location, distribute information and ensure proper search in the designated area.
4. The Camp Support Team will respond with the following steps:
 - A. Camp Director will report to the YMCA liaison and take over contact with the reporting staff member
 - B. The Assistant Camp Director will report to the Camp Director to hand out all response kits and check off search teams as they head to their designated areas.
 - C. The Program Coordinator will report to the Camp Director and begin to call all program areas to verify they are aware of the missing person.
 - D. The Camp Support team will report to their assigned roles or to the Camp Director to become part of the search team and cover on search areas as needed.

5. The Camp Director will make an all camp notification:

“Camp Director to all staff I am confirming that there is a missing camper.

If at any time you’ve found the missing camper state your name and location.”

The Camp Director will include a physical description and last known location of the camper.

6. The Camp Director will then begin contact with each search area: Camp Support team will spread out to cover camp groups. When each area is “cleared”, the support team member will announce over the radio.

**** AT THIS TIME ONLY THE CAMP DIRECTOR AND THE SEARCH TEAM
RESPONDER SHOULD BE TALKING ON THE RADIO*****

7. If after the second check in or after 15 minutes the camper has not been found, the

YMCA Liaison will contact emergency services by calling 911. The Camp Director will provide all of the necessary information to emergency services.

8. If the camper is found during the search, the search team lead will give the following message over the radio: **“(Search team area) to Camp Director, THE CAMPER HAS BEEN FOUND.” Search team will check over the missing person and request a doctor to area for attention if needed.**

9. The search team will then bring missing person to Infirmary where he/she will meet up with their counselor for a follow up and return to activity.

10. The Camp Director will then announce that **“THE CAMPER HAS BEEN FOUND.”** All cabins and program areas will be notified and camp activities will return to normal. Program leads or designates will bring all response kits back to the Camp Director before returning to their activity area.

Dangerous Items on Camp:

1. Dangerous items include, but are not limited to, knives and other sharp items, martial arts or self-defense items, explosive or flammable materials, guns, matches & flammable materials and possibly drugs & alcohol unless those are covered elsewhere. Upon discovery of a dangerous or suspicious item, contact your Cabin Leader immediately or call the Camp Director. The Cabin Leader will contact the Camp Director. Appropriate steps will be taken at the discretion of the Camp Director.

2. In the event that a staff member discovers a gun, firearm, or explosive calmly and discreetly close/cover the item if possible and safe. Direct campers outside or to a safe area. Immediately contact the YMCA Liaison from any camp phone or on walkie-talkie. The YMCA will contact emergency services with all necessary information.

GENERAL FIRE PROCEDURES:

Fire procedures should be reviewed by cabin team before the start of each session. A fire drill will be conducted on opening day of every session.

If you discover a fire:

- ☐ Immediately clear all campers away from the area and make sure they are properly supervised.
- ☐ If a fire alarm pull box is nearby, pull to sound alarm.
- ☐ Alert the Camp Director on the walkie-talkie or by phone. The Camp Director will contact the YMCA liaison.
- ☐ Call 911 if deemed appropriate but let YMCA liaison know if 911 is called
- ☐ Do what you safely can to contain the fire until help arrives. Fire extinguishers are located in every building.
- ☐ Go to the back of the dining hall, or in the case that the fire is near to the dining hall, assemble at the Sport Court

Fire Procedure for Cabins:

Cabin leaders will discuss individual roles during a fire prior to the beginning of the session.

Pull the fire alarm upon discovering a fire. **In addition, as soon as safely possible, notify the YMCA liaison to report the fire and location.** They will sound the fire alarm.

Action: LEAVE BUILDINGS

Action: ASSEMBLE /TAKE ROLL

Upon hearing a fire alarm sound, counselors will immediately

- ☐ Calmly and quietly check the cabin thoroughly before leaving and lead campers out of the cabin and toward the Dining Hall lawn. (If the Dining Hall area is unsafe, proceed to the Sport Court)
- ☐ Upon leaving the cabin counselors will count campers as they head to the Dining Hall to make sure that all are present.

If a child is missing, counselors will ensure appropriate coverage at the Dining Hall area, requesting that an additional counselor help supervise their campers if necessary. **Two counselors** will return to the cabin.

- ☐ Perform a thorough search of all areas of the cabin, including the camper bedroom (under beds and feeling sleeping bags, a small child can look like a ruffled sleeping bag), camper bathroom (in each shower and toilet stall), closets and porches.
- ☐ If a potentially frightened camper is discovered, counselor will calmly encourage her/him to join the rest of the cabin at the Dining Hall.

Fire Procedure for Other Buildings:

Action: LEAVE BUILDINGS

Action: ASSEMBLE/TAKE ROLL

Upon hearing a fire alarm sound while activities are in progress:

1. Cabin counselors will gather campers and proceed to outside of the Dining Hall after ensuring that all campers are accounted for. (If the Dining Hall area is unsafe, report to the Sport Court.)
2. Program Staff will perform a thorough search of their activity area (all closets, bathroom stalls, and other spaces where campers or staff might be). Once they have established that all is clear they will proceed to the Dining Hall area (or sport court), closing all doors behind them. Cabin Counselors report to Cabin Leaders that all campers are accounted for; Program Leaders report to Program Coordinator that all program staff are accounted for.

Procedure for Wild Fires:

Action: SHELTER IN PLACE and TAKE ROLL

1. EBRPD Fire Station will notify the YMCA that wildfire is a threat to the area. The YMCA will notify the Camp Director.
2. If time allows, Crisis Response Team Leaders report to the Camp Director to determine plan of action.

Action: ASSEMBLE and TAKE ROLL

3. Camp Director announces over walkie-talkie **“Assemble and take roll. I repeat, assemble and take roll.” Cabin Leaders will notify their cabins that they should move their campers and staff to the Dining Hall Terrace.**

4. Program Coordinator will notify program areas that they should move campers and staff to the Dining Hall area.

5. Crisis Response Team Leaders report to Infirmary.

Earthquake Procedures

Movement of the ground is seldom the actual cause of harm; most injuries or death result from partial building collapse, falling objects and debris, like ceiling plaster and light fixtures.

Action: DROP, COVER and HOLD

If Indoors:

☐ STAY INDOORS until the shaking stops.

☐ Direct campers to DROP, COVER, and HOLD ON. DROP to the ground, take COVER underneath a sturdy piece of furniture like a desk, table or bed, or into a closet or a corner, and HOLD ON until the shaking stops. Doorways with doors are not recommended. The shorter the distance that one has to move the better.

Avoid objects that may fall and cause injuries, like bookcases, ladders, mirrors, windows, and light fixtures.

☐ Direct campers to crouch down, covering their heads and backs of necks with their arms.

☐ If quake occurs at night, campers and counselors should remain in their own beds, protecting their heads with pillows, until the shaking subsides.

☐ If there are numerous campers with limited mobility, nursing staff and program staff will report to cabins immediately.

If Outdoors:

☐ As quickly and calmly as possible, assist campers in getting to an open area, away from buildings, trees, and other objects that may fall.

☐ Direct campers to crouch down and cover their heads.

For all earthquakes:

Action: LEAVE BUILDINGS

☐ When the shaking stops, check yourself for injuries, then assist campers, being wary of broken glass and fallen objects. If medical attention is needed, contact the Camp Director

Action: ASSEMBLE – TAKE ROLL

- ☐ Account for all campers and proceed with campers to the Dining Hall Terrace
- ☐ Keep on the lookout for small fires that may need to be extinguished. Be prepared for aftershocks.

YMCA liaison will determine if an evacuation is necessary after an earthquake and will be in contact with Camp Director/Emergency Team Lead.

Wildlife Alert Procedures

Do not approach wild animals, no matter how friendly they seem. Under no circumstances should a staff member or camper touch or pick up a wild animal.

WILD ANIMALS

There is a variety of wildlife in the vicinity of camp. In addition to deer, fox, squirrels, and other relatively docile animals, we will occasionally see mountain lions, coyotes, rattlesnakes, spiders, bats, bobcats and similar animals on and around the camp property. Normally, wild animals will avoid people, unless sick, cornered or protecting their young. If you see a dangerous animal in the vicinity of campers, do the following:

1. Do not touch or disturb wild animals, including small squirrels and other apparently harmless animals.
2. If you see a potentially dangerous animal, keep everyone a safe distance away.
3. Do not turn your back on the animal. **DO NOT RUN.**
4. If the animal does not retreat, slowly back away from the animal.
5. If the animal is approaching you, make noise, wave your arms, and attempt to scare the animal away.
6. At night, shine your flashlight into the animal's eyes.
7. Notify the Infirmary if the animal is in the vicinity of the main camp.
8. Directors may implement SHELTER IN PLACE, moving all campers inside until the threat passes.
9. If anyone is injured, contact the YMCA liaison immediately by radio or phone.
10. All animal bites, stings, and similar injuries are to be reported to the Camp Director as soon as possible.

Rattlesnake Safety:

Rattlesnakes are the only venomous species of snake native to California. Generally not aggressive, rattlesnakes usually only strike when surprised, threatened or deliberately provoked. Given room, they will retreat. Most snakebites occur when a rattlesnake is handled, accidentally touched, or stepped on. If you come across a rattlesnake, keep yourself and any campers clear of the snake. By no means should you approach or corner the snake. Report its presence immediately to the YMCA liaison by calling from any camp phone or on walkie-talkie.

If you or someone else is bitten:

- ☐ Alert the YMCA liaison immediately
- ☐ Remain calm and move as little as possible in order to reduce the spread of venom and the onset of shock.

- ☐ Remove constrictive clothing and jewelry.
- ☐ Keep affected area below heart level.

Black Widow Spider Safety:

Black widow spiders are relatively common in California, though bites are very uncommon. However, a bite from a female spider can cause a variety of painful symptoms, including stomach pains, muscle spasms, difficulty breathing and, in the worst cases, paralysis. Death is extremely rare. A bite may not be noticed immediately, but will later manifest as swelling, redness and two tiny puncture marks.

Female black widows can be recognized by their bulbous, shiny black bodies with red or orange hourglass-shaped marks on the undersides of their abdomens.

In the case that you do see a female black widow in the buildings around camp, redirect campers' attention and move them to a safe area. Call the YMCA liaison.

If you think that you or someone else has been bitten:

- ☐ Alert the YMCA liaison immediately. Be sure that the site of the bite gets washed thoroughly.

Rabid Animal Policy

Rabid Animal Policy:

Rabies is carried mainly by wild animals like raccoons, skunks, foxes, and bats. The virus can be transmitted to humans and domestic pets, most often by a bite from the infected animal. If you see an animal acting strangely, report it immediately to the YMCA liaison.

If you are bitten by an animal that may have rabies:

- ☐ Immediately wash the wound **very thoroughly** with soap and warm water.
- ☐ Report the presence of a potentially rabid animal to the YMCA liaison.
- ☐ If possible, keep track of the animal's location so that it can be retrieved. Do not attempt to catch the animal yourself.
- ☐ Report to the YMCA liaison and tell them that you may have come in contact with a rabid animal. (If necessary, dial 911 for emergency help.)
- ☐ The sooner you can begin treatment, the better. However, treatment is typically effective if begun within a week of exposure.

Bat Policy:

In the event that the potentially rabid animal is a bat:

Bites or scratches from bats may be so small as to be unnoticeable or may be mistaken for insect bites or stings.

- ☐ If a bat is found in a room, leave the room and contain the bat.

Do not try to catch the bat.

- ☐ Any contact with a bat should be evaluated by the Medical Director or a Health authority.
- ☐ Immediately contact the YMCA liaison so that the animal can be retrieved and sent to a health lab for testing. The YMCA liaison will contact animal control to follow all appropriate steps.

- ☐ Post exposure treatment should be given to every person present in any situation where a bat is physically present and a bite or any other contact cannot be ruled out. This is particularly important if one wakes up to find a bat in the same room or cabin.
- ☐ Post exposure treatment can be postponed until after results of lab testing on the animal have been returned. However, if the bat cannot be captured, treatment must be started as soon as possible.

UNIVERSAL PRECAUTIONS PROCEDURES

1. For the safety of everyone involved, it is important to utilize universal precautions when assisting ill or injured persons. Standard precautions to prevent transmission must be used when assisting with an injured person.

2. All employees should *use personal protective equipment* to prevent skin, nose, and mouth exposure when contact with blood or body fluid of any person.

☐ *Gloves should be worn* for:

- ☐ Touching blood and body fluids, nose, mouth or non-intact skin of all persons.
- ☐ Handling items or surfaces soiled with blood or body fluids.
- ☐ Performing shots or other procedures involving access to blood vessels.
- ☐ *Gloves should be changed after contact with each person.* Gloves should be pulled off inside out and placed in a garbage bag for disposal.

☐ *Hands and other skin surfaces should be washed immediately* and thoroughly if contaminated with blood or other body fluids. Hands should be washed immediately after gloves are removed. If soap and water are not immediately available, an antiseptic wipe should be used.

☐ *Masks should be worn during procedures* likely to generate droplets of blood or other body fluids.

☐ *Needles should not be recapped*, purposely bent or broken by hand, removed from disposable syringes or otherwise manipulated by hand. After use, all disposable sharps (needles and syringes, scalpel blades and other sharp items) should be placed in designated container.

If needles will be used for medical purposes during the session, a sharps container is REQUIRED by group and MUST be removed from Camp Arroyo upon departure.

☐ *Mouthpieces should be used when resuscitation is needed.* Disposable CPR masks are available in first aid kits and AEDs and should always be used.

☐ Health care workers who have draining lesions or weeping dermatitis (such as poison oak) should refrain from all direct care and handling equipment. A person with a healing cut or burn can cover the area with gloves before providing first aid.

☐ *Clean up spills with gloves on and use disinfectant* of 1 part bleach with 9 parts water. (Full strength bleach should never be applied directly to blood-as it creates fumes).

EMERGENCY SUPPLIES

First aid kits are available in the following locations:

(Each group is responsible for having their own first aid kits and emergency supplies and identifying where they are around campus and inserting that information here for their own staff, and emergency supplies, ideas might be to have grab bags with things that are necessary for each group)

OTHER EMERGENCY SUPPLIES

Supplies Location:

Each group should insert their own things here... ideas....

Search and rescue equipment

Flashlights, lanterns and batteries, Tarps, shelters, blankets Emergency Evacuation Bag

Shovels, pry bars, tools, Powered megaphone, 2-way radios, AM/FM portable radio

The YMCA would provide the following in the case of an evacuation or shelter in place:

Water and food