

**Urbana Park District
Lake House in Crystal Lake Park
EMERGENCY PLAN**

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Lake House in Crystal Lake Park**

**EMERGENCY PLAN
206 W Park St
Urbana, IL**

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Facility Emergency Personnel
Urbana Park District
Lake House in Crystal Lake Park

Position	Area of Responsibility	Name
Incident Commander (IC)		Fire or Police onsite representative
Emergency Warden		Senior center staff present
Primary		Janet Soesbe
Alternate		Niki Hoesman
Alternate		Derek Liebert
Assembly Area	Parking Lot Garbage Can Area	
Tornado Shelter	LADIES ROOM	

After-Hours Contacts

Department	Park District	
Name/Title	Primary Contact Number	Alternate Contact Number
Janet Soesbe	217-840-5515	
Niki Hoesman	217-370-6678	
Derek Liebert	217-417-1120	

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LOCAL AREA EMERGENCY PROCEDURES

EMERGENCY PROCEDURES

A. Fire:

1. Person discovering the fire:

Pull the fire alarm.

Evacuate the area.

From a safe area Dial 911, state:

"This is (your name) at Urbana Park District, Lake House in Crystal Lake Park 206 West Park Street Urbana, IL. There is a FIRE" Provide additional details as requested by the METCAD.

2. Emergency Warden hearing the alarm will begin to sweep his/her facility, ensuring all personnel and visitors are notified and begin exiting the building.
3. Meet at assembly point located at *Parking Lot Garbage Can area*. Ensure all staff members and visitors are accounted for within your facility location.
4. In the event of inclement weather (life threatening-severe cold/heat, lightning). You will be provided instructions on where to go when released by the Incident Commander.
5. Emergency Warden will collect and report personnel status and details of the incident to the Incident Commander; Maintains contact with personnel and provides additional information to IC as needed.
6. IC will provide additional instructions.

B. Need for Law Enforcement Intervention:

Any situation in which an employee becomes uncomfortable or concerned about the behavior of a member of the staff or public:

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Without arousing the staff or citizens suspicion or increasing the tension level:

1. Locate the nearest PANIC ALARM and depress the button.
2. Continue to engage the person in POLITE, NON CONFRONTATION conversation.
3. Urbana Police Office personnel will arrive shortly and take charge of the situation.

C. Explosion:

1. Person discovering the situation:

Evacuate the area by the quickest/safest route possible.

From a safe location Dial 911, state:

"This is (your name) at Urbana Park District, Lake House in Crystal Lake Park 206 West Park Street Urbana, IL. There has been an EXPLOSION."

Provide additional details as requested by METCAD.

2. Emergency Wardens on hearing the explosion begin evacuation/sweeping the area.
3. Meet at designated assembly point **Parking Lot Garbage Can area.**
4. In the event of inclement weather (life threatening-severe cold/heat, lightning). You will be provided instructions on where to go when released by the Incident Commander.
5. Emergency Warden will collect and report personnel status and details of the incident to the Incident Commander; Maintains contact with personnel and provides additional information to IC as needed.
6. Emergency Warden retains control of facility personnel and provides additional information to IC as needed.

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7. IC will provide additional instructions.

D. Personal Injury Requiring Medical Attention

1. Person discovering the injury:

Dial 911, state:

"This is (your name) at Urbana Park District, Lake House in Crystal Lake Park 206 West Park Street Urbana, IL. There is (fill in with number) INJURED person(s).

Injury appears to be (describe what you are seeing)."

Provide additional details as requested by METCAD.

2. Have someone go to the main entrance of the facility to await and guide the EMS personnel to the victim.

3. Advise the Emergency Warden of the situation, to contact the janitorial staff if the victim is unable to clean up and dispose of the bodily fluids.

E. Tornado Warning

On receipt of a **Tornado Warning** from the National Weather Service Radio:

Emergency Warden must advise personnel to:

Move **immediately** to the designated shelter **Ladies Room**.

Sweep the area ensuring all personnel and visitors have been notified and are moving to shelter.

Emergency Warden to remain in entry hallway and direct any visitors to the shelter. Center to remain open to provide shelter for park visitors. Move to shelter as needed to ensure self-safety.

Remain in the shelter for at least 30 minutes; listen to commercial radio or National Weather Service announcements for further details.

F. Suspicious Letter/Package (General population)

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- 1) If a letter or package is suspected of being a bomb:
 - a. DO NOT TOUCH OR DISTURB THE OBJECT.
 - b. EVACUATE PERSONNEL FROM THE IMMEDIATE AREA AND RESTRICT ACCESS.
 - c. Contact the METCAD by dialing 911.
And state "This is (Your name) at *Urbana Park District, Lake House in Crystal Lake Park 206 West Park Street Urbana, IL* we have a *SUSPICIOUS PACKAGE* and require assistance."

Provide additional details as requested by METCAD.

The Incident Commander shall notify a bomb disposal unit to respond if a suspicious letter/package is deemed to be a bomb and direct the necessary evacuation of the area.
- 2) Receipt of a Bomb Threat
 - a. If a threat is received by fax or mail, the recipient shall preserve the document, minimize handling, and notify the METCAD by dialing ext. 911.
 - b. If the threat is received directly by phone, recipient shall use the Bomb Threat Checklist form and gather the necessary information.
 - c. The recipient shall not interrupt the caller except to ask the questions listed on the Bomb Threat Checklist.
 - d. Have a co-worker contact the METCAD of the nature of this call and the number on which the threat is being received.
 - e. If the threat is not actually a bomb threat but of a threatening nature, the questions can be paraphrased to gather the intended information.
 - f. As soon as the basic information is gathered, and if provisions of 2.d were not executed, contact the METCAD at ext. 911 and provide the necessary information.

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- g. If upon instruction from the Incident Commander, if an evacuation of the area is required. Employees and visitors are requested, as they evacuate to take note of any suspicious item or item out of place and to identify any suspicious item or items out of place and report the same to the Incident Commander via the Emergency Warden.
- h. Wait in the designated assembly area, ***Parking Lot Garbage Can area***, for further instructions.

G. Response to Workplace Violence

(Workplace Violence is any event which is perceived to be beyond normal conduct and has the potential for escalating into a more serious or potentially violent incident or has resulted in a demonstration of violence.)

1. Person discovering situation, if safe and from an unobserved location

-Call 911 and state:

"This is (your name) at Urbana Park District, Lake House in Crystal Lake Park 206 West Park Street Urbana, IL. There has been a (describe situation). Provide additional details as requested by the METCAD.

- Your location and the number of people involved
- Number of offenders
- Offender(s) location
- Description of the Offender(s)
- Type of weapon(s) involved

Follow the instructions of the Operator and remain out of view.

2. Provide statement to Law Enforcement once the incident has been resolved.

VIOLENT ACTS

Any event observed in which violence is being used to resolve the issue, whether through the destruction of property, physical assault, armed assault, threatening to assault, the greater the violence the more IMMEDIATE RESPONSE will be required of personnel in and near the immediate area.

This portion needs to be taught to and understood by the employees rather than just words appearing in a document.

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NOTE

Personnel not in the immediate area KEEP OUT and AWAY.

Do Not Call 911 to INQUIRE about the situation.

This action can be delaying crucial information-lives are at risk!

From law enforcement agencies across the nation the following recommendations are made when placed into a violent situation:

- Evacuate the area by the quickest means possible and get distance and object between you and where you just left.
- Locate and lock yourself into any sort of office, closet or storage room.
- Barricade doors, turn off lights and make the location appear unoccupied.
- Hide in, under or behind desks, appliances and large fixtures.
- Make yourself as small as possible and try to remain calm.
- As a last resort, and only when you life is in imminent danger take action against the shooter:
 - Acting aggressively as possible against
 - Throwing items and improvising weapons
 - Yelling
 - Committing to your actions
- If you feel it is safe, call 911 and provide information.
- If unsure of the situation, turn OFF the phone, cell phones, or other devices that may ring.
- Remember help is on the way.

Events of this sort will feel like a lifetime, be patient, wait and listen for specific instructions from the Law Enforcement authorities entering the area.

Do NOT assume it is safe-wait for the official word.

This is an extremely confusing time for everyone; Law Enforcement needs to be absolutely sure of who is who. Do exactly as you are told.

H. Incident Termination

All employees are reminded that the Public Information and Marketing Manager is the official point of contact for all media inquiries for the Urbana Park District.

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BOMB THREAT CHECKLIST

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BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

BOMB THREAT CHECKLIST

Date: Time:

Time Caller Hung Up: Phone Number Where Call Received:

Ask Caller:

- Where is the bomb located?
(Building, Floor, Room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice	Background Sounds:	Threat Language:
<input type="checkbox"/> Accent	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Angry	<input type="checkbox"/> House Noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Calm	<input type="checkbox"/> Kitchen Noises	<input type="checkbox"/> Taped
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Coughing	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Crying	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Deep	<input type="checkbox"/> Music	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Motor	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Clear	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Static	
<input type="checkbox"/> Excited	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Female	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Local	
<input type="checkbox"/> Lisp	<input type="checkbox"/> Long distance	
<input type="checkbox"/> Loud		
<input type="checkbox"/> Male	Other Information:	
<input type="checkbox"/> Nasal	_____	
<input type="checkbox"/> Normal	_____	
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		



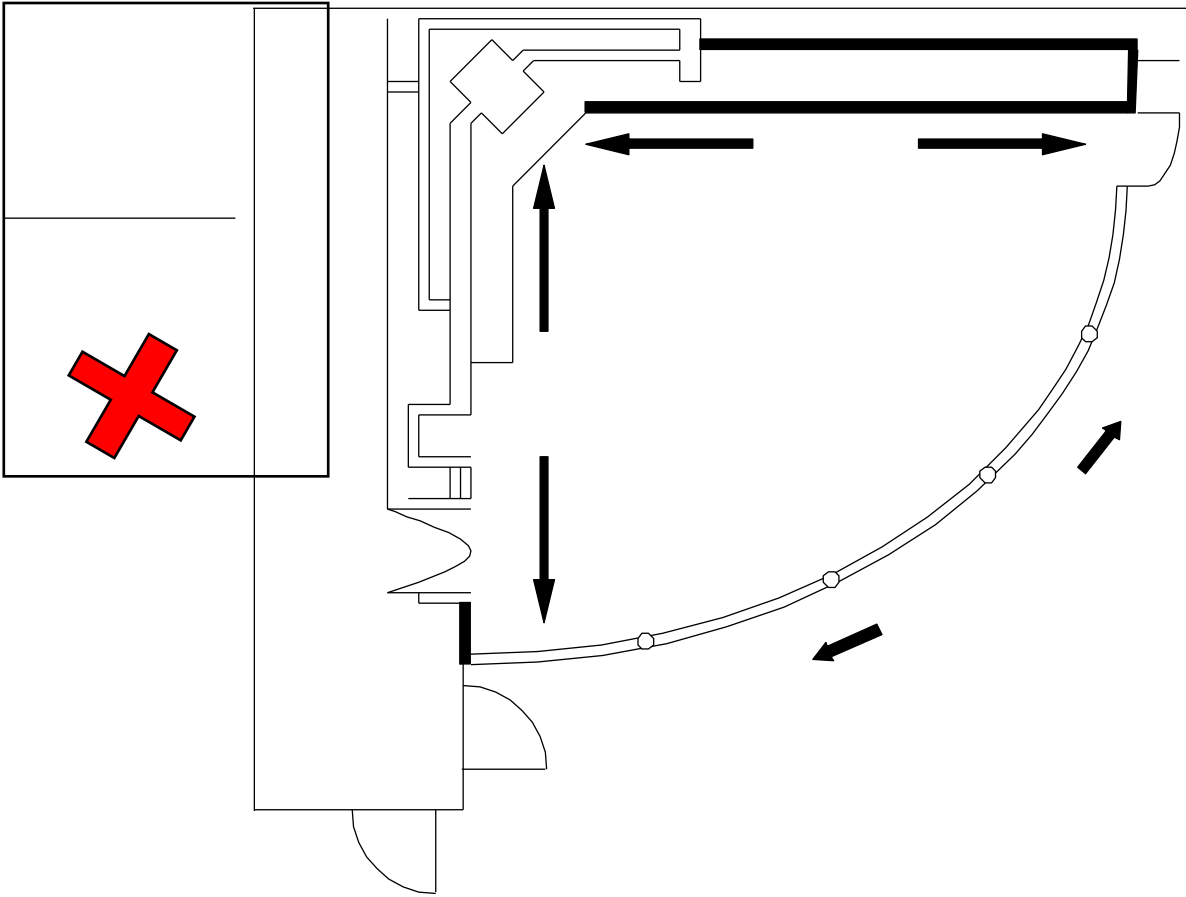
Homeland Security

Report the call to 911 Emergency Operator

EMERGENCY WARNING SIGNALS

Emergency	Sound	Action
FIRE	Steady Alarm and Strobes	Exit the building immediately
TORNADO WARNING	National Weather Service Radio ALERTING TONE followed by voice instructions	Move to designated shelter location

TORNADO SHELTER



Fire Assembly Map



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Crisis Communication-Emergency Plan

See district's internal website for written plan

<https://www.urbanaparks.org/members/park-district-documents/>

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LAKE HOUSE EMERGENCY CALL LIST

Emergency Call List:

Monday-Friday (7am to 3:30pm)

1. Shane Newell 344-3583 ext 206 or all on radio if no answer

Saturday (7am to 3:30pm)

1. Jeff Sanders – call on radio, if no answer call 217-202-8308

Sunday (5am to 1:30pm)

1. Della Lutz – call on radio, if no answer call 217-377-9085

Other P&O staff to call at home (if you cannot get staff listed above)

-Shane Newell 217-390-0707

-Rich McMahon 217-979-7892

-Keith Ewerks 217-778-1941

-Jeff Zercher 217-493-7164

Call Janet Soesbe at 217-840-5515 for alarm calls, staffing problems or customer service issues. Call the above list for maintenance or facility emergencies.

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