



A department of MPS

PART-TIME RECREATION EMPLOYEE

Appendix C -
Emergency Procedures

TABLE OF CONTENTS

Medical Emergencies..... 3
Fire..... 3
Severe Weather..... 3
Shots Fired Inside 4
Shots Fired Outside..... 4
Suspected Weapons on Premises 5
Observed Weapons on Premises 5
Suspicious Behavior..... 5
Child Abuse 5
Personnel Harassment..... 6
Power Outages..... 6
Missing Child 6
Student Abduction..... 7
Controlled Substances..... 7
Sexual Harassment..... 8
Sexual Assault..... 8
Tactical Situation 9
Bomb Threats 9
Extreme Heat Guidelines 11
Milwaukee Police Department Phone Numbers..... 13

**Milwaukee Public Schools
Department of Recreation and Community Services**

EMERGENCY PLANS

MEDICAL EMERGENCIES

1. Call 911. If you are alone, call 911 (outside) or 9-911 (inside) first and then return to the victim. Stay on the line until the 911 operator gives you permission to hang up the phone. Tell the operator exactly which entrance to use to your facility/site and exactly where you are located in the facility/site.
2. Lend any assistance to the victim, that you are able and qualified to do. Do not move the victim if there is a chance of back or neck injury.
3. Make sure that someone is at the entrance to meet the emergency vehicle and escort the rescue personnel to the victim.
4. Provide as much information to the rescue personnel that you can regarding the onset of the illness or injury.
5. If the medical emergency is caused by accidental injury, interview witnesses and get as much information as possible.
6. Contact the parents/guardians immediately.
7. Complete the accident report form and forward it to your immediate supervisor.
8. Contact your immediate supervisor and file an incident report form.

FIRE

1. Call Milwaukee Fire Dept. (all fires must be reported).
2. If Fire is small in nature, extinguish it with a fire extinguisher.
3. If fire is large in nature or uncontrollable, pull the fire alarm, call 911 (outside) or 9-911 (inside) and immediately evacuate the building of all students and staff according to your pre-determined crisis plan. Close all doors and windows behind you, but do not lock them.
4. Do not touch anything on your way out.
5. Do not use the elevators.
6. If you smell something burning, immediately notify the site directors who will notify on-site engineering personnel to investigate.
7. Contact your immediate supervisor and file an incident report form.

SEVERE WEATHER (SEE PAGE 11 FOR EXTREME HEAT GUIDELINES)

1. If the tornado sirens are sounded, immediately proceed to the designated shelter area in your building.
2. If inside, stay away from glass windows and doors and the perimeter of the building. Sit as near to the wall as you can get.
3. If you are inside, do not use the phones during an electrical storm.
4. Indoor pools do not have to be evacuated due to a lightning concern outdoors! All MPS indoor pools have bonding of any exposed metal in or around the pool in compliance with the requirements of the pool at the time of construction. All electrical and mechanical equipment serving the pool is ground and bonded as well.
5. If the building is moving, assume the duck and cover position with your head between your knees and your hands locked over your head.
6. If severe weather occurs while you are outside with students, immediately seek shelter in a building. If none is available, keep students away from trees if you are in an electrical storm. If a tornado is threatening, go to the lowest area of land and lie down.
7. Keep students as calm as possible and speak in reassuring tones.
8. Contact your immediate supervisor and file an incident report form.

SHOTS FIRED INSIDE

1. Tell students to get on the floor or behind furniture and activate crisis procedure plan.
2. If you are in a confined area, lock the door.
3. Remain calm and as observant as possible - be ready to describe the shooter and the weapon to police when they arrive.
4. Call 9-911 (inside) or 911 (outside) - Be ready to describe the situation and request medical aid if necessary.
5. **Do not confront the shooter** - in most cases, the shooter will leave after the initial assault.
6. After shots are no longer being fired, check students for injuries.
7. Keep students calm and wait for assistance to arrive.
8. If shooter has left the building, do not permit anyone to enter until assistance arrives.
9. Contact your immediate supervisor.
10. Contact parents/guardians immediately.
11. File an incident report form

SHOTS FIRED OUTSIDE

1. Tell students to immediately lie on the ground and remain there until the shooting stops.

2. As soon as possible, remove the students to a safe area, preferably into a building.
3. Remain calm and as observant as possible-be ready to describe the shooter, the weapon, a vehicle tag number, etc. to police when they arrive.
4. Call 911 (outside) or 9-911 (inside) - Be ready to describe the situation and request medical aid if necessary.
5. **DO NOT CONFRONT THE SHOOTER** - in most cases, the shooter will leave after the initial assault.
6. After shots are no longer being fired, check students for injuries.
7. Contact your immediate supervisor and file an incident report form.
8. Contact parents/guardians.

SUSPECTED WEAPON ON THE PREMISES

1. Call 911 (outside) or 9-911 (inside).
2. **Do not confront the individual.**
3. Try to keep patrons away from the area until police arrive. If this is not possible, observe the suspect from a reasonable distance until police do arrive. Activate lock down procedures if necessary.
4. If the suspect leaves the premises, try to watch and determine the direction. Be ready to give police as complete a description as possible including vehicle tag number.
5. Contact your immediate supervisor and file an incident report form.

OBSERVED WEAPON ON THE PREMISES

1. Seek assistance from another staff member or supervising adult in reporting the incident.
2. Discreetly call 911 (outside) or 9-911 (inside) if the suspect is not present.
3. Provide a physical and clothing description and the last known direction of travel of the individual.
4. **IN ALL CASES - USE EXTREME CAUTION. DO NOT CONFRONT THE SUSPECT.**

SUSPICIOUS BEHAVIOR

1. Approach the individual and ask if you can help.
2. If the individual does not appear to have legitimate business on the premises, ask the person to leave.
3. If the individual does not leave and/or the suspicious behavior continues, call 911(outside) or 9-911 (inside).
4. Continue to observe the individual until police arrive.

5. Be ready to give police as complete a description of the behavior as possible.
6. Do not become involved in a confrontation with the individual.
7. If the behavior seems potentially threatening to your students, remove them to a safer area.
8. Contact your immediate supervisor and file an incident report form.

CHILD ABUSE

1. Immediately record the suspected child abuse/neglect in daily log.
2. All staff are mandatory reporters and must report the suspected child abuse/neglect to the Program Director / Supervisor on the day that it is observed and recorded.
3. Program Director must contact the Bureau of Milwaukee Child Welfare at 220-SAFE (7233) (FAX# 220-7247) for parents/guardians, when appropriate, about observed abuse or neglect within 24 hours of the observation.
4. Staff must record all observations, phone calls and contacts made.
5. If immediate help is required, call Milwaukee Police Dept. or 911.
6. Contact your immediate supervisor and file and incident report form.

*(Remember-all information about children and families is **confidential**.)*

DEFINITIONS OF CHILD ABUSE

1. **Physical Abuse** - any injuries from shaking, beating, striking, burning.
2. **Physical neglect** - failure to provide basic necessities such as food, clothing, shelter, medical attention or proper supervision.

PERSONNEL HARASSMENT

1. Remain calm.
2. Do not respond to the person in a confrontational manner.
3. Involve your direct supervisor.
4. Ask and allow person to explain situation.
5. Listen and show concern.
6. If situation remains confrontational, ask the person to leave.
7. If you feel that you are in danger, call 911 (outside) or 9-911 (inside).
8. Contact your immediate supervisor and file an incident report.

POWER OUTAGE

1. Remain calm.
2. If participants are in danger, stop activity and move them to a safe place.
3. Notify the on-site engineering staff who will contact F&M supervisor.
4. Contact your immediate supervisor and file an incident report form.

MISSING CHILD

1. Remain calm.
2. Inform all staff that the child is missing and direct staff and participants to meet in an assigned area or room. (Pre-determined procedures should be in place for the remainder of the program hours.)
3. Previously designated staff should stay with participants while they remain and search the building. Check all inside spaces of the building and conduct a thorough search of the grounds.
4. Notify your supervisor immediately.
5. Notify the police at 911 (outside) or 9-911 (inside).
6. Notify the parent/guardian. Ask questions of the parent such as:
 - Does s/he know how to ride the bus?
 - Does s/he have any money?
 - Are there any places in the area that the child is familiar with such as a playground or picnic area?
 - Are there any relatives or friends in the area where the child would be likely to go?
7. Gather all vitals - picture or description, registration/application and clothes child was wearing. The police will need this information to assist in finding the child as quickly as possible.
8. If you or your staff assists in the search, ask neighbors for help. Many people are able and willing to do whatever it takes to help find a missing child.
9. File an incident report with your supervisor.

STUDENT ABDUCTION

1. **Remain calm.**
2. Report child abduction, or attempted abduction to the office immediately.
3. Note the person's appearance and any other information about him or her (voice, clothing, vehicle type, license plate number, etc.) that might be helpful to police.
4. Treat custody dispute problems as a possible child abduction.
5. Conduct a roll call of all students in your classroom. Immediately notify the **school administrator in charge of any missing students.**

CONTROLLED SUBSTANCES

1. Be ready to provide as complete a description of the suspect as possible.
2. Call 911 (outside) or 9-911 (inside). Give 911 operator as complete a description of the suspect, the behavior, the type of controlled substance, if known, and a vehicle tag number.
3. **Do not approach the suspect.**
4. If suspect leaves before police arrive, note the direction, type of vehicle, etc. Do not attempt to follow the suspect.
5. Call your immediate supervisor and file an incident report form.

SEXUAL HARASSMENT

1. If a student reports to you that s/he has been approached in an inappropriate fashion by another student or an employee, take the student to a private area with another staff member for an interview. All allegations of sexual harassment, regardless of the nature, must be investigated.
2. Determine by questioning, as gently as possible, exactly what happened. Ask the victim questions like:
 - What did the person say?
 - What did the person do that made you feel uncomfortable?
 - When did this happen?
 - How long has this been going on?

*If allegations of **physical touching** CALL POLICE and follow **Sexual Assault Procedures** below.*

3. Inform the parents/guardians immediately of the alleged sexual harassment.
4. Interview the alleged aggressor. If a student, proceed with the questioning. If an employee, wait for your supervisor to arrive to conduct the interview.

SEXUAL ASSAULT

1. Isolate and secure the victim and the assault area.
2. Do not leave the victim alone. Ensure the victim is in a safe place, and assist in making them comfortable.
3. If the victim requires medical attention, call 911 (outside) or 9-911 (inside).
4. Remain calm and reassure students that all possible actions are being taken to care for the injured person and to protect others.

NOTE: FOR SEXUAL ASSAULTS

1. Notify supervisor.
2. Attempt to dissuade the victim from washing, cleaning up or use of the restroom if possible.
3. Attempt to provide the victim with privacy.
4. Secure the crime scene. Protect any potential evidence.
5. DO NOT USE THE VICTIM'S NAME on two-way radios or release the victim's identity to anyone other than the lead administrator or law enforcement officials.
6. Remember that sexual assaults are very serious crimes. Do not attempt to conduct an investigation, question victims, witnesses or suspects and do not disturb any potential physical evidence.
7. Assist law enforcement officials as requested.

TACTICAL SITUATION

1. If inside, take all participants to a central area. Keep away from windows and doors and secure all entry doors and classrooms.
2. If outside and time permits take all participants to an indoor central location.
3. Call your supervisor immediately - they will determine who to contact.
4. Call parents/guardians to inform them of the situation.
5. Do not release anyone until the police say it is safe to do so.
6. Do not release any information to the media. Let the police or a public relations representative have that responsibility.
7. File an incident report form.

BOMB THREATS

ALL BOMB THREATS MUST BE TAKEN SERIOUSLY!

1. Remain calm. Keep your voice steady. Do not alarm the caller.
2. DO NOT try to transfer the call. Don't risk losing the call.
3. Treat the call like any normal order of business. You need to act quickly to get information. **ASK....**
 - **WHEN** will the device explode?
 - **WHERE** is the device?
 - **WHAT** kind of device is it?
 - **WHAT** does it look like?
 - **WHY** did you place the device?
 - **WHO** are you?

4. Try to keep the caller on the line as long as possible. Take notes while you are talking. Attempt to note...
 - Time of call
 - Exact words of caller
 - Male or female sounding voice
 - Is there a detectable accent
 - Voice tone, pitch, meter
 - Speech skills, inflections
 - Is the voice familiar
 - Background noise
 - Time the call is terminated
5. CALL 9-911 immediately. Answer all questions asked of you. Follow any instructions given by the 911 operator.
6. Contact your immediate supervisor and file an incident report form.

DO NOT tell anyone about the Bomb Threat. Trained law enforcement officials will provide instructions.

FOR THOSE INDIVIDUALS AWARE OF THE BOMB THREAT...

DO NOT panic. Wait for direction. You may hear the fire alarm sound. It is common to initiate a fire drill in these situations to encourage an orderly exit. The goal is to avoid panic. Mass panic has the potential to result in disaster, including serious injury and/or death.

DO NOT TOUCH SUSPICIOUS OBJECTS.

DO NOT use two-way radios, cordless phones, or anything else.

DO NOT turn anything on or off - especially lights.



**MILWAUKEE
PUBLIC SCHOOLS**

Division of Recreation and Community Services
5225 W. Vliet Street
Room 162
Milwaukee, WI 53208
Phone: (414) 475-8180
Fax: (414) 475-8541
www.MilwaukeeRecreation.net

MPS Recreation Department Extreme Heat Guidelines

The purpose of these guidelines is to help protect Milwaukee Public Schools Department of Recreation and Community Services participants, and staff from excessive heat temperatures. In general, it is the practice of all Recreation Department employees to use general common sense when assisting patrons in staying cool and hydrated during excessive heat. For example:

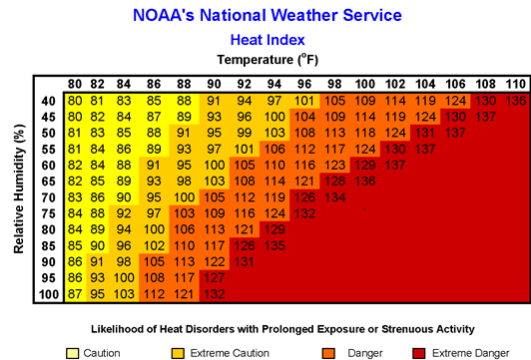
- Check-in with staff conducting activities outdoors or in non-air conditioned buildings; do they have access to shade or cooler areas of a building, access to water, are the instructors being sensitive to patron needs?
- Closely monitor more vulnerable patrons such as the elderly and small children. Are they staying hydrated, do they have access to air conditioning?
- On days when the temperature is predicted to be 85 degrees and above, or when the City of Milwaukee calls a heat advisory day, all Cool Spots will be open according to the schedule posted on <http://www.milwaukeeerecreation.net/playgrounds/>.

The Heat Index:

The combination of temperature and relative humidity provides an apparent temperature that gives an idea of what it would feel like under normal-to-low humidity conditions. Excessive and dangerous heat indices typically occur during the summer months when there is an abundance of moisture and increased heat.

Hazardous Weather Risks:

- **Excessive Heat Outlooks** are issued when the potential exists for an excessive heat event in the next 3-7 days. An Outlook provides information to those who need considerable lead time to prepare for the event, such as public utility staff, emergency managers and public health officials.
- **Excessive Heat Watches** are issued when conditions are favorable for an excessive heat event in the next 24 to 72 hours. A Watch is used when the risk of a heat wave has increased but its occurrence and timing is still uncertain.
- **Excessive Heat Warning/Advisories** are issued when an excessive heat event is expected in the next 36 hours. Warnings/Advisories are issued when an excessive heat event is occurring, is imminent, or has a very high probability of occurring. The warning is used for conditions posing a threat to life or property. An advisory is for less serious conditions that cause significant discomfort or inconvenience and, if caution is not taken, could lead to a threat to life and/or property.



Procedures:

When a Heat Warning/Advisory is issued by the National Weather Service, the following should occur:

1. By 10:00 am (or at least 30 minutes prior to a program starting before 10am) the Recreation Facilities Supervisor will communicate temperature, humidity, and approximate heat index readings from the National Weather Service to the Recreation Director or Manager of Operations who will then make program decision based on the following recommendations:
 - **Caution (INDEX of 80-90):** Proceed with scheduled activity; however, monitor participants carefully as physical activity may cause increased fatigue. Encourage additional fluid intake.
 - **Extreme Caution (INDEX of 91-104):** Fluid, shade, and/or rest breaks should be taken every 20-25 minutes by participants and staff. Activity should be modified for less exertion. Consider reducing program length as prolonged exposure may lead to heat cramps and/or heat exhaustion.
 - **Danger (INDEX of 105-124):** Fluid, shade, and/or rest breaks should be taken every 15-20 minutes by participants and staff. Reduce program/class length to no more than 60 minutes. **Consider cancellation** of youth and senior programs, high exertion activities, or any program when heat index exceeds 115 as prolonged exposure may lead to heat stroke with heat cramps and/or heat exhaustion likely.
 - **Extreme Danger (INDEX of 125+):** Cancel all outdoor activities.
2. Coordinators will be notified by the Director or Manager of Operations and are responsible for notifying their staff and ensuring every effort is made to contact participants, in advance of program, regarding heat related adjustments and cancellations.

***Discretion may be used when making decisions as programs with abundant shade, water, and frequent breezes may not require the modifications listed above.**

MILWAUKEE POLICE DISTRICT PHONE NUMBERS

In case of EMERGENCY, call 911

Non-Emergency, call (414) 933-4444

Police District	Police District Phone Number	Nearby Recreation Department Locations
(1)	935-7213	Riverside, Gaenslen
(2)	935-7223	OASIS, South Division
(3)	935-7233	Central, Hawthorn Glen, MacDowell, Washington, HS of the Arts
(4)	935-7243	Vincent, Madison
(5)	935-7252	North Division
(6)	935-7262	Hamilton, Pulaski, Bay View, Brinton
(7)	935-7272	Marshall, Obama

EMERGENCY POLICE: DIAL 911

When police are needed:

1. State your name and reason for calling.
2. Nature of the call.
3. Exact location of the incident.

EMERGENCY AMBULANCE: DIAL 911

If an ambulance is needed:

1. State your name and the reason for calling.
2. Is victim conscious?
3. Is victim breathing?
4. Nature of injury or illness.
5. Exact location of victim.