

## **CRISIS MANAGEMENT PROTOCOL**

### **CRISIS MANAGEMENT TEAM**

The Crisis Management Team is composed of the Camp Director, Assistant Director, Program Manager, Site Manager, a member of the medical staff and any other person designated by any one of the foregoing team members.

- The medical staff is responsible for the physical well being of the campers and staff, with the physician in residence in charge. In an emergency medical situation, they are in charge, and all other camp staff follows their instructions.
- The Camp Director is responsible for communications at the camp level, and uses his/her judgment in keeping campers and staff informed. Radios will be utilized to facilitate communication among staff members.
- The Program Manager is responsible for contacting the CRG Executive Director. If the CRG Executive Director cannot be reached, contact the Board President.
- The Site Manager is responsible for contacting any local agencies identified as needing to be informed.
- At the scene of the emergency:
  - Play it doubly safe. If you are not absolutely positive you can handle the situation, get help at once from the nearest authorities. Cooperate fully with the authorities.
  - Don't volunteer information to spectators and strangers.
  - Be observant and record the essential facts.
  - When dealing with representatives of the media, maintain an attitude of cooperation and helpfulness, referring questions to the Program Manager, who will not withhold facts and will not offer opinions. If asked about insurance coverage, you are only authorized to say only, "It will be referred to our insurance company."
- Should the emergency incident involve the Camp Director, the other members of the Crisis Management Team are authorized to assume their designated responsibilities as follows:
  - The Assistant Director carries out the responsibilities of the Camp Director on an interim basis.
  - The Camp Director notifies the CRG Executive Director and requests that a representative be dispatched to handle the media and other administrative details.
- Any accident or illness that requires medical treatment is to be reported in the health log. Any other accident report must be recorded in the crisis activity log.

### **EMERGENCY PHONE NUMBERS**

A list of emergency phone numbers will be posted by the telephone in the dining hall of the camp as well as available for reference in the med shack. This list includes the number of the local area hospital emergency room. Dialing 911 can access all other emergency services.

### **ON-SITE EMERGENCY PROCEDURE**

In the event of an emergency within the facility (such as fire, mudslide or other natural disaster which could threaten the safety of the camp residents), evacuation might be necessary. The Program Manager notifies facility staff and the appropriate emergency service. Repeated ringing of the bell is used to alert all persons. At this signal, counselors check the whereabouts of all campers under their supervision and immediately take campers to the lawn in front of the dining hall. The Camp Director and Program Manager check off all names against the master roster. The other members of the Crisis Management Team are responsible for making a sweep of all buildings to assure that no one is left behind. The Camp Director gives further instructions to staff and campers for evacuation, if necessary, including vehicle assignments.

## **MEDICAL EMERGENCY**

The Director should be notified in the event of any injury, fall, unconsciousness, serious illness, etc. If the camper is injured while away from the camp property, volunteers should assess the problem, in general terms determine what treatment the child may require and make the child comfortable and warm. Keep the person lying down and offer continual reassurance. Help should be obtained as soon as possible. If there are two volunteers, one should remain with the injured child and other campers while the other returns for help. The Director and medical staff should be notified immediately. If there is only one volunteer, he or she should select two of the more mature and reliable children of the group to return to camp for help. The volunteer should remain with the injured camper. In any and all cases, keep a cool head. The best policy is to rely on your common sense and judgment.

In the event of a medical emergency, the physician in residence is responsible for notifying the parents or guardians of the camper(s) involved, or next-of-kin. He/she also keeps the Camp Director and Program Manager informed as necessary, and they carry out their designated duties as described above.

During all off-site trips of ten (10) miles or more, a nurse and/or doctor will accompany the group.

## **AQUATIC EMERGENCY PROCEDURES**

An aquatic emergency is in effect whenever deemed necessary by volunteers. One practice drill will be held per session. The Waterfront Director or his/her designated swimming area head initiates the aquatic emergency plan. The aquatic emergency plan is discussed and practiced during staff training. At the beginning of each camp session, the Waterfront Director discusses the aquatic emergency plan with the campers. The Waterfront Director is accountable for the evacuation of the waterfront and notification of such to the Camp Director.

## **EMERGENCY PLAN FOR LOST OR RUNAWAY CAMPER (OM-14)**

The staff member who realizes that a camper is missing after a search of the immediate area should:

- Notify the other volunteer(s) of the activity.
- Notify the Program manager or Camp Director.
- Question campers regarding when and where the child was last seen.

Other volunteers of the activity should then investigate all possible site areas. If the camper is not found, the administrative staff should be notified. Administrative staff will notify county authorities if the camp staff is unable to locate the child.

Here are some guidelines to consider as well:

### **Off-Site**

- Determine the cause for the missing camper. Is he or she lost or did something cause him or her to run away?
- String out (within sight of each other) in a line and circle the camping area in a clockwise manner, checking the general area in which the camper might be hiding or lying injured.
- If near a body of water, check the water in the same manner as regular camp policy indicates.
- Where the group has been on a trail or road, send one leader to check the road and to contact the camp at the first available telephone.

### **On-Site**

- An alert will be radioed to all individuals on a radio. In the meantime, the situation will be evaluated. If deemed appropriate, a repeated ringing of the bell will bring everyone to the common area for a camper count.
- Available volunteers will be assigned to various camp areas to search for the missing camper.
- Volunteers with vehicles will be assigned to drive out of camp on various roads to look for the camper.
- If the immediate area search does not produce results, the county sheriff and state police will be

contacted. In addition, other camps in the area will be contacted and given a description of the camper.

- Non-cabin volunteers will report to the common area for special assignments in connection with the search.
- The Crisis Management Team determines when the parents or guardians are to be notified.
- Notify all parties when the camper has been found.

### **ON SITE - FIRE EMERGENCY PROCEDURES**

In all of these procedures, speed is of the essence remain calm and use good judgment. Your reaction to the situation will greatly affect the way the campers respond.

- Immediately clear everyone from the fire area and move to a designated meeting location.
- Sound the alarm and call 9-1-1. The fire department will need to know the caller's name, the name and location of the camp, the location of the fire on the property and the camp phone.
- Radio an alert.
- Count everyone making sure that you have all the campers you began with. Instruct campers to remain where they are. Campers may NOT help put out the fire. One volunteer should stay with the campers while another volunteer or responsible camper should notify the Director.
- Available staff should use extinguishers on the fire if possible without injury to themselves.
- All campers and volunteers should report to the lawn area in front of the dining hall and line up quietly. ALL CAMPERS AND VOLUNTEERS MUST BE ACCOUNTED FOR.
- No one should move from the designated area until the Camp Director has given an "all clear". Depending on the time, all will then return to the activity in which they were engaged before the fire, have cabin time before the next meal, etc.
- Again, remain calm, reassuring and in control of the situation at hand.

### **WILDLAND FIRE**

The need to evacuate will be determined by the Executive Director, Crisis Management team, local fire **and** law enforcement agencies.

The following criteria will be utilized for that determination.

- Green Flag: No known fires. Normal activity.
- Yellow Flag: Fire is within 20 miles of the camp. Leadership notified.
- Orange Flag: Fire is within 15 miles of the camp. Activities modified and preparation for possible evacuation started.
- Red Flag: Fire is within 10 miles of the camp. Evacuation.
- Black Flag: Fire is blocking the road for evacuation. Sheltering in place within dining hall.

Please refer to "Evacuation Procedure with Sheltering in Place Contingency" document.

### **WEATHER EMERGENCY PROCEDURE**

If potentially threatening weather exists, the Director will discreetly make all aware of the possibility of threatening weather (electrical storm):

- If at camp, move everyone into a sheltered area immediately, such as the dining hall or individual cabins.
- When away from the campsite, get campers into vehicles or other protective structures to wait out the storm.
- If no shelter is available, keep campers away from open areas or tall trees, avoid moving about, and sit or kneel until it is safe to return to the campsite. Avoid any place on a high point or one that stands alone in an open area. If swimming or boating, get out of the water and away from boats. Seek shelter in a cave, ditch or depression or under head-high clumps of trees. Avoid the highest object in the area.

- Stay away from electrical equipment. Avoid metal objects that lead to the ground. Don't walk near fences, power lines or pipelines.
- Keep away from plumbing and bath facilities; no showers will be taken.

### **EMERGENCY TRANSPORTATION**

- In case of the need for emergency transportation of campers, the vehicle designated for this purpose will be utilized as first priority. Secondly, a camp van or personal vehicle of someone on the medical staff is used.
- In all cases the standard transportation policy is in effect.
- If personnel are being taken to town for health care needs, the Medical Director, Program Manager and Camp Director will be notified. Parents must be contacted and the health form and other pertinent records taken along.
- If the emergency indicates that only trained personnel with appropriate equipment should move the person, an ambulance will be summoned.
- If possible, leave a number where they can call you back.
- Above all, think things through clearly and then take action.
- All persons transporting children must have driving and insurance information on record with the Program Manager.

### **DEATH AT CAMP**

A death at camp, whether through accident or illness, is handled in the same manner as a medical emergency, with the physician making the notification of family and the Camp Director and Program Manager performing their duties as outlined. The Program Manager will contact the authorities.