

**Illinois State University
Department of Recreation Services
Student Rec Building
Emergency Manual**

Important Numbers

ISU Police (non emergency)	8-8631
Parking and Transportation	8-8391
Fire	911
Ambulance/ Rescue Squad	911
Security Monitoring Station	9-1-800-424-3624
Facilities Management (Before 4:30pm)	8-5656
Facilities Management (After 4:30pm)	8-5611
Heating Plant (After 4:30pm) AC and Power Outage Programs	8-5516
Environmental Health & Safety	8-8325
Illinois Power	9-1-800-755-7000 Reference phone # (309)438-7529
NICOR	9-1-888-642-6748
Normal Police	9+911
Large Blood Born Pathogen Spill	Facilities Services Monday through Friday 8am to 4:30pm at 438-5656. ISU Police Monday through Friday 4:30pm to 8am at 438-8631. BSW Foreperson Saturday and Sunday 8am-4pm at 261 7596. BSW "One Call" Saturday and Sunday 4pm-11pm at 261-7568
Comcast Cable DMX Cable Radio Music through cable	1-888-824 8155 (call this # first) 1-888-736-6689 Reference phone # (309)438-7529
Tech Help Desk	8-1111
Connie Shannan (Horton Field House Lost and Found)	438-7281
Vending Machine Company	1-800-788-6380

Professional Staff Phone Numbers

Staff Member	Phone Number
Dawn Sanner, Executive Director	919-434-8287
Rene Lockenour, Associate Director	309-452-7306
Corey Oltman, Associate Director	309-662-0541
Mike Bastian, Assistant Director Facilities	309-838-2275
Ed DeRoeck, Program Director, RecSports	309-838-5931
Kristen Nesvacil, Assistant Director Fitness	847-337-5581
Rickie Johnson, Coordinator-Outreach	309-660-1362
Andy Read, Assistant Director Marketing	217-698-8824
Alissa Pywell, Coordinator-Outdoor Prog.	603-682-6134
James Wayne, Coordinator Competitive	630-485-0252

If professional staff is not answering, leave a message containing the following information:

- Your name
- Time of call
- Reason for call
- Steps that have been taken

Staff members will continue to call until they have contacted as least one staff member or have exhausted the calling list.

Calling Order

Staff Member	Phone Number
Mike Bastian, Assistant Director Facilities	(309) 838-2275
Rene Lockenour, Associate Director	(309) 452-7306
Dawn Sanner, Executive Director	(919) 434-8287
Corey Oltman, Associate Director	(309) 662-0541

Emergency Situations

It is a requirement of employment for all professional staff and student employees to be certified in First Aid (1st Aid), cardiopulmonary resuscitation (CPR) and Automated External Defibrillator (AED). At no time should staff put themselves in harm's way.

Personal Injury, Criminal Acts, Building/Property Damage, and Severe Weather are the main categories considered for potential emergency situations. Within these broad categories are subcategories that will require all staff members to know the procedures that must be carried out during the emergency situation.

Personal Emergencies

The procedures listed below are to be followed when there is a personal injury emergency:

Personal Injury can occur anywhere at any time. Staff members must be prepared to handle accidents that happen in the parking lot, inside the Rec, or in Club Rec. Responding to these emergencies in a quick, calm and caring way may help keep a bad situation from getting worse. Some personal injury examples are listed below.

- Life or death situations- be alert to severe bleeding, stroke, and heart attack
- Insect bites/stings- may be fatal, immediate attention is required
- Sprains/Strains- elevate injured area and apply a cold pack, administer basic first aid
- Cuts/contusions- follow blood-borne pathogen procedures, administer first aid
- Loss of body part; tooth, eye, finger, secure the body part in a bag of ice.

The procedures listed below are to be followed when there is a personal injury emergency:

1. First staff member to have contact with the injured person must stay with them until emergency medical personnel arrive.
2. In life and death emergencies, direct a customer or co-worker to call 911 and request an Ambulance. Call 911 for all loss of consciousness situations. Give the dispatcher the following information:
 - a. Brief description of injury
 - b. Information about the patient such as symptoms, age, gender, etc.
 - c. Location: 500 North Beech Street (corner of Beech and Willow), what entrance they should use (front entrance, Sport court garage door East parking lot)
3. Direct a guest or co-worker to route other guests or on-lookers around the accident scene.
4. Have a guest or co-worker ready to escort emergency medical personnel to the accident scene.
5. Severely injured guests must not be moved until emergency personnel arrive and take control of the scene, or the scene becomes unsafe.
6. The AED is located at the Registration Desk. First Aid Kits are available at the Registration Desk, Cycle Studio, Juice Bar and Weight Room.
7. If victim is unconscious, monitor his/her Airway Breathing and Circulation (ABC's) and administer rescue breathing/CPR if necessary.
8. If the victim is conscious, administer the necessary care and ask the following questions:
 - a. Name
 - b. Age
 - c. Known illnesses
 - d. Action performed prior to injury
 - e. Allergies to food or medications
 - f. Medications currently on
 - g. Last intake of food and water

This information will be relayed to the emergency medical personnel in case the victim becomes unconscious and cannot relay it on their own.

9. If transportation to a medical facility is required it must be provided by an ambulance, victim's family, victim's friends, or by the victim himself. Staff members are prohibited from using University vehicles to transport an injured person to their home, doctor's office, or medical facility. While on duty, staff members may not use personal vehicle to transport an injured person.
10. If the media should arrive, refer to the media relations section of this manual.
11. Complete an Accident Report Form and an Incident Report Form (only needed if a blood borne pathogen incident)- These should be completed by the first staff member in contact with the accident victim with assistance from other co-workers.
12. All witnesses to the event information should be recorded

Criminal Acts

Many different actions may be considered criminal behavior. The University, the Department of Recreation Services, and the Rec Center are committed to providing a safe environment for our guests and our staff members. Being alert to your surroundings at all times and being aware of uncharacteristic or questionable behavior of those around you can avoid many situations. Some, but not all, of the unacceptable situations you may encounter include:

- Aggressive Behavior or Harassment by a guest towards another guest or a staff member
- Exhibitionism or Indecent Exposure
- Theft
- Vandalism
- Off Hours Break-in
- Armed Intruder in Building
- Armed Intruder on Campus

The following pages will describe the action that should be taken during each of these situations. The most important step in dealing with all of these emergencies is to stay calm.

Aggressive Behavior or Harassment

Attendants should use conflict resolution skills to diffuse the situation if possible without endangering other customers or staff members.

1. Contact ISU Police Department immediately or as soon as safely possible.
2. Contact Professional Staff in the call order
3. Immediately write down a description of the person(s) or situation and your observations to assist the police with their investigation. Observe the person(s):
 - a. Appearance- height, weight, attire, scars, voice, tattoos, and other distinguishing features
 - b. License Plate Number
 - c. Make and Model of vehicle
4. Complete an Incident Report Form- Staff person to have first contact with the incident should complete the form with assistance from co-workers or customers that witnessed the event.

Fight

1. Call ISU Police Department when there is a physical altercation
2. Do not attempt to break the fight up
3. Attempt to prevent others from joining in but do not physically restrain them
4. **Do Not** attempt to stop involved persons from leaving the Rec
5. Work as a team
 - Treat any first aid blood borne pathogen issues and fill out accident report
 - Fill out incident report take names of people involved and descriptions
6. Share information is ISU Police
7. Contact Professional Staff in the call order

Exhibitionism or Indecent Exposure

1. Inform the person(s) in a calm but assertive way that if he/she does not leave, you will be forced to contact the police.
2. Contact ISU Police Department immediately or as soon as safely possible.
3. Contact Professional Staff in the call order
4. Immediately write down a description of the person(s) or situation and your observations to assist the police with their investigation.
Observe the person(s):
 - a. Appearance- height, weight, attire, scars, voice, tattoos, and other distinguishing features
 - b. License Plate Number
 - c. Make and Model of vehicle
5. Complete an Incident Report Form- Staff person to have first contact with the incident should complete the form with assistance from co-workers or customers that witnessed the event.

Burglary/Theft

1. Customer and staff safety are our main priorities. Give the person(s) whatever they desire. Follow all directions the person gives. Only after the thief has left the building, continue with the emergency procedures.
2. Contact ISU Police Department immediately or as soon as safely possible.
3. Contact Professional Staff in the call order.
4. Immediately write down a description of the person(s) or situation and your observations to assist the police with their investigation. Observe the person(s):
 - a. Appearance- height, weight, attire, scars, voice, tattoos, and other distinguishing features
 - b. License Plate Number
 - c. Make and Model of vehicle
5. Complete an Incident Report Form- Staff person to have first contact with the incident should complete the form with assistance from co-workers or customers that witnessed the event.
6. In the case of theft of guests belongings give the guest the ISU Police number if they wish to make a report. Then fill out an Incident Report Form.

Vandalism

1. Do not attempt to repair damage until the area has been documented by authorities and photographed for records.
2. Contact ISU Police Department immediately or as soon as safely possible.
3. Contact Professional Staff in the call order.
4. Immediately write down a description of the person(s) or situation and your observations to assist the police with their investigation.
If possible, observe the person(s):
 - a. Appearance- height, weight, attire, scars, voice, tattoos, and other distinguishing features
 - b. License Plate Number
 - c. Make and Model of vehicle
5. Complete an Incident Report Form- Staff person to have first contact with the incident should complete the form with assistance from co-workers or customers that witnessed the event.

Off Hours Break-in

1. Immediately leave the building and alert the ISU Police from outside the facility. Do not remain in the building; the perpetrator may still be present.
2. Contact ISU Police Department immediately or as soon as safely possible.
3. Contact Professional Staff in the call order.
4. Immediately write down a description of the person(s) or situation and your observations to assist the police with their investigation.
If possible, observe the person(s):
 - a. Appearance- height, weight, attire, scars, voice, tattoos, and other distinguishing features
 - b. License Plate Number
 - c. Make and Model of vehicle
5. Complete an Incident Report Form- Staff person to have first contact with the incident should complete the form with assistance from co-workers or customers that witnessed the event.

Suspicious Behavior

Be aware of suspicious behavior in individuals in and around the Rec Center. Report all suspicious behavior to the University Police. When calling, give as many details as possible. Some signs of potentially dangerous situations are listed below:

1. Person involved in surveillance activities or taking inappropriate photos / videos.
2. Suspicious person loitering.
3. Suspicious person using binoculars or night vision devices.

Other personal attributes that might cause reason for further scrutiny:

4. Person acting furtively and suspiciously (e.g. trying not to be noticed).
5. Person departing quickly when seen or approached.
6. Person in place they don't seem to belong.
7. A strong odor coming from a building or a vehicle.
8. An overloaded vehicle or vehicle in an unexpected location.
9. Fluid leaking from a vehicle, other than the engine or gas tank.
10. Person overdressed for the weather.

Hostile Intruder on ISU Campus but not within the Facility

1. Remain Calm
2. Lock front doors, no guests or staff is allowed into the facility. A “Soft Lock Down” is the result, all exterior doors and interior doors are locked to create the most barricades between you and the outdoors.
3. Move all staff and guests away from the front doors.
4. Turn off front desk, lobby, and cardio room lights.
5. Turn off the music radio throughout the building.
6. Make announcement to guests inform them that:
 - a. This is a soft lock down there is a hostile intruder on campus.
 - b. All guests are encouraged to stay inside the Rec to wait for the all clear.
 - c. We cannot require guests to remain in the Rec Center; however, those who choose to stay must remain in designated areas.
 - d. Do not attempt to allow anyone in.
 - e. Wait for further instructions.
7. Supervisor should take the emergency radio with them and wait for the all clear.
8. Guests and staff should move into the sport court area.
9. If possible post signs on front door stated the Rec is closed.
10. Notify the Professional Staff by using the call order listed earlier.
11. Complete an Incident Report Form- Staff person to have first contact with the incident should complete the form with assistance from co-workers.
12. Contact family members to let them know you are unharmed and no longer in danger.

Hostile Intruder within the Facility

1. Remain Calm
2. Lock front doors, no guests or staff is allowed into the facility. A “Hard Lock Down” is the result, all exterior doors and interior doors are locked to create the most barricades between you and the outdoors.
3. Customer and staff safety are our main priorities. Give the person(s) whatever they desire. Follow all directions the person gives.
4. Call 911, if possible.
5. Make announcement to guests inform them that:
 - a. This is a hard lock down there is a hostile intruder within the facility.
 - b. Move to a small interior room with no or few windows.
 - c. Barricade doors if possible
 - d. Remain out of view
 - e. Do not attempt to exit the building or permit anyone else in.
 - f. Wait for further instructions.
6. As a general rule, **Do Not** approach the person with the weapon.
7. Move immediately out of the area to a safe location if you can.
8. Do not reenter the area and take steps to prevent others from doing so until authorities arrive.
9. Do not sound the fire alarm. A fire alarm would signal the occupants to evacuate the building and thus place them in additional harm as they exit.
10. Close the blinds.
11. Turn off all the lights and audio equipment.
12. Keep everyone together.
13. Stay out of open spaces and be as quiet as possible.
14. If you are not in an office or closet try to get into one.
15. Possible place to take cover include:
 - a. Lost and found closet
 - b. Juice bar storage
 - c. Private room
 - d. Marketing office
 - e. Bathroom/locker room
 - f. Group Fitness Room
 - g. BSW Closet
 - h. Laundry Room
 - i. Electrical Closet

Building/Property Damage

There are several different building and property emergency situations that can arise throughout the day. Some situations may require assistance from Facilities Management and some will be emergencies that you must be able to handle. Below are specific procedures for you to follow.

Facility Management

If an emergency arises that you cannot fix, you must contact Facilities Management. You can call them at 8-5656 between 8:00 a.m. and 4:30 p.m. Monday through Friday. After hours, or on weekends, call the Facilities Management response unit dispatcher at 8-5516. It is important to have detailed information when calling. Relay the following information to the operator:

1. Your name
2. Department on Campus (Recreation Services, The Rec Center)
3. Location (500 North Beech St)
4. What the problem is and if it is an emergency

For department records the following information is needed:

1. The time you called
2. The name(s) of the person(s) you spoke with
3. Ask the dispatcher for the arrival time of the Facilities Management representative
4. Log the actual time the representative arrived and departed

Fire

1. Pull the nearest fire alarm.
2. Evacuate the area.
3. Designate one person to contact emergency personnel.
Make certain they are prepared to give the following information:
 - a. Location of fire
 - b. Cause of fire
 - c. Injured persons
4. Fire extinguishers- to be used against small fires only (if large or put out, see step 6)- may be found:
 - a. By registration Desk
 - b. Outside Juice Bar
 - c. Two in the long hallway by the east end (by the men's locker room) and west end (by the men's bathroom)
 - d. Cardio room by the north exit door
 - e. Far northeast corner of the sport courts
 - f. Outside of the weight room by the garage door
5. Close doors to fire to contain fire or smoke.
6. Evacuate building using the *evacuation plan*.
7. Contact professional staff in the calling order.
8. Complete an Incident Report Form- Staff who first reported emergency with assistance from co-workers.

FALSE Fire Alarm or TESTING Procedures

The procedures listed below are to be followed when there is a false fire alarm or when the fire alarm is being tested. Complete these steps prior to testing the alarm or immediately after determining the alarm is a false.

1. Contact the security monitoring station at 9-1-800-424-3624 let them know they will be testing the alarm.
 - a. They will ask for the account number and pass code.
 - b. Account Number **014324** Pass Code **732**
2. Contact the ISU Police and let them know they will be testing the alarm.
3. Silence the fire alarm panel in the Facilities Coordinator's Office 122A as well as the security system at the registration counter.
4. Contact appropriate Professional Staff member.
5. Complete a detailed Incident Report in necessary. Include name of individual who pulled alarm if available

Power Outage

The procedures listed below are to be followed when there is a power outage:

1. Using your two-way radio inform staff of the situation.
2. Retrieve flashlight from one of the areas.
3. Retrieve electric room key from Assistant Director's office located on the computer.
4. If the power outage last longer than five minutes, shut the computer down. At this point the computer will be running on battery backup and will be emitting a beeping noise.
5. Any activity area that does not have full lighting may not be utilized by guests. All activities must cease and guests and staff must move into the main hallway. Guest may choice to leave the Rec Center.
6. No guests should be allowed to enter the Rec when the power is out. Have a staff member located at the entrance to explain situation.
7. Check circuit breakers. If ANY are "flipped" to orange in an OFF direction that may be the problem. Flip to ON status.
8. If breakers are all working fine using two-way radio direct staff to direct participants to the juice bar/lobby area. This area has most natural lighting as well as emergency lighting.
9. Contact Facilities Management.
10. Contact Illinois Power if power cannot be restored.
11. Contact Professional Staff in the call order.
12. Complete an Incident Report Form- Attendant who first reported emergency with assistance from co-workers.

Plumbing (Running water cannot be stopped)

The procedures listed below are to be followed when there is running water which cannot be stopped.

1. Retrieve main plumbing room key from Assistant Director-Facilities office located on computer.
2. Shut off main valve located in the main plumbing room. This room is located behind the Juice Bar and is listed as #103B, use of the “purple keys” will be needed to open door.
3. If necessary evacuate the building.
4. Contact Facilities Management.
5. Contact appropriate Professional Staff member.
6. Complete an Incident Report Form- Attendant who first reported emergency with assistance from co-workers.

Gas Leak

The procedures listed below are to be followed when there is a gas leak:

1. Evacuate the building using the *evacuation plan*.
2. Contact the ISU Police, Facilities Management, Northern Illinois Gas, Environmental Health and Safety, and Professional Staff in call order.
3. Complete an Incident Report Form- Attendant who first reported emergency with assistance from co-workers.
4. Contact professional staff in the calling order.

Severe Weather

There are several weather-related emergencies that can happen that will not require emergency personnel or maintenance personnel attention. These are situations where the Building Supervisor will need to make sound decisions to keep the guests and staff safe and business running with as little interruption as possible.

Sources of severe weather information include: visual observation, television warnings, radio warnings, community broadcast system, and internet weather sites.

Tornados

A tornado warning means a tornado has actually been sighted in the area. In McLean County, this is signaled by the sound of emergency sirens in a steady tone for three or more minutes supplemented by transmissions over the university emergency system and radio stations: WJBC (AM 1230), WBNQ (FM 101.5), and WGLT (FM 89.1).

During a tornado, we cannot require guests to remain in the Rec Center, however, those that do remain must remain in designated areas. The procedures listed below are to be followed during severe weather:

1. Using your two-way radio inform staff of the situation. Direct staff to evacuate the activity area they are supervising of guests to the interior hallway. ALL activities must end while in a warning status
2. Communicate with Pro Staff that are at the facility concerning the alert status and they are to come to the main floor, interior hallway.
3. Sit on the floor facing walls with heads tucked into laps.
4. Direct staff and guests to stay away from windows and doors.
5. Remain in designated area until an ALL-CLEAR message is transmitted.
6. Keep TV on in the Juice Bar Alcove if possible.
7. Contact Professional Staff in the call order when it is safe to return to normal activity.
8. **The first Tuesday of each month Normal will test the Tornado Warning System.**

Thunder Storms

During a thunder storm, guests can continue working out in our facilities. We cannot require guests to remain in the facility – they may leave at their own risk.

The Illinois State University emergency paging system will transmit if we are in a thunder storm WARNING/WATCH alert status. When an alert status is transmitted:

1. Retrieve flashlight:
 - a. Registration Counter-Cabinet
 - b. Check-in Counter-Drawer
 - c. Juice Bar-Under Counter
 - d. FW Gym-Cubby hole
2. Communicate with all Pro Staff that are at the facility the alert status that was announced on the weather radio.

Earthquake

1. If outside, remain outside. If inside, remain inside.
2. Hide beneath a desk or table if possible, covering heads with arms. If you cannot hide beneath something, stand in a doorway bracing yourself.
3. When the shaking ends, evacuate the building using the *emergency evacuation plan*. All patrons/visitors must also evacuate.
4. Perform first aid if necessary at evacuation point.
5. Contact Professional Staff in calling order and complete incident report form

Snow Emergency

If a snow emergency is declared by the University, the information will be provided to media sources, to the University telephone operators, and will be placed on the "Campus News" section of the Illinois State University home page at <http://www.ilstu.edu>, the University HOTLINE (438-8371), and on the "Weather Alerts" section of the Environmental Health and Safety website at <http://www.ehs.ilstu.edu>.

In the case of a winter storm, the University will declare one of three actions:

A University Weather Advisory, in which classes are not cancelled and all university employees must report to work. If, during a university weather advisory, an employee feels it is unsafe to travel to work, then they must call in to their supervisor as soon as it is apparent. A sub must be found for an absence during a university weather advisory.

Classes Cancelled Only indicates that classes will be cancelled but university employees are expected to report to work as usual. As in the case of a *University Weather Advisory*, each employee will individually determine if the weather is such that he or she cannot get to work safely, and the same provisions will apply.

A Severe Weather Administrative University Closure will be declared when weather conditions are such that it would be very unsafe for students or employees to attempt to go to work or class. If an administrative closure is declared before you are to come to work, do not travel to the Student Rec Center. If an administrative closure is declared while you are at work, you may leave and travel home cautiously after the facility is cleared of guests and safely secured.

In the case of an *Administrative Closure* during your shift,

1. Wait to close the Student Rec Center until you hear from a Recreation Services Professional Staff Member.
2. Inform the guest in the building the the Recreation Center is closing due to severe winter weather. All guests must leave the building.
3. Post a sign on the door that states "Student Rec Building Closed due to severe winter weather".
4. Call all student employees scheduled that day to inform them that the Rec is closed.
5. Go through closing procedures, secure the facility and travel home safely.

Blood Borne Pathogen

This Blood Borne Pathogen Plan is intended to eliminate or minimize Recreational Services employees' exposure to blood-borne pathogens in compliance with the Federal OSHA Blood-borne Pathogens Standard 29 CFR 1910.1030.

Minor Injuries and spills: injuries involving minor cuts, scrapes, nosebleeds or small amount of blood and body fluid

1. Respond to minor injuries with a first aid kit and blood borne pathogen clean up kit. First aid kits are located at the CSI cabinet, Juice Bar and Weight Room cabinet. The blood borne pathogen kit is located in the Assistant Director of Facilities Office.
2. Care for the injured and secure the area where the Blood Borne Pathogen is located, use proper BSI precautions when treating the injured person and cleaning the blood borne pathogen.
3. Discard all waste materials used during the care of the injured person and clean-up of the blood borne pathogen into a biohazard bag. Place the used biohazard bag in the janitor's closet and leave them a note.
4. Wash hand thoroughly with warm water and soap.
5. Complete Incident and Accident Report.

Major Injuries and spills: injuries which require trained medical assistance or large amounts of blood and body fluid.

1. Respond to minor injuries with a first aid kit and blood borne pathogen clean up kit. First aid kits are located at the CSI cabinet, Juice Bar and Weight Room cabinet. The blood borne pathogen kit is located in the Assistant Director of Facilities Office.
2. Call 911 and explain the situation.
3. Care for the injured and secure the area where the Blood Borne Pathogen is located, use proper BSI precautions when treating the injured person and cleaning the blood borne pathogen.
4. For large spill cleanup contact:

Large Blood Borne Pathogen Spill	Facilities Services Monday through Friday 8am to 4:30pm at 438-5656.
	ISU Police Monday through Friday 4:30pm to 8am at 438-8631.
	BSW Foreperson Saturday and Sunday 8am-4pm at 261 7596.
	BSW "One Call" Saturday and Sunday 4pm-11pm at 261-7568

5. Wash hand thoroughly with warm water and soap.
6. Complete Incident and Accident Report.

Emergency Evacuation Plan

Building evacuation may be necessary for a number of reasons. Often there is little time to make the decision to evacuate. **IF IN DOUBT, GET OUT!** Evacuations are **required** for fires, gas leaks, chemical spills, and immediately following an earthquake. In the case that an evacuation of the building is necessary, follow the procedure described below so that others will know where to find you:

- The person who discovers the emergency may need to make the call to evacuate based on their knowledge of the situation.
- If employees are evacuating the building, all visitors and patrons must also evacuate.
- Close doors behind you (do not stop to lock them) to contain the fire or toxic substance.
- Go to a designated meeting place:
 - The far East parking lot of the Rec Center and when safe move to Special Olympics Parking lot across the street from the Student Rec Building.
 - Be prepared to move to another location if necessary and keep the group together.
- Once at the meeting place, the supervisor or other employee must immediately take a head count. Determine if anyone is not accounted for. The supervisor on duty must provide a list of all employees working at the time of the evacuation to emergency personnel.
- Do not leave the Meeting Place until released by the appropriate authorities, and do not reenter the building until given the all-clear.
- Notify professional staff of the evacuation as soon as possible, using the calling order.
- Fill out an incident report form after the emergency is over.

Depending on the activity area and location of guests in the building, guests and staff will evacuate the building through a designated exit door. On the building schematic drawing an arrow indicates the exit to be used for a zoned area in the building. The zoned areas are:

Zone 1 - Cybex area, fitness gallery

Zone 2 - Juice bar alcove, racquetball courts, men's and women's bathrooms, first floor office area and second floor office area

Zone 3 - Free weight room, aerobics studio, men's and women's locker rooms

Zone 4 - Sport Courts

Building Supervisor

1. Make an announcement over the intercom to evacuate the building by following the direction of a staff person to the nearest emergency exit.
2. Notify staff on the first floor and second floor of the building evacuation. Staff and guests on the first and second floors will follow these procedures:
 - Come down to first floor
 - Go through door #123
 - Exit with guests in **Zone 2**
3. Assist staff with the evacuation of guests from the building.
4. Close all hallway and exit doors as you leave.
5. All guests and staff should go to the far east of the parking lot and when safe move to Illinois Special Olympics parking lot across the street from the Rec Building.
6. Wait for Fire Department to establish the building is safe to reenter.

Check-In

1. Gather all guests in **Zone 2** and lead them to the nearest emergency exit for this area.
2. Close all hallway and exit doors as you leave.
3. All guests and staff should go to the Illinois Special Olympics parking lot across the street from the Rec Building.
4. Wait for Fire Department to establish the building is safe to reenter.

Weight Room

1. Gather all guests in **Zone 4** and lead them to the nearest emergency exit for this area.
2. All guests and staff should go to the far east of the parking lot and when safe move to Illinois Special Olympics parking lot across the street from the Rec Building.
3. Close all hallway and exit doors as you leave.
4. Wait for Fire Department to establish the building is safe to reenter.

Cardio Room

1. Gather all guests from **Zone 1** and lead them to the nearest emergency exit.
2. All guests and staff should go to the far east of the parking lot and when safe move to Illinois Special Olympics parking lot across the street from the Rec Building.
3. Close all hallway and exit doors as you leave.
4. Wait for Fire Department to establish the building is safe to reenter.

CSI

1. Gather all guests from **Zone 2** and lead them to the nearest emergency exit.
2. All guests and staff should go to the far east of the parking lot and when safe move to Illinois Special Olympics parking lot across the street from the Rec Building.
3. Close all hallway and exit doors as you leave.
4. Wait for Fire Department to establish the building is safe to reenter.

After an Emergency

Media Relations

NOTE: All media personnel must be referred to the Director of Recreation Services. Staff is prohibited from speaking to the media without permission.

Media Access to the Rec Center

In order to assure that the complete and accurate information is reported, all media personnel and photo inquiries must be referred to the Director of the Department of Recreation Services. If the director is not available, they must be referred to the Assistant Director-Facilities or another professional staff member listed on the call list.

- Media is prohibited from videotaping (inside or outside), taking pictures (inside or outside), conducting interviews, and distribution of surveys without consent of the Professional Staff.
- Media inquiries could be intrusive to our customer's experience; therefore, it is necessary to obtain media clearance to ensure the privacy of our guests.

Media Procedures

1. Staff is prohibited from talking with the media (i.e. television, newspaper, radio) without permission from the Professional Staff.
2. Contact Professional Staff in the call order.
3. In emergency situations, the professional staff will contact the media relations office and Division Officials for guidance and assistance in handling media requests.
4. In the event of an emergency or casualty, refer all questions and media personnel to the Director.

Forms

- Complete an incident form (found at the end of this manual) for any occurrence that affects daily operations or may concern someone at a later time enough to bring it to the attention of the Rec Services Professional Staff or others.
- Complete an injury report form for any occurrence where first aid was necessary on a guest or first aid for an employee that occurred as a result of something at work.
- If a guest or third party was involved, be sure to retain that person long enough to get their information and document any necessary statements.
- Turn in the forms as soon as possible to a member of the professional staff.

Notify Staff

- Once the situation is under control, notify a member of the professional staff in the order shown. They may give you further instructions to carry out on your own, or instruct you to wait for them to arrive.
- Always let the staff member know who you are, your position, the emergency, and what steps were taken. Remember the person you get a hold of may not be the person who is most familiar with the Rec Center.