

XI. CRISIS MANAGEMENT AND EMERGENCY PROTOCOL

Crisis Management Team

The Crisis Management Team is composed of the Camp Directors, Hotel General Manager, Medical Director, Child Life Specialist, and any other person designated by any one of the foregoing team members.

The medical staff is responsible for the physical well-being of the campers and staff, with the Medical Director in charge. In an emergency medical situation, all other camp staff follows the medical staff's instructions.

The Camp Director is responsible for communications at the camp level and uses his/her judgment in keeping campers and staff informed. Radios will be utilized to facilitate communication among key staff.

At the scene of the emergency:

Play it doubly safe. If you are not absolutely positive you can handle the situation, get help at once from the nearest authorities. Cooperate fully with the authorities.

Do not volunteer information to spectators or strangers.

Be observant and record the essential facts.

When dealing with reporters, maintain an attitude of cooperation and helpfulness, referring questions to the Camp Director, who will seek the advice of counsel on an appropriate response. If asked about insurance coverage, you are authorized to say only, "It will be referred to our insurance company."

Emergency Phone Numbers

A list of emergency phone numbers will be kept by the Camp Director, Assistant Camp Director, and Medical Director. This list includes the phone numbers of local hospital emergency rooms. Of course, dialing 911 can access all other emergency services.

Emergency Response Plan

The intent of this Emergency Response Plan is to provide staff with direction and guidance in the event an emergency takes during or as a result of our camp programming.

Each type of event in this plan will cover Communication, Roles, and Response. The events are:

1. Non-Life Threatening Injury or Illness
2. Allergic Reaction
3. Severe Weather
4. Human Threat
5. Fire
6. Chemical or Gas Leak

7. Life-Threatening Injury

On-Site Emergency Procedure

Notify the Camp Director immediately by radio.

The Camp Director will assess the nature of the emergency and relay instructions to the Crisis Management Team.

The Camp Director will relay the implementation of the fire emergency procedure or the evacuation procedure, if appropriate.

Non-Life-Threatening Injury or Illness

Examples of these types of injuries or illnesses include, but are not limited to:

- Sprains, strains, or a possible broken bone
- Minor burns
- Minor cuts - only need a few stitches
- Minor animal bites
- Sore throats and coughs
- Ear infections
- Fever or flu symptoms
- Low-grade fevers

Roles and Response

In the event a staff member or volunteer becomes aware of a **non-life-threatening injury or illness**:

1. Staff shall inquire about the nature and severity of the injury or illness. Use calm and direct questions.
2. Staff shall inquire if there is someone in the camper's home that can help. If so, and the injury or illness seems beyond the camper's ability to manage but is not urgent, staff will direct the camper to seek help.
3. Staff shall ask other campers to mute their mic, explaining why that's important. If other campers do not comply, for whatever reason, the co-counselor shall mute camper microphones.
4. If there is no one in the camper's home to assist, or the camper does not know if there is anyone available to assist, and assistance is needed, staff shall contact the Camp Leadership.
5. One of the cabin staff shall communicate with other campers that the other cabin staff will need to devote their time to the injured or ill camper, that they will all be moved into another breakout room, and that the cabin staff will follow up with all campers to assure them of the camper's condition. A camp staff member will be asked to join the breakout room to keep the ratio.
6. Camp Leadership will contact the guardians/caregivers to inform them of the injury and offer whatever assistance is required. If needed other Camp Leadership members will be asked to join the breakout room. The cabin staff shall stay in the breakout room to provide assurance and updates to the camper until a guardian/caregiver arrives to assist the camper and indicates that the cabin staff can sign off.
7. Debrief, follow up with campers, and Incident Report.

Allergic Reaction

An allergic reaction is an overreaction of the immune system to substances that are usually harmless such as foods, medications, or insect bites. This can cause severe symptoms like hives, swelling, breathing problems, throat closure, or a fall in blood pressure (anaphylaxis), which can be life-threatening. Common causes for allergic reactions include:

- Food Allergies (e.g. peanut, egg, etc.)
- Drug Allergies (e.g. penicillin, aspirin, etc.)
- Insect Sting Allergies (e.g. honey bee, wasp, yellow jacket, etc.)

Roles and Response

In the event a staff member or volunteer becomes aware of an **allergic reaction**:

1. Staff shall inquire about the nature and severity of the allergy. Use calm and direct questions.
2. Staff shall inquire if there is someone in the camper's home that can help. If so, the reaction seems beyond the camper's ability to manage but is not urgent, staff will direct the camper to seek help.
3. Staff shall ask other campers to mute their mic, explaining why that's important. If other campers do not comply, for whatever reason, the co-counselor shall mute camper microphones.
4. If there is no one in the camper's home to assist, or the camper does not know if there is anyone available to assist, and assistance is needed, staff shall contact the Camp Leadership.
5. One of the cabin staff shall communicate with other campers that the other cabin staff will need to devote their time to the camper, that they will all be moved into another breakout room, and that the cabin staff will follow up with all campers to assure them of the camper's condition. A camp staff member will be asked to join the breakout room to keep the ratio.
6. Camp Leadership will contact the guardians/caregivers to inform them of the allergic reaction and offer whatever assistance is required. If needed other Camp Leadership members will be asked to join the breakout room. The cabin staff shall stay in the breakout room to provide assurance and updates to the camper, until a guardian/caregiver arrives to assist the camper and Camp Leadership indicates that the cabin staff can sign off.
7. Debrief, follow up with campers, and Incident Report.

Severe Weather

Severe weather can mean a thunderstorm, very high winds, tornado warnings, tropical storm events, or even flooding.

Roles and Response

In the event a staff member or volunteer becomes aware of **severe weather** taking place near a camper's home:

1. Staff shall calmly ask if the camper's guardian/caregiver is in the home. If so, direct the camper to check in with, and follow the instructions of, their guardian/caregiver.
2. Do not end the call with the camper, until you have verified that the guardian/caregiver is home. Even then, it may be prudent to stay on the call. Contact Camp Leadership.
3. One cabin staff should ask the other campers to remain quiet. Mute if needed.
4. If no guardian/caregiver is around, ask the camper if they know how to respond to the weather event. This may involve checking windows and doors, checking on siblings, and

moving to a safe part of the home, such as a basement, a storm cellar, or an interior room on the lowest floor with no windows. Camp Leadership will contact the guardian/caregiver to inform them of the severe weather event.

5. The camper may want to end their involvement with the activity during the severe weather event. If it is safe for the camper to remain on the call, and it is okay with their guardian/caregiver, use your best judgment, as it may cause other campers in the breakout room to be anxious.
6. Debrief, follow up with campers, Incident Report.

Human Threat

There are several examples of human threat events that are possible. These include but are not limited to: a break-in by an unknown, or known, person or people; aggressive or potentially violent behavior very near the home, which has the potential to spill into the home; aggressive or potentially violent or abusive behavior within the home.

Roles and Response

In the event a staff member or volunteer becomes aware of a **human threat** event taking place in a camper's home:

1. Staff shall calmly ask if a trusted guardian/caregiver is in the home. If so, direct the camper to check in with, and follow the instructions of, their guardian/caregiver.
2. One of the cabin staff shall communicate with other campers that the other cabin staff will need to devote their time to the camper, that they will all be moved into another breakout room, and that the cabin staff will follow up with all campers to assure them of the camper's condition. A camp staff member will be asked to join the breakout room to keep the ratio.
3. Whether or not there is a trusted guardian/caregiver in the home, staff shall contact the Camp Leadership.
4. Camp Leadership will contact the guardian/caregiver to offer whatever assistance is required. If needed other Camp Leadership members will be asked to join the breakout room. The cabin staff shall stay in the breakout room to provide assurance and updates to the camper, until a guardian/caregiver or Camp Leadership indicates that the cabin staff can sign off.
5. Debrief, follow up with campers, Incident Report.

Life-Threatening Injury

Major illnesses or injuries are more critical than something you would treat yourself or have treated by a family doctor. Events that may require a visit to an Emergency Room include, but are not limited to:

- Loss of consciousness
- Difficulty breathing
- Serious injuries such as head injury
- Heart attack
- Seizures
- Exposure to toxic chemicals
- A sudden, very severe headache or loss of vision (possible sign of a stroke)

- Stroke
- High fever
- Heat stroke
- Serious burns
- Serious cuts or severe bleeding
- Poisoning
- Intoxication, overdose, or attempted suicide

Roles and Response

In the event a staff member or volunteer becomes aware of a **life-threatening injury or illness**:

1. Staff shall inquire about the nature and severity of the injury or illness. Use calm and direct questions.
2. Staff shall inquire if there is someone in the camper's home that can help. If so, staff will direct the camper to seek help.
3. Staff shall ask other campers to mute their mic, explaining why that's important. If other campers do not comply, for whatever reason, the co-counselor shall mute camper microphones.
4. If there is no one in the camper's home to assist, or the camper does not know if there is anyone available to assist, and assistance is needed, staff shall contact the Camp Leadership.
5. One of the cabin staff shall communicate with other campers that the other cabin staff will need to devote their time to the injured or ill camper, that they will all be moved into another breakout room, and that the cabin staff will follow up with all campers to assure them of the camper's condition. A camp staff member will be asked to join the breakout room to keep the ratio.
6. Camp Leadership will contact the guardian/caregiver to inform them of the injury and offer whatever assistance is required. If needed other Camp Leadership members will be asked to join the breakout room. The cabin staff shall stay in the breakout room to provide assurance and updates to the camper until a guardian/caregiver arrives to assist the camper and Camp Leadership indicates that the cabin staff can sign off.
7. Debrief, follow up with campers, Incident Report.

Fire Emergency Procedures

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

If you find a fire:

Follow the Four Seasons fire emergency procedure, which will be outlined in detail during volunteer training.

Counselors will make an advance plan among themselves regarding who will remove the campers from the area, who will radio an alert to the Camp Director and the administrative staff, and who will locate the nearest fire extinguisher.

The radio alert will indicate the location of the fire.

The Camp Director or his designee will:

Radio instructions about where the campers and volunteers are to gather. Counselors will conduct a head count.

Give assignments to the administrative staff regarding stationing themselves near groups of campers to facilitate the evacuation and communicate announcements.

Make contact with Four Seasons staff to establish communication between the Four Seasons staff and the Camp H-Town staff.

After the fire is out:

1. No one should move from the designated gathering area until the Camp Director has given an “all clear.”
2. The Camp Director will give instructions about whether all will return to the activity in which they were engaged before the fire or have cabin time before the next meal.
3. Remain calm, and reassuring, following radios instructions, and stay in control of the situation at hand.

Evacuation Procedure

Counselors will check the whereabouts of the campers in their care and immediately take the cabin group to the area announced by the Camp Director.

In the event of an emergency within the facility, evacuation outside the facility may be necessary. The Camp Director will announce that the Four Seasons evacuation procedure is in place.

The Camp Director will make assignments among the Crisis Management Team about where they are to check to confirm the evacuation of all volunteers and campers so a sweep of the area is conducted. Counselors will have the responsibility to confirm the presence of all campers and volunteers.

Medical Emergency

Medical staff should immediately be notified in the event of any injury, fall, unconsciousness, serious illness, etc. If a radio is not readily available, a volunteer should locate an administrative staff member who will radio to the medical staff, giving the location of the emergency.

The most senior volunteer in the area should assess the situation until a member of the medical staff arrives. They should determine what treatment the child may require, render first aid if so certified, and make the child comfortable and warm.

Keep the person lying down and offer continual reassurance. The staff member should remain with the injured camper. Keep a cool head. The best policy is to rely on your common sense and judgment.

In the event of a medical emergency, the physician in residence is responsible for notifying the parents or guardians of the camper(s) involved, or the next-of-kin of counselors or other staff. He/she also keeps the medical staff and Camp Director informed as necessary.

During transportation to off-site trips, a member of the medical staff will accompany the group in every vehicle transporting campers.

Aquatic Emergency Plan

In the event of an aquatic emergency, the person with the highest medical qualification/position shall be first in charge. The only time this is not the case is in the event of a rescue, when the person in charge is the first person to locate the victim.

In the event of a drowning, the lifeguard reaching the victim will administer appropriate lifesaving techniques and will assume the responsibility of the person in charge of the rescue. A member of the medical team will support the lifeguard with life-saving techniques and call 911, if appropriate.

The volunteer with the highest qualifications/position will signal and assist other personnel and campers to leave the water and the swimming pool or beach area.

Aquatic emergency plans will be a part of staff training.

The aquatic emergency plan will be discussed with the campers before activities at a pool or beach.

The Camp Director shall be notified as soon as possible if the Camp Director is not in the immediate area.

Emergency Plan For Lost Or Runaway Camper

A “**WALDO**” procedure will be initiated when a camper is reported missing. This radio announcement should be made after a volunteer realizes that a camper is missing after a search of the immediate area. The “**WALDO**” announcement will tell the location of the reporting staff.

Immediately:

Notify the other volunteer(s) in the vicinity of the emergency.

Notify the Camp Director.

Question campers regarding information about the missing camper's last seen whereabouts.

The Camp Director or his designee will determine if authorities are to be contacted if the camp staff is unable to locate the child.

Here are some guidelines to consider as well:

Out of Camp

1. Determine the possible cause for the missing camper. Is he or she lost or wandered from the group, did something cause him or her to run away, did anyone see anything or anyone suspicious in the area?
2. String out (within sight of each other) in a line and circle the area in a clockwise manner, checking the general area in which the camper might be hiding or lying injured.
3. If the missing camper is in an aquatic area, check the water first, then nearby locker rooms or hallways. Follow the Aquatic Emergency Plan if appropriate.

In Camp

1. A "***WALDO***" alert will be called over the radio along with the location and reporting volunteer. The Camp Director and other administrative staff will evaluate the situation. If deemed appropriate, a radio announcement will be made that all campers are to report to a location indicated in the announcement for a camper count.
2. Available staff will report to the search area to be assigned various camp areas to look for the missing camper.
3. Volunteers with a radio may be assigned to search nearby areas outside the immediate camp area within the hotel.
4. If the immediate area search does not produce results in 10 minutes, the appropriate law enforcement will be contacted by referring to the Emergency Phone list.
5. The Crisis Management Team determines when the parents or guardians are to be notified.
6. Notify all parties when the camper has been found.

Weather Emergency Procedures

If potentially threatening weather exists, the Camp Director will make all staff aware of the possibility of threatening weather (electrical storm).

When away from the campsite, get campers into vehicles or other protective structures to wait out the storm.

Stay away from electrical equipment. Do not walk near fences, power lines, or pipelines.

Keep away from plumbing and bath facilities; no showers will be taken.

Death at Camp

In the unfortunate event of death at camp, whether through accident or illness, the matter will be handled in the same manner as a medical emergency, with the physician making the notification to the family and the Camp Director performing the duties as outlined.