UNIVERSITY RECREATION
EMERGENCY RESPONSE
FLIPCHART

Updated 8/1/19
CONTENTS
This flipchart contains operating procedures for UREC staff when emergencies arise. All UREC employees shall be familiar with these procedures.

INTRODUCTION ................................................................................................................................................ 7

ARMED ASSAILANT ............................................................................................................................................ 8

BIOHAZARDS (Blood/Body Fluids) ..................................................................................................................... 9
  Small spills on non-permeable surfaces: .................................................................................................................. 10
  Small spills on permeable surfaces (carpets): ........................................................................................................... 12
  Small spills outdoors (sports turf): ........................................................................................................................... 13
  Small spills at pools: ................................................................................................................................................ 13
  Potentially contaminated laundry............................................................................................................................ 14
  If contact with blood or other potentially infectious material occurs: ................................................................. 15

BUILDING LOCKDOWN – SRC, Chinook, & ORC ............................................................................................ 16

EVACUATION PROCEDURES ............................................................................................................................ 17
  EVACUATION PROCEDURES – SRC & ORC ............................................................................................................. 18
  EVACUATION PROCEDURES – SHARED FACILITIES .................................................................................................. 20
  EVACUATION PROCEDURES – STEPHENSON FITNESS CENTER ............................................................................... 21
  EVACUATION PROCEDURES – Chinook ................................................................................................................... 22
INTRODUCTION

The following sections address a variety of possible emergency situations that University Recreation (UREC) staff might face during business hours. The purpose of the manual is to provide UREC staff with direction in the earlier stages of an emergency so that a most favorable outcome is likely.

All UREC employees shall read and be familiar with the content in this flipchart. Regular review is highly recommended in addition to the formal training provided.

In all cases, one of the Facility Emergency Coordinators (Facility Manager, Building Managers, Recreation Supervisor, or Intramural Supervisor) will coordinate response until emergency services personnel arrive and assume command.

An emergency involving a serious threat, disaster, injury/illness and/or death that impairs a person’s ability to cope with and adjust to the impact on the work environment is considered a “critical incident.” A critical incident may lead an employee(s) to exhibit critical incident stress. Some post-incident signs and symptoms of critical incident stress include: confusion, lowered attention span, restlessness, denial, guilt or depression, anger, anxiety, changes in interactions with others, increased or decreased eating (weight gain or loss), uncharacteristic or excessive humor or silence, unusual behavior, sleeplessness, and nightmares. If you notice any of these signs or symptoms in yourself or in a co-worker, seek advice from a professional staff supervisor in a timely manner.
ARMED ASSAILANT

When an armed assailant is confirmed to be located in a UREC facility:

1. DO NOT PULL THE FIRE ALARM

2. Staff member: Maintain personal safety. When safe to do so, use radio to notify staff. “Attention all UREC Staff, this is [staff member title] at [location]. There is an armed assailant at [location]. Evacuate immediately”.

3. All Staff: Evacuate the building immediately. Notify patrons as you exit. Do not pull the fire alarm during the evacuation.

4. Contact Whitcom as soon as possible.
Biohazards are microorganisms such as bacteria and viruses that transmit infectious diseases from person to person. At UREC facilities, most biologically hazardous materials spills will be body fluids such as blood or vomit.

UREC has specific procedures (see below) for dealing with blood and/or other potentially infectious material (OPIM) spills based on the size of the spill as well as the surface to be decontaminated, e.g., permeable or non-permeable. If the spill is less than or equal to one (1) square foot (small spill), it may be cleaned up by trained UREC personnel.

If the spill is larger than one (1) square foot (large spill), care for the victim as appropriate while containing the spill and securing the area; contact Environmental Health and Safety (EH&S) at 335-3041 during normal business hours or WHITCOM after business hours for assistance; and complete an Incident Report. The majority of biohazard spills at UREC are small spills on non-permeable surfaces (tile, ceramic, linoleum, metal, wood, stone, and concrete).

Do not clean up a biohazard spill if you have any exposed lacerations, abrasions or other breaks in your skin or if you do not feel comfortable in doing so.
UREC has readily available biohazard cleanup kits located in SRC 130, Stephenson Fitness Center Weight/Cardio Room, PEB 149, Smith Gym 101, Valley Road Playfields and South Fairway Playfield. The kits contents include disposable gloves, antiseptic hand cleanser/hand sanitizer, duct tape, barricade tape and safety cones (for containing the spill area), Virex 256 (disinfectant), absorbent material, carpet cleaner (SRC), paper towels, cloth towels, scraper, scrub brush, tongs and brush/dustpan (for broken glass or other sharps), disposal container for sharps and plastic biohazard waste bags.

SMALL SPILLS ON NON-PERMEABLE SURFACES:

1. Don disposable gloves.
2. Secure and isolate the spill area by barricading. Patrons or unprotected staff must not enter the spill area until disinfection and cleanup are complete in order to avoid exposure and spreading of the spill.
3. Determine if the spill is small or large and take appropriate action (see above for large spills). For small spills, continue to step 5.
4. Sharps: Use tongs and/or a brush and dustpan (and not your hands) to pick sharps up and place them in a sharps container. After area cleanup, turn the sharps container into your supervisor. Do not place any sharps in biohazard bags.
5. Disinfect the spill by placing paper towels over the spill and saturate the towels by gently pouring (not spraying) Virex 256 solution so that it soaks into the entire spill. Allow the disinfectant to penetrate the material for at least ten minutes. (Note: Spraying or splashing Virex 256 on the spill can result in aerosolization of the biohazard, creating a possible exposure.)

Continued
SMALL SPILLS ON NON-PERMEABLE SURFACES (CONTINUED):

6. Wipe up and clean up the spill using additional absorbent towels.

7. Disinfect the spill surface area where the spill occurred with Virex 256. After at least 10 minutes, use a water dampened towel(s) to wipe off any residue.

8. Equipment Clean up. Disinfect any reusable equipment/supplies as necessary and then clean such equipment. Place waste material into a biohazard bag.

9. Carefully remove gloves. Do not allow the outer surface of the gloves to contact your skin, and dispose of them in a biohazard bag. Do not contaminate the exterior surfaces of the biohazard bag.

10. Close and dispose of the biohazard bag using duct tape or tie a knot to close the bag and dispose of it in the cardboard “Bio-Medical Waste” box in the SRC 248 (receiving room), in PEB 149, Smith Gym 101, at the ORC facility, or at the Valley Road or the South Fairway playfield “shacks”. At Grimes Way Playfield and Rogers-Orton Playfield, double bag the waste, close the bags as described, and dispose in one of the “Bio-Medical Waste” boxes mentioned above.

11. Wash your hands thoroughly as soon as possible with soap and warm running water for at least 30 seconds. (Use an antiseptic hand cleanser or hand sanitizer as directed if soap and water are not readily available—but still properly wash your hands as soon as possible.)

12. Complete an Incident Report and turn it in to your supervisor.
SMALL SPILLS ON PERMEABLE SURFACES (CARPETS):

Blood and OPIM spills on permeable surfaces, such as carpeted floors, are some of the most difficult to clean up due their absorbent nature. However, most of the procedures for cleaning up blood and OPIM on carpet will be the same as for non-permeable surfaces, but there are a few additional steps.

Work Quickly: Blood and OPIM’s can harden or set up quickly on carpeting making it much more difficult to clean.

1. Follow steps 1 – 7 above for “Small spills on non-permeable surfaces”.
2. Extracting absorbed fluids. Carpet fibers will absorb (contain) some of the fluid from the spill. Thoroughly wet the spill area by gently pouring on carpet cleaner solution, or if properly trained, use a carpet spot extractor (at SRC, Chinook, and as well as at the shared facilities). [Note: custodial staff at both SRC, Chinook, and shared facilities are trained to use a spot extractor (spot cleaner) to thoroughly wet and then remove (vacuum) any fluids]. While wetting the affected area, prevent any water from spreading beyond the initial spill boundary. Use a scraper if necessary, working from the edge of the spill forcing fluid to the center.
3. Wipe the spill dry with absorbent towels (or, if trained, vacuum with the carpet spot extractor appliance.)
4. Disinfect again with Virex 256 for at least ten minutes.
5. Use a water dampened towel to wipe off the Virex 256 residue.
6. Follow steps 9 – 12 above for “Small spills on non-permeable surfaces”.
7. Place fan, as necessary, near the spill area to completely dry the carpet.
8. Complete an Incident Report and turn it in to your supervisor.

SMALL SPILLS OUTDOORS (SPORTS TURF):

Follow the steps for “small spills on non-permeable surfaces” above as guidelines in disinfecting and cleaning up small blood and OPIM spills on grass turf and artificial turf.

SMALL SPILLS AT POOLS:

Decontamination and cleanup of small biohazard spills on pool decks are accomplished as on any non-permeable surface, which is outlined above.

For small blood spills in pool water, the chlorinated water disinfects the spill. Thus, the focus here is on taking universal precautions (disposable gloves), attending to the victim out of the pool, and preventing the blood from contaminating elsewhere.

For other potentially infectious material (OPIM) in water, e.g., vomit and fecal matter, either small or large spills, the lifeguards evacuate the pool(s) (and/or the spa) and notify the UREC assistant director of aquatics and/or the aquatics coordinator to determine further action to be taken.

Maintenance personnel may be needed to monitor and increase the proportion of chlorine in the pool water (UREC performs maintenance at SRC; and Facilities Services (335-9000) is responsible for maintenance at Gibb and Smith Gym Pools). Lifeguards will attempt containment and evacuation of the spill as feasible. Lifeguards shall complete an Incident Report for their supervisor.
POTENTIALLY CONTAMINATED LAUNDRY (towels, jerseys, blankets, etc.):

UREC uses an infection control system in the handling of all soiled towels where it is assumed that such towels and thus the containers in which they are transported are potentially contaminated. (Note: A towel that contains any noticeable blood and/or other potentially infectious material (OPIM) is not considered laundry and shall be appropriately disposed of as a biohazard waste.) Do not launder soiled towels if you have any exposed lacerations, abrasions or other breaks in your skin.

1. Always wear reusable (utility) gloves as provided when handling soiled laundry.
2. Discard utility gloves if they are cracked, peeling, torn, punctured, or show other signs of deterioration or whenever their ability to function as a barrier is compromised.
3. Ensure both the inside and the outside of the gloves are properly disinfected prior to donning.
4. Handle soiled laundry as little as possible and with a minimum of agitation.
5. Using a towel saturated with Virex 256 (Virex 256 must remain wet on the surface for at least 10 minutes in order to disinfect), wipe the interior of the bin cart immediately after it is emptied of soiled laundry.
6. If you find any tears or holes in the bin cart basket, tag the cart out of service and advise your supervisor.
7. Properly remove and disinfect the gloves’ interior and exterior with Virex 256. Rinse with water and dry the gloves (including the inside).
8. Wash your hands and forearms thoroughly with soap and running warm water immediately after handling soiled laundry. (If you are in an area without ready access to soap and running water, or your work demands immediate attention to serving a patron, use a hand sanitizer as directed. Even when hand sanitizer is used, hands and forearms shall be washed with soap and running water as soon as possible.)
IF CONTACT WITH BLOOD OR OTHER POTENTIALLY INFECTIOUS MATERIAL OCCURS:

1. Intact skin: Immediately wash the contact area of the skin with soap and running warm water. If there no break in the skin near where the contact was made, there is no danger of being infected.

2. Opening in skin: If the contact was where the skin was not intact, *no matter how small an opening*, immediately wash the area for at least 15 minutes with soap and running warm water.

3. Eye: If the contact was an eye(s), immediately irrigate the affected eye(s) with water for at least 15 minutes. (Use an eyewash station if available.)

4. Mucous membranes: If the contact is a mucous membrane such as the lining of the mouth or nose, immediately flush the area with water for at least 15 minutes.

5. Advise your supervisor of the incident in all four cases above as soon as possible.

6. Post-exposure evaluation: Occurrences 2 - 4 above are considered “exposures.” Under the guidance of your supervisor, a post-exposure evaluation by a Licensed Health Care Professional should be scheduled and conducted promptly, i.e., preferably within two (2) hours of the exposure.

7. Incident Report: Complete an Incident Report and other forms as necessary, assisted by your supervisor.
When instructed by the WSU Alert System, WSU Safety Official or UREC Professional Staff Member to Lock Down the Building, the following shall be completed:

1. Notify all staff of the need to lock down the building.
2. Facility Manager, Building Manager Recreation Supervisor, Stephenson Weight Room Attendant or ORC staff will lock the front exit doors and make sure all building exit doors are locked.
3. Once doors are locked, nobody (with the exception of emergency services personnel) may enter the building.
4. Staff shall not prohibit or physically restrain anybody from exiting the building at their own risk.
5. Staff employees shall appropriately position themselves and prepare to escort patrons to secure areas.
6. After staff escorts are properly positioned,
   a. SRC - Service Attendant shall announce, “Attention SRC patrons, please follow staff to interior rooms away from windows.”
   b. Other UREC Facilities – Staff will escort patrons and staff to interior rooms away from windows.
7. Staff members will help move patrons to the following locations:
   a. SRC First floor – Men and Women’s Locker Rooms
   b. SRC Second Floor – SRC 245
   c. ORC – Copier room
   d. Chinook – Fitness Room 22 (Yoga Room)
   e. Stephenson Fitness Center – multipurpose room closets, bathrooms or custodial closet
   f. Shared Facilities – lock yourself in the area you are in, otherwise lock down in locker rooms
8. Once staff and patrons are in the above rooms, those exit doors shall be locked and everybody shall remain there until instructed by emergency services personnel or professional staff to leave.

EVACUATION PROCEDURES

FIRE/GAS CHLORINE/BOMB THREAT OR IMMINENT THREAT

In advance, each UREC staff shall:

- Understand this evacuation plan.
- Recognize the sound of the fire (evacuation) alarm.
- Know at least two ways out of the building from your workspace, and practice using those exits.

GENERAL EVACUATION INSTRUCTIONS:
1. Remain calm
2. Leave quickly, but don’t run.
3. Facility Managers, Building Managers, Recreation Supervisors, Stephenson Weight Room Attendants, or ORC staff shall be responsible for initiating evacuation if needed and ensuring that all staff and patrons evacuate.
4. Accompany and assist disabled persons as necessary.
5. Take your personal items such as your car keys, purse, coat, etc., if readily available.
6. Do not attempt to save any possessions or assist others at the risk of your own personal injury.
7. Shut all doors behind you as you go (closed doors can slow the spread of fire, smoke, and water).
8. Do not use elevators. Proceed to the nearest safe exit, using stairways as appropriate.
9. Once out of the building, move away from the structure and go to the designated assembly area.
10. Meet with other UREC staff to determine next steps and remain in the assembly area.
11. Inform police/fire departments of any other locations that potentially still house staff or patrons.
12. Complete an Incident Report and turn it in to your supervisor.

**EVACUATION PROCEDURES – SRC & ORC**

*When you hear the fire (evacuation) alarm or are told to evacuate the building:*

Facility Managers are responsible for ensuring all UREC staff and patrons evacuate the area. Staff evacuation responsibilities are as follows:

1. **Facility Manager** - SRC 250, Racquetball courts, Multipurpose rooms, Upper restrooms and gym, Backyard Building, and Backyard.
   
   As the Facility Managers exit, they should quickly check nearby restrooms, closets, etc., for patrons and staff, following the general evacuation procedures.

2. **Weight Room Attendants** - Upper and Lower Weight rooms.
3. **Membership Desk** - Lounge and Lower gym, SRC 141 (Bistro).
   
   a. **Grab tub & yellow bin with new towels**
4. **Service Desk** - Lower restrooms, Locker rooms, All Gender Restroom near Elevator, All Gender Locker Room near pool, Classroom, Corridor, and SRC 142 including offices.
   
   a. **Grab red Go Kit**
5. **Lifeguards** – Clear Pool and lock locker room doors.
a. **Grab tub & yellow Go Kit**

6. **Climbing Wall Staff** – Bring patrons safely down from wall, help clear upper gym.

7. **Program Staff** - People in your program area.

**ORC Staff – Evacuate all people in ORC building.**

1. Accompany and assist disabled persons and any co-worker(s) who appears to need assistance.

2. Once out of the building, go to the designated assembly area
   a. SRC evacuees will assemble inside ORC.
   b. ORC evacuees will assemble inside SRC.
      i. Facility Managers will wait no closer than the start of the turn in the SRC Parking Lot near the public telephone.

3. Wait for further instructions.

4. Complete an *Incident Report* and turn it in to your supervisor.

**NOTES:**

1. During a gas chlorine evacuation only use the Main Front Exit doors of the SRC.

2. If a Code Adam occurs during evacuation, evacuation takes precedent. Notify police/Fire of missing child upon their arrival.
EVACUATION PROCEDURES – SHARED FACILITIES

When you hear the fire (evacuation) alarm or are told to evacuate the building:

1. Recreation Supervisors shall be responsible for the evacuation of all UREC shared facility activity areas.
   a. *Grab Go kits in Smith 101*
   b. Yellow lifeguard Go Kit
   c. All other UREC student and professional staff (instructors/lifeguards, Intramural supervisors) are responsible for evacuating only their programming areas.

2. Primary evacuation direction for all shared facilities is to the southeast, with the assembly area in the parking garage under the library.

3. Areas that UREC will be responsible for evacuating are as follows:
   c. Bohler Gym 125.
   d. Hollingbery Fieldhouse

4. Only evacuate the building that is experiencing an emergency.

5. Emergency services may order the evacuation of adjacent buildings.

6. The designated assembly area for all shared facilities is in the parking garage under the library.

Note: During a gas chlorine evacuation, do not use any exit doors located on the north side (Colorado St.) of the shared facility buildings.
EVACUATION PROCEDURES – STEPHENSON FITNESS CENTER

When you hear the fire (evacuation) alarm or are told to evacuate the building:

1. Weight Room Attendants and UREC Program Staff shall be responsible for the evacuation of the Stephenson weight/cardio area, restrooms, lounge and multipurpose rooms.
2. Evacuate from any door.
3. The designated assembly area for the Stephenson Fitness Center (and entire Stephenson Complex) is the parking lot for Kruegel-McAllister Hall.
EVACUATION PROCEDURES – CHINOOK

When you hear the fire (evacuation) alarm or are told to evacuate the building:

Chinook Staff – Evacuate the following areas and are responsible for ensuring all UREC staff and patrons evacuate the area. Staff evacuation responsibilities are as follows

1. Building Manager 1 – 1st Floor, Event Space, Outdoor Deck, Lounge Spaces, Restrooms/Lactation Room, Game Room, Freshen’s Lounge, Freshens Area. Grab Go Kit on way out of facility
2. Building Manager 2 – 2nd Floor, Fitness Rooms, Large Classroom, Study Spaces, Napping Room, Hotelling Offices, Music Practice Rooms, Meditation Rooms, Restroom, Cardio Rooms
3. Weight Room Attendants - Lower Weight room, PT Rooms, Locker Rooms, Saunas.
4. Program Staff – People in your program area.
5. Custodial Staff – Evacuate people in your area and assist Building Managers as needed.

1. Accompany and assist disabled persons and any co-worker(s) who appears to need assistance.
2. Once out of the building, go to the designated assembly area
   a. Chinook evacuees will assemble at Bryan Hall
3. Wait for further instructions.
4. Complete an Incident Report and turn it in to your supervisor.
MEDIA AND PRIVATE INQUIRIES

You are neither designated nor authorized by WSU to interact with the media or provide sensitive information to private inquiries.

1. Remain calm and smile.
2. You have no responsibility to respond to sensitive questions.
3. Say, “Please contact the Director of WSU News Services at 509-335-8055 for information regarding this situation.”
4. Notify your supervisor immediately.
5. Complete an Incident Report and submit it to your supervisor.
6. Any additional response you give is personal and must be clearly identified as such.
**MEDICAL EMERGENCIES**

*When you observe a person who appears to be ill or injured:*
Determine if the scene is safe, put on appropriate personal protective equipment, and perform an initial assessment. Identify any life-threatening conditions; if needed, summon emergency personnel (WHITCOM); provide care as necessary within the scope of your training.

*Summon emergency personnel (911) if any of the following conditions are found:*

- No signs of life
- Unconsciousness or disorientation
- Breathing problems (difficulty breathing or no breathing)
- Chest discomfort, pain or pressure
- Severe bleeding
- Persistent abdominal pain or pressure
- Suspected head, neck or back injuries
- Severe allergic reactions
- Stroke (weakness on one side of the face, weakness or numbness in one arm, slurred speech or trouble speaking)
- Seizure
- Vomiting blood or passing blood
- Severe (critical) burns
- Suspected broken bones
- Suspected poisoning
- Sudden severe headache
Incorporate when necessary the following steps when providing care:

1. The first aid responder remains the primary care provider until more advanced care arrives.
2. If you are in the process of delivering a program and other staff members are available to assist, pass primary care to a supervisor or another certified co-worker in order to continue programming or to manage other patrons.
3. Hand off radio to another staff member to communicate if you are providing care.

Do not move a victim unless:

1. It is necessary to provide proper care;
2. The scene becomes unsafe;
3. It is necessary to access another victim who may have a more serious condition.

After the victim’s needs have been met or the care is transferred to another provider, remain onsite (readily available) to assist any investigation by Public Safety personnel or a UREC supervisor.

See the Biohazards section for information on protection from blood and other bodily fluids or clean up.

Complete an Incident Report and turn it in to your supervisor.

Do not alter an accident site that may need to be investigated.

Be alert for critical incident stress (see the Introduction section)
MISSING YOUTH - CODE ADAM

CODE ADAM WORKSHEET

If a patron approaches you looking for a lost child, calm them, and activate Code Adam procedures.

<table>
<thead>
<tr>
<th>Name of Child:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age:</td>
</tr>
<tr>
<td>Hair Color:</td>
</tr>
<tr>
<td>Height:</td>
</tr>
<tr>
<td>Clothing:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shoe description:</th>
</tr>
</thead>
</table>

| Last known location: |

*In the rare case of abduction, perpetrators may change clothing on a child. They usually do not change the child’s shoes.*
CODE ADAM – SRC

If a person approaches you and says that a child is missing:

1. Quickly get a detailed description of the child and record it on a Code Adam Worksheet
2. Ask the reporting party to move to the Front Lobby of the SRC to watch for the missing child with the Membership Services Desk Attendant.
3. Immediately announce “Code Adam” over the radio to notify UREC staff, providing the description of the missing child.

CODE ADAM STAFF PROCEDURES

UREC Staff: Immediately move to pre-assigned areas of the SRC to prevent children from leaving the building without their parent or legal guardian. (Be aware of noncustodial parents.)

Facility Manager: Locate at the top of the stairs above the North Lobby. Monitor the exit doors at Court 7, North Lobby and the exit between rooms 250 & 252. Ensure that staff are covering all exit doors and assign remaining staff to search for the child. Ensure professional staff are notified to help search.

Membership Services Desk Attendant: Remain at desk. Monitor main entrance and the building security alarm. Ensure no entry to anyone except police. Request everyone to remain until police arrive. Monitor the Main Exit doors and the security system readout and notify staff over radio immediately if any exit door(s) is opened.

Service Desk Attendants: (1) Announce “Code Adam” over PA and provide description of child. (2) Contact WHITCOM immediately. (3) Use second radio to repeat description of the child to the staff. (4) Assist with search.
**Weight Room Attendants:** (1) Monitor exit doors at the east end of weight room and (2) monitor exit doors in the bag punching area near the track.

**Custodial:** Monitor west exit in maintenance hallway.

**Lifeguard:** (1) Clear pool. (2) Monitor SRC exits from pool (to sundeck).

**All other staff:** (1) Report to Facility Manager at the top of the stairs above the North Lobby. (2) Search for missing child as directed by Facility Manager.

*If the child is found accompanied by someone other than the parent or guardian (or if you are unsure):*

1. Use reasonable efforts to delay the departure of the adult accompanying the child, but do not put yourself or others at risk.
2. Get description of person and vehicle and direction of travel through windows.
3. Call WHITCOM and identify or describe the person accompanying the child.

*If the child is found and appears to be lost and/or unharmed:*

1. Advise WHITCOM and Facility Manager
2. Upon confirmation that the child is reunited with parent or guardian, Facility Manager shall conclude the search by announcing over the radio and the PA system, “Code Adam is canceled.”

Complete Incident Reports in all cases.
CODE ADAM - SRC BACKYARD

Follow all SRC Steps. Staff assignments are as follows:

UREC Staff shall immediately move to pre-assigned areas to prevent children from leaving the area with a person who is not their parent or legal guardian. The search area will include space bordered by Valley Road, Valley Road Playfield, North Fairway Drive and Fairway Lane. Searchers should start at farthest boundaries and work their way in to the SRC North Lobby exit as directed by Facility Manager.

1. **Facility Manager**: Locate at exit outside of North Lobby. Assign areas for staff to search.
2. **Membership Services Desk Attendant**: Remain at desk. Monitor main entrance and all exit doors via the building security system. Notify staff over radio when and where if any exit doors in SRC are opened.
3. **Service Desk Attendant(s)**: Announce “Code Adam” over PA and provide a description of child. Contact WHITCOM immediately. Use second radio to repeat to staff the description of the child. One attendant will remain in SRC. One attendant will move to North Lobby exit to be assigned a search area by the Facility Manager.
4. **Weight Room Attendant(s)**: One attendant will remain in the SRC. Another attendant will report to the Facility Manager at the North Lobby exit.
5. **Custodial**: Report to Facility Manager at the North Lobby exit for search instructions.
6. **Lifeguard (2)**: Continue operations unless otherwise directed by Facility Manager.
7. **All other staff**: Report to the Facility Manager at the North Lobby exit. Search for missing child as directed by Facility Manager.
If a person approaches you and says that a child is missing:

1. Quickly get a detailed description of the child and record on Code Adam Worksheet.
2. Immediately announce “Code Adam” over the radio to notify UREC staff, providing the description of the missing child.
3. Immediately contact WHITCOM.

UREC Staff will immediately begin searching areas of the facility as directed by the Recreation Supervisor/Intramural Supervisor. Prevent children from leaving the building/area without their parent or legal guardian. (Be aware of noncustodial parents.)

If the child is found accompanied by someone other than the parent or guardian (or if you are unsure):

1. Use reasonable efforts to delay the departure of the adult accompanying the child, but do not put yourself or others at risk.
2. Get description of person and vehicle and direction of travel through windows.
3. Call WHITCOM and identify or describe the person accompanying the child.

If the child is found and appears to be lost and/or unharmed:

1. Advise WHITCOM and Facility Manager
2. Upon confirmation that the child is reunited with parent or guardian, Facility Manager shall conclude the search by announcing over the radio and the PA system, “Code Adam is canceled.”

Complete Incident Reports in all cases.
CODE ADAM - CHINOOK

If a person approaches you and says that a child is missing:

1. Quickly get a detailed description of the child and record on Code Adam Worksheet.
2. Immediately announce “Code Adam” over the radio to notify UREC staff, providing the description of the missing child.
3. Immediately contact WHITCOM.

UREC Staff will immediately begin searching areas of the facility as directed by the Building Manager. Prevent children from leaving the building/area without their parent or legal guardian. (Be aware of noncustodial parents.)

CODE ADAM STAFF PROCEDURES

UREC Staff: Immediately move to pre-assigned areas of the Chinook to prevent children from leaving the building without their parent or legal guardian. (Be aware of noncustodial parents.)

Building Manager 1: Locate Near the Entrance Doors & Monitor both main entrance and Freshen’s Entrance. Ensure that staff are covering all exit doors and assign remaining staff to search for the child. Ensure professional staff is notified to help search. Ensure no entry to anyone except police. Request everyone to remain until police arrive. (1) Announce “Code Adam” over PA and provide description of child. (2) Contact WHITCOM immediately. (3) Use second radio to repeat description of the child to the staff.

Building Manager 2: Start Search going from 1st floor to basement floor.
Weight Room Attendants:  (1) Monitor exit doors at the north end of weight room

Custodial:  Help Building Manager 2 search
All other staff: Report to the Building Manager at the Main Entrance. Search for missing child as directed by Building Manager.

If the child is found accompanied by someone other than the parent or guardian (or if you are unsure):
1. Use reasonable efforts to delay the departure of the adult accompanying the child, but do not put yourself or others at risk.
2. Get description of person and vehicle and direction of travel through windows.
3. Call WHITCOM and identify or describe the person accompanying the child.

If the child is found and appears to be lost and/or unharmed:
1. Advise WHITCOM and Facility Manager
2. Upon confirmation that the child is reunited with parent or guardian, Facility Manager shall conclude the search by announcing over the radio and the PA system, “Code Adam is canceled.”

Complete Incident Reports in all cases.
In an emergency, use the following radio protocol:

1. Notify all staff of an emergency by clearly saying, “Attention all UREC Staff, Attention all UREC Staff,” this is “your name” in “your location!” followed by the nature of the incident.

2. Indicate that you are calling 911 for emergency services (police, fire or ambulance) assistance.

3. Clearly say, “Whitcom, this is WSU University Recreation requesting (an ambulance, police or fire personnel) to respond to (exact location).”

4. Inform Whitcom of the nature of the emergency and best access point for emergency services. Whenever feasible, assign someone (preferably a UREC staff) to meet the emergency personnel upon their arrival in order to provide information regarding the incident.

5. Stay on the phone with Whitcom until emergency personnel arrive.
Suspicious Patron – no immediate threat perceived

1. Staff member: Notify other staff, using the following code: “Facility Manager (Recreation Supervisor/Intramural Supervisor/Building Manager), this is (staff member in location)”. Wait for response.

2. Upon receiving response, “You are needed in the Director’s office”. Wait for response.

3. Facility Manager: Confirm “Thanks, I’m on my way to the Director’s office”. Facility Manager will immediately call 911, notifying Whitcom of suspicious patron in location.

4. Staff member: maintain personal safety. Do not escalate situation. Call 911 when it is possible to do so and connect with Facility Manager. Attempt to move other patrons away from suspicious individual.

5. All other staff: Continue to monitor area of supervision. Be prepared to initiate emergency evacuation plan if situation escalates to Imminent Threat.

Once situation is resolved:

6. Facility Manager: Notify staff: “Attention All UREC Staff, this is Facility Manager in location. Situation in the Director’s office has been resolved.”

7. All staff: Continue with regular duties. Complete all necessary paperwork as directed by Facility Manager.
Unattended objects, packages, or bags may simply be forgotten or discarded by mistake. Report items if you see:

- Bags, boxes or other packages left unattended at crowded places, especially if partially hidden or in unusual locations
- Exposed wiring, leaks, strange smells or other signs of potential tampering

1. Ask around if anybody knows whose bag or object it is.
   a. If nobody is found, ask around if anybody saw who placed the object or bag there. Ask if the person placing the object or bag looked or acted suspicious when placing the item there.
   b. If patron is found, ask them to identify the contents in the bag and allow them to retrieve the object/bag.
2. Do not touch or move the item.
3. If staff determines a credible threat, call 911. Do not use portable radio equipment or cell phones within 100 feet of the suspicious object.
4. Clear the area to a safe location and prepare to evacuate the facility if ordered to do so.
5. Remember everything you can about the object or bag. Be aware of other suspicious objects or bags around the area.
THREATENING SITUATIONS

1. Do not put yourself, co-workers or patrons at risk. Get assistance from a co-worker(s) and call WHITCOM.
2. Be calm and polite but firm. Maintain an outward appearance of composure.
3. Separate the involved parties from each other and remain in the public eye. Get help from additional staff.
4. Evaluate the situation and think carefully before responding.
5. Remain attentive, concerned, and avoid using a tone of voice which is loud, condescending, or moralistic. Empathize with the parties, acknowledge their feelings.
6. Use “we” rather than “I” or “they” when explaining rules. Remember that you are speaking for the University and UREC when dealing with patrons and/or co-workers.
7. Do not argue with the parties, simply restate UREC policy. Do not be sidetracked into personal issues. Suggest alternatives. If the complaint is legitimate, do something immediately to remedy the situation.
8. Be firm and consistent when explaining your position or the UREC rules.
9. Do not physically touch, crowd, or confront disputing parties. Do not let any party put you into position from which you cannot flee. Keep at least a leg-length away from each party.
10. The last resort in some situations is self-defense. State law permits the “use of force (RCW 9A.16.020): Preventing or attempting to prevent an offense: also detention of persons unlawfully on premises.” “Defense of person or property (RCW 9A.16.110): Protection of self, property or other persons against assault, rape, burglary, etc. (Exemption from legal jeopardy).” Use of force is almost always inadvisable.
11. Threatened people may include patrons and/or staff in an argument/altercation, patrons or staff who are being stalked, and staff who are opening or closing a facility. Do not put yourself, other staff or patrons at risk. Consider calling, Campus Escort Services (335-WALK), Women’s Transit (335-6830), or WHITCOM (by radio or 332-2521) for an escort.

TELEPHONE THREAT

1. Remain calm.

2. Complete the Threat Worksheet on next page.

3. Listen carefully. Be polite and show interest. Try to keep the caller talking, so that you can gather more information. Write down all information.

4. Trap the call. Do not hang up the receiver at the end of the conversation; instead Press the transfer button for the dial tone, and Dial (Pound/Star/120) #*120 (this will trap the call).

5. Hang up the receiver and then notify WHITCOM IMMEDIATELY to report the threat.

6. Do not discuss the threat with other staff as to not create panic.

7. If evacuation is ordered, proceed to the appropriate assembly area (see map, page 49).

8. Complete an Incident Report and submit it to your supervisor.
**THREAT WORKSHEET**

<table>
<thead>
<tr>
<th>Your Name:</th>
</tr>
</thead>
</table>

Please complete the following questions regarding the person reporting the presence of a threat (if in person):

<table>
<thead>
<tr>
<th>Name:</th>
<th>Gender:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hair Color:</td>
<td>Eye Color:</td>
</tr>
<tr>
<td>Age:</td>
<td>Height:</td>
</tr>
</tbody>
</table>

What is the threat?

If bomb is threat, what kind of bomb is it?

What does the bomb look like?

What will cause the bomb to explode?

Comments:

---

Do Not Hang Up
Press Transfer Button
At Dial Tone Dial “#*120”
WRITTEN THREAT OR SUSPICIOUS OBJECT

If you receive a written threat or suspicious parcel, or if you find a suspicious object anywhere on the premises:

1. Keep anyone from going near it.
2. Notify WHITCOM immediately by dialing 911.
3. If evacuation is ordered, proceed to the appropriate assembly area (see map, page 49).
4. Promptly write down everything you can remember about receiving the letter or parcel or about finding the object. This information will be needed by the police.
5. Remain calm. Do not discuss the threat with other staff.
6. Complete an Incident Report and submit it to your supervisor.
WEATHER EMERGENCIES AND NATURAL DISASTERS

AIR QUALITY

The following is to serve as a guideline in regard to recreation activity when air quality is compromised. UREC staff will monitor the air quality and, in the event that activity needs to be postponed or canceled, UREC temporary staff will communicate with UREC professional staff. The guidelines will be strictly followed along the same lines as the lightning policy.

Given this situation, it is important to keep in mind the following recommendations:

1. All participants and staff with a history of asthma, exercise-induced asthma, allergies, or other respiratory illness should be mindful of taking any medications prescribed for their condition.

2. Any participant or staff who has developed respiratory symptoms such as cough, chest tightness, wheezing, or shortness of breath, should be excused from and refrain from physical exertion and further outside air exposure. Affected participants and staff are advised to contact their personal physician.

3. Susceptible individuals should not be exposed to unnecessary risk when air quality is at or above the unhealthy for sensitive groups level >101.

4. If air quality worsens, level > 151 all outdoor activities must be moved indoors, postponed or cancelled.

5. If the university cancels classes and outdoor activities due to poor air quality, UREC will do the same for outdoor activity.
Good (0-50) – No concerns

Moderate (51-100) – Accommodate those participants or staff with sensitivity to moderate air quality. Change work assignments or reschedule activity/refund participant as requested.

Unhealthy for Sensitive Groups (101-150) – Accommodate those participants or staff with sensitivity to moderate air quality. Change work assignments or reschedule activity/refund participant as requested.

Unhealthy/Very Unhealthy / Hazardous (151+) – cancel/postpone all outdoor activity or move inside where possible.

Up to date information on air quality in the Pullman area can be found at the following web sites.

https://fortress.wa.gov/ecy/enviwa/
http://airquality.deq.idaho.gov/
http://www.weather.com/weather/hourbyhour/graph/99163
http://www.lar.wsu.edu/airpact/gmap/ap5/ap5smoke.html
BOMB/EXPLOSION

Chemical accidents, bombs, faulty boilers, or even motor vehicles could all be the cause of life-endangering explosions. If there is an explosion:

1. Remain calm. Contact WHITCOM Immediately.
2. Be prepared for possible further explosions.
3. Evacuate the Building (See Evacuation Procedures – General on page 17)
4. If unable to leave, locate under a table or desk.
5. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
6. Be guided by the Building Emergency Coordinator (Facility Manager). If evacuation is ordered, proceed to the appropriate assembly area (see map, page 49).
7. Do not move seriously injured persons unless they are in obvious, immediate danger (e.g., fire, building collapse, etc.).
8. Open doors carefully. Watch for falling objects.
9. Do not use elevators.
10. Do not use matches or lighters.
11. Be prepared for a fire or a power failure to follow an explosion.
12. Complete an Incident Report and turn it in to your supervisor.
CHEMICAL SPILLS

*If a chemical spill or chlorine gas alarm occurs:*

1. If toxic chemicals come in contact with your skin, brush off any dry chemical skin exposure before flushing, immediately flush the affected area with large amounts of cool running water for 20 minutes or until EMS arrives.

2. If you hear the chlorine gas alarm, notify the Facility Manager who will verify that the alarm is real.

3. If there is any possible danger, or the chlorine alarm is confirmed, evacuate your area.

4. Evacuation assignment areas—evacuate personnel away from the chlorine room:
   a. *SRC Evacuation:* Use only the front exit doors and avoid the back loading dock area.
   b. *PEB/Smith/Bohler/Fieldhouse Evacuation:* Evacuate south toward Rogers Field and Martin Stadium to parking garage under library; avoid Colorado Street exits.
      i. PEB Facility Manager - See Shared Facilities – Evacuation, page 20
      ii. Program Staff - People in your area.

5. Remain calm and do not pull the fire alarm unless instructed to do so by a fire fighter or police officer.

6. Once the evacuation is complete, advise the Facility Manager and notify WHITCOM that the building is clear.
EARTHQUAKE OR BUILDING FAILURE

1. Remain calm.
2. Drop to the floor. Cover yourself. Crawl under a table or desk away from windows. Place your head between your knees to protect your face from flying glass or debris.
3. Stay where you are. Do not enter or exit a building during shaking.
4. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
5. Do not use matches, lighters, candles, or electrical switches. Use flashlights.
6. Be guided by the Facility Manager or ORC staff if in ORC. If evacuation is ordered, proceed to the appropriate assembly area (see map, 49).
7. Do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.).
8. Open doors carefully. Watch for falling objects.
9. Do not use elevators.
10. Avoid using telephones except to report severe emergencies.
11. Inform emergency/rescue personnel of the location of any trapped person(s).
12. Complete an Incident Report and turn it in to your supervisor.
FIRE

If a fire occurs in your area:

1. Remain calm.
2. Activate a nearby pull station if the fire alarm not already sounding.
3. Notify WHITCOM immediately by dialing 911.
4. If the fire is small, you may attempt to put it out with a fire extinguisher. Do not jeopardize your personal safety. All fires must be reported to your supervisor.
5. Never allow the fire to come between you and the exit.
6. Evacuate your area if you are unable to put out the fire. Close doors behind you to confine the fire. Proceed to the appropriate assembly area (see map, 49).
8. Do not break windows. Oxygen feeds a fire.
9. Before opening any door, touch it near the top. If the door is hot or if smoke is visible, do not open it.
10. Do not use elevators.
11. Do not attempt to save possessions at the risk of personal injury.
12. Do not return to the emergency area until instructed to do so by fire personnel.
13. If you hear the fire alarm proceed to the appropriate assembly area (see map, 49).
14. If you call WHITCOM yourself to report a fire or fire alarm, notify the Facility Manager.
15. Complete an Incident Report and turn in to your supervisor.
FLOODING AND WATER DAMAGE

Serious water damage may occur from a number of sources: burst pipes, clogged drains, broken skylights or windows, construction oversights, roof leaks, etc.

If a water leak occurs:

1. Remain Calm.
2. Notify Facilities Operations at 335-9000 IMMEDIATELY. Advise of the exact location and severity of the leak.
3. Notify Facility Manager and UREC professional staff if possible.
4. If there are electrical appliances or electrical outlets near the leak, use extreme caution. If there is any possible danger, evacuate the area. Do not step into standing water.
5. If you know the source of the water and are confident of your ability to safely stop it (i.e., unclog the drain, turn off water, etc.), do so cautiously.
6. Complete an Incident Report and turn it in to your supervisor.
LIGHTNING

If lightning is detected in the area:

1. Lightning is in the area if a lightning detector picks it up within a 10 mile radius or if the time from the flash of lightning to the bang of thunder is 30 seconds or less.

2. Immediately evacuate all pool and SRC Backyard areas and notify all other UREC supervised activity areas (including play fields, challenge course and Smith Office).

3. From outdoor areas, encourage all participants to get shelter in a shack or automobile. Stay away from trees, light poles, etc.

4. Clear all activity areas until there has been no lightning activity for 30 minutes (from last lightning strike or thunder clap).

Accessing Lightning Detection System:

1. Go to http://weather.dtn.com (only one person allowed to be logged on at a time)

2. Username: wsu1

3. Password: wsu1

4. View Dashboard for the count of strikes in the last 30 minutes or Weather for radar data
POWER OUTAGE

If a power outage occurs:

1. Remain calm.
2. If possible, obtain a flashlight (Flashlights are located in the Go Kits)
3. If you are in an unlighted area, proceed cautiously to an area that has emergency lighting.
4. Provide assistance to people in your immediate area.
5. Turn off computers or other electronic equipment at the power source
6. Facility Managers should move through all public spaces with flashlights, escorting people to safety.
7. If you or any patrons become stuck in an elevator between floors, ask everyone to stay calm. Use the emergency alarm to notify WHITCOM and the intercom to notify personnel in the elevator lobby. If the emergency power generator is not operating during the power outage, remain calm. Help will come.
8. Stand by for instructions from Public Safety or UREC Staff. If instructed to evacuate, proceed to the appropriate assembly area (see map, 49).
9. Complete an Incident Report and turn it in to your supervisor.
SRC FIRST LEVEL EVACUATION MAP

DO NOT USE AS AN EXIT IN CASE OF GAS CHLORINE

Evacuation Assembly Area at ORC

AED Location
DO NOT USE AS AN EXIT IN CASE OF GAS CHLORINE
DO NOT USE AS AN EXIT IN CASE OF GAS CHLORINE

GIBB POOL EVACUATION MAP

EXIT

Fac/Staff Weights & Fitness

Fac/Staff Locker Room

Women's Swimming Offices

Men's Upper Locker Room

Women's Locker Room

EXIT

EXIT

EXIT

EXIT

DO NOT USE AS AN EXIT IN CASE OF GAS CHLORINE
SMITH POOL EVACUATION MAP

EXIT towards Colorado Street

DO NOT USE AS AN EXIT IN CASE OF GAS CHLORINE

POOL 077
SMITH BASEMENT EVACUATION MAP

EXIT towards Colorado Street
DO NOT USE AS AN EXIT IN CASE OF GAS CHLORINE

EXIT towards library