



EMERGENCY PROCEDURES MANUAL

John E Alexander | South Wood County YMCA
Boys & Girls Club of the Wisconsin Rapids Area

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LOCATION OF SAFETY EQUIPMENT

	YMCA	Boys & Girls Club
AED:	Front Desk Upstairs Wellness Center Pool Childcare Lobby	Front Lobby Exit Door into YMCA
EYEWASH STATION:	Pool Mechanical Room	Kitchen (Room 023)
FIRST AID KITS:	Front Desk Upstairs Wellness Center Aquatic Director Office Childcare Lobby Under Guard Stands	Located in every room & van (cabinet door marked with red cross)
FLASHLIGHTS:	Each Department and Staff Cell Phones	Staff Cell Phones

SAFETY RESPONDERS | YMCA

During all hours of facility operation, the Safety Responder is designated to handle incidents/accidents. In most cases, the Safety Responder will be the Director on Duty/Manager on Duty. The Safety Responder is connected to the Front Desk, the pool and coverage staff through a walkie-talkie.

Safety Responders

All Directors/Staff that are CPR/First Aid/AED certified

To contact a Safety Responder, use the walkie-talkie (channel 2), call the Front Desk or send someone to the Front Desk to get in contact with a safety responder.

DUTIES OF SAFETY RESPONDERS:

- Respond to all requests from staff regarding incidents and accidents.
- Assess the situation and respond accordingly.
- Complete Incident Report.

SAMPLE SAFETY RESPONDER REQUEST:

I need a Safety Responder to _____ for a _____.
Bring the first aid kit/blood spill kit _____.

MR. Y PAGE | YMCA

In the event of a life-threatening emergency, the front desk will be instructed to do a **“Page Mr. Y” to the area where the emergency exists**. “Mr. Y Page” implies that any available Safety Responder must immediately go to the area of the emergency. **First person to the front desk, grabs the first aid kit and AED**

SAFETY RESPONDERS | Boys & Girls Club

During all hours of facility operation, the Safety Responder is designated to handle incidents/accidents. In most cases, the Safety Responder will be a Director and/or Coordinator.

To contact a Safety Responder, use the walkie-talkie to contact a Director on site.

DUTIES OF SAFETY RESPONDERS:

- Respond to all requests from staff regarding incidents and accidents.
- Assess the situation and respond accordingly.
- Complete Incident Report.

SAMPLE SAFETY RESPONDER REQUEST:

I need a Safety Responder to _____ for a _____.
Bring the first aid kit/blood spill kit _____.

SCHEDULE OF SAFETY RESPONDERS:

Monday – Friday (during the school year)

7:30AM – 3:30PM Operations Director/ Directors on Site

3:30PM - 6:30PM Operations Director/ Directors on Site

Monday – Friday (during the summer program)

7:30AM – 3:30PM Operations Director/ Directors on Site

3:30PM - 5:30PM Operations Director/ Directors on Site

WHEN TO CALL A SAFETY RESPONDER | YMCA and Boys and Girls Club

The following is a partial list of situations in which the Safety Responder should be called. In any situation where you feel uncertain or unsure, call the Safety Responder. Be aware that there are situations that may exist that are not included in this list.

- Blood-related incident that requires additional assistance
- Suspected heart attack or stroke
- Suspected broken bone
- Convulsions or seizure
- Suspected spine or head injury
- Respiratory distress/arrest
- Unconsciousness or severe disorientation
- All Aquatic rescues

- Any victim suffering from shock
- Sauna emergency
- Fire or hazardous material leak
- Any incident that would warrant a “911” call

WHEN TO CALL “911” | YMCA and Boys & Girls Club

911 should be called any time there is a life-threatening accident/illness or an injury requiring immediate medical attention. The following “suspected” injuries/illnesses “may” warrant the need for activating the Emergency Medical System (EMS). Please note this is only a partial list.

- Heart attack
- Stroke
- Spinal/head injuries
- Convulsions/seizures
- Compound fractures
- Major broken bones
- Drowning/aspiration
- Major trauma/compensatory shock
- Unconsciousness
- Major bleeding/loss of blood
- Severe respiratory distress/arrest

Note: Every illness/injury should be evaluated on a case-by-case basis to determine the need for further medical assistance. Age may increase the severity of what would otherwise be a mild injury. Use your best judgment and the safest course of action.

Note: EMS service costs are covered by the victim.

WHEN TO CALL EMERGENCY CONTACT | YMCA and Boys & Girls Club

An emergency contact should be informed of any situation that involves a victim who is not able to make a rational decision about his/her own care. This includes all minors, regardless of the severity of the injury. Notify the parent or emergency contact as soon as possible. The Director on Duty, Manager on Duty, or other staff, depending on availability and as the situation permits.

MINORS

- ✓ When the parents/guardian ARE in the building,
 - They should be located and brought to their child.
- ✓ When the parents/guardian ARE NOT in the building and they suffer a minor injury in the building.
 - Attempt to contact the parent or other designated contact.
 - If the parent or other designated contact is not available, note the attempt on the Incident Report.
 - Note whether or not a message was left on the answering machine or through other means. The parent will be contacted within 24 hours after the incident as a follow-up. (note the attempt on the Incident Report)

- ✓ When the parents are NOT in the building and the injury is severe (any 911 incident),
 - Attempt to contact the parent or designated contact. Continue your attempts to contact them until they are reached. Provide care as outlined in "Emergency Procedures".

ADULTS

- ✓ Call emergency contact if the severity of the injury warrants a 911 call or if the victim is unconscious.
- ✓ If the victim requests it

HOW TO ACTIVATE EMS | YMCA and Boys & Girls Club

When Incident occurs:

- ✓ First staff on the scene contacts the Front Desk.
- ✓ Front Desk contacts Safety Responder via walkie-talkie.
- ✓ Front Desk calls the appropriate emergency medical personnel as needed/requested.

When contacting Emergency Services, provide:

- ✓ Your name, title, relationship to the emergency.
- ✓ Location of YMCA:
 - 601 West Grand Avenue, Wisconsin Rapids, WI, 54495
- ✓ Location of Boy's and Girl's Club:
 - 501 West Grand Avenue, Wisconsin Rapids, WI, 54495
- ✓ Exact location of emergency.
- ✓ Nature of emergency.

DO NOT hang up until the operator instructs you to do so.

NON-EMERGENCY NUMBERS

Wisconsin Rapids:

Police Department 715-421-6278

Fire Department 715-423-4444

Poison Control Center 800-815-8855

PANIC BUTTONS AND PANEL | YMCA and Boys & Girls Club

The panic buttons are designed to be pulled by any member, staff or volunteer that needs help.

When a panic button is pushed, the safety responders are to respond to the area indicated on the panel. Once the situation has been resolved, simply twist the panic button to reset it.

YMCA

Boys & Girls Club

Panic Button Locations:

- ✓ Male Locker Room
- ✓ Female Locker Room
- ✓ Universal Locker Room
- ✓ Pool Deck next to Universal Locker Room
- ✓ Childcare Reception

Panic Panel Location:

- ✓ Front Desk, behind counter

Panic Button Locations:

- ✓ Behind front desk

Panic Panel Location:

- ✓ Administrative Office Area

AREA OF RESCUE SYSTEM | YMCA

At the front desk of the YMCA there is a red phone. This is the Area of Rescue System for the YMCA. Upstairs by the elevator, there is an aluminum panel with a speaker and button.

Procedures for Area of Rescue System

- ✓ If a member pushes the rescue button that is located upstairs by the elevator, the red phone at the front desk will ring
- ✓ Front desk staff needs to answer the phone immediately
- ✓ If someone does NOT answer the phone in a timely manner, it will automatically call Wood County Dispatch.
- ✓ Front desk is to find out the emergency and direct all safety responders to that area via walkie-talkies or a Mr. Y page.
- ✓ After incident is resolved, fill out an Incident Report

LOCATION OF FIRE ALARMS & EXTINGUISHERS | YMCA

Fire Alarms | Pull Stations:

Red pull stations/fire alarms are located throughout the building.

Main Level:

- Lower wellness center by emergency exit
- Lobby by front desk
- Administrative entrance
- Main childcare entrance
- Back of spine corridor located by emergency exit
- South gym hallway by emergency exit
- Boiler Room
- South wall in mechanical room
- West wall in pool between the emergency exit and whirlpool (x2)
- Suppression system located in demonstration kitchen

Upper Level:

- South wall by emergency exit staircase

Main Fire Control Panel:

The Main Fire Control Panel is located in the gymnasium, first closet closest to lobby. The Main Fire Control Panel will help identify which FIRE ALARM PULL STATION has been triggered. Read the panel. This will include the Boys and Girls Club section.

There is an Annunciator Panel located in the vestibule of the YMCA entrance. The Annunciator Panel will help identify which FIRE ALARM PULL STATION has been triggered. Read the panel. This will include the Boys and Girls Club pull stations/emergencies.

Location of Fire Extinguishers:

Main Level:

- West wall in pool between the emergency exit and whirlpool (x2)
- Lower Wellness Center by emergency exit
- Lobby entrance wall by seating area
- Administrative entrance
- North childcare entrance
- Childcare hallway
- Back of spine corridor by emergency exit doors
- Consultation room hallway
- Locker room hallway by elevator
- Gymnasium
- South gym hallway by emergency exit
- North wall in mechanical room

Upper Level:

- Outside elevator
- South upper wall
- East track wall on either side (x2)
- South wellness wall
- East wellness wall

LOCATION OF FIRE ALARMS & EXTINGUISHERS | Boys & Girls Club

Fire Alarms | Pull Stations:

- Main entrance
- Northeast wall by emergency exit door
- Kitchen suppression system

Main Fire Control Panel:

The Main Fire Control Panel is located in the gymnasium, first closet closest to the lobby. The Main Fire Control Panel will help identify which FIRE ALARM PULL STATION has been triggered. Read the panel. This will include the Boys and Girls Club pull stations.

There is an Annunciator Panel located in the vestibule of the YMCA entrance. The Annunciator Panel will help identify which FIRE ALARM PULL STATION has been triggered. Read the panel. This will include the Boys and Girls Club pull stations.

Location of Fire Extinguishers:

- Main entrance
- Northeast wall by emergency exit door
- Inside the kitchen

FIRE ALARM PROCEDURES | YMCA and Boys & Girls Club

THE ALARM WILL AUTOMATICALLY SEND A MESSAGE TO DISPATCH AND DISPATCH WILL CALL THE FRONT DESK AND ALERT MAINTENANCE WHEN/IF FIRE IS CONFIRMED.

BY YOURSELF

- ✓ Immediately go to the Main Fire Control Panel or Annunciator Panel and identify which alarm has been pulled.
- ✓ Answer the phone and indicate to Dispatch that fire has yet to be confirmed.
- ✓ Go to the location and determine if this is an actual fire or false alarm, relay information to dispatch.
 - WRITE IT DOWN on the incident report

WITH HELP

- ✓ Person #1 will take the walkie-talkie and go to the Main Fire Control Panel or Annunciator Panel and identify which alarm has been pulled.
- ✓ Dispatch will immediately call the front desk. Person #2 will answer the phone and indicate if this is a false alarm.
- ✓ Person #1 will acknowledge the alarm on the panel and locate the pulled alarm and determine if this is an actual fire or false alarm.

If FALSE alarm: Continue with next steps.

- ✓ Contact a director that is on site or contact the DOD. If there isn't a director on site, contact a safety responder.
- ✓ The Safety Responder will need to obtain the key to reset the pull station and unlock the annunciator panel.
- ✓ Open the panel, press acknowledge under the blinking green light. If you are sure it is a false alarm, also press alarm silence.
- ✓ Make a general announcement via the intercom system that this is a false alarm.

How to turn off fire alarms if activated by a pull station:

- ✓ Grab the key to the Annunciator Panel (located at the front desk)

- ✓ Go to Annunciator Panel
- ✓ Click alarm going off, see where the alarm is
- ✓ Hit alarm silence
- ✓ Key is needed to reset the pull station. Go to the pull station, put key in, open it up and close it
- ✓ Reset Annunciator Panel by putting key in, then hit system reset (takes about 30 seconds)
- ✓ Pull key out

In the event of a fire, follow evacuation procedures as noted in the Hazardous Material Emergencies section.

HAZARDOUS MATERIAL EMERGENCIES | YMCA and Boys & Girls Club

First Person on the Scene: If signs of a hazardous material leak are detected, do the following:

- ✓ Call Front Desk to notify the Director on Duty with the location and nature of emergency.

Front Desk: When notified by the first person on the scene:

- ✓ Notify Safety Responders via walkie-talkie or in person.
- ✓ Call 911 and request the fire department.
- ✓ Appoint one person to wait for the fire department to arrive.
- ✓ Assist area staff with the evacuation of the building.

Safety Responder: When notified by Front Desk:

- ✓ Proceed rapidly to the emergency.

If signs of hazardous materials:

- ✓ Proceed with evacuation.
- ✓ Clear the building to ensure that everyone has been evacuated.
- ✓ Do not allow anyone to re-enter the building until given the go-ahead by the fire department:
 - All staff should re-enter the building first and resume work stations before members are allowed back in.
- ✓ Complete Incident Report.
- ✓ Turn Incident Report into CEO/Executive Director.

YMCA EVACUATION AREAS OF RESPONSIBILITY BY DEPARTMENT:

- ✓ Director(Manager) on Duty:
 - Assist in the evacuation of the area where a hazardous material leaked.
 - Assist in the evacuation of the entire building following posted evacuation routes, as necessary.
 - Assist the fire department as necessary.
- ✓ Wellness Staff: Evacuate upper wellness center and track. Assist Group Fitness Staff to evacuate Studios A & B
- ✓ Member Services: Evacuate lobby, lower wellness center and gymnasium.
- ✓ Adventure Center: Evacuate Children, and remain with them.
 - Bring the sign-in sheet to ensure all children are accounted for.
- ✓ Lifeguard/Instructors: Evacuate pool and all locker rooms, being sure to lock locker room doors.
 - Instructors bring class rosters to ensure all participants are accounted for.
- ✓ Program Staff: Evacuate class to the nearest exit following posted evacuation routes.
- ✓ Program Directors: Evacuate respective program areas to the nearest exit and away from the building.

If false alarm: Notify Front Desk

Front Desk: When notified of false alarm

- ✓ Call the fire department to inform them of a false alarm.
- ✓ Halt evacuation process.
- ✓ Silence alarms.
- ✓ Determine how the alarm was activated if possible & take corrective actions.
- ✓ Complete Incident Report.
- ✓ Notify CEO/Executive Director.

STAFF WILL BE RESPONSIBLE FOR THE FOLLOWING AREAS IN THE BOYS & GIRLS CLUB:

- ✓ Directors on Site:
 - Supervise the evacuation of the area of fire/hazardous material leak, supervise and assist.
 - Supervise the evacuation of the entire building following posted evacuation routes, as necessary.
 - Assist the fire department as necessary.
- ✓ Program Staff: Evacuate class to the nearest exit following posted evacuation routes.
- ✓ Program Directors: Evacuate respective program areas to the nearest exit and away from the building.

EVACUATION AND STAGING AREAS | YMCA and Boys & Girls Club

Evacuation is defined as to move outside to a safer place as quickly and safely as possible for reasons of personal safety or protection.

A staging area is defined as a safe location where emergency responders assemble and make ready for deployment. There are primary and secondary staging areas that have been identified and shared with local emergency responders.

YMCA	Boy's & Girl's Club
Primary Staging Area <ul style="list-style-type: none">✓ YMCA parking lot	Primary Staging Area <ul style="list-style-type: none">✓ Boys & Girls Club parking lot (brick patio area)
Secondary Staging Area (offsite) <ul style="list-style-type: none">✓ City Hall	Secondary Staging Area (offsite) City Hall

Listed below are some of the more frequent types of injuries/illnesses that will require First Aid. The First Aid administered within the first few minutes may prevent the situation from becoming more serious.

REMEMBER: A Safety Responder must attend to all blood-related injuries.

Only provide care to the level that you are trained at.

FIRST AID QUICK REFERENCE

CONDITION	SYMPTOMS	FIRST AID	CALL 911
Asthma	Wheezing, rapid pulse, hunched shoulders, pulling on chest, discoloration of skin, lips or nail beds.	<ul style="list-style-type: none"> ✓ Position for ease of breathing. ✓ Help with medication. ✓ Reassure. ✓ Monitor pulse, breathing, and skin color. ✓ Keep warm. 	Sometimes.
Anaphylactic Shock	Difficulty breathing, fainting-unconsciousness, swelling, itching or burning skin, hives, restlessness.	<ul style="list-style-type: none"> ✓ Ensure open airway. ✓ Keep the person warm. ✓ Monitor pulse & breathing. ✓ Give NO fluids or food. 	Yes.
Epileptic Seizure	Rigid muscles, jerky convulsive movements, clenched teeth, drooling, loss of consciousness, loss of bowel/bladder control, biting tongue, may stop breathing.	<ul style="list-style-type: none"> ✓ Provide privacy and a safe environment. ✓ Lay the victim down/protect head. ✓ Loosen restrictive clothing. ✓ Put nothing in their mouth. ✓ Monitor until EMS arrives. 	Yes.
Heat Cramps	Cramps, sweaty skin, increased heart rate, exhaustion.	<ul style="list-style-type: none"> ✓ Get out of heat. ✓ Give water or sports drinks, taken in small sips. ✓ Apply moist towels. ✓ Don't massage. 	Only in severe cases.
Heat Exhaustion	Profuse sweating, cool clammy skin, dilated pupils, pale color, increased heart rate, weakness, nausea, thirst, fainting, anxiety, or apathy.	<ul style="list-style-type: none"> ✓ Get out of heat. ✓ Give water or sports drinks, taken in small sips. ✓ Lay the victim down. ✓ Loosen restrictive clothing. ✓ Cool with moist towels. 	Yes. Warning: Left unattended can escalate to heat stroke.

CONDITION	SYMPTOMS	FIRST AID	CALL 911
Hypothermia	Initially intense shivering, rigid muscles, reduced victim coordination, slow labored breathing, bluish color to skin, lips and nail beds, reduced blood flow to hands/feet, dilated pupils, difficulty speaking, glassy stare, loss of consciousness, amnesia, slow, irregular pulse, disorientation.	<ul style="list-style-type: none"> ✓ Remove wet clothes. ✓ Slowly warm the body back up. ✓ Give warm liquids (non-alcoholic, non-caffeinated) 	Yes.
Hyperventilation	Rapid deep breathing, tingling in the arms and mouth, cramps in fingers, sharp chest pain, and unconsciousness.	<ul style="list-style-type: none"> ✓ Have the victim rest comfortably and try to relax. ✓ Monitor for complications. ✓ Start rescue breathing if breathing stops. 	Yes, If breathing fast, slowly, noisily, painfully, changes in level of consciousness..
Severe Bleeding	<p>External: Bleeding from open wound.</p> <p>Internal: Bleeding from mouth, rapid pulse, sweaty cool skin, dilated pupils, nausea, vomiting, abdominal pain, rigidity, or bruising, chest bruising or rib fractures.</p>	<p>External bleeding:</p> <ul style="list-style-type: none"> ✓ Apply pressure directly to the wound. ✓ Cover with bandages. ✓ Elevate limb. ✓ Don't elevate if broken. ✓ Treat for shock by raising victim's legs 8-12" ✓ Keep body warm <p>Internal bleeding:</p> <ul style="list-style-type: none"> ✓ Call EMS. ✓ Monitor pulse and breathing. ✓ Prepare for vomiting. ✓ Treat for shock. 	<p>External, Yes, if extensive.</p> <p>Internal, Yes.</p>

BODILY FLUID CLEAN-UP | YMCA and Boys & Girls Club

The following procedure explains how staff will clean up and dispose of bodily fluids that may be present at the site of an injury or illness-related incident. When called, staff should proceed to the clean-up site as quickly as possible to prevent the possible spread of disease.

Only the following staff members are authorized to clean up bodily fluids:

- ✓ Program Director for that area
- ✓ Directors on Duty
- ✓ Maintenance

- ✓ Front-line staff

When called to clean up bodily fluids, staff will proceed to clean-up site with the following supplies:

- a. Blood-borne pathogen/bodily fluid spill kit.
- b. Put on appropriate protective equipment. (i.e. gloves)
- c. Spray decontamination solution on the spill.
- d. Wait 30 seconds and wipe with a blue absorbent napkin.
- e. Place contaminated napkins in a red biohazard bag.
- f. Repeat steps C, D, & E until NO bodily fluid residue remains.
- g. Spray area with Asepti-steryl disinfectant and deodorant and wipe up.
- h. Take off gloves and put in a red biohazard bag.
- i. Tie the red biohazard bag shut and place in biohazard box located
 - Pool Mechanical Room
 - Room attached to the Front Desk at Boys & Girls Club
- j. Wash hands.

COMPLETE INCIDENT REPORT.

WEATHER EMERGENCY

TORNADO WATCH: Continue normal activities but monitor the situation and be prepared to take necessary actions if a tornado warning is issued.

TORNADO WARNING: WHEN ISSUED

YMCA	Boys & Girls Club
<p>Director on Duty will proceed in the following manner:</p> <ul style="list-style-type: none"> ✓ Inform staff, indoors and out, to direct members into the locker rooms. ✓ Full-time childcare staff will be directed to: Senior Preschool & 4K go to the Mothers room and bathroom in childcare. Infant, toddler 1 & 2 go to the bathrooms outside the conference room. ✓ Sweep the building to ensure that everyone is in a safe location. ✓ Complete Incident Report. <p>Front Desk:</p> <ul style="list-style-type: none"> ✓ Bring a flashlight. ✓ Assist with evacuation to the locker rooms. <p>All Staff: When informed by the Safety Responder:</p> <ul style="list-style-type: none"> ✓ Bring flashlights. ✓ Assist members and participants to the locker rooms. ✓ Full-time childcare staff will assist children to the hallway outside their classrooms. 	<p>Directors on Site will proceed in the following manner:</p> <ul style="list-style-type: none"> ✓ Inform staff, indoors and out, to direct members to the North-South hallway between the Boys & Girls Club and YMCA. (hallway with the consultation rooms). ✓ Sweep the building to ensure that everyone is in a safe location. ✓ Complete Incident Report. <p>All Staff: When informed by the Safety Responder:</p> <ul style="list-style-type: none"> ✓ Bring Cell Phones to use as flashlights. ✓ Assist members to the designated hallway listed above. ✓ Keep members calm. ✓ Resume duties when "all clear" has been sounded by the weather service.

-
- ✓ Keep members calm.
 - ✓ Resume duties when "all clear" has been sounded by the weather service.

SEVERE THUNDERSTORMS/SNOWSTORM/FLOODS:

All Staff:

- ✓ Should be prepared to take necessary actions as directed by a Director.

CEO/Executive Director:

- ✓ Make a decision to close due to weather.
- ✓ Communicate this decision to the Director/Front Desk.

All Staff:

When informed by the Director/Front Desk on decision to close, do the following:

- ✓ If the facility is open when informed of building closure, staff will notify members and assist as necessary, following closing procedures.

POWER FAILURE | YMCA and Boys & Girls Club

If power goes out, we have limited emergency lights. Locate flashlights, contact the Director on Duty and do as instructed.

Director on Duty/Director on Site: When the power goes out:

- ✓ Contact the CEO/Executive Director or Maintenance Director.
- ✓ Contact Waterworks and lighting commission if needed at 1-715-423-6300.
- ✓ Determine if the building should be evacuated.

If YES:

- Notify staff.
- Assist staff in evacuation.
- Complete Incident Report.

If NO:

- Notify staff of the duration of power outage.
- Assist staff with members.
- Assist staff/members as necessary when power resumes.
- Complete Incident Report.

Lifeguards:

- ✓ Get a flashlight from the first aid kit.
- ✓ Clear pool, keep members calm and assist them to the locker rooms/lobby.
- ✓ Remain in the pool area until notified by the Director on Duty to evacuate the building or power is restored.
- ✓ Assist members as necessary, do not leave the pool area unless all doors are locked and patrons are off deck.

All Other Staff:

- ✓ Get flashlights.
- ✓ Remain in your work area and keep members calm.
- ✓ Be prepared to clear the building if power failure becomes long term.
- ✓ Be prepared to assist in other areas of building as directed by the Director on Duty.

**If power was out for longer than 10 minutes, contact the Maintenance Director to ensure restart of the pool pump.

ARMED ROBBERY & THEFT REPORTS | YMCA and Boys & Girls Club

ARMED ROBBERY

This section provides the steps that all staff are required to follow when a robbery and/or theft occurs.

All Staff: If a robbery is in progress:

- ✓ Remain calm.
- ✓ Cooperate with robber's instructions
- ✓ DO NOT ATTEMPT TO APPREHEND!
- ✓ Be observant. Look for identifying characteristics such as:
 - Appearance.
 - Speech.
 - Mannerisms.
- ✓ Call the Police.
- ✓ Inform the CEO/Executive Director as soon as possible.
- ✓ Assist the Director on Duty with completing Incident Report.
- ✓ Assist police as necessary.

THEFT REPORT

All Staff: If a member reports lost/stolen property:

- ✓ Complete Incident Report in detail.
- ✓ Call the Police.

ACTIVE SHOOTER | YMCA and Boys & Girls Club

In most cases active shooters use firearm(s) and there is no pattern or method to their selection of victims. How you respond to an active shooter will be dictated by the specific circumstances of the encounter, bearing in mind there could be more than one shooter involved. If you find yourself involved in an active shooter situation, try to remain calm and use these guidelines to help you plan a strategy for survival.

The Best Option - Evacuate: The best option in an active shooter scenario is to flee the premises and remove yourself from the shooter's path. Unfortunately, this is not always a viable option as escaping could put you in greater danger if it brings you closer to the shooter.

There are a few precautions you should take if, after assessing the situation, you determine you can safely evacuate.

- ✓ Call 911 if you can do so safely.
- ✓ Warn any individuals you encounter to not enter the area.
- ✓ Leave your personal belongings behind.
- ✓ Have your escape route planned in your mind.
- ✓ Resist the urge to move or evacuate wounded people.
- ✓ Comply with all law enforcement requests.
- ✓ Keep your hands visible and your fingers spread.

Next Best Option - Hide: If you are unable to safely evacuate the path of an active shooter, your next best option is to hide, avoid detection and wait for law enforcement to arrive. While hiding is not as effective as evacuation, it can usually keep you safe long enough for law enforcement to arrive. Hiding can be dangerous though as it can leave you trapped if the shooter were to discover your location. To ensure your hiding spot is as safe as possible, please consider the following recommendations:

- ✓ Remain silent and still.
- ✓ Silence your cell phone and other electronic devices.
- ✓ If possible, lock the door to whatever room or closet you are hiding in. Do not unlock the door for anyone at any time. Tell the police that you will wait for them to retrieve a key to the room.
- ✓ Blockade the door with heavy furniture.
- ✓ Make sure you remain out of the shooter's view.
- ✓ Stay away from any windows.
- ✓ Remain low and attempt to find cover under furniture or other objects.
- ✓ Do NOT leave your hiding place until you are absolutely certain law enforcement has arrived.

Last Resort – Fight Back: Occasionally, in active shooter situations, evacuation and hiding are not available options and you may find yourself face-to-face with the shooter. If you find yourself in this situation, your only remaining option is to take physical action against the shooter in hopes of incapacitating them or disarming them. This should be considered an extreme last resort, but if you decide attacking the shooter is your only option consider the following strategies:

- ✓ Act quickly; hesitation could get you killed.
- ✓ Throw items to distract, disorient or disarm the shooter.
- ✓ Yell and wave your arms to startle the shooter.

If You Are Taken Hostage:

- ✓ Be patient and avoid drastic actions-the first 45 minutes are the most dangerous.
- ✓ Remain alert, follow instructions and be observant to your surroundings.
- ✓ Don't speak unless spoken to and then only when necessary; avoid arguments or appear hostile.
- ✓ If you can, establish a rapport with the captor-it is probable that the captors do not want to hurt anyone.

BOMB THREATS | YMCA and Boys & Girls Club

Treat all bomb threats as though they are real.

PHONED IN BOMB THREAT

The source of the threat should be encouraged to give as many details as possible about the bomb and the location.

- ✓ Ask the caller to repeat the message (write down all the information).
- ✓ Ask where and when the bomb will go off (caution the caller that many innocent people could get hurt).
- ✓ Be alert to any distinguishing background noises, voice characteristics.
- ✓ Record the exact time the call was received.

Call 911

Evacuate the facility (use the walk in bomb threat evacuation procedure).

Contact the CEO/Executive Director or the Director on Duty as soon as possible.

IN PERSON BOMB THREAT

- ✓ Evacuate members and staff (REFER TO APPENDIX IN THE BACK OF THE MANUAL FOR EVACUATION ROUTES)
- ✓ Call 911
- ✓ Contact the CEO/Executive Director or the Director on Duty as soon as possible.

CIVIL DISORDER (FIGHT/RIOT) | YMCA and Boys & Girls Club

This section provides the steps that all staff are required to follow when a fight or riot occurs.

- ✓ Remain calm. If you are in a situation that is becoming potentially threatening, conclude your business quickly with an attempt to avoid escalating the situation further.
- ✓ Retreat immediately if you are in danger.
- ✓ Protect yourself and others in the event of a violent confrontation. Base all of your decisions and actions on the safety of our patrons and staff.
- ✓ Contact or send someone to the Welcome Desk immediately if the situation continues to escalate or becomes uncontrollable.
- ✓ Welcome Desk will CALL 911 (will follow instructions provided by police including building evacuation of lockdown if necessary)
- ✓ Welcome Desk will notify the Director on Duty/Manager on Duty
- ✓ Complete an Incident report.

MANDATED REPORTER | YMCA and Boys & Girls Club

Mandated reporters are required by law to report known or suspected instances of abuse and not doing so is a gross misdemeanor.

Who is a mandated reporter? A mandated reporter is any person in his or her official supervisory capacity who has reasonable cause to believe that a child has suffered abuse or neglect caused by a person over whom he or she regularly exercises supervisory authority, including employees, volunteers and independent contractors.

In addition, mandated reporters within the YMCA and Boys and Girls Club are employees or volunteers who work in programs for care of children, including day camp, resident camp, licensed programs, or who are doctors, professional social services counselors, teachers or licensed or registered nurses.

To report a suspected incident immediately contact Wood County Social Services Dept [\(715\) 421-8600](tel:7154218600)

MENTAL HEALTH CRITICAL INCIDENT PROTOCOL | YMCA and Boys & Girls Club

Definition: A mental health critical incident is any event that overwhelms an individual's capacity to cope. Traumatic events can cause psychological and emotional turmoil, cognitive problems and behavioral changes.

This section provides the steps that all staff are required to follow when a mental health critical incident occurs.

- ✓ Remain calm. Avoid appearing anxious or frightened.
- ✓ Maintain member safety.
- ✓ Observe the individual's emotional state. Understand that the individual may express their emotions differently. There is no right or wrong way to feel or express grief.
- ✓ Tell the member the truth. Don't try to pretend the event has not occurred or that it is not serious.
- ✓ Keep your explanations developmentally appropriate.
- ✓ Refer individuals who exhibit extreme anxiety, fear or anger to other community resources; including mental health professionals.

SEXUAL ASSAULT | YMCA and Boys & Girls Club

Definition: A sexual assault is any crime of a sexual nature.

- Notify Director on Duty and Executive Director immediately.
- Attempt to dissuade the victim from washing, cleaning up or using the restroom, if possible.
- Provide the victim with privacy until emergency professionals arrive to take over the care of the victim.
- Secure the crime scene, do not allow anyone to enter the area where the assault occurred, if possible.
- Do **NOT** use the victim's name on walkie-talkies or release the victim's identity to anyone other than the Administrator or law enforcement officials.
- Sexual assaults are very serious crimes. Do **NOT** attempt to conduct an investigation, question victims, witnesses or suspects.
- Assist public safety officials as requested.

MISSING CHILD | YMCA and Boys & Girls Club

CHILD SEARCH PROCEDURES

- Take role call to verify a child is missing
- Conduct a brief search of the immediate area
- Conduct a Mr. Y Page to the last place the child was seen.
- Call front desk personnel at 715.818.9622 to alert the Director on Duty to aid in search of the building and outer areas
- Alert parents / Immediately call Police Department
- Director assists parents in search of missing child
- In all instances, documentation of the occurrence needs to be completed using the Incident Report Form

CHILD ABUSE | YMCA and Boys & Girls Club

A licensee, employee, or volunteer at a child care center who knows or has reasonable cause to suspect that a child has been abused or neglected; (i.e. Physically, Emotionally, Sexually, or are in the presence of drug manufacturing); shall immediately contact the county department of social services or human services or a local law enforcement agency.

Wood County Social Services Department
(715) 421-8600

If Wood County Social Services do NOT answer, leave a voicemail and proceed with calling 911.

CRISIS COMMUNICATION PLAN – WHEN A CRISIS OCCURS | YMCA and Boys & Girls Club

CEO will determine who needs to be notified, in what order, how they will be notified and who will do it (you may need more than one person)

- ✓ CEO: Determine and prioritize
 - Critical needs (short-term)
 - Immediate needs (medium-term)
 - Less immediate needs (long-term)
- ✓ CEO: Assign critical needs to management staff
 - Evacuation Coordinator
 - Organization's Spokesperson – Matt Lund CEO
 - Message/talking point writer
 - Media Liaison
 - Police Liaison
 - Internal communications leader
 - External communication leader
 - Insurance liaison
 - Legal liaison
 - Front Desk
 - "Runner", possibly two

CRISIS COMMUNICATION PLAN – INITIAL STATEMENT YMCA and Boys & Girls Club

"Regarding the news report of a _____, this is what we can confirm at the present time. At approximately _____ (time), we were alerted that there has been a _____ (fire/water rescue/etc.) at _____ (location). We have called for assistance from _____ (police/fire/EMS, etc.) and have notified our management, who are in route to assist us. At this point, we do not have any details regarding what happened, but we will update you as soon as we have additional, verified information. Please bear with us in the meantime, thank you for your consideration."

COMMUNICABLE DISEASE OUTBREAK / PANDEMIC EMERGENCY RESPONSE

Pandemic is defined as a disease prevalent over a whole country or world; i.e. an outbreak of a pandemic disease.

CHILD CARE CENTER DURING A PANDEMIC

The center will implement the Pandemic Section of the Crisis Management Plan under the guidance and direction of the CDC, federal governments, and the Wisconsin Department of Health and Senior Services Section for Child Care Regulation.

To ensure the safety of children, families and staff the center will monitor the situation and consider the guidance and suggestions from the authorities on the situation. Decisions made by the center will consider the safety of children, families, and staff.

Decisions may include:

- Closure of the center
Length of closure to be determined by center, CDC, federal and local governments, the Wisconsin Department of Health and Senior Services Section for Child Care Regulation

- Adjusted hours of service
- Daily health checks of children, members and staff
- Limited entry into the building
- Limited access to the property
- Limitations on what children may bring into the center, such as
 - Blankets
 - Stuffed animals
 - Pillows

- Communication of these plans will include methods such as mass emails, constant contact and Facebook

POOL CONTAMINATION RESPONSE & RECORD | YMCA

If you see or suspect that the pool is contaminated:

- ✓ The Lifeguard on duty directs everyone to get out of the water.
- ✓ Push the red emergency alert button located between the universal locker room and restroom on the pool deck. Have them contact the Director on Duty to come to the pool area for a contamination (describe type).
- ✓ Supervise patrons & make sure no one enters the water.
- ✓ Lifeguards will contact the Maintenance Director & Aquatics Director to let them know there is contamination in the pool. Be prepared to describe what it looks like.
- ✓ Based on the Maintenance Directors recommendation, follow procedures on the reverse side for type of contamination.

This form is located in the Aquatic Director's Office.

Lifeguards should be filling out the form.

MAINTENANCE DIRECTORS: Mike Vechinski Matt Zinda

Date: _____ Time of Contamination: _____ am pm

Pool activity at time: _____ Number of people in pool: _____

Name of Maintenance Director contacted: _____ Time Contacted: _____

Check the pool contaminated:

Lap Pool Leisure Pool Whirlpool*

* If you checked "Whirlpool", shut the whirlpool down immediately. It will need to be drained and cleaned before it can be reopened.

Check the appropriate type of contamination as determined by the Director on Duty:

- Vomit – follow the procedures on reverse side (left column)
- Blood – follow the procedures on reverse side (left column)
- Formed Stool – follow the procedures on reverse side (left column)
- Diarrhea (loose stool throughout the pool) – follow the procedures on reverse side (right column)

Previously Scheduled Chemical Reading: PH _____ Chlorine _____

Chemical Reading Following Treatment of Incident: PH _____ Chlorine _____

The pool was reopened at: _____ am pm

Name of Lifeguard assisting: _____

Name of Director on Duty assisting: _____

Please indicate any additional information or special circumstances that should be noted: (e.g. name of individual, group using facility, comments made, etc.):

POOL CONTAMINATION: VOMIT, BLOOD, STOOL | YMCA

CONTAMINATION PROCEDURES

Call Director on Duty (they will notify maintenance)

Contained

Vomit, Blood or Formed Stool

- Put on gloves and use nets to collect contaminants.
- Place removed contaminate in a red biohazard bag. (Available in biohazard kit in pool area, in cleaner's room or in pool filter room)
- Director on Duty or maintenance personnel only need to locate appropriate container of shock powder and distribute it around perimeter of pool (available on shelf inside pool pump room)
- Place the net in a biohazard bag and give it to maintenance to be disinfected.
- Wash your hands thoroughly!
- Let the Front Desk know the length of time pool will be closed (30 minutes)
- Have the Front Desk inform staff of contamination and closure
- If Aquatic Director is unavailable, leave a voicemail message with details of incident
- Wait 30 minutes before reopening pool
- Check the chlorine & pH levels before reopening the pool and document using the pool contamination report.

Uncontained

Diarrhea (Loose Stool)

- Put on gloves and use nets to collect as much contaminate as possible.
- Place removed contaminate in a red biohazard bag.
- Place the net in another biohazard bag and give it to maintenance to be disinfected.
- Wash your hands thoroughly!
- Wait for the Maintenance Director to assist with the rest of the clean-up.
- Let the Front Desk know the length of time pool will be closed (minimum 24-hours)
- Have the Front Desk inform staff of contamination and closure
- Depending on the length of closure, check with the Director on Duty to see how many Lifeguards should remain on duty.
- If Aquatic Director is unavailable, leave a voicemail message with details of incident
- Check the chlorine & pH levels before reopening the pool and document on using the pool contamination report.

POOL EMERGENCY RESPONSE: MAJOR EMERGENCY | YMCA

Staff should be prepared to complete any of the steps outlined below in the event of the emergency.

Guard #1: When incident occurs:

- ✓ Determine if the pool must be cleared.
- ✓ Give 3 loud short whistle blasts to notify other guards.
- ✓ Proceed to the victim, using proper entry, and perform appropriate rescue.

- ✓ Administer first aid as needed.
- ✓ Continue to provide care until relieved by either the Director on Duty or a paramedic/EMT.
- ✓ Assist the Director on Duty to Complete Incident Report.
- ✓ Notify the CEO of the Incident.
- ✓ Re-open the pool.

Guard #2 and/or Guard #3: The second Lifeguard on duty, upon hearing the triple whistle:

- ✓ Give one long whistle blast to clear the pool.
- ✓ Alert the Front Desk by pushing red emergency alert button (or appoint available staff/patrons to do so), located between universal locker room and restroom on pool deck:
- ✓ Call 911 with the nature and location of the emergency, contact information is below the phone box
- ✓ Assist Guard #1 as necessary:
 - Bring needed equipment/first aid supplies to the scene.
 - Assist with CPR/AED and or first aid as required.
 - Provide crowd control as needed.

Front Desk: When notified by Lifeguard/pool patron of a pool emergency:

- ✓ Notify the Director on Duty/Safety Responder by walkie-talkie regarding the incident.
- ✓ Be prepared to call 911 as instructed.
- ✓ Appoint staff to meet EMS, if called.
- ✓ Stay in contact with EMS and Director on Duty, as necessary.

Director on Duty/Safety Responder: When notified by Front Desk:

- ✓ Proceed directly to the emergency.
- ✓ Determine if 911 should be called.
- ✓ Assist Guard #1 and take the lead whenever possible:
 - Clean up bodily fluids, as needed.
 - Maintain contact with Front Desk Staff, as necessary.
- ✓ Transfer care to EMS, as necessary.
- ✓ Assist EMS, as necessary.
- ✓ Notify parents or emergency contact.
- ✓ Complete Incident Report.
- ✓ Notify the CEO.

Swim Instructors /Off Duty Staff: If incident occurs, be prepared to do the following as requested:

- ✓ Help Guard #2 clear the pool.
- ✓ Alert the Front Desk by pushing red emergency alert button (or appoint available staff/patrons to do so), located between universal locker room and restroom on pool deck:
- ✓ Assist Guard #1 with rescue/first aid as training permits, if needed.
- ✓ Assist with crowd control.

POOL EMERGENCY RESPONSE: MINOR EMERGENCY YMCA

This procedure outlines the actions that the Lifeguards, Front Desk, and Director on Duty are required to take when a MINOR emergency occurs in the pool or pool area. This includes, but is not limited to, water assists, muscle pulls, cramps, closed broken bones, small lacerations, bumps, and any other non-life threatening situation. All of these need to have an Incident Report filled out.

Guard #1: When incident occurs:

- ✓ If a second Lifeguard is on duty, blow whistles 2 times to notify Guard #2 to take over zone coverage.
- ✓ Proceed to emergency, assess condition and nature of injury and provide preliminary first aid.

- ✓ Alert the Front Desk by pushing the red emergency alert button (or appoint available staff/patrons to do so), located between universal locker room and restroom on pool deck Continue to provide care.
- ✓ Assist the Director on Duty with information to Complete Incident Report.

Guard #2: If a second Lifeguard on duty, upon hearing the double whistle:

- ✓ Take over zone pool coverage.
- ✓ Be prepared to clear the pool, if the situation warrants.
- ✓ Alert the Front Desk by pushing red emergency alert button (or appoint available staff/patrons to do so), located between universal locker room and restroom on pool deck to request Director on Duty assistance, if directed by Guard #1.

Front Desk:

- ✓ Notify Director on Duty by walkie-talkie from the pool regarding the incident.
- ✓ Be prepared to call 911 as instructed by Guard #1, Director on Duty or patron.
- ✓ Appoint staff to meet the rescue squad if 911 is called.

Director on Duty:

- ✓ Go to the pool area immediately.
- ✓ Provide care as needed.
- ✓ Determine if 911 should be called with Guard #1. If, yes:
 - call directly from the pool phone located on deck
- ✓ Notify parents/emergency contact, if necessary.
- ✓ Complete Incident Report with assistance of Guard #1.
- ✓ Stay in contact with EMS as necessary.

POOL EMERGENCY RESPONSE: BACKBOARD NOTE YMCA

**In any pool incident that requires EMS to transport use the Pool backboard, be sure to get the EMS backboard as we are required to have a backboard on site in order to remain open. The responding EMS should have a spare they can leave with us. Also find out what hospital they will be transporting to so we can return their backboard and get our backboard back. **

MEDIA INQUIRY PHONE SCRIPT | YMCA

When the YMCA experiences an accident, lost or missing person, drowning, death, child abuse allegations - anything unexpected and detrimental, chances are the center staff will have to handle the initial contact with the media. Follow these procedures:

- ✓ Take down the reporter's name, station, newspaper, and telephone number.
- ✓ DO NOT make any statements regarding the incident.
- ✓ DO NOT respond with "No Comment".
- ✓ A sample response to the media might be:

"Matt Lund or Erin Hess have been designated to speak on behalf of the South Wood County YMCA. Matt Lund can be reached at 715-818-6020 or Erin Hess can be reached at 715-818-6017 (spokesperson's phone number). Matt Lund and Erin Hess has all of the current information related to the incident and can more effectively respond to your questions."

MEDIA INQUIRY PHONE SCRIPT | Boys & Girls Club

When the Boys & Girls Club experiences an accident, lost or missing person, death, child abuse allegations - anything unexpected and detrimental, chances are the center staff will have to handle the initial contact with the

media. Follow these procedures:

- ✓ Take down the reporter's name, station, newspaper, and telephone number.
- ✓ DO NOT make any statements regarding the incident.
- ✓ DO NOT respond with "No Comment".
- ✓ A sample response to the media might be:

"Jennifer Allen or Cassandra Dominguez have been designated to speak on behalf of the Boys and Girls Club of the Wisconsin Rapids Area. Jennifer Allen can be reached at 715-213-4428 or Cassandra Dominguez can be reached at 715-304-6006. Jennifer Allen and Cassie Dominguez have the most current information related to the incident and can more effectively respond to your questions."

ABOUT THE BOYS & GIRLS CLUB OF WI RAPIDS FACT SHEET

Mission: To enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

Our Vision: The vision for the Boys & Girls Club of the Wisconsin Rapids Area is to provide a world class experience for our members to reach their full potential by providing:

- Collaborative academic programs with parents and educators.
- Sports, nutrition, wellness programming.
- Opportunities for members to impact their community through service in partnership with other community organizations.

Our Values:

- Honesty & Respect
- Safe and Fun, Fun, Fun
- Open communication and collaboration to create a positive environment
- Be a good advocate for the kids and the club
- Be accountable & never stop learning & growing

What We Do: The Boys & Girls Club has the capability to answer the needs of our communities, families and the young people in South Wood County. We work hard to provide solutions for the growing needs of the community through:

- Constructive, safe activities for kids before, after and outside of school.
- Healthy role models and mentors who provide positive relationships.
- Programs and curriculum designed to build up students academically, socially and physically.
- Transportation; using our Boys & Girls Club vans to transport students from schools to clubs and to activities in the community.
- Access to leadership and volunteer opportunities throughout our community.

Memberships and Fees

Summer Membership Fees

- \$160 per child/max \$320 per family.
- Three or more children in a family are free.
- Reduced Lunch: \$80 per child.
- Free Lunch: \$40 per child.

- Scholarships are available.

School Year Membership Fees

- \$40 per child/max \$80 per family.
- Three or more children in the family are free.
- Reduced Lunch: \$20 per child.
- Free Lunch: \$10 per child.
- Scholarships are available.

OPERATIONAL INFORMATION

Locations:

Wisconsin Rapids Center

- Address: 501 West Grand Avenue, Wisconsin Rapids
- Required Age: 6-18 years
- Programming: Summer, before school and after school (serving youth from the Wisconsin Rapids public, parochial and home school.
- Hours:
 - Summer Program:** 7:30am-5:30pm
 - School Year Program **Before School:** 6:30am-8:30am (currently at WRPS elementary schools)
 - School Year Program **After School:** 2:30pm-6:30pm

Port Edwards Unit

- Address: 951 5th Street, Port Edwards
- Required Age: 6-18 years
- Programming: After School (serving youth from the Port Edwards School District).
- Hours: After School 3:15pm-6:00pm

Nekoosa Unit

- Address: 540 Birch Street, Nekoosa
- Required Age: 4th – 12th grade
- Programming: Summer, before school and after school (serving youth from the Nekoosa School District).
- Hours:
 - Summer Program: 7:30am-5:30pm
 - School Year Program Before School: 6:30am-8:30am
 - School Year Program Before School: 2:55pm-6:00pm

Contact Information

Club Memberships:

- Contact Cheyenne Kester, Membership/Finance Director
- 715-424-2582

Sponsorships/Donations:

- Contact Jennifer Allen, CEO
- 715-818-6125

Contacts:

- Jennifer Allen, CEO, jallen@bgcwra.org
- Cassandra Dominguez, Operations Director, cdominguez@bgcwra.org
- Kendra Waltenberry, Elementary Center Director, kwaltenberry@bgcwra.org
- Joe Servant, Nekoosa Site Director, jservant@bgcwra.org
- Cheyenne Kester, Membership/Finance Director, ckester@bgcwra.org

SWC YMCA EMERGENCY CONTACT SERVICES & NON-EMERGENCY NUMBERS

ALWAYS LEAVE MESSAGE, stating:

- ✓ WHO is calling
- ✓ WHERE you are calling from
- ✓ WHAT the issue is

MECHANICAL (Boilers, Heating & AC)

Ron's Refrigeration
(715) 421-1525

ELECTRICAL

Current Technologies
(715) 818-6053

BUILDING AUTOMATION (Facility management, energy, building computer controls)

Complete Control
(715) 887-4400
Emergencies: (800) 241-0238

PLUMBING

Eron & Gee
(715) 325-3969

ELEVATOR SERVICE

Schindler Elevator
(608-237-5700)
24 hour service: (800) 225-3123

POOL MANAGEMENT

Carrico Aquatics
(920) 541-3600

COMPUTERS - IT

Paradise Solutions (PSOL)
(715) 254-0679

PHONE - CABLE - INTERNET

Solarus Business
(715) 421-6085

POWER OUTAGE (Downed power line, natural gas leak, carbon monoxide alarm or other emergency)

Waterworks and Lighting Commission
(715) 423-6300

CHILD PROTECTIVE SERVICES

Wood County Human Services
(715) 421-8600

NON-EMERGENCY NUMBERS

Wisconsin Rapids:
Police Department (715) 421-6278
Fire Department (715) 423-4444

Poison Control Center

(800) 815-8855

Safety Committee

Quarterly Meetings – Starting August 2023

Chelsea Kluttermann – Chair / Purchases Supplies

Carlee Rendmeister - Vice Chair

Tracy Vruwink

Dan Sievers