

PERSONAL INJURY

MEMBERSHIP SERVICES

First on the Scene

- Notify the Supervisor on duty via 2-way radio of the incident and location. Stay with injured person.
- Direct a staff member or guest to call 911, if necessary. Inform the 911 dispatcher of the address and location.
- Clear the surrounding area of spectators.
- Follow first aid procedures and protocol.

Assisting at the Scene

- Call 911. Inform them of the situation, address and location.
- Bring 1st Aid Kit and AED to scene.
- Assist with crowd control, or wait to escort medical personnel, follow Supervisor's instructions.

CHECK-IN

First on the Scene

- Notify the Supervisor on duty via 2-way radio of the incident and location. Stay with injured person.
- Direct a staff member or guest to call 911, if necessary. Inform the 911 dispatcher of the address and location.
- Clear the surrounding area of spectators.
- Follow first aid procedures and protocol.

Assisting at the Scene

- Call 911. Inform them of the situation, address and location.
- Bring 1st Aid Kit and AED to scene.
- Assist with crowd control, or wait to escort medical personnel, follow Supervisor's instructions.

CARDIO

First on the Scene

- Notify the Supervisor on duty via 2-way radio of the incident and location. Stay with injured person.
- Direct a staff member or guest to call 911, if necessary. Inform the 911 dispatcher of the address and location.
- Clear the surrounding area of spectators.
- Follow first aid procedures and protocol.

Assisting at the Scene

- Call 911. Inform them of the situation, address and location.
- Bring 1st Aid Kit and AED to scene.
- Assist with crowd control, or wait to escort medical personnel, follow Supervisor's instructions.

WEIGHT ROOM

First on the Scene

- Notify the Supervisor on duty via 2-way radio of the incident and location. Stay with injured person.
- Direct a staff member or guest to call 911, if necessary. Inform the 911 dispatcher of the address and location.
- Clear the surrounding area of spectators.
- Follow first aid procedures and protocol.

Assisting at the Scene

- Call 911. Inform them of the situation, address and location.
- Bring 1st Aid Kit and AED to scene.
- Assist with crowd control, or wait to escort medical personnel, follow Supervisor's instructions.

FIGHT

Fight

1. Notify the Supervisor on duty via 2-way radio of the when there is a physical altercation and location
2. Follow Supervisors instructions i.e. call 911
3. Do not attempt to break the fight up
4. Clear the surrounding area of spectators and stay clear of the altercation but do not physically restrain them.
5. Observe the persons involved i.e. appearance-weight, height, age, race, clothing etc.
6. Do don't attempt to stop involved persons from leaving the Rec
7. 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
8. Share information is ISU Police

AGGRESSIVE/SUSPICIOUS BEHAVIOR

MEMBERSHIP SERVICES

First on the Scene

- Notify the Supervisor on duty via 2-way radio of the incident and location.
- Clear the surrounding area of spectators and stay clear of the altercation.
- Observe the persons involved i.e. appearance-weight, height, age, race, clothing etc.

Assisting at the Scene

- Call ISU Police 911. Inform them of the situation, address and location.
- Assist with crowd control, or wait to escort ISU Police, follow Supervisor's instructions.

CHECK-IN

First on the Scene

- Notify the Supervisor on duty via 2-way radio of the incident and location.
- Clear the surrounding area of spectators and stay clear of the altercation.
- Observe the persons involved i.e. appearance-weight, height, age, race, clothing etc.

Assisting at the Scene

- Call ISU Police 911. Inform them of the situation, address and location.
- Assist with crowd control, or wait to escort ISU Police, follow Supervisor's instructions.

CARDIO

First on the Scene

- Notify the Supervisor on duty via 2-way radio of the incident and location.
- Clear the surrounding area of spectators and stay clear of the altercation.
- Observe the persons involved i.e. appearance-weight, height, age, race, clothing etc.

Assisting at the Scene

- Call ISU Police 911. Inform them of the situation, address and location.
- Assist with crowd control, or wait to escort ISU Police, follow Supervisor's instructions.

WEIGHT ROOM

First on the Scene

- Notify the Supervisor on duty via 2-way radio of the incident and location.
- Clear the surrounding area of spectators and stay clear of the altercation.
- Observe the persons involved i.e. appearance-weight, height, age, race, clothing etc.

Assisting at the Scene

- Call ISU Police 911. Inform them of the situation, address and location.
- Assist with crowd control, or wait to escort ISU Police, follow Supervisor's instructions.

HOSTILE INTRUDER ON CAMPUS

MEMBERSHIP SERVICES

- A warning will be transmitted over the emergency radio. Notify the supervisor of the situation via 2-way radio.
- Turn off front desk, lobby, juice bar and cardio room lights.
- Turn off the music throughout the building.
- Move all staff and guests away from the front doors and juice bar area into sport courts area.
- If possible, post signs on front door stated the Rec is closed.
- Monitor guests and wait for instructions from Supervisor.

CHECK-IN

- A warning will be transmitted over the emergency radio. Notify the supervisor of the situation via 2-way radio.
- 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.
- Move all staff and guests away from the front doors and juice bar area into sport courts area.
- Monitor guests and wait for instructions from Supervisor.

CARDIO

- Make announcement to guests that there is a hostile intruder on campus and that all guests are encouraged to stay inside the Rec to wait for the all clear. We cannot require guests to remain in the Rec Center; however, those who choose to stay must remain in designated areas.
- Move all staff and guests from the cardio room, bathrooms and cycle studio area into sport courts area.
- Monitor guests and wait for instructions from Supervisor.

WEIGHT ROOM

- Move all staff and guests from the weight room, locker rooms, group fitness studio, and racquetball area into sport courts area.
- Monitor guests and wait for instructions from Supervisor.

HOSTILE INTRUDER

WITHIN REC FACILITY

1. Remain calm.
2. Customer and staff safety are our main priorities. Give the person(s) whatever they desire. Follow all directions the person gives.
3. Supervisor/Staff will make an announcement; PA or radio notifying staff and guests that there is a Hostile Intruder within the Facility if possible.
4. Call 911 if possible.
5. As a general rule, **do not** approach person (hostile intruder) with the weapon.
6. Move immediately out of the area to a safe location if you can.
7. Do not reenter the area and take steps to prevent others from doing so until authorities arrive.
8. 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.
9. Close the blinds.
10. Turn off all the lights and audio equipment.
11. Keep everyone together.
12. Stay out of open spaces and be as quiet as possible.
13. If you are not in an office or closet, try to get into one.
14. Possible places 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 Studio
 - g. BSW Closet
 - h. Laundry Room
 - i. Electrical Closet

FIRE

MEMBERSHIP SERVICES

- Pull nearest fire alarm. Closest fire alarm for MEMBERSHIP SERVICES is next to the Registration Desk.
- Evacuate front area, juice bar area, bathrooms, cycle studio, and racquetball courts 1, 2, 3 of all guests and staff using the evacuation plan.
- Seal off fire with doors if possible.
- Extinguish fire with fire extinguisher if possible. Closest fire extinguisher for MEMBERSHIP SERVICES is next to the Registration Desk.

CHECK-IN

- Pull nearest fire alarm. Closest fire alarm for check-in is next to the Registration Desk.
- Evacuate front area, juice bar area, bathrooms, cycle studio and racquetball courts 1, 2, 3 of all guests and staff using the evacuation plan.
- Seal off fire with doors if possible.
- Extinguish fire with fire extinguisher if possible. Closest fire extinguisher for check-in is next to the Registration Desk.

CARDIO

- Pull nearest fire alarm. Fire alarms in the cardio room are located inside the cardio room at the entrance and emergency door exit.
- Evacuate cardio area of all guests and staff using the evacuation plan.
- Seal off fire with doors if possible.
- Extinguish fire with fire extinguisher if possible. The fire extinguisher for the cardio room is located on the north wall next to the emergency exit.

WEIGHT ROOM

- Pull nearest fire alarm. Closest fire alarm for the weight room is located next to the men's bathroom or next to the emergency exit doors on the east side of the building.
- Evacuate cardio area of all guests and staff using the evacuation plan.
- Seal off fire with doors if possible.
- Extinguish fire with fire extinguisher if possible. Closest fire extinguisher for the weight room is located next to the men's bathroom or next to the emergency exit doors on the east side of the building next to the weight room cubbies.

POWER OUTAGE

MEMBERSHIP SERVICES

- Retrieve flashlight from cabinets next to MEMBERSHIP SERVICES printer.
- Move to front entrance of the Rec and do not allow any new guests to enter the building.
- Turn the power off on the computers.

CHECK-IN

- Retrieve flashlight from back cabinets.
- Go to bathrooms, cycle studio, and racquetball courts to inform all guests that they must stop activity and move to juice bar area or leave the Rec Center until lights come back on.
- Turn the power off on the computers.

CARDIO

- Retrieve flashlight from storage cabinet/cubby by the mic system.
- Inform all guests in cardio room that they must stop activity and move to juice bar area or leave the Rec Center until lights come back on.

WEIGHT ROOM

- Retrieve flashlight from storage cubby located outside the free weight gym.
- Inform all guests in weight room, sport courts, locker room and group fitness studio that they must stop activity and move to juice bar area or leave the Rec Center until lights come back on.

SEVERE WEATHER

Thunder Storms

MEMBERSHIP SERVICES

- Retrieve flash light from cabinets next to MEMBERSHIP SERVICES printer in anticipation of power outage.
- A watch/warning will be transmitted the over emergency radio. Notify the supervisor of the situation via 2-way radio.
- Inform the student staff and professional staff of the situation.

CHECK-IN

- Retrieve flashlight from back cabinets in anticipation of power outage.
- A watch/warning will be transmitted the over emergency radio. Notify the supervisor of the situation via 2-way radio.
- Inform the student staff and professional staff of the situation.

CARDIO

- Retrieve flashlight from storage cabinet /cubby by the mic system in anticipation of power outage.

WEIGHT ROOM

- Retrieve flashlight from storage cubby located outside the free weight gym in anticipation of power outage.

Tornados

MEMBERSHIP SERVICES

- Retrieve flash light from cabinets next to MEMBERSHIP SERVICES printer in anticipation of power outage.
- A watch/warning will be transmitted the over emergency radio. Notify the supervisor of the situation via 2-way radio.
- Inform the student staff and professional staff of the situation.
- In a **warning situation** when sirens go off, go to bathrooms, cycle studio, & racquetball courts to inform all guests that they must stop activity and move to hallway area until a all clear message is broadcasted.

CHECK-IN

- Retrieve flash light from back cabinets in anticipation of power outage.
- A watch/warning will be transmitted the over emergency radio. Notify the supervisor of the situation via 2-way radio.
- Inform the student staff and professional staff of the situation.
- In a **warning situation** when sirens go off, go to bathrooms, cycle studio, & racquetball courts to inform all guests that they must stop activity and move to juice bar hallway area until a all clear message is broadcasted.

CARDIO

- Retrieve flash light from cabinets next to MEMBERSHIP SERVICES printer in anticipation of power outage.
- In a warning situation when sirens go off inform all guests in cardio room that they must stop activity and move to juice bar hallway area until a all clear message is broadcasted.

WEIGHT ROOM

- Retrieve flash light from cabinets next to MEMBERSHIP SERVICES printer in anticipation of power outage.
- In a warning situation when sirens go off, inform all guests in weight room and sport courts that they must stop activity and move to juice bar hallway area until a all clear message is broadcasted

EVACUATION

MEMBERSHIP SERVICES

- Gather all guests from **Zone 2** and lead them to the nearest emergency exit.
- 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.
- Close all hallway and exit doors as you leave.
- Wait for Fire Department to establish the building is safe to reenter.

CHECK-IN

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

CARDIO

- Gather all guests from **Zone 1** and lead them to the nearest emergency exit.
- 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.
- Close all hallway and exit doors as you leave.
- Wait for Fire Department to establish the building is safe to reenter.

WEIGHT ROOM

- Gather all guests in **Zone 4** and lead them to the nearest emergency exit for this area.
- 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.
- Close all hallway and exit doors as you leave.
- Wait for Fire Department to establish the building is safe to reenter.

