

Stillwater Area Community Services Center Inc.

EMERGENCY & DISASTER RESPONSE POLICY

Evacuation plan

During any emergency, the SACC staff will cautiously direct all guests present to the SCSD bus garage unless told to locate somewhere else by emergency personnel. All SACC staff will make reasonable efforts to assist any person with a disability or otherwise in need of assistance. From this safety area, the appropriate emergency personnel will be contacted, followed by the Director. The SACC Director will notify the Board President of any situations that arise.

Fire

1. Do not panic, but do not under-estimate the potential danger to customers or staff represented by a fire. At the first indication of smoke or flame, investigate the situation to determine location and extent of the fire. If the fire can obviously be contained and extinguished quickly and safely by staff, proceed to do so.
2. If there is any doubt about whether the fire can be controlled, immediately call 911 or the fire department and then clear the building.
3. The time to think about fires is before they happen. Familiarize yourself with the type, location, and application of the fire extinguisher(s) in the building. Fire Extinguishers will be located on each floor, all staff must be aware of locations at all times.

Health emergencies

1. The Rescue Squad/Police (911) should be called immediately in the event of any serious problem.
2. Staff members will provide the adult guests present the first aid kit for self-medication to protect the safety of the injured individual and the potential liability of the staff member. No medication, including aspirin, should ever be dispensed to the public.
3. Staff will do no more than keeping the sick or injured patron comfortable and protected from needless disturbance until medical help can be obtained.
4. The staff member should fill out an incident report anytime a patron is hurt on SACC property.

Bomb threats

1. Keep the caller on the line as long as possible.
2. Ask the caller to repeat the message and try to write down every word spoken by the person. If the caller does not indicate the location of the bomb or the time of possible detonation, ASK FOR THIS INFORMATION.
3. Pay particular attention to peculiar background noises such as motors running, background music and any other sounds that may indicate where the location from which the call is originating.
4. Listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments. Immediately after the caller hangs up, call the police.
5. Clear the building.
6. The police will handle the actual bomb search.

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Inclement weather

Closures due to inclement weather will be decided by the SACC Director in consultation with the Board President or other designated director.

Security situations

1. Theft
 - a. If theft involves SACC property, notify police and Director.
 - b. If theft involves guest's property, notify police if user desires.
 - c. Try to detain any witnesses until police arrive.
2. Violations of Guest Code of Conduct
 - a. Ask guest to stop inappropriate behavior.
 - b. If guest does not comply, ask user to leave.
 - c. If guest refuses, call the police.

RESPONSIBILITY:

All directors, employees and volunteers will be trained on this policy and will be asked to acknowledge receipt in writing upon election or selection through the policy acknowledgement form included as the final page in the policy handbook. The center will keep a copy of this and all policies in a binder as a policy handbook that will be left in a conspicuous place accessible to all directors, employees, and volunteers.

Approved on: August 19, 2019

To be reviewed on: August 2020

Each policy will be reviewed on an annual basis and is subject to change.