

## Emergency Procedures for the Jean Lind Teen Center

**Location:** 40 Fairbank Road Sudbury, MA 01776

**Times of events:** 7:30-10:00pm

### **Facility Requirements:**

- All rooms will be “locked and propped” before the start of any event.
- All windows will be locked.
- All windows looking into rooms from hallways and outside will be covered.
- All emergency exits will be cleared of obstacles before each event begins.
- First Aid kits will be located on the stage in the gym, at the front desk, and at the bathroom.
- All rooms have evocation maps and procedures posted near the door with two exit routes identified.
- Fire extinguishers will be located in the office.
- The AED is located in the pool lobby and in the kitchen/coat room.

### **Staff Requirements:**

- All staff will be certified in CPR, First Aid, and AED upon hire.
- All staff will be able to locate the closest fire extinguisher for each room used during events.
- All staff must have a walkie talkie on them and functional at all times during teen center events.
- All staff must have a charged cell phone on them at all times with emergency contacts programmed in the phone (see emergency phone numbers list).
- All staff must have a set of keys that open and lock all doors in the facility on them at all times.

### **Preventative Measures:**

- A Sudbury Police Officer will be at each event.
- All teens that enter the building for any teen center event will be required to have a registration form on file with all emergency contact information in the computer system, Sportsman.
  - At 8pm each night of teen center, the Director will print an attendance list of all the teens that have been admitted to the event. This form will have all emergency information for each teen at the event.
  - This list will remain on the front desk counter.
  - If teens check-in late, whoever is assigned at the snackbar at that time will be responsible for writing the teen’s name down on the list to assure that we have an accurate list of who is in attendance in the event of an emergency situation.

- Any teen that brings in a bag, purse, or coat will be required to place it in the coat room which will be locked by 8pm during each event. These items will not be allowed out until the end of the event.
- Teens will not be allowed to use cell phones unless in designated cell phone area.
- Teens are not allowed to bring in their own food or drink.
- All unattended drinks that are left in any room will be disposed of immediately.

### **Early Release Procedures:**

- All staff will have all emergency contact information programmed into their cell phones before any teen center event.
- All teens leaving the facility before 10:00pm must have a parent/guardian sign them out at the front desk.
- All parents are required to write down their license plate number before they are allowed to leave with any teens.
- The officer on duty must walk those leaving early out to their vehicle and confirm license plate number.
- If any staff member, at any time, is suspicious of a parent that is picking a teen up (under the influence, angry, nervous) do not allow the teen to leave. Please find the Teen Center Director and the officer on duty immediately.

### **Interior and Exterior Threat Plans**

#### **Definitions:**

1. Interior Threat: A threat originating within the facility. Someone with a weapon or a hostile guest.
2. Exterior Threat: A threat originating outside the facility. Someone with a weapon, police chase near building or in neighborhood, upset/violent parents outside, someone under the influence of drugs or alcohol that poses a threat and is still outside the facility.

#### **Interior Threat**

#### **Goals:**

- a) To gain time until the police arrive.
- b) To keep as many guests as possible safe and away from the immediate threat until help arrives.

#### **Procedures:**

- All staff are to notify Teen Center Director of any suspicious behavior by a teen, parent, staff member, etc, immediately.
- If necessary, call the police at 978-443-1042 and/or 911 for assistance.
- The Teen Center Director will notify the police officer on duty and all staff members of any situations that arise.

Updated 9/19/14

- **The police officer on duty and the Teen Center Director will be in charge of all emergency situations until more police arrive.** In the event that these persons are incapable of doing this duty due to injury, the role will be picked up by **the staff member that was chosen as the Emergency Director that night (see event schedule).**
- The Teen Center Director will contact Park and Recreation Director Nancy McShea (978-870-2792) and report the situation.
- Staff are not to approach or go hand in hand with anyone with a weapon.
- If there is a knife or gun in the building a “code blue” will be reported out on the walkie talkies. This can be done by the Teen Center Director or any other staff member at anytime. When this is heard, all staff must do the follow:
  - Each staff member needs to get as many people as possible into the gym, rooms 1,2, and 3 as quickly as possible.
  - All doors are to be shut (already locked) and lights turned off in each room.
  - Move people to the safest part of each room away from windows and doors.
  - Have everyone in the room sit on the floor and be silent.
  - No one is to leave a room once a room has been locked down.
  - **DO NOT** open the door for any reason or communicate with anyone outside of the room (even if there is another child standing outside the door, another staff member, etc...the person posing the threat could be with them.)
  - Once the situation has been cleared, someone will come and unlock your room from the outside, or someone will say the “all clear” password, letting you know it is safe to open the door. **The password is “Fairbank is Green”.**
  - **DO NOT OPEN THE DOOR IF THE PASSWORD IS NOT EXACTLY CORRECT.**
  - If the fire alarm goes off, listen for directions via walkie talkie. Do not leave the room unless you actually see fire or smell smoke. In that case, evacuate the building via windows or emergency exit doors that leads outside. Avoid the main hallway if at all possible.
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### Exterior Threat

#### Goal:

- a) To keep all guests at the event safe and inside the building until given directions by police.

#### Procedures:

- If police know of an exterior threat in the area, they will contact the Teen Center Director and the officer on duty to alert them of the situation.
- At that point, the police officer on duty will take charge and give the Teen Center Director directions. All staff are to follow the directions of the officer on duty and the Teen Center Director.
- Staff are to quickly confirm that all doors and windows to the outside of the building are closed and locked.
- Keep guests away from windows.

Updated 9/19/14

- Do not let anyone in the building and do not allow anyone to leave until the situation has been cleared
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### **Bomb Scare**

#### **Goal:**

- a) To keep all guests at the event safe until given directions by police.
- b) Identify and report any suspicious objects and packages immediately.

#### **Procedures:**

- Report any unusual items, packages, bags, etc to the Teen Center Director and the police officer on duty immediately.
- The Teen Center Director or the officer on duty will contact the police dispatch for further directions.
- Lock down rooms as directed for interior threats. Lights can remain on.
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### **Evacuation of Facility**

The building will be evacuated in the case of fire, bomb scares, structural damage, etc.

#### **Goals:**

- a) To get all guests out of facility as quickly as possible.
- b) To escort all guests across street and safely and into the Haskell Field Parking lot.

#### **Procedures:**

- Staff will escort guests across the road to the *Haskell Field parking lot* via the sidewalk directly next to the building.
- Program staff will assure that 1-2 staff are in the front of the guests exiting. Other staff and parent chaperones must spread themselves out around the guests that are exiting. Teens should stay between staff.
- Staff can provide directions to chaperones as to where they should be during the evacuation of guests.
- The Teen Center Director will be the last one out of the building and will check and clear all rooms.
- The Teen Center Director will carry the front desk binder, any guest medications, and the first aid kit.
- All staff must remain with the guests and once at the site across the street, all guests must sit. Staff is instructed to spread out and form a ring around the teens to keep them in one place. NO one is to be released to anyone, including parents, until it has been cleared by the police department.
- In the event that guests need to be evacuated farther from the building there will be busses available that will transport all guests to the Curtis Middle School.

Updated 9/19/14

- The Teen Center Director will travel to school with the guests.
- The Park and Recreation Director will arrive and remain at the Community Center to provide parents with directions.
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### **Medical Emergency**

#### **Goals:**

- a) To provide appropriate medical attention to any injured guests until EMS arrive.

#### **Procedures:**

- Remove all guests from the area in which there is an injured person.
- The Teen Center Director, the police officer on duty, and 1 staff member shall remain with the injured person.
- The designated Emergency Director will go outside and speak to parents if necessary.
- The police officer on duty will assess the situation and implement appropriate medical support until EMS arrive.
- Remaining staff and parent chaperones must escort teens into other available rooms and remain there until given directions.

### **Disgruntled or Suspicious Parent/Guest**

#### **Goals:**

- a) Quickly assess the situation and ask the officer on duty for help.
- b) Keep all guests, including family members, safe and away from disgruntled parent or guest until police arrive

#### **Procedures:**

- If you have a disgruntled parent or guest, immediately call the Teen Center Director on the walkie talkie and have someone find the officer on duty. This includes a parent that may be intoxicated, angry, suspicious, etc.
- If there is a parent that may be under the influence of drugs or alcohol staff must keep them in the building. Staff are given permission to make an excuse requiring the parent to wait: "The Teen Center Director needs you to sign something before you leave, please wait." Or "The Director has a question about your teen, please wait."
- The Teen Center Director will notify the officer on duty and collectively they will assess how to proceed with the situation.
- Be prepared to perform a lock down situation if "code blue" is given.

Updated 9/19/14

## EMERGENCY PHONE NUMBERS

### On Site Contacts

**Brian:** *Teen Center Director, 781-858-0289*

**Nancy McShea:** *Park & Recreation Director, 978-870-2792*

**Amber Comeau:** *Assistant Director, 508-963-2073*

**Alyssa Papa:** *Program Coordinator, 978-870-9443*

### Off Site Contacts

**Police Station:** *Direct Line, 978-443-1042*

*Supervisor on Duty, 978-265-0965*

*Sergeant Richard A. MacLean, W- 978-443-1042, Fax 978-443-1045*

**Fire Department:** *Direct Line, 978-443-2323*

**John Gaucher:** *First Group, Bus Company, 978-443-8631 (work number) 508-889-3655 (cell phone)*

**Sue Brennan:** *Teen Center Board President, (617) 909-3700*