

JACKSON AREA COMMUNITY CENTER

Quick Reference Emergency Action Plan & Safety Guide

Jackson Parks & Recreation Department



Contact Information

JACKSON PARKS & RECREATION DEPT.
N165 W20330 HICKORY LANE
JACKSON, WI 53037

Office (M-F 8am to 8pm, Sat. 8am - 11am):

General Email:

Fax:

Non Emerg. Police:

Non Emerg. Fire:

Village Hall:

Washington Co. Sheriff Dispatch:

Rec. Summer Hotline:

(262) 677-9665 x102

parkrec@villageofjackson.com

(262) 677-9641

(262) 677-4949

(262) 677-3811

(262) 677-9001

(262) 335-4411

(262) 677-9589



Revised 8/2019

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CUSTOMER SERVICE IS ALWAYS #1 - BUT SOMETIMES.....

Although Customer Service is our #1 priority, most people who have worked in a job that involves dealing with the public will have to experience an exchange with an abusive Patron at point or another. When faced with such a scenerio, maintain your professionalism and try to work toward a resolution.

MANNER: *Maintain a polite, respectful and professional manner regardless of how you are being treated.*

EXPLAIN: *Ask the Patron to calm down in a quiet way and explain to them that you are here to help them.*

EMPATHIZE: *Tell the Patron you understand their frustration, hear them out and try to see things from their perspective.*

HONESTY: *Only help if you can, do not bluff your way through - it will only make things worse and could get you in trouble as well. If you can't solve their problem, get them to the proper supervisor ASAP.*

REFER TO POLICIES: *Respectfully explain or show policies/agreements etc... and refer to supervisor if needed.*

ESCALATE: *If it becomes clear the you unalbe to deal with the abusive Patron end the conversation.*

ISSUE A WARNING: *If the Patron does not backdown and begins to use foul language and becomes threatening in anyway that makes you feel uncomfortable, make it clear to the patron that you will be calling the police if they do not leave the Community Center immediately.*

CALL 911: *If the Patron refuses to leave, call 911 and then your immediate supervisor.*

Difficult Patron Policy

ACTIVE SHOOTER POLICY

In the event of an Active Shooter, all employees will need to be alert and take quick action.

If it's safe to do so, call 911 immediately.

There are three general optional or responses when one is confronted by an active shooter situation:

- 1.) **RUN** (First preference)
 - * Have an escape route and plan in mind
 - * Leave your belongings behind
 - * Keep your hands visible
 - * Get as far away from the building as possible (JACC meets at Jackson Elementary)

- 2.) **HIDE** (Second preference)
 - * Hide in an area out of the shooter's view
 - * Block entry to your hiding place and lock the doors
 - * Hide behind furniture if possible
 - * Silence your cell phone

- 3.) **FIGHT** (Third preference)
 - * If confronted directly and as a LAST resort when your life is in imminent danger
 - * Attempt to incapacitate the shooter
 - * Act with physical aggression, throw items at the shooter, yell loudly and commit to the effort.

Active Shooter Policy

FIRST AID KITS

COMMUNITY CENTER

1. The main First Aid Kit is located in the Front Lobby Closet. There is also a small first aid kit at the front desk of the Community Center. There are additional ice packs in the freezer in the kitchen.
2. There is an AED located at the front desk of the Community Center for emergency resuscitation.
3. Call 911 first, in the case of a serious emergency. If you are unsure - call 911, it's better to error on the side of safety! Your second call should be to your immediate supervisor.

THE PARKS

1. There are first aid kits in the Jackson Park Shelter building and in the Jackson Park Concession Stand.
2. Call 911 in the case of a serious emergency. If you are unsure - call 911, it's better to error on the side of safety! Your second call should be to your immediate supervisor.

RESTOCKING THE FIRST AID KITS:

It is the responsibility of the Office Manager, Recreation Supervisor, Program Coordinators, Instructors and head staff to keep First Aid Kits stocked at all times. Please inform your immediate supervisor of supplies needed to restock - BEFORE they run out.

BLOODBORNE PATHOGENS

Staff members should respond to incidents using a bloodborne pathogen kit. Always use gloves which are available in the custodial closet and in the kitchen. Keep all items used to clean up the incident in a separate bag, and seal it before discarding it. If the spill is large, absorbent powder should be placed on the spill and the Building Supervisor should be notified that a senior staff member is needed to clean up the potentially infectious area.

*THERE IS A FULL BLOOD BORNE PATHOGEN POLICY, LAMINATED AND HANGING,
NEXT TO THE FIRST AID KIT IN THE FRONT HALL CLOSET.*

First Aid Equip./Bloodborne Pathogens

EVACUATION LOCATIONS

EVACUATION NOTIFICATION

1. In the event of inclement weather, employees will watch their cell phones and listen to the weather radio and/or tv for cancellation notifications.
2. Administrative staff will make sure all supervisors are aware of the situation and supervisors will notify employees and patrons in the buildings.
3. Employees should confirm that they received the information from their supervisor.

WHEN EVACUATING THE COMMUNITY CENTER

1. **FIRE:** Exit immediately to the door nearest your area. The approved evacuation location is the Jackson Elementary School on Jackson Drive, north of Hwy 60.
2. **TORNADO:** Everyone should calmly proceed to the appropriate restrooms/locker rooms. Sit along interior wall with arms over head.
3. The Office Manager/Building Supervisor is responsible for making sure all patrons have properly been moved to the locker and restrooms and then call their immediate supervisor.
4. At this point the Office Manager/Building Supervisor must work with instructors to conduct a head count to be sure every one is accounted for and safe.

WBSD COMMUNICATION PLAN

TAKE GO BOX: Bring Laptop with Updated Classlist

1. Secure the Site and Safety of Students (Evacuation, Lock down, Head Count)
2. Evacuate to Jackson Elementary, if emergency calls for evacuation
3. Communication- Jackson Park & Rec. Director, Police Department, Johnson Bus, Evacuation Site
4. Contact WBSD - Chain of Command in GO BOX (Unified Command System)
6. Parent Communication - not before WBSD contact is aware of situation.
(If site director can't access WBSD employee, Site sends out communication to all childcare & 4K kids. If site director is able to communicate with WBSD, director and WBSD Early Learning Principal draft letter to release together or simultaneously)
7. Reunification Plan - meet at Jackson Elementary School

Evacuation Locations - WBSD Com. Plan

EMERGENCY PROCEDURES

MINOR ACCIDENTS

1. Wear gloves if blood or other potentially infectious material is involved. If the victim is able, allow the victim to apply their own bandaging.
2. NO CLEANING AGENT OTHER THAN WATER can be administered, nor can any drug be given - not even aspirin.
3. Regardless of severity, if the accident/incident involves a child, parents should be notified of any accident/incident. An incident report must be completed and filed with the Parks & Recreation Director, immediately following the incident.

MAJOR ACCIDENTS

1. Check the scene and the victim.
2. When a serious injury occurs, it is best not to move the victim. Try to keep them calm and do not let them move.
3. Take CHARGE! Stay with the victim and recruit adults to assist. Instruct a fellow staff to keep other participants far away from the scene. Control the crowd.
4. Utilize a different staff to call 911, do not hang up until directed by the dispatcher.
5. Have a volunteer retrieve first aid equipment/AED if in the Community Center.
6. Call your direct Supervisor once EMS arrives or the emergency has been managed.
7. If the accident/incident involves a child, parents should be notified of any accident/incident. An incident report must be completed and filed with the Parks & Recreation Director, immediately following the incident.

ALL ACCIDENTS/INCIDENTS:

Any accidents, injuries or behavior incidents **REQUIRE YOU TO COMPLETE AN ACCIDENT/INCIDENT REPORT AND FILE IT WITH THE PARKS & RECREATION DIRECTOR IMMEDIATELY FOLLOWING THE INCIDENT.** Forms are provided to all coordinators, managers and senior staff. They are always available at the Front Desk of the Jackson Area Community Center.

Emergency Procedures

FIRE & WEATHER EVACUATION PROCEDURES

WHEN EVACUATING.....

1. If building fire alarm sounds: The Office Manager/Building Supervisor should then throughout the building using the intercom on the fire panel in the front atrium to instruct all patrons to the safest location.
2. Instructors & building users must immediately gather all the participants together and perform a head count if applicable and immediately exit the building.
3. The Office Manager/Building Supervisor is responsible for making sure all patrons have been properly evacuated and then secure the building, confirm that 911 is on the way and then call their immediate supervisor.
5. At this point the Office Manager/Building Supervisor must work with instructors to double check all head counts to be sure every one is accounted for and safe.
6. Evacuation location and meeting place is Jackson Elementary School on Jackson Drive, north of Hwy 60.

FIRE & TORNADO EVACUATION & DRILL TESTING

1. Fire & Tornado Drills happen twice per year: spring and the fall.
2. The Jackson Area Community Center has an extensive fire system - if the alarm sounds, the building must be evacuated. Use the following exits as listed as long as it's safe to do so:
 - * Early Childhood Area - Exit #2 (*early childhood room*)
 - * Gymnasium & Fitness Center - Exit #4 (*double gym doors*)
 - * Offices, Kitchen, Gathering Hall, Tech. Room - Exit #1 (*front doors*)
 - * Dance Studio, Art Room, Games Room and Teen Room - Exit #6 (*games room*)

(*see diagram in this packet to show exit locations*)
3. If instructed by **EMS**, EVERYONE must proceed to the approved evacuation location for a head count to be sure everyone is safe. The approved location is the Jackson Elementary School on Jackson Drive, north of Hwy 60.
4. The Building Supervisor is responsible for making sure all patrons have properly been evacuated and then secure the building and then call their immediate supervisor & director.

TORNADO DRILL TESTING

1. Drill testing will happen twice per year: spring and the fall.
2. All participants and staff should calmly move to the locker rooms and restrooms, when a Tornado Emergency is announced over the JACC PA system.

What To Do When the Alarm Goes Off

AFTER AN EMERGENCY

1. Any accidents, injuries or behavior incidents require you to complete an accident/incident report and file it with the Parks & Recreation Director immediately following the incident. Forms are provided to all coordinators, managers and senior staff. They are always available at the Front Desk of the Jackson Area Community Center.
2. Employees are NOT a spokesperson for the department, requests for comments to the press or ANYONE should be forwarded to the Parks & Recreation Director (Kelly Valentino). DO NOT TALK to ANYONE about the incident, except supervisors, police or fire dept.
3. It is important to understand any accident/incident can lead to legal action and anything you may say can be used in court. This includes "off work banter".
4. Employees should remain at the evacuation site until your supervisor directs you to go home.

ALL ACCIDENTS/INCIDENTS:

Any accidents, injuries or behavior incidents **REQUIRE YOU TO COMPLETE AN ACCIDENT/INCIDENT REPORT AND FILE IT WITH THE PARKS & RECREATION DIRECTOR IMMEDIATELY FOLLOWING THE INCIDENT.** Forms are provided to all coordinators, managers and senior staff. They are always available at the Front Desk of the Jackson Area Community Center.

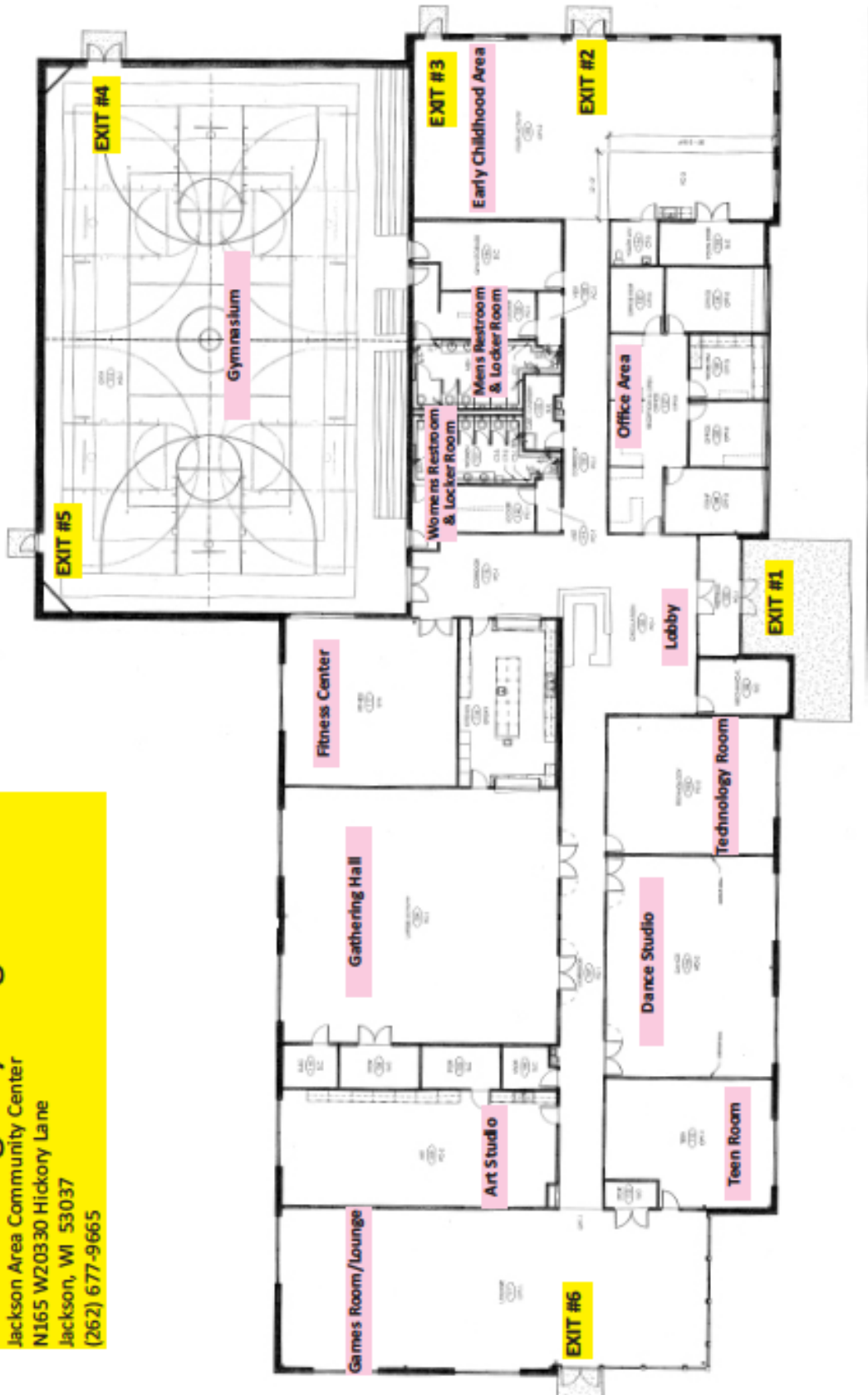
LEAD PARKS & RECREATION STAFF

Parks & Recreation Director, Kelly Valentino	work: (262) 677-9665 x103 cell: (414) 840-9891
Recreation Supervisor, Renee Fisher	work: (262) 677-9665 x104 cell: (414) 745-9428
Operations Manager, Jessica Loomans	work: (262) 677-9665 x102 cell: (920) 904-5518

After An Emergency

NOTE EXIT NUMBERS FOR EVACUATION

JACC Emergency Diagram
Jackson Area Community Center
N165 W20330 Hickory Lane
Jackson, WI 53037
(262) 677-9665



Master JACC Building Diagram