

URBANA PARK DISTRICT  
CRISIS COMMUNICATION/EMERGENCY PLAN

*CRISIS MANAGEMENT TEAM*

**WHAT CONSTITUTES A CRISIS?**

**Threatens the organizations' integrity or reputation**

- Natural disasters
- Legal disputes or actions against the organization
- Internal or external theft or embezzlement
- Accidents involving our organization/agency
- Negligence
- Other manmade disasters that can be attributed to our organization/agency

**Almost always disruptive**

- Often takes the organization by surprise
- Puts other work on hold
- Forces a reaction
- Can lead to disinformation or rumor

**GOALS IN A CRISIS**

**Safety First**

A crisis may or may not involve immediate danger to the public. In the case of a fire, natural disaster or other accident, the **first order of business is to ensure the health and safety of those using, visiting or working in park district facilities or parks.** There are other cases where the public is affected in a crisis, but not in any immediate danger. Examples include theft or embezzlement. In both cases, however, the public trust will be impacted by the way in which the district immediately reacts to the crisis and resolves it over the long term.

Employees are often on the front lines of a crisis. They may be the individuals asked to respond first. It is imperative that the organization strikes a balance between performing needed job duties in a crisis and life safety issues. All staff should be trained in procedures that protect the safety of customers and their own safety and know when a situation is beyond their ability to help. Examples of this may include fire, medical emergencies, chemical spills, or natural disasters. It is the district's responsibility to train its staff members so that both the public and the employees are as safe as possible in a crisis or emergency. It is the responsibility of each staff member to place safety first.

Protecting the organization is important to its ability to continue to accomplish its mission. Loss of public trust or integrity diminishes the capability to provide services and hurts will hurt an organizations' reputation in the long term.

## **WHO HANDLES A CRISIS?**

*Each emergency is different and the members of the Communication and Management teams handling the emergency will be dependent upon the details of the situation. In each case, the team should be made up of the most qualified individuals to support the district through the crisis.*

## **WHO HANDLES LOGISTICS IN A CRISIS?**

### **Crisis Management Team**

*This team will gather, determine and implement actions to respond to the crisis. The Executive Director or their designee will assign the team.*

**Crisis Management Team Leader** – This individual organizes the team and coordinates all actions to respond to the crisis with all constituents: emergency response personnel, public, staff and those directly involved or impacted by the crisis. This individual maintains communication with the Crisis Communications Team. He or she provides regular updates to the Crisis Communication Team on how the crisis is being handled. This information is shared with the Crisis Communications Team and, in turn, with audiences. The leader will assign other team members duties.

- Site logistics-secure area and assess situation, determine what responses need to be made
- Supplies, Materials, Staffing-having the appropriate supplies, materials, and staffing available
- Financial Support-individual assigned by the Management Team Leader who is knowledgeable about finances and able to access funds as appropriate
- Emergency Coordination-including coordination with local, state and federal emergency management agencies

Individuals on the teams should practice performing their assigned tasks in scheduled role playing scenarios.

## **INFORMATION-RELATED TASKS DURING A CRISIS**

**Get the facts.** Miscommunication heightens during a crisis and can be exaggerated by half-truths, distortions, or negative perceptions. Get to the heart of the real story and tell it.

**Take the offensive when a serious matter occurs.** Be active, not reactive. Tell it all; tell it fast.

**Deal with rumors swiftly.** Tell only the truth about what you know to be fact. Do not repeat others' opinions, hearsay, or possibilities.

**Centralize information.** Centralized coordination provides a singular "face" for the organization in a crisis. This is one way to build credibility. Centralized information also will minimize miscommunication.

**Stay Calm.** Keep your cool in an interview or news conference with reporters. All responders will be intent on resolving the crisis. Individuals associated with the crisis and the organization will be intent to receive timely and factual information. Remember that they are trying to get information on a crisis that may have widespread impact for their organization.

**In any crisis situation, follow every order, direction or suggestion from emergency officials.**

**Write everything down.** Maintain a crisis action log: what actions were taken, by whom and at what time. You will then have a record of the event and how the reponse was organized. . You can later evaluate your responses so you will be better prepared in the future.

**Emergency management information.** Know what is required by government emergency management agencies.

#### **SAFETY RELATED TASKS DURING A CRISIS**

1. Activate the Emergency Response System, individual on site or responding. Assess the situation.
2. Secure the area with support of the Emergency Response personnel.
3. Notify the Executive Director, Superintendent of Planning and Operations, and the Superintendent of Recreation as appropriate. The Executive Director or their designee will assign the Crisis Management Team and a Crisis Communication Team.
4. Develop a plan to respond to the immediate situation. The Crisis Management Team Leader will assign the team members.
5. Document all response actions, assignments, and issues.

#### **FOLLOWING UP AFTER A CRISIS**

***After the crisis is over, it is time to evaluate how the organization handled the crisis. A review should include the following:***

- **A review of why the crisis occurred.** Could anything have been done to prevent the crisis?

- **Plan for the next event.** Although we like to think that additional crises will not occur, it is best to take the information learned from a serious event and use it to improve communication for any future event.
- **Evaluate.** Evaluation of how the crisis was handled.

URBANA PARK DISTRICT  
CRISIS COMMUNICATION/EMERGENCY PLAN

*CRISIS COMMUNICATION TEAM*

**WHAT CONSTITUTES A CRISIS?**

**Threatens the organizations' integrity or reputation**

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**GOALS IN A CRISIS**

**Safety First**

A crisis may or may not involve immediate danger to the public. In the case of a fire, natural disaster or other accident, the **first order of business is to ensure the health and safety of those using, visiting or working in park district facilities or parks.** There are other cases where the public is affected in a crisis, but not in any immediate danger. Examples include theft or embezzlement. In both cases, however, the public trust will be impacted by the way in which the district immediately reacts to the crisis and resolves it over the long term.

Employees are often on the front lines of a crisis. They may be the individuals asked to respond first. It is imperative that the organization strikes a balance between performing needed job duties in a crisis and life safety issues. All staff should be trained in procedures that protect the safety of customers and their own safety and know when a situation is beyond their ability to help. Examples of this may include fire, medical emergencies, chemical spills, or natural disasters. It is the district's responsibility to train its staff members so that both the public and the employees are as safe as possible in a crisis or emergency. It is the responsibility of each staff member to place safety first.

Protecting the organization is important to its ability to continue to accomplish its mission. Loss of public trust or integrity diminishes the capability to provide services and hurts will hurt an organizations' reputation in the long term.

## **WHO HANDLES A CRISIS?**

***Each emergency is different and the members of the Communication and Management teams handling the emergency will be dependent upon the details of the situation. In each case, the team should be made up of the most qualified individuals to support the district through the crisis and at minimum should include:***

**Crisis Management Team Leader** – This person is in charge of leading the organization through the crisis and resolving it as swiftly and simply as possible. The team leader may pull in staff at any time during the crisis to assist. This person may be at the site of the event or crisis or at another location.

**Site Team Leader** – This person is in charge of organizing all activities at the site of the crisis. This may be at a park or facility, an office or a natural area. He or she delegates responsibilities to other staff based on circumstances on the ground. This individual will assign staff to important duties. And pull in staff at any time during the crisis to assist.

**Communication Team Leader** – This individual leads the communication team and gathers and disseminates information about the crisis.

## **WHO HANDLES INFORMATION IN A CRISIS?**

### **Crisis Communication Team**

***This team will gather, communicate and distribute information during and after the crisis. The Executive Director or their designee will assign the team.***

**Communication Team Leader** – This individual organizes the team and coordinates all actions to respond to the crisis with all constituents: emergency response personnel, public, staff and those directly involved or impacted by the crisis. This individual maintains communication with the Crisis Communications Team. He or she provides regular updates to the Crisis Communication Team on how the crisis is being handled. This information is shared with the Crisis Communications Team and, in turn, with audiences. The leader will assign other team members duties.

- Cover phones
- Update website and social media
- Issue news releases, call news conferences

- Gather information from the public

**Information Liaison** – This individual is responsible for monitoring the information coming back to the organization from constituents, staff and the public. He or she should classify the information into categories, such as *facts* and *rumors*. Facts should be regularly updated; rumors should be verified or exposed as myths. The spokesperson will address the facts and myths in any public forums and the individual in charge of news releases will address them in writing.

**Spokesperson** – This person is the one public communicator. He or she will speak with the media and provide regular timely updates on the actions the district is taking to resolve the crisis. Those individuals already known as public faces of the organization and those who have the highest level of both authority and accountability make the best spokespeople. This role would often fall to the executive director or board president, depending on the type of crisis.

Individuals on the teams should practice performing their assigned tasks in scheduled role playing scenarios.

## **INFORMATION-RELATED TASKS DURING A CRISIS**

**Get the facts.** Miscommunication heightens during a crisis and can be exaggerated by half-truths, distortions, or negative perceptions. Get to the heart of the real story and tell it.

**Take the offensive when a serious matter occurs.** Be active, not reactive. Tell it all; tell it fast.

**Deal with rumors swiftly.** Tell only the truth about what you know to be fact. Do not repeat others' opinions, hearsay, or possibilities.

**Centralize information.** Designate one spokesperson. A central spokesperson provides a singular "face" for the reporters. Viewers begin to become familiar with a central spokesperson, so this is one way to begin building credibility. Centralized information also will minimize miscommunication.

**Stay Calm.** Keep your cool in an interview or news conference with reporters. Some reporters' questions may be hostile, or may seem to be a personal attack. Remember that they are trying to get information on a story that may have widespread impact for their audiences.

**Stay "on the record".** Do not go "*off the record*." Any comment worth saying should be said "on the record." If you go "off the record," be ready to read it in print the next day. Is this unethical for reporters to report "off the record" comments? Sure, but anything can, may, and will be done to advance a story. You should not be lulled into a false sense of security about the confidentiality of your comments.

**"No comment" is not an answer.** Try to have an answer for reporters' questions. But if you don't have an answer, don't be afraid to say, "I don't know, but I'll find out." Saying "no comment" instead, appears to television news viewers and newspaper readers that you have something to hide.

**In any crisis situation, follow every order, direction or suggestion from emergency officials.**

**Write everything down.** Maintain a crisis communication log: what was said by whom and at what time. You will then have a record of the event and how it was communicated. You can later evaluate your responses so you will be better prepared in the future.

#### **FOLLOWING UP AFTER A CRISIS-COMMUNICATION**

***After the crisis is over, it is time to evaluate how the organization handled the crisis. A review should include the following:***

- **A review of why the crisis occurred.** Could anything have been done to prevent the crisis?
- **An evaluation of how the crisis was handled.** You may want to use the crisis communication inventory you maintained to evaluate how communication was handled. Was information disseminated through one spokesperson? Did miscommunication occur?
- **An examination of similar scenarios.** What would you do in a similar situation in the future? What did others do in similar situations?
- **Plan for the next event.** Although we like to think that additional crises will not occur, it is best to take the information learned from a serious event and use it to improve communication for any future event.

URBANA PARK DISTRICT  
CRISIS COMMUNICATION/EMERGENCY PLAN

*RESPONSES TO SPECIFIC EMERGENCIES*

The following emergency procedures have been established to protect the Urbana Park District, hereafter referred to as Park District, employees and patrons. All Park District employees will assist during emergency situations within the scope of their abilities.

**Hot Environments**

The U.S Department of Health and Human Services reports that the frequency of accidents is higher in hot environments because of the heats' effect on the mental alertness and physical performance of an individual. Excessive exposure to a hot work environment can bring about a variety of heat-induced disorders, such as:

1. Heat Stroke
2. Heat Exhaustion
3. Heat Cramps
4. Fainting
5. Heat Rash
6. Transient Heat Fatigue

Extreme or unusually high heat affects everyone differently; know your limits in high heat environments. Follow the general guidelines below to minimize risk of heat-related disorder:

1. Know signs & symptoms of heat-related illness.
2. Monitor yourself and coworkers.
3. Block out direct sun or other heat sources.
4. Drink plenty of water.
5. Avoid beverages which contribute to dehydration such as coffee and tea.
6. Take frequent breaks during the first 5 to 7 days of exposure to the hot environment, until acclimated to the increased temperatures.
7. Wear lightweight, loose-fitting, light-colored clothing. Remove saturated clothing.
8. Get plenty of rest. Sufficient sleep and good nutrition are important for maintaining a high level of heat tolerance.

If an employee or patron is observed to be ill from the heat, you should:

1. Call a supervisor for help. If a supervisor is not available, call 911.
2. Have someone stay with the worker until help arrives.
3. Move the worker to a cooler/shaded area.
4. Remove outer clothing.
5. Fan and mist the worker with water; apply ice (ice packs or towels).

6. Provide cool drinking water, if able to drink.

If the worker is not alert or seems confused, this may be a heat stroke. Call 911 immediately and apply ice as soon as possible.

### **Excessive Heat Cancellation & Rescheduling Procedure**

The Executive Director and Superintendents will evaluate weather conditions with regard to program cancellations.

#### Youth Sports

All games are cancelled or rescheduled by the Athletics staff no later than 4:30 pm. If games have not been called by 4:30 pm, it is the official's job to determine safe playing conditions. If the heat index is 105°F or warmer by 4:30, the Athletics staff will cancel or postpone youth sports games and practices.

#### Adult Sports

Adult sports games will not be cancelled by the athletic staff due to heat. Adult sports teams and players are advised to take caution and follow heat safety guidelines when playing.

#### Outdoor Music and Special Events in the Parks

Outdoor evening events will be cancelled or rescheduled when the heat index reaches 110°F at any point during the event. The Program Managers may reschedule an evening event by 4:30 pm, if the daytime heat index has exceeded 110°F.

#### Other Youth Outdoor Programs and Activities

If the heat index reaches or exceeds 105°F, programs should move into air conditioned space. If no air conditioned space is available, the program will be cancelled or postponed. Outdoor programs taking place in temperatures over 95°F will restrict outdoor exposure to less than one continuous hour, and limit physical exertion.

## **Cold Environments**

When the body is unable to warm itself, serious cold-related illnesses and injuries may occur, and permanent tissue damage and death may result.

Individual thresholds to cold environments are different; know your limits and follow these guidelines to minimize your chance of developing a cold environment-related disorder:

1. Know the signs & symptoms of cold-induced illnesses.
2. Keep clothing clean. This helps maintain the proper insulation ability of the garment.
3. Avoid overheating. Use zippers, hats and gloves to regulate body temperature.
4. Wear clothes loose and in layers. Tight layers will not trap heat.
5. Keep clothes dry. Remove saturated clothing, especially cotton garments. Cotton does not pull moisture away from the skin. When cotton is wet it will make the body cooler.
6. Avoid dehydration. Consume warm sweet drinks and soups to increase caloric intake and fluid volume. The intake of coffee should be limited because of the diuretic and circulatory effects.
7. Avoid exhaustion or fatigue because energy is needed to keep muscles warm.
8. Work in pairs, do not work independently.

### *Hypothermia*

Hypothermia may occur when land temperatures are above freezing or water temperatures are below 98.6°F/37°C. Cold related illnesses can slowly overcome a person who has been chilled by low temperatures, brisk winds, or wet clothing.

Hypothermia happens when the normal body temperature (98.6°F/37°C) drops to or below 95°F (35°C). Symptoms of hypothermia include:

1. Fatigue or drowsiness.
2. Uncontrolled shivering.
3. Cool bluish skin.
4. Slurred speech.
5. Clumsy movements.
6. Irritable, irrational or confused behavior.

What should be done: (land temperatures)

1. Call 911 for emergency help.
2. Move the person to a warm, dry area. Do not leave the person alone. Remove any wet clothing and replace with warm, dry clothing or wrap the person in blankets.
3. Have the person drink warm, sweet drinks (sugar water or sports-type drinks) if they are alert. Avoid drinks with caffeine (coffee, tea, or hot chocolate) or alcohol.
4. Have the person move their arms and legs to create muscle heat. If they are unable to do this, place warm bottles or hot packs in the arm pits, groin, neck, and head areas. Do not rub the person's body or place them in warm water bath. Rapidly warming the body may stop their heart.

### *Frost Bite*

When frost bite occurs the body experiences a freezing in deep layers of skin and tissue. The appearance of skin is pale, waxy-white in color and the skin becomes hard and numb. Frost bite usually affects the fingers, hands, toes, feet, ears, and nose.

What should be done: (land temperatures)

1. Move the person to warm, dry area. Do not leave the person alone.
2. Remove any wet or tight clothing that may cut off blood flow to the affected area.
3. Do not rub the affected area, because rubbing causes damage to the skin and tissue.

Seek medical attention as soon as possible.

### **Adverse Weather Plan**

#### **PURPOSE:**

To establish procedures to guide employees in reporting to work during adverse weather conditions. To clarify compensation policy for employees who are unable to work during adverse weather.

#### **DEFINITIONS:**

Adverse Weather: Includes conditions such as snow, sleet, flooding, freezing temperatures, heavy winds.

Adverse Weather – Non Emergency State: Poor weather conditions exist but an emergency state has not been declared by the Executive Director; normal Park District activities continue as usual.

Adverse Weather – Declared Emergency State: The Executive Director has declared that an emergency state is officially in effect due to adverse weather conditions, thus curtailing normal, non-critical Park District operations.

Critical Positions: Are defined as those positions identified by each Department Head as critical to service delivery during adverse weather conditions.

#### **PROCEDURE:**

##### **A. Non-Emergency State**

1. If adverse weather conditions prevail, all employees shall report to work as scheduled. Employees unable to perform normal job duties because of weather conditions will be assigned other work by their supervisors.
2. If hazardous conditions develop before normal reporting time, employees should report to work or contact their supervisors immediately. Employees unable to report to work due to weather conditions may ask that an approved absence be charged to paid leave, compensatory leave (where applicable), or excused leave without pay. Failure to contact their supervisor in a timely manner or as soon as practically possible will result in unexcused leave and subject employees to

disciplinary action for unsatisfactory job performance. Whenever possible, and in accordance with departmental policies and practices, the employee may be allowed to make up this time within the same work week rather than charge it to leave.

3. If hazardous conditions develop during the day, employees not designated as being in "critical positions" may be authorized by their Department Head to leave work if special transportation or other problems are anticipated. This absence shall be charged to paid leave or compensatory leave (where applicable). Whenever possible, employees may be allowed to make up this time within the same work week rather than charge it to leave.
4. Under no circumstances, unless otherwise approved by the Executive Director and or Superintendent of Planning & Operations, are maintenance vehicles or maintenance personnel to be used for transporting "non-critical" District employees to work in a state of adverse weather. Other District vehicles and personnel are to be used according to departmental policies and procedures.

B. Declared Emergency State

1. When an emergency state has been declared by the Executive Director, non-critical operations may be curtailed and employees may take approved leave as outlined in the Personnel Manual.
2. Employees in critical positions shall be required to continue working as needed to ensure adequate delivery of necessary services.
3. A list of critical positions shall be identified by each Department Head, distributed to affected employees and posted periodically in work sites. New employees who are in critical positions shall be notified of this status when they are hired. Employees in critical positions are responsible for making arrangements to get to work. Supervisors will work with employees to ensure that reasonable plans have been made for this eventuality.
4. Employees in critical positions may be transported to the work site by District vehicles as circumstances allow and as authorized by Department Heads, Employees in critical positions may be transported to the work site by District vehicles as circumstances allow under the direction of the Superintendent of Planning & Operations and the Superintendent of Recreation. Under no circumstances shall non-critical employees be transported to work by District maintenance.

Critical Positions:

The Executive Director, Business Manager, Superintendent of Planning and Operations, and Superintendent of Recreation will determine the critical positions for each emergency for their department.

A. Administration:

Executive Director, Business Manager, Superintendent of Planning & Operations, Superintendent of Recreation, Accounting Assistant, and the Public Information Marketing Manager (as determined by each emergency)

B. Planning & Operations:

Superintendent of Planning and Operations, Facilities Maintenance Supervisor, Grounds Maintenance Supervisor, Construction Maintenance Supervisor, Aquatic Facilities Maintenance Supervisor, Office Manager, Facilities Maintenance Technicians, Grounds Maintenance Technicians, Equipment Technician, Park Beautification Technician, and Custodian

C. Recreation:

Environmental Program Manager, Community Program Manager, Aquatics Supervisor, Athletics Supervisor, Recreation Services Supervisor

### **Adverse Weather Cancellation & Rescheduling Procedure**

The Executive Director and Superintendents will evaluate weather conditions with regard to program cancellations.

**PURPOSE:**

To establish procedures to guide staff in canceling programs and special events due to adverse weather conditions.

**DEFINITIONS:**

Adverse Weather – includes conditions such as snow, sleet, flooding, freezing temperatures, extreme heat and heavy winds.

Program Facility – includes those facilities that offer instructional and recreational programs such as the Phillips Recreation Center, Brookens Gym, Anita Purves Nature Center, Lake House, Urbana Indoor Aquatic Center, and the Crystal Lake Park Family Aquatic Center.

Rental Facility – includes those facilities that reserve space to outside groups for meetings, rehearsals, parties, etc, such as the Phillips Recreation Center, Brookens Gym, Anita Purves Nature Center, Lake House, Urbana Indoor Aquatic Center, and the Crystal Lake Park Family Aquatic Center.

Schools – includes schools that the park district offers instructional and recreational programs.

**PROCEDURE:**

1. All regular employees are to report for work on all scheduled workdays.
2. The Executive Director, Superintendent of Recreation and Superintendent of Planning & Operations or their designee will make a decision as to whether facilities shall open and programs conducted based upon the following:
  - a. Conditions of roads and streets in Urbana.

- b. Safe access into facilities (parking lots, sidewalks, and steps).
  - c. Changing/deteriorating weather conditions. (i.e. anticipated overnight icing, rain changing to snow, etc.)
3. Program Facilities: to cancel or delay facility openings or conduct programs the following procedure shall be used:  
Prior to reporting to Work: All department heads will contact their Superintendent or their designee to determine cancellation of programs and/or delays in opening facilities. Upon the decision the department head will contact their respective facility/program supervisors and advise them of the decision. Public notification should be made according to the following schedule:
  - 5:00 a.m. for classes/programs beginning prior to noon
  - 10:00 a.m. for classes/programs beginning between noon and 5 p.m.
  - 3:30 p.m. for classes/programs beginning after 5 p.m.

Program facilities may be required to open to conduct park district business even if programs are cancelled. The program managers will put a recording on the public line announcing the closing and/or delayed opening time of the facility, will contact the appropriate temporary staff and program instructors, and will notify the administrative office upon arrival at the facility. The Public Information and Marketing Manager will be responsible for updating the Urbana Park District website.

All programs with hotlines will put an announcement on the 24-hour cancellation line.  
After reporting to Work: If weather conditions deteriorate after staff has reported to work the department heads will determine cancellation of programs or facility closing. Every effort will be made to meet the established time line above. However, in the best interest of the program participants and staff, adjustments may be made to the cancellation schedule.  
*All program facilities shall adhere to the delayed opening, cancellation and/or early closing schedule with exception of rental facilities.*

4. Rental Facilities: Rental cancellations due to the adverse weather conditions will be handled on a case by case basis, Supervisors of all rental facilities shall:
  - a. Contact department head prior to calling rental party to determine if the facility is safe to use and staff can get to the facility.
  - b. If the facility is unsafe, inform rental parties of the cancellation and give them the option of rescheduling or receiving a refund.
5. Athletic Program Cancellations: Athletic Programs cancelled due to unplayable and unsafe field/facility conditions will adhere to the following procedure:
  - a. A decision regarding cancellation will be made by 4:30 p.m. Monday through Friday, 7 a.m. on Saturday, and noon on Sunday.
  - b. After the times listed above, the decision to cancel games will be made at the field.

- c. The Athletic Supervisor or a designee will be responsible for updating the 24-hour Athletics Hotline.

Once games are cancelled due to unsafe field conditions, teams are not allowed to use the field/facility for practice.

### **Tornadoes**

Tornadoes are a local storm of short duration formed by high speed rotating winds. It is impossible to predict exactly when and where a tornado will occur. If severe weather is imminent, listen to local weather forecasts for frequent updates. During the weather forecasts, listen for these terms and do the following:

1. Tornado Watch – Conditions exist that may produce a tornado. Continue with daily activities, paying close attention to weather reports and changes in the weather around you.
2. Tornado Warning – a tornado has been spotted or its presence has been detected by radar. Seek shelter immediately.

If you are in a building or structure, you should:

1. Go to a pre-designated shelter area such as a basement or the lowest building level.
2. If there is no basement, go to the center of an interior room on the lowest level (closet, interior hallway).
3. Stay away from corners, windows, doors, and outside walls.
4. Put as many walls as possible between you and the outside.
5. Get under or next to sturdy furniture and use your arms to protect your head and neck.
6. Do not open windows.

If you are in a vehicle, trailer, or mobile home, you should:

1. Get out immediately and go to the lowest floor of a sturdy, nearby building or a storm shelter.

If you are outside with no shelter, you should:

1. Lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of the potential for flooding.
2. Do not get under an overpass or bridge. You are safer in a low, flat location.
3. Never try to outrun a tornado in urban or congested areas in a car or truck. Instead, leave the vehicle immediately for safe shelter.
4. Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries.

Stay in the shelter area until the tornado warning is terminated.

## **TORNADO PLAN**

### **Facilities Procedures:**

#### **Watch—Tornado and Thunderstorm**

- Turn radio to emergency radio station News Talk 1400 AM or 97.5 FM.
- Inform everyone in facility of watch.
- Check park areas and inform everyone of watch.
- Continue programs as scheduled and appropriate for the weather conditions.

#### **Warning—Tornado and Severe Thunderstorm**

##### **When the emergency response sirens sound:**

- Turn television to Weatherscan channel 22
- Turn radio to emergency radio station News Talk 1400 or 97.5 FM.
- Inform everyone in the facility of the warning and direct them to the cover area.
- Take cover away from “outside” glass and in small rooms in the interior of the building.

<b>Facility</b>	<b>Location of Storm Shelter</b>
Leal Cottage	Basement
APNC	Basement
PRC	Restrooms
UIAC	Locker rooms
901	Break room
Lake House	Bathrooms
Brookens	Locker rooms
Meadowbrook Barn	Garden Pavilion Restrooms
Sports Fields (outdoors)	Nearest building interior
1011 E Kerr St.	Restrooms / any interior room

### **Vehicle Procedures:**

#### **Watch—Tornado and Thunderstorm**

- Operations Office Manager will inform all park personnel of weather updates.
- Turn radio to emergency radio station News Talk 1400 AM or 97.5 FM.
- Check park areas and inform everyone of watch.

#### **Warning—Tornado and Severe Thunderstorm**

- Operations Office Manager will inform all park personnel of weather updates.
- Turn radio to emergency radio station WDWS 1400 AM or 97.5 FM.
- Inform everyone in the general vicinity of warning.
- Seek the closest shelter and take cover.

## Earthquakes

Earthquakes are a rare but possible occurrence in the Midwest. Stay as safe as possible during an earthquake. Be aware that some earthquakes are actually foreshocks and larger earthquake might occur. Minimize your movements to a few steps to a nearby safe place and if you are indoors, stay there until the shaking has stopped and you are sure existing is safe. Take the following actions when an earthquake begins.

If you are indoors, you should:

1. Drop to the ground; take cover by getting under a sturdy table or piece of furniture and hold on until the shaking stops. If there is not a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
2. Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
3. Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load bearing doorway.
4. Stay inside until the shaking stops and it is safe to go outside.
5. Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.
6. Do not use elevators.

If you are outdoors, you should:

1. Stay there.
2. Move away from buildings, streetlights, and utility wires.
3. Once in the open, stay there until the shaking stops.

If you are in a moving vehicle, you should:

1. Stop and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
2. Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

If you are trapped under debris:

1. Do not light a match
2. Do not move about or kick up dust.
3. Cover your mouth with a handkerchief or clothing.
4. Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available.

## Lightning

Lightning is a violent act of nature that can cause serious injury and death. In most instances, people injured by lightning are not directly hit. These non-direct hit injuries are caused by transients, currents that flow through people in the vicinity of lightning strikes to the ground. Lightning strikes occur most frequently during the spring and summer months when thunder storms are prevalent. It is the policy of the Park District that all persons supervising outdoor activities be aware that when lightning or thunder is observed or heard, outdoor programs should be suspended and everyone should seek appropriate shelter. The same holds true for any employee working outside, if lightning or thunder is observed or heard, employees should stop what they are doing and seek appropriate shelter. Employees should adhere to the following procedures and guidelines:

If outdoors, you should:

1. Avoid water and all metal objects.
2. Avoid high ground and open spaces.
3. Avoid standing near tall or metal objects such as fences, light poles, or power lines.
4. Seek shelter in a building or in a fully enclosed metal vehicle such as a car, truck or van with the windows completely shut. The employee should return to their operations base if possible.
5. Remain in the shelter area for 30 minutes after the last sign of lightning or sound of thunder.
6. If you feel your skin tingle or your hair stand on end, squat low to the ground on the balls of your feet. Place your hands on your knees with your head between them. Make yourself as small a target as possible and minimize your contact with the ground.

If indoors, you should:

1. Stand clear from doors and windows.
2. Avoid contact with sinks, faucets, and related piping.
3. If possible, turn off and stay away from electrically powered items.
4. Do not attempt to unplug electrical cords.
5. Use telephones for emergency use only.
6. Remain inside until the storm has passed.

## *Outdoor Program*

Instructors and supervisors should listen to current weather forecasts the morning of any outdoor planned activities so that employees can be alert to changing weather conditions. Instructors should also follow the following steps whenever possible.

1. Monitor weather conditions as they appear on the horizon.
2. Monitor weather radios when possible.
3. Designate buildings that can be used when severe weather occurs.
4. Plan alternative indoor activities for camps and related programs.

In the event lightning is spotted, thunder is heard, or a lightning warning system is sounded, all activity must be stopped and the following must be followed:

1. Whenever lightning is observed or thunder is heard, outdoor activity should be suspended for a minimum of 30 minutes after the last sign of lightning or thunder is noted.
2. If a lightning warning system is present, follow the procedure specific to that system and location.
3. Do not resume activity until 30 minutes following the last sight of lightning or sound of thunder.
4. Follow IHSA Severe Weather Safety Guidelines when applicable.
5. Pools and deck areas need to be evacuated at the Crystal Lake Park Family Aquatic Center.

## **Flood**

Flooding is most likely to occur near bodies of water, and in areas with poor drainage. As in any other emergency situation the well-being of Park District staff and patrons is the first priority.

1. Avoid rushing waters and protect yourself against contaminated water.
2. If flood waters threaten Park District assets, a sand bag dike may be built.
3. Evacuate buildings threatened by flood waters.
4. Contact all utilities to disconnect services.
5. A department head or present supervisor will coordinate the actions of staff present in an attempt to protect Park District assets, without jeopardizing their safety.
6. Do not drive into flooded areas.
7. Any employee working near floodwaters must wear a U.S. Coast Guard approved life jacket.
8. In high traffic areas, efforts will be made to secure sections of the area to deter public traffic.

## Fire Plan

### General Information

Fires can begin through explosions from highly volatile materials; arson; lightning strike; vandalism; old, unsafe, or overheated appliances; fireworks; smoking materials; or improperly stored flammables.

To stop the spread of fire, early detection and extinguishing are essential. If a fire gets out of control or an explosion is imminent, evacuation must be immediate. The impact of fire is greatly affected by fire alarms, sprinkler systems, exit signs, emergency lighting, and employees trained in fire extinguisher use.

### Fire Extinguisher Use

**Fight a fire with an extinguisher only if the following are true:**

- The fire department has been notified of the fire.
- The fire is small and confined to its immediate area of origin.
- You have a way out and can fight the fire with your back to an exit.
- You have the proper extinguisher (in working order) and know how to use it.
- You use careful judgment. If your effort is failing, get out of the facility quickly, and close the door behind you.

### Fire—Basic Action and Evacuation

1. Contact the Fire Department (911) and activate the nearest fire alarm.
2. Begin evacuation of all participants and staff.
3. Attempt to extinguish the fire under the recommended guidelines above.
4. Leave lights and windows as they are.
5. Be aware of the number of participants for whom you are responsible. Upon evacuation, do a head count.
6. Close all doors as you exit rooms.
7. A site supervisor or designated staff should prepare to meet the fire department.
8. A senior staff member (Director, Superintendent, Public Information and Marketing Manager) should be prepared to meet and discuss the situation with the authorities (i. e., fire department, police, media if authorized).
9. Available staff should stay with all participants. However, one staff member should contact the Business Manager at the Business Office and the Public Information and Marketing Manager, and the Superintendent of Recreation should contact parents of youth participants if applicable.
10. Follow the directions of the fire department and police.
11. **UIAC and APNC – *Do Not Use Elevator To Exit The Lower Level.***

### **Bomb or Terrorist Threat**

1. Take it seriously.
2. Get as much information as possible and write it down immediately.
  - Name of caller or association?
  - Date call is received?
  - Exact location of bomb?
  - Time of detonation?
  - What bomb looks like?
  - Why bomb was placed?
  - What kind of explosive was used?
  - Caller's sex and age (adult or child)?
  - Any other identification (voice, tone, and background)
3. If possible, keep the caller on the primary line and on a secondary line another person should contact police and then the telephone company at (800) 346-1382 to trace the call.
4. Another staff person should alert the facility supervisor and immediate supervisor.
5. Evacuate the facility to 300 feet for the protection of all participants and staff.
6. Contact the Executive Director, Business Manager, Superintendent of Planning and Operations and Superintendent of Recreation.
7. A senior staff member (Director, Superintendents, Public Information and Marketing Manager) should be prepared to meet and discuss the situation with the authorities (i.e., police, bomb squad, media if authorized).
8. Follow the direction of the police.
9. Particular attention should be given to: ceilings, restrooms, crawlspaces, electrical and plumbing areas and fixtures, utility rooms, office areas, stairways, fuel or gas valves, suspicious parcels or people, or anything out of the ordinary. Staff should direct authorities to areas of concern.

### **Utility Failure Plan**

1. An emergency lighting system will operate at each Urbana Park District facility in the event of a power failure. These systems will work for a maximum of 15 minutes only.
2. Utilize flashlight(s) and the radio (if necessary).
3. Take the appropriate steps to calm all participants (proceed with activities if allowable).
4. Contact the Planning and Operations office and appropriate personnel during office hours, or contact the appropriate personnel at their home number after hours.
5. If utility failure continues for an extended period of time, contact parents of youth participants and send adult participants home.
6. If gas or burning odors are detected within the building, evacuate the building immediately.
7. **UIAC and Anita Purves Nature Center - *Check elevator for participants.***

**Call Ameren IP at (800) 755-5000**

**Illinois American Water (800) 422-2782**

**UCSD 384-2342**

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Administrative Procedure Manual

9-30-13 dlm, alj

Director Approved, 9-30-13

**Evacuation Routes**

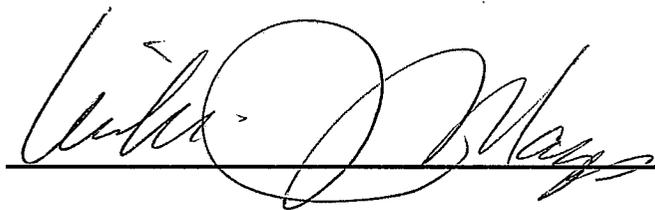
More than one exit may be used during evacuations. However, the closest exit should be utilized.

<b>FACILITY</b>	<b>PRIMARY EXIT</b>	<b>SECONDARY EXIT</b>	<b>ALTERNATIVE EXIT</b>
<b>Business Office - First Floor</b>	Front Door	Back Door	
<b>Business Office - Basement</b>	South Basement Door	Upstairs to back door	
<b>APNC - First Floor</b>	Lobby Entrance	Exhibit Hall	Education Hall, Classroom C
<b>APNC - Basement</b>	Bottom of Stairs	Resource Room	Storage Room
<b>PRC</b>	Front doors	West emergency exits	South and East emergency exits
<b>UIAC</b>	Front doors	West doors	North doors
<b>901</b>	Front door	East door to drive	South door to back shop
<b>Brookens Gym</b>	Main Park District Entrance	West exit through storage	Exit south of locker rooms
<b>Lake House</b>	North and south end of hallway	West end of main room	East end of kitchen
<b>1011 E Kerr</b>	Front Door	East exit through resource room	West exit to employee parking / any shop exit door
<b>Meadowbrook Interpretive Center</b>	Main Barn Door	South exit	

**CRISIS COMMUNICATION PLAN/EMERGENCY PLAN**

**AUTHORIZATION SIGNATURE PAGE**

**The Crisis Communication Plan/Emergency Plan is approved on  
September 30, 2013.**

A handwritten signature in black ink, appearing to read "Vicki J. Mayes", is written over a solid horizontal line. The signature is fluid and cursive.

**Vicki J. Mayes, Executive Director**