

# University Recreation – Staff Training Modules

## **Risk Management**

### **Statement of Commitment:**

The safety of our patrons is of primary importance to University Recreation. Building Managers and Member Services staff are trained and certified in CPR, AED and First Aid. All other staff (certified or not) still play an important role in both our Risk Management Plan and Emergency Action Plan. Training is also received in the appropriate response to accidents and incidents along with proper documentation.

### **Legal Considerations:**

#### **Duty to Act**

All UREC staff have a duty to act when an emergency occurs. It is the expectation that staff members shall keep the safety of all patrons paramount, preventing injuries from occurring and responding to people in need.

#### **Standard of Care**

Patrons expect a reasonable standard of care from the UREC staff that oversees their well-being. This standard of care is based on agencies such as the American Red Cross, American College of Exercise and Sport Medicine, National Intramural-Recreational Sports Association and other guidelines provided by professional associations, state, and local agencies.

#### **Negligence**

Negligence is the failure to do what a reasonably careful and prudent person would have done under the same circumstances. In other words, negligence is failure to exercise reasonable or ordinary care.

#### **Good Samaritan Laws**

The “Good Samaritan” law provides certain protection from lawsuits to people who give first aid or other emergency care or treatment to someone suffering an injury or sudden illness. The law protects volunteers who help when someone becomes ill or is injured in places such as on the street or highway, in parks, health clubs, restaurants, businesses, even private residences.

#### **Know this**

- Be “reasonable.” If something you do is what a reasonable person would do, your protection is stronger.
- Don’t try to do things you’re not trained for or are not knowledgeable about.
- Summon professional medical help and, as soon as they arrive, turn the situation over to them.
- Do not accept gifts or rewards from anyone for your actions.

#### **Informed/Implied Consent**

It is the right of a victim to grant his/her informed consent for care. Someone who is unconscious, confused, or seriously ill or injured may not be able to grant consent. In these cases, the law assumes the victim would give consent if he/she were able to do so. This is called implied consent. Also, when a parent or guardian is not present, one can assume implied consent for minors who need emergency assistance.

#### **Refusal of Care**

Some ill/injured persons may refuse the care offered. Even if a person seems injured, one must honor this refusal of care. Request that the person at least allow someone more highly trained, such as EMS personnel, to evaluate the situation. Be clear that the staff is not refusing to care for the victim or abandoning the victim. Request another person present to witness the person’s refusal and document it on an Injury/Incident Report form. If the patron initially refuses care, but later loses consciousness, the “implied consent” guidelines go into effect (see above).

## **Communication:**

Effective communication is critical in all emergency situations. EMS and Ferris DPS should be notified immediately in the event of a serious or life threatening emergency. The Director of University Recreation and the Assistant Director of University Recreation should be notified as well so they are informed.

## **Emergency Numbers:**

Emergencies	<b>911</b>
Ferris State Department of Public Safety	231-591-5900 (emergency number)
Ferris State Department of Public Safety	231-591-5000 (non-emergency number)
Physical Plant	231-591-2920
Poison Control	1-800-222-1222
Birkam Health Services	231-591-2614

## **Professional Staff:**

Cindy Horn      **Office** 231-591-5309    **Cell:** 231-598-2561    **Home:** 231-832-8084

Cindy Vander Sloot    **Office:** 231-591-2624    **Cell:** 231-349-0940

Fernando Labra      **Office:** 231-591-2678    **Cell:** 254-624-0174

Val Wells            **Office:** 231-591-2677    **Cell:**

Jayna Wekenman    **Office:** 231-591-5308    **Cell:**

## **Big Rapids Radio Stations**

Tune to the following stations for weather alerts, amber alerts, or other information  
WWBR 100.9 FM and WYBR 102.3 FM

## **Emergency Equipment:**

**First Aid Kits** are checked and restocked weekly. Materials in these kits are to be used only for an incident or accident that occurred within this facility. Any time materials are used an accident report must be filled out completely by a Building Manager or Member Services staff.

First Aid kits are located in the following locations throughout the building:

- Customer Service/Control Desk
- Pool and Rockwall
- Weight Room and Fitness Center
- Intramural Supervisors will each have one when working in the SRC (stored in storage cage).

## **AED - Automated External Defibrillators Locations**

- One the wall behind Control Desk and one at the Pool
- Portable AED will be with Intramural Supervisors when working at the IM Fields (stored in Intramural Shed).

## **Fire Alarms**

- Located near all exits and stairways and various other places throughout the building.

## **Fire Extinguishers**

- 1 at the Control Desk
- 1 by the Transfer Services Offices
- 1 by the classrooms
- 1 at the Pool
- 2 in the Fitness Center
- 4 by the stairwells in the gym (2 down stairs by the weight room and 2 upstairs by the track).
- 1 in the Men's and Women's locker room

## **Medical Emergencies:**

Minor medical emergencies that are quickly resolved with internal resources or limited help will not require activation of the Emergency Action Plan. All Major emergencies will require the activation of the Emergency Action Plan.

### **Major medical injuries or situations require outside help:**

- **Head injuries:** loss of consciousness without immediate revival, loss of coordination in limbs or parts of body or appears dazed/unresponsive
- **Breathing trouble:** airway obstruction, asthma attack, labored breathing, allergic reaction, not breathing.
- **Heart problems:** uncontrolled or major bleeding, chest pains, CPR is initiated
- **Other Situations:** diabetic emergency, unable to move or support themselves, severe pain, burns, patron requests that staff call 911, staff feels they need assistance in a medical situation.

During an emergency, all staff will assume their role and begin communication necessary to the situation.

## **Blood Borne Pathogens and Biohazard Cleanup:**

All Building Managers and Member Services staff are responsible for administering the appropriate procedures when blood borne or biohazard exposure occurs.

### **Identification of Blood Borne Pathogens**

All bodily fluids should be treated as bio-hazardous including:

- Blood
- Feces
- Semen
- Saliva
- Urine
- Vomit
- Tears
- Sweat

## **Universal Precautions**

All human blood and body substances must be treated as if known to be infectious.

Always use personal protective equipment such as Pocket Masks for providing CPR and wear Gloves.

## **Procedures for Clean-up of Bodily Fluids**

- Contain area and keep clear of patrons.
- UREC staff are not allowed to cleanup any blood borne or bio-hazardous material.
- Call Dale Schoner (if he is in the SRC) or contact Physical Plant to have area cleaned and sanitized
- All bio-hazardous material must be secured in a biohazard bag and placed in designated biohazard disposal container.

## **If You Are Exposed**

- Wash injuries, cuts, and exposed skin with soap and water.
- Irrigate eyes with eye wash solution in First Aid kits or running water.
- Report the exposure incident to the Building Manager or professional staff immediately.
- Have the Building Manager or Member Services contact EMS and/or Ferris State Police
- Document the incident on an Incident/Injury Report Form.

## **UREC EMERGENCY ACTION PLAN:**

- **F.A.S.T.**
- **Evacuation Procedures**
- **Emergency Codes**

### **In case of emergency always think, F.A.S.T.**

- **Find the Problem:**  
Locate the injured participant(s), locate the injury, or locate the emergency.
- **Assess the situation:**  
How severe is the injury?, is the participant coherent?, is EMS needed?  
Is the scene safe for you and the rest of the staff? Blood, fire, etc.  
Do not move the injured person and do not leave the victim unattended.
- **Start Communication:**  
Contact the Building Manager by walkie ASAP!, contact EMS or other Emergency Services, etc.
- **Take Action/Give Care:**  
Provide CPR and/or First Aid, evacuate the facility, etc.

## Employee General Emergency/Evacuation Expectation

In advance each staff member should:

- Understand the Emergency/Evacuation plan.
- Know at least two ways out of the building from your regular workspace, and practice using these exits.
- Evacuation Diagrams are on the next page.

## General Evacuation Instructions

- Remain calm and notify patrons to exit safely and quickly. Do not push or shove. Be a Leader.
- Do not attempt to save possessions in other locations of the building which can put you at personal risk.
- Do not use the elevator; proceed as quickly as possible to the nearest stairways.
- Use handrails when you are walking down the stairs.
- Accompany and assist persons with disabilities and any co-workers who need calm direction or assistance.
- Shut all doors behind you as you go. Closed doors can slow the spread of fire, smoke, and water.
- Leave the building through designated exits. If the designated exit is blocked use the nearest available exit.
- Building Managers are responsible for ensuring that all patrons and staff members have evacuated the SRC.
- The Building Manager will be the last one out.
- Once out of the building, go to the appropriate assembly area. All staff are to meet in the grassy area between Birkam and the SRC on the North side of the building.
- Remain in the assembly area for further instructions and assist as needed. Do not re-enter the building until you are told to do so by emergency personnel or when the Building Manager has given the **Code Green**.

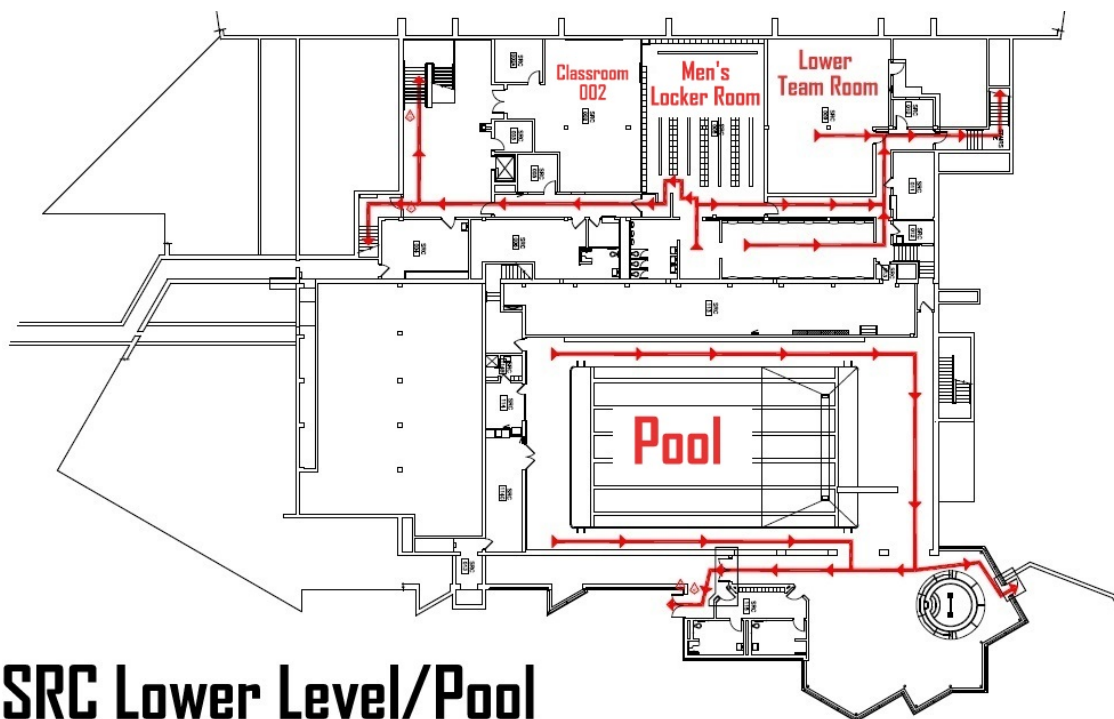
## Emergency Walkie Protocol:

SRC walkies are to be used for professional communication amongst employees about work related activities and to execute evacuations. The walkies are to be kept on Channel 1.

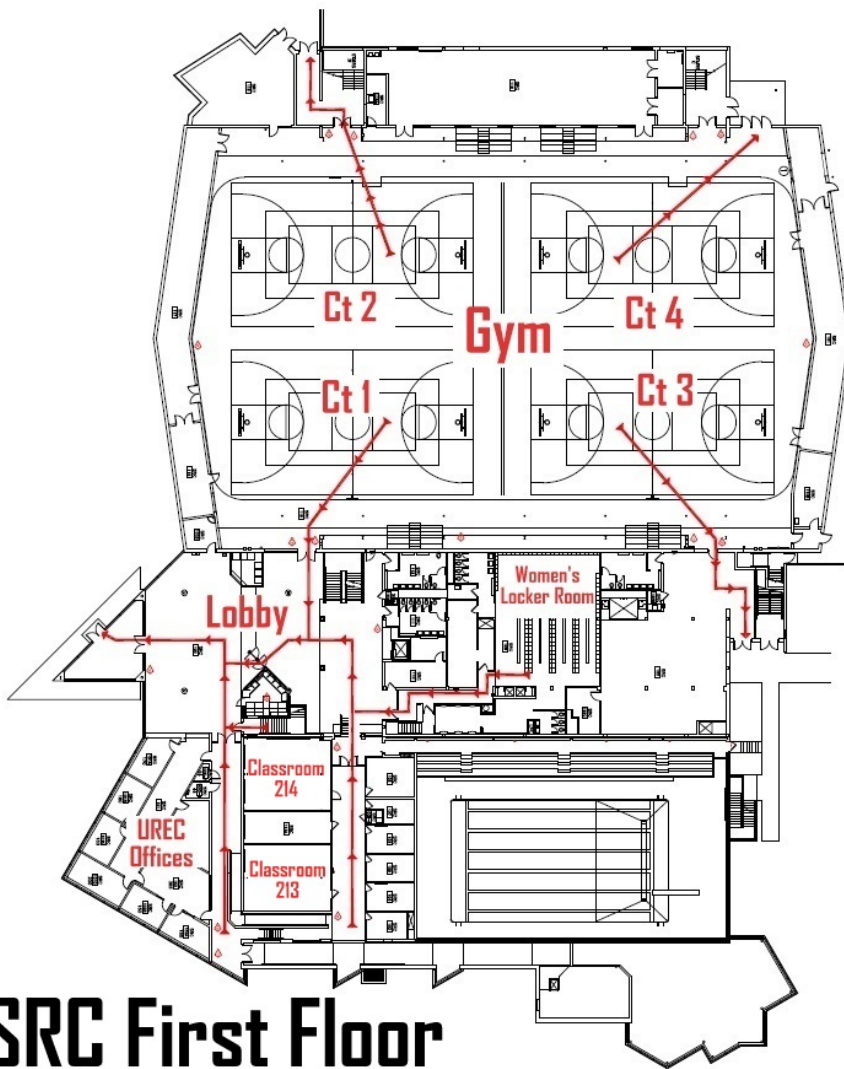
When an emergency occurs, get the attention of the Building Manager and state what the emergency is, followed by the location of the emergency; this should be repeated two times on the radio. For example: "Attention Building Manager, we have an injured person on basketball court #1, I repeat there is an injured person on basketball court #1." The Building Manager and/or full-time staff will reply "Building Manager is on their way." When an emergency has been attended to and is under control, the Building Manager will say "We have a **Code Green** on that injury on Court 1." This signifies that the emergency has been attended to and the SRC is back to normal operations.

At all times during an emergency, all communication not regarding the emergency should be terminated until the **Code Green** is given.

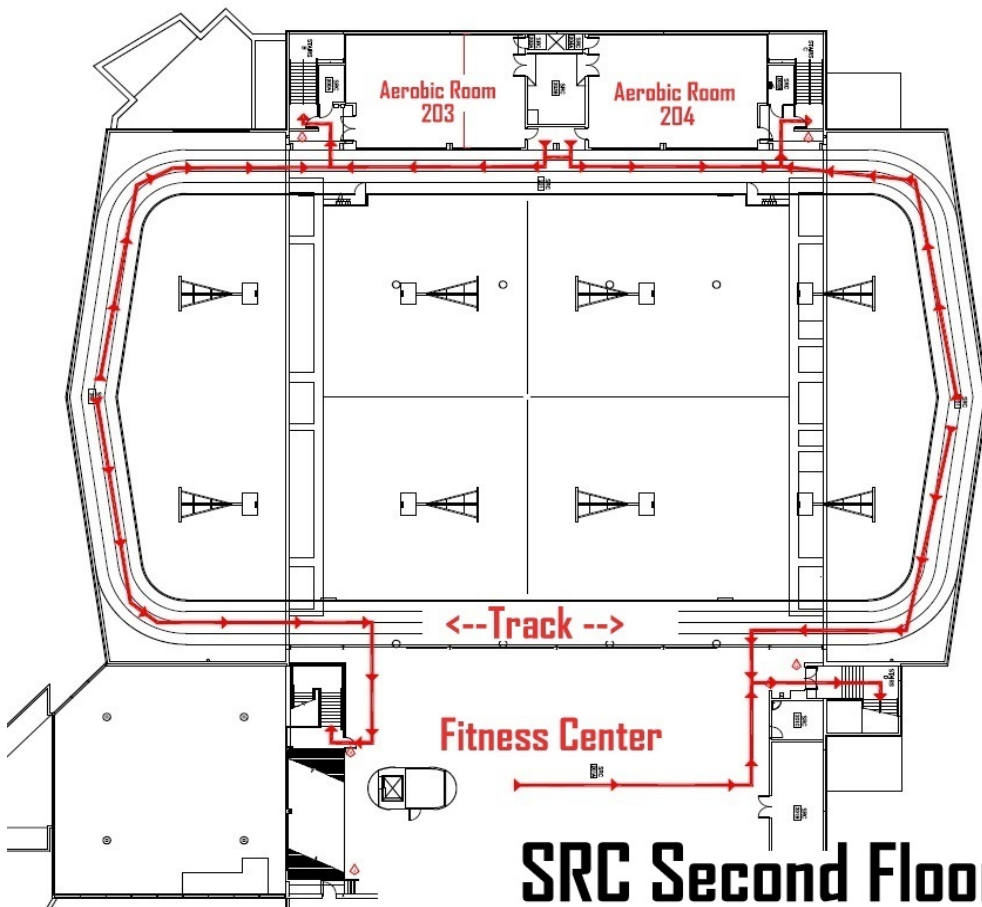
## SRC Evacuation Diagrams:



**SRC Lower Level/Pool**



**SRC First Floor**



**SRC Second Floor**

## Calling EMS or other Emergency Services:

In a situation where Emergency Services is needed, the Building Manager, Member Services, and/or Professional Staff will make that phone call. Remember, contact the professional staff if the emergency occurs after office hours.

If you need to make the call for Emergency Service follow these Steps:

1. Contact 911 immediately if it is a life threatening situation
2. Contact Ferris DPS at 5900 if the emergency is not life threatening
3. Contact Ferris DPS at 5000 for non-emergencies
4. Give the dispatcher as much information as possible, including
  - Who you are and where you are calling from (SRC Lobby, gym, pool, etc.)
  - Identification of victim or victims: name(s), gender(s), age(s), etc.
  - Nature of situation: Medical, fire, violence, etc.
  - Location of the victim in the facility: weight room, gym, pool, etc.
  - Action presently being taken: CPR, AED, etc.
  - The entrance they should use: Main entrance, pool back door, loading dock door, etc.
  - Stay on the line until he/she/tells you to hang up.

## Emergency Codes:

When an emergency requires evacuation, or locating an individual in the building, UREC's Emergency Action Plan uses codes for fast communication. The Building Manager, Member Services, or Professional Staff will use the walkie to notify all SRC employees of the code in effect.

- Notify all staff by clearly saying: "Attention all staff, attention all staff" followed by the nature of your situation or Emergency Code. This should be repeated two times on the walkie. For example: "Attention all staff, attention all staff, we have a Code Red, I repeat we have a Code Red and we need to evacuate the building now using the main entrance."
- Follow further emergency protocol listed below

## Code RED:

A **Code Red** is used for most **Evacuations** which include fire, power loss, bomb threat, active shooter, etc.

### If a power outage occurs:

- During the day and if there is enough visible light in the building, the Building Manager will wait several minutes (15 minutes max) to see if the lights come back on. If the lights remain off, the Building Manager will begin the evacuation process by alerting the staff via walkie of a **Code Red** evacuation.
- If the power outage occurs after dark, the Building Manager will automatically begin a **Code Red** evacuation.
- UREC staff will use the flashlights located at their stations and begin evacuating individuals out of the building. Ask individuals to proceed cautiously to the lobby and exit through our main doors.
- If a patron is in the elevator, stay calm as you talk to them. Tell them you will contact DPS.
- Call DPS and stand by for instructions.

### Area Specific Responsibilities for a **CODE RED**

#### **Code Red: Building Manager**

- The Building Manager will begin the evacuation process by notifying UREC staff by radio/walkie that a **Code Red** has been issued. Example: As long as the path is clear and it is safe to do so, patrons will be encouraged to exit the facility through our main exit. If the main exit is blocked, the Building Manager will notify UREC staff to encourage patrons to leave through the nearest exit doors.
- The Building Manager must be mobile during a **Code Red**.
- Have the Member Services staff contact the appropriate resources/services (EMS, DPS, etc.)
- Maintain contact with all staff by walkie and ask for updates on each area's evacuation progress.
- Assist facility staff with evacuating patrons from the facility if needed.
- Confirm visually and/or with walkie that the gym, weight room, rock wall, aerobics rooms, track, fitness center, locker rooms, and pool are clear.
- Once all areas are clear, assist with crowd control and help usher patrons out of the facility.
- Coordinate the evacuation progress of UREC staff by noting who has cleared their area and exited.
- Once all areas are clear, you and the Member Services staff will exit the building.
- Once Emergency Response Personnel, give you authorization to re-enter the facility, give the **Code Green** to the staff and position yourself at a point where you will be the first person to re-enter the building. Restrict



patron access until all UREC staff are back in the facility and ready to go (as if you were opening the facility). Swiping cards will NOT be necessary for patrons re-entering.

### **Code Red: Member Services (Control Desk)**

- Member Service staff will immediately begin PA announcements about Evacuating the building.
- Turn off the radio so patrons can hear your PA announcements.
- Example: "Attention UREC patrons, Attention UREC patrons, we are evacuating the building, please make your way to the main exit as quickly as possible."
- Please make regular announcements every minute or so until we have cleared the building.
- Contact all necessary services related to the Code Red with the UREC cell phone.  
Call 911 and Ferris Police at 5900 for fire, bomb threat, and/or any other situation that threatens lives.  
Call Ferris Police and UREC professional staff for Code Red due to power loss after normal business hrs.
- Once building is clear, the Building Manager and you will exit the building.

**Code Red: Member Service (UREC office)** – If not available, role will be assumed by professional staff or Building Manager on the weekend once other responsibilities are completed.

- Ensure that individuals in the UREC offices are cleared out.
- Shut the Receptionist window and lock the UREC offices door upon exiting.
- Notify the Transfer Services Office (if open) of the evacuation.
- Sweep Classroom 113, 114, and the Offices nearby and make sure all is clear.
- Update the Building Manager that the Transfer Services offices, classrooms, and the UREC offices are clear.
- Sweep through and clear the locker room(s) with the help of another staff member.
- Communicate with the Building Manager that the locker rooms are clear.
- Position yourself by the main exit doors (if we are using this exit) and encourage exiting individuals to move to assembly area (grassy area between Birkam and the SRC).
- Do not allow any patrons to enter or re-enter the building during the evacuation.
- Once the Building Manager has relieved you, exit the facility.

### **Code Red: Pool Staff**

- Clear all patrons out of the pool and hot tub.
- Clear the Family Changing Restrooms
- Encourage patrons to exit the facility using the appropriate exit.
- If evacuating due to power loss, please use flash lights to aid patrons exit through the locker rooms.
- Male lifeguard should help male patrons through the male locker room.
- Female lifeguard should help female patrons through the female locker room.
- Please communicate with the building manager that the pool and locker rooms are clear.
- Once the pool is clear, make your way to the lobby and assist with crowd control and exit the building.

### **Code Red: Weight Room Staff**

- Turn off the radio inside the weight room so patrons can hear your announcement.
- Announce to patrons that we are evacuating the building and encourage them to use the appropriate exit.
- Notify the Building Manager once all patrons have cleared out of the weight room.
- Close doors to the weight room once it is cleared.
- Clear both stairwells of any patrons.
- Notify the Building Manager once the weight room and stairwells are clear.
- Make your way to the lobby to assist with crowd control and to exit the building.

### **Code Red: Rock Wall Staff**

- Clear all patrons out of the rock wall.
- Notify the Building Manager once all patrons have cleared out of the weight room.
- Close door to the Rock Wall
- On your way to the lobby, assist with clearing patrons out of the gym and then exit the building.

## **Code Red: Equipment Room Staff**

- Close the window gate and door to the equipment room.
- Exit the equipment room and notify the Building Manager that the equipment room is closed.
- Remain in the gym and assist with clearing all patrons from the gym.
- Update the Building Manager that the gym is clear and make your way to the lobby to exit the building.

## **Code Red: Fitness Center Staff**

- Clear all patrons from the fitness center and have them use the proper exit and clear the track as well.
- Notify the Building Manager once the fitness center and track are clear.
- Make your way to the lobby to exit the building.

## **Code Black:**

A **Code Black** is used for Severe Weather such as a tornado or blizzard and results in evacuation of the building.

### Area Specific Responsibilities for a **CODE BLACK**

#### **Code Black: Building Manager**

- Begin the **Code Black** process by notifying all staff by walkie.
- Example: "Attention staff, we have a Code Black, I repeat we have a Code Black." "Please ask patrons to take shelter in room 002."
- All other duties for evacuating the building are the same as a **Code Red**.
- Please encourage patrons to take shelter in the room 002 on the lower level.
- It's unlawful to hold people against their will, if the weather is severe enough we should strongly advise patrons to seek shelter in 002. If the patrons wish to leave the facility, we must allow them to do so.
- Once the severe weather has passed, give the **Code Green** and instruct staff to take position in their area. Ask patrons to wait patiently in the lobby while staff returns to their areas. Once staff are in place, allow patrons to re-enter the facility.

#### **Code Black: All other staff**

- All other staff duties for evacuating the building are the same as a **Code Red**.
- The only difference is we are seeking shelter in room 002.
- Remember, we cannot force patrons to stay, if they wish to leave then we must allow them to.
- Once the severe weather has passed, the Building Manager will give a **Code Green**.
- We will then open the building again.

## **Code PINK:**

A **Code Pink** is used for a Missing Person in the building.

As youth are allowed in the facility, it is possible that a child could become separated from their accompanying parent, guardian, or group. It is also possible that an individual suffering from Alzheimer's, Dementia, or another form of memory loss could be separated from their group or guardian.

In the event that a person is missing in the SRC, certain staff will actively search for the person, but all staff will be notified to be on the lookout for the missing person in their area.

### **Complete the following steps for a **CODE PINK:****

- A missing person may be reported to any staff in any area.
- The staff who is notified of the missing person calls **Code Pink** over the walkie. Identify the person missing with age, gender, hair color, clothes they were wearing, etc. Relay all the information given to you. All staff should focus on gender when searching, this is easiest to spot. Example: "Attention staff, we have a Code



- Pink, I repeat we have a Code Pink.” “Please be on the lookout for a 10 year old female, black hair, wearing a white tank top, blue shorts, and red shoes. She was last seen exiting the pool and walking toward the lobby.”
- The staff at the control desk will immediately turn off the radio so patrons can hear our PA announcements.
  - Member Service staff will make an announcement over the PA to alert our patrons that we are searching for a missing person. Example: “Attention UREC patrons, Attention UREC patrons, we are searching for a 10 year old female, wearing a white tank top, blue shorts, and red shoes. She was last seen in the pool area.”
  - Please make regular announcements every minute or so until we have located the missing person.
  - Contact all necessary services related to the **Code Pink** with the UREC cell phone.  
Call Ferris Police at 5900 for a **Code Pink** as they can aid in the search.
  - The Member Services staff in the office will immediately go to the Main Doors to look for the person and in case the person tries to exit.
  - The Building Manager will begin to search the last area the person was seen and then search gym, room 122 and 122 bathroom, the Transfer Services offices, and room 113 and 114 until the person is located or DPS/Big Rapids Police take over the search.
  - Weight room and Pool staff will search their areas but cannot leave due to other safety issues. Keep in contact with the Building Manager and notify if you find the missing person.
  - Fitness Center staff will search their area, track, and assist the Building Manager as needed until the person is located or DPS / Big Rapids Police take over the search.
  - The Member Services staff who remain at the control desk will monitor the patrons who exit the facility to make sure no one matches any part of the description of the missing person. They will also monitor the door alarm key pad and immediately notify the Building Manager if a door alarm is tripped.
  - All staff will continue the search until the person is found or the Building Manager has given a **Code Green**.
  - The Building Manager will write a description of the incident on the Incident/Injury Report Form as well as the nightly shift report on the iPad.

### **Elevator Emergency:**

- Do not use elevators during any natural disasters or fires.
- Elevators are equipped with call buttons that have a direct line to DPS.
- If the elevator is occupied, immediately notify the Building Manager so they can call DPS.
- Do not attempt to rescue persons from an elevator that is stuck or has become inoperable. Power must be shut off to the elevator before safely rescuing occupants.
- After notifying the Building Manager or Member Services, reassure the occupants you have called for assistance and they will arrive shortly. Never leave them alone until help arrives.
- Reassure the occupants that the elevator will not drop and there is plenty of ventilation to the shaft. Stay in contact with the occupants until help arrives.

Please click the link below to take the quiz:

<https://docs.google.com/forms/d/1D-rcD0VDy96jxxggJ1wrbB1S-zcH-uLv-Emv4teWycU/viewform>