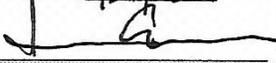




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PARKS & RECREATION

Date: 12/31/2016 Updated: 12/31/2021 Date To Be Reviewed: Five Years – 12/31/2026

**Title of Document: 8.5 LOPR_Parks & Recreation Emergency Response Plan
(General Security Plan)**

- Adult Community Center (ACC)
- Indoor Tennis Center (ITC)
- Luscher Farm
- Christ Church Parrish (CCP)
- Parks Maintenance Center (MAC)
- Lake Oswego Public Golf Course
- Charlie S. Brown Water Sports Center (WSC)
- Lake Oswego Swim Park

Each facility has more specific emergency plans (consistent with the protocols in the City-wide Emergency Operations Plan and Parks Department Emergency Response Plan) that contain location-specific information. The location supervisor is responsible for completing Appendix A: Emergency Assistants by Location - FORM (Refer to the last page of this document.)

Responsibilities

- Participate in training sessions and exercises.
- Review and revise this program to reflect applicable regulations and industry best practices.

Managers and Supervisors/Safety Coordinators

- Ensure compliance with the City-wide and Department plans.
- To the extent it is feasible, ensure that facilities and furnishings are protected from earthquake damage and hazardous shifting or falling.
- Ensure all employees and volunteers are trained on the plan for your department and division.
- Will participate in training on the plan.

Employees/Instructors

- Attend provided training regarding fire safety, earthquake preparedness, and other emergency response as appropriate to jobs.
- Adhere to the plan and procedures during any emergency situation.
- Attend additional training if the employee is assigned to be a floor monitor or evacuation assistance team member.

Emergency Response Plan

The plan covers the following events in Parks facilities:

- A. Building Evacuations



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- B. Hazards
- C. Lockdown Procedures
- D. Crisis Communications Plan
- E. Employee Training

A. BUILDING EVACUATIONS

Supervisors are responsible for ensuring employees are familiar with site specific emergency response procedures whether they work in City-owned or other facilities.

General Information for the Department

Emergency Exits - All emergency exit routes will be mapped out and posted in conspicuous locations throughout the facilities. All emergency routes and exits will be free of obstructions, clearly marked, and visible. Exits and access to exits will be marked with a distinctive sign reading, "EXIT" and adequately lit by electrical illumination or ambient light levels.

There must be two or more exit routes depending on the size and layout of the work area and the number of people involved. A single exit route is acceptable only if everyone can exit through it safely during an emergency.

Any doorway or passageway that is not an exit or access to an exit and may be mistaken for an exit will be identified by a sign reading "Not an Exit" or a sign indicating its actual use (i.e., "Storeroom"). Exits must open from the inside without keys, tools or special knowledge. Devices that lock only from the outside are acceptable. There must be nothing on an exit door that could hinder its use during an emergency. An exit must lead directly outside or to a street, walkway, refuge area, or to an open space with access to the outside.

Emergency Scene Manager - Each Parks Department work site will have an Emergency Scene Commander

Emergency Scene Commanders will:

- Supervise floor monitors
- Oversee communications with professional responders and the City's Public Affairs Manager
- Manage and determine if evacuation is necessary
- Determine when it is safe to re-enter the building

Floor Monitors/Evacuation Assistants (at Parks Department work sites) – Each work site will assign floor monitors and evacuation assistant team members, if needed. The number of members is dependent on the size of the facility, rooms, floors, etc.



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Floor Monitors will:

- Visually and verbally check all rooms in his/her area of responsibility to ensure that everyone has left the building. This includes all employees and citizens.
- Close the doors of each area after the sweep has been completed.
- Evacuate to the assembly location area and report to the designated reporting person.

The Evacuation Assistants will:

- Ensure any disabled, including the blind or visually impaired, or injured employees or citizens are assisted out of the danger area and evacuated to the nearest stairwell for rescue by emergency services.
- Injured or disabled persons may be evacuated using evacuation chairs if assistant is trained and chair is available.
- Evacuate to assembly location area and report to designated reporting person.

Once outside, both the floor monitors and evacuation assistant team will direct the employees to the designated assembly areas. If, due to personal danger, the floor monitor or evacuation assistant is unable to check or assist in any part of his/her assigned area, s/he must notify a member of the responding fire or other emergency crew immediately. Floor monitors may also act as the evacuation assistants.

Assembly Point Monitors – Each work site will assign an Assembly Point Monitor. The prime responsibility of the Assembly Point Monitor is to establish their location’s assembly area and take roll call during emergency evacuation.

Assembly Areas – Upon evacuating the work site, each individual will proceed to the predetermined assembly area and check in with the Assembly Point Monitor. The Assembly Point Monitor will have a roster of all employees and check off names as each employee checks in. At the first opportunity, supervisors or lead workers must indicate to the Assembly Point Monitor which employees were in the field or otherwise not in the building at the time of evacuation. This notation will be made on the roster.

A secondary staff person will be assigned as an Emergency Scene Commander, floor monitor, evacuation assistant, and assembly point monitor in case of absence by the primary staff person.

Emergency Notification

Employees will be notified of an emergency situation by:

- A fire alarm system
- An announcement over intercom system
- A supervisor or other authority
- Text message



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Building Evacuation

Upon notification of an evacuation, encourage people to stay calm, take only essential items with them, and depart the building at the nearest exit. While evacuating the building, and if it is safe to do so, assist challenged individuals or any others who are unable to navigate the stairways efficiently.

When outside, employees will go directly to their designated assembly area and wait for roll call and further instructions. The emergency scene commander or higher authorities will determine when it is safe to reenter the building. If an employee has questions regarding this plan or about their duties under this plan, please contact the Director, Recreation Superintendent, Parks Maintenance Superintendent or the Safety Coordinator for more information.

B. HAZARDS

Medical Emergencies

Parks Department staff who encounter a medical emergency of staff or patron should render aid to a level to which they are trained and comfortable. Make the individual comfortable and instruct another person to call 9-1-1 for emergency medical services as deemed appropriate.

Bomb Threats

If an employee receives a bomb threat call, they should remain calm and write down as much information as possible about the threat and the caller. Try to document exactly what the caller says. Attempt to obtain exact wording. Activate caller ID when applicable.

Ask the Caller:

- What time is the bomb set to detonate?
- Where is it located? Is it visible? Hidden?
- What kind of bomb is it?
- What does it look like?
- Why was it placed where it was placed?
- How did it get in to the location?

Note the caller as to accent, age, sex, mental state, etc. and determine any background noise.

Then, as soon as possible:

- Notify your supervisor of the bomb threat.
- Call 9-1-1 and summon the Police Department.
- Create and maintain a written time table of the incident.
- Evacuate area when ordered to do so.



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Suspicious Packages or Objects

If any employee identifies a suspicious package or object in their work areas, they will immediately notify their supervisor and/or dial 9-1-1. **Do not touch the suspicious item.** Building occupants will evacuate the building immediately if notified by an alarm, announcement, or when notified by a supervisor or other authority. If any employees encounter suspicious looking or unlabeled letters or mail packages, they will immediately notify their supervisor. Such items may include:

- Unopened letter that appears empty.
- Envelopes that contain or are leaking powder.
- Any mailing marked with threatening messages such as “Anthrax”.
- Any other mailing that is aerosolizing, exploding, or contains a letter with a threatening message. If any of the above items are found, employees will contain the area and notify their immediate supervisor and/or 9-1-1.

Other suspicious mail characteristics may include:

Excessive postage, no return address, handwritten or poorly typed address, incorrect titles or titles without a name, misspellings of common words, city/state in postmark not matching return address, visual distractions or unusual sounds (i.e. ticking).

Oily stains, discolorations, odor, excessive tape, string, or packaging, excessive weight, lopsided or uneven envelope, protruding wires or aluminum foil

Note: Legitimate mail commonly has some to the aforementioned characteristics. Each case of “suspicious” mail should be evaluated based on the information and circumstances at hand.

Earthquake

If an earthquake occurs, all building occupants will drop under a desk or sturdy table; cover your head and neck with your arms, and hold on until the shaking stops. Do not attempt to evacuate the building while the earth is trembling. After the shaking stops if, and only if, you are ordered to do so, evacuate the building and report to your designated assembly area. Not all earthquakes will require evacuation and you may be safer remaining inside the building.

If you are outside during an earthquake, drop to the ground, clear from surrounding hazards, and stay there until the shaking stops.

If you are in a vehicle, pull over to the side of the road, clear from surrounding hazards, and remain in your vehicle, with your seatbelt on until the shaking stops. Proceed with caution to your destination, avoiding overpasses, bridges, and ramps.



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Explosion - The release of mechanical, chemical or nuclear energy in a sudden violent manner.

- Assess immediate injuries; secure treatment for injured; qualified responder provides first-aid. Call 911, if appropriate.
- Follow Evacuation and Emergency Notification procedures as deemed appropriate
- Follow City emergency procedures if applicable

Fire

If you discover a fire or smell smoke, dial 9-1-1 to summon the fire department. If necessary, evacuate first, and then call 911. After summoning the fire department, pull the fire alarm if applicable or notify all other occupants of the facility via word of mouth or other means. If possible, close the doors to contain the fire and smoke for as long as possible. **Note:** See the *Fire Prevention Program* for specific information on extinguisher use.

When working in or on the parks or trails, you should immediately evacuate the areas and contact 9-1-1.

Hazardous Materials

Hazardous Materials Spill - Hazardous materials include poisons, fertilizers, biological contaminants, explosives and other corrosive materials which have a potential of becoming a hazard in the immediate vicinity of the school.

- Follow Evacuation and Emergency Notification procedures as deemed appropriate by the situation
- Call 911
- Locate Material Safety Data Sheet (MSDS) for the site
- Determine location, quantity and concentration or exposure if possible.
- Seek treatment for any participant or staff exposed based on MSDS instructions. Give MSDS copy to emergency responder.

Power Failure - Often more of an inconvenience, a power failure can pose serious safety considerations if not addressed appropriately.

- Determine extent of failure: room; building; neighborhood; widespread?
- If room or building power failure, contact facility manager, Division Supervisor.
- No open flame, matches, or candles should be used.
- Facility Manager or Division Supervisor will determine appropriate action and possible early closure. Notify Power Company as needed.



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Volcanic Activity - Because Oregon is in the Pacific Rim region, sudden unforeseen volcanic activity remains a very real risk to staff, program participants and patrons.

- Stay indoors keeping all windows and doors closed.
- If outdoors, seek shelter indoors.
- Cover mouth with a damp cloth if it becomes necessary to venture out.
- Facility Manager or Division Supervisor will determine closure if necessary.

Weapons - A dangerous weapon, deadly weapon or firearm as defined by state and federal law includes but is not limited to firearms, knives, metal knuckles, straight razors, noxious, irritating or poisonous gases, poisons or other items fashioned to harm, threaten or harass program participants, staff, parents or patrons.

- Follow Lockdown or Evacuation and Emergency Notification procedures as deemed appropriate by the situation
- Follow City emergency procedures if applicable
- Call 911

C. LOCKDOWN PROCEDURES

The lockdown of a building or group of buildings is an emergency procedure intended to secure and protect occupants who are in the proximity of an immediate threat. This procedure is used when it may be more dangerous to evacuate a building than stay inside. A lockdown notification to occupants may be ordered by emergency personnel or facility management.

It is essential for the safety of occupants and emergency responders that the individuals comply with instruction provided by emergency personnel at all times.

If you are ordered to lockdown:

- Remain inside your building.
- If outside, move to the nearest building.
- Close windows and doors and stay away from them.
- Lock doors, if possible, or barricade the doors and windows.
- Close curtains or blinds where possible.
- Turn off lights.
- Remain quiet and in place until notified by emergency personnel.
- Stay low to the ground.
- Silence cell phones and do not use them unless you are in contact with emergency personnel.
- Do not open the door or allow anyone to leave until you have been advised that it is “all clear”.



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During a lockdown:

- Do not unlock or open the doors.
- Do not use or hide in restrooms.
- Do not travel down long corridors.
- Do not assemble in large areas.
- Do not call 911 unless you have immediate concern for your safety, the safety of others, or feel you have critical information that will assist emergency personnel in the response.

Following a lockdown:

- Cooperate with emergency personnel to assist in an orderly evacuation.
- Proceed to the designated assembly area, if advised.
- If you leave the scene, notify a supervisor or co-worker.
- Police may require individuals to remain available for questioning following a lockdown.

Active Shooter – How to Respond When an Active Shooter Is In Your Vicinity Quickly determine the most reasonable way to protect your own life. Remember that customers and park visitors are likely to follow the lead of employees and managers during an active shooter situation.

1. Evacuate - If there is an accessible escape path, attempt to evacuate the premises.
 - Have an escape route and plan in mind.
 - Evacuate regardless of whether others agree to follow.
 - Leave your belongings behind.
 - Help others escape, if possible.
 - Prevent individuals from entering an area where the active shooter may be.
 - Keep your hands visible.
 - Follow instructions of any police officers.
 - Do not attempt to move wounded people.
 - Call 911 when you are safe.
2. Hide Out – If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
 - Be out of the active shooter’s view.
 - Provide protection if shots are fired in your direction.
 - Not trap you or restrict your options for movement.

To prevent an active shooter from entering your hiding place:

- Lock the door.
- Blockade the door with heavy furniture.



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If the active shooter is nearby:

- Lock the door.
- Silence your cell phone and pager.
- Turn off any source of noise.
- Hide behind large items.
- Remain quiet.

3. If evacuation and hiding out are not possible:

- Remain calm.
- Dial 9-1-1, if possible to report the incident.
- If you cannot speak, leave the line open and allow the dispatcher to listen.

4. Take action against the active shooter. As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her.
- Throwing items and improvising weapons.
- Yelling.
- Committing to your actions.

D. CRISIS COMMUNICATION PLAN

During a major crisis or critical incident, whether in a park or in a facility, certain steps should always be taken and protocols observed. This plan includes:

- a. Identification of communication personnel
- b. Contact information for key personnel
- c. Roles and responsibilities of the incident spokesperson
- d. Protocols for disbursing public information
- e. Working with the media

a. Communications Personnel

The highest ranking staff at the scene becomes the Emergency Scene Commander at the time of an incident such as the Facility Manager, Division Supervisor or Director. The Emergency Scene Commander assign duties as needed and prescribed in the facility emergency plan.

b. Key Personnel Contact

All management staff has been given a laminated card with contact information for key personnel to carry with them at all times. In all incidents, the following people should be contacted. The order of contact is defined as follows:



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1. Director
 2. Deputy Director - Recreation or Deputy Director - Parks
 3. Facility Manager/Division Supervisor and Other City contacts as needed:
 4. City Manager's Office
 5. City Public Affairs Manager
 6. City Human Resources Manager
 7. City Risk Manager/Business Manager
 8. City Finance Manager
- c. Incident Spokesperson: One person should be identified by the Emergency Scene Manager as the incident spokesperson. This can be the Commander or his/her designee.
- The incident spokesperson communicates and works with the City Public Affairs Manager who:**
- Gathers the facts, prepares a timeline and prepares talking points/communications to be distributed.
 - Communicates with the media
 - Informs employees on how to address the incident internally and externally.
 - Ensures all employees know who to refer calls/inquiries to.
 - Contacts family, outside parties, legal counsel, etc.
 - Drafts communications to inform the public and/or employees.
 - Defines tactics to effectively and efficiently disburse information.
- d. Spokesperson Protocols for Disbursing Crisis Information – Always Refer to the City Public Affairs Manager – Do not speak with the media
- e. Post Incident Considerations
- The Executive Director or his/her designee may contact the Parks Board if approved by the City Public Affairs Manager to make sure they are apprised of an incident.
 - If the press does not visit the scene of an incident, issuing of a press release should be considered as a proactive communication strategy and this action will be determined and handled by the City Public Affairs Manager.
 - Critical incident stress debriefings should be scheduled if appropriate
 - If an incident occurs that involves staff during operating hours, Oregon OSHA must be contacted within 8 hours of the incident. Coordinate with the City Public Affairs Manager to ensure this requirement is met.



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E. EMPLOYEE TRAINING

All employees will receive instruction regarding emergency response action evacuation routes, locations of the facility diagrams, evacuation assembly points, and site-specific evacuation procedures.

Supervisors or program leaders are responsible for informing activity leaders, instructors, facility supervisors, and program staff in emergency response actions in non-owned facilities and during outdoor program and sports activities.

Reference Documents: (located in evidence of compliance for 8.5)

- Division Emergency Plans
- Division Open_Closing Procedures
- LOPR Keys Lists
- LOPR AED Inventory & Locations
- LOPR Fire Extinguisher Inventory & Locations

Responsibility/Contacts: Deputy Directors, Administrative Assistants, Safety Coordinator



Facility Specific Emergency Plan – Facility: _____

Appendix A: Emergency Assistants by Location FORM

Facility/Division: _____

Assembly Area Location:

| Floor Monitor(s) | Evacuation Assistant (s) | Assembly Point Monitor(s) |
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NOTE: Employees participating in a community – Community Emergency Response Team (C.E.R.T) program are not allowed to act as a floor monitor, evacuation assistant team, or assembly point monitor.

Questions regarding the Emergency Response Plan can be directed to supervisor or safety coordinator.