



Northwestern

Medicine®

Lake Forest Health & Fitness Center

**NORTHWESTERN MEDICINE LAKE FOREST HOSPITAL
EMERGENCY MANAGEMENT GUIDELINES – TRAINING TOOLS
Health and Fitness Center**

LFH EMERGENCY RESPONSE GUIDELINES – TRAINING TOOLS
HEALTH & FITNESS CENTER

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LFH EMERGENCY RESPONSE GUIDELINES – TRAINING TOOLS

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	EVENT & DESCRIPTION	INITIAL RESPONSE
	<u>EVACUATION</u> <i>Movement from an area that may be unsafe</i>	• In health and fitness center, if in danger, move yourself and others to nearest safe exit. • For other evacuation events, await instructions from Fire Department or Incident Commander. • Staff to assist anyone needing assistance with visual, language, hearing, or ambulation disabilities.

ADDITIONAL DEPARTMENTAL RESPONSE

The purpose of this guideline is to identify the responsibilities of all facility staff in the case of an evacuation due to an emergency or threat.

EVACUATION: Members, guests, patients, and program participants are to evacuate building completely. Use two-way radios to communicate during an evacuation (cleared areas, assistance needs, etc.) and report any individuals that may still be in the building to the Incident Commander.

Relocation Area: Southeast corner of parking lot near cell phone tower

FIRST RESPONDER/WITNESS contact Front Desk **5-7060** or **847-535-7060**, or the emergency line at **5-7373** or **847-535-7373** and give location and description of situation

FRONT DESK

- Communicates using two-way radios and emergency paging system, state “Evacuation Alert, all members, guests and staff must evacuate the building” three times
- Notify Security at **5-6985** or **847-535-6985**

ALL STAFF MEMBERS

- Assist in evacuation process including evacuation of patients and participants, utilizing the nearest, safest exit
- Use two-way radios to communicate during the evacuation (cleared areas, assistance needs, etc.)
- Emergency towels and warming blankets are available in the first aid bags, stereo cabinet in staff pool hallway, laundry room, and front desk

INCIDENT COMMANDER:

- Arrive at evacuation location and remains on scene until code is cleared
- Manage documentation and communications with Emergency Responders, Staff, Center Director, Northwestern Medicine, and Power Wellness Risk

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EVENT & DESCRIPTION		INITIAL RESPONSE
	<u>LOCKDOWN</u> <i>Containment to avoid an area that may be unsafe</i>	- Members, guests, patients, and program participants are to comply with lockdown procedures. Use two-way radios to communicate during a lockdown. - Staff to assist anyone needing assistance with visual, language, hearing, or ambulation disabilities.
	ADDITIONAL DEPARTMENTAL RESPONSE The purpose of this guideline is to identify the responsibilities of all facility staff in the case of a lockdown due to an emergency or threat. If safe to do so, anyone resistant to seeking shelter should be warned of the danger and directed to safety. Do not waste time arguing with them. LOCKDOWN: Members, guests, patients, and participants are to shelter and remain in place. Use two-way radios to communicate during a lockdown (cleared areas, assistance needs, etc.) and report any pertinent information to the Incident Commander. FRONT DESK: - Communicate using two-way radio and emergency paging system, “Lockdown Alert. The building is under lock down. You are advised to remain indoors and away from windows until further notice” three times - Maintain contact with Security at 5-6985 or 847-535-6985 - When directed to do so, clear the code, “All clear, Lockdown Alert, All clear” ALL STAFF MEMBERS: - Inform all members, guests, participants, and patients keep away from windows INCIDENT COMMANDER: Manage documentation and communications with Emergency Responders, Staff and Center Director, Northwestern Medicine Hospital and Power Wellness Risk - Collect information from managers of known individuals in the building at the time of the emergency - Note any individuals that leave the lockdown area - Manage documentation and communications with Emergency Responders, Staff, Center Director, Northwestern Medicine, and Power Wellness Risk	

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	EVENT & DESCRIPTION	INITIAL RESPONSE
	<u>FIRE</u> <i>Flame or smell smoke or burning odor</i>	- Members, guests, patients, and program participants are to evacuate the building completely. DO NOT USE ELEVATORS. No one will be permitted back in the building until “All Clear” is given by the Fire Department. Anyone refusing to evacuate should be warned of the dangerous situation and urged to evacuate, do not waste time arguing with them. - Staff to assist anyone needing assistance with visual, language, hearing, or ambulation disabilities.

ADDITIONAL DEPARTMENTAL RESPONSE

The purpose of this guideline is to identify the responsibilities of all building personnel in safely evacuating the building in the event of fire, smoke smell, or burning odor. In the event of a fire, staff members will follow the universal **R.A.C.E.** acronym.

R.A.C.E.

Rescue/Relocate those in danger

Activate alarm, pull fire alarm

Contain/Clear: **Contain the fire and smoke** by closing doors and windows and **Clear** corridors of equipment, carts, etc.

Extinguish/Evacuate with a buddy if small

Follow **PASS:** Pull – Aim – Squeeze – Sweep

Evacuate if directed or deemed necessary by situation

Evacuation Meeting Area: Southeast corner of parking lot near the cell phone tower

ALL STAFF MEMBERS:

- Upon hearing Fire Alarm:
 - Close doors and windows
 - Clear corridors of equipment in case evacuation becomes necessary
 - Await further instructions from the Fire Department or Incident Command
- Inform those in the facility of the location of the fire, the steps being taken to protect them, the evacuation route and the post evacuation assembly area should it become necessary
- Assist in evacuation of building to the nearest, safest exit.
- Use two-way radios to communicate during an evacuation (cleared areas, assistance needs, etc.) and report any individuals that may still be in the building to the Incident Commander
- Emergency towels and warming blankets are available in the first aid bags, stereo cabinet in staff pool hallway, laundry room, and front desk

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EVENT & DESCRIPTION	INITIAL RESPONSE
REHABILITATIVE SERVICES will evacuate patients and participants utilizing the nearest, safest exit INCIDENT COMMANDER: • Collect information from managers of known individuals in the building at the time of the fire • Note any individuals that leave the evacuation meeting area • Manage documentation and communications with Emergency Responders, Staff, Center Director, Northwestern Medicine, and Power Wellness Risk	

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	EVENT & DESCRIPTION	INITIAL RESPONSE
	<u>HAZARDOUS MATERIAL INCIDENT</u> <i>Spills of materials or exposures posing a threat to health or the environment</i>	Hazardous Material Spills 1. Contain spill if possible. 2. Dial 911 and inform Operator of situation and location. 3. The local fire department will respond to help contain the spill. 4. An outside contractor may be called in to perform spill clean-up. Hazardous Material Exposure • Exposed individuals are to be offered medical follow up. • Staff to assist anyone needing assistance with visual, language, hearing, or ambulation disabilities.

ADDITIONAL DEPARTMENTAL RESPONSE

The purpose of this guideline is to identify the responsibilities of all facility staff and emergency personnel when responding in the event of a hazardous spill.

- **Eyewash Stations** are located in laundry room, café kitchen, and first floor pump room
- **Small bottles** of eye rinse are in each first aid kit

FIRST RESPONDER/WITNESS:

- Contact Front Desk **5-7060** or **847-535-7060**, or the emergency line at **5-7373** or **847-535-7373** and give location and description of situation and give location and description of situation
- Begin to evacuate the spill area

FRONT DESK:

- Call Engineer in building first through two-way radio. If no response, contact Duty Engineer **847-341-8413**
- Communicate using emergency paging system, state "Hazardous Material Emergency (and location)" three times
- Communicate with responding staff to determine the size of spill. If communication from responding staff indicates a larger size spill, please overhead page "Hazardous Materials Emergency – Please evacuate the building" and the building must be evacuated using the Fire Alarm procedures
- Call **911**, if necessary, and inform them of the location of the hazardous spill
- When directed to do so, clear the code using emergency paging system, "All clear, Hazardous Material Emergency, all clear"

FITNESS STAFF:

- Respond to location and bring primary First Aid bag and AED. Take care to determine the hazard before entering area and use appropriate PPE
- Secure the area or assist in evacuating the area, if necessary

ENVIRONMENTAL SERVICES (EVS)

- If spill is small, uses Personal Protective Equipment (PPE) and spill kit to clean up, as trained
- If the size of the hazardous spill is beyond the capabilities of staff to clean up and/or threatens the safety of the members, visitors and staff, direct Front Desk to call **911** and activate Evacuation Procedures

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EVENT & DESCRIPTION	INITIAL RESPONSE
SECOND RESPONDER(S): • Respond to the Hazardous Materials Alert and assist with crowd control/evacuation • Identify and print appropriate Safety Data Sheets (SDS), by locating the closest SDS binder. INCIDENT COMMANDER: • Arrive and remain on scene until code is cleared if spill is small • Ensure biohazardous materials are placed in designated bio-hazard containers • Manage documentation and communications with Emergency Responders, Staff, Center Director, Northwestern Medicine, and Power Wellness Risk	

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EVENT & DESCRIPTION		INITIAL RESPONSE
	<u>MEDICAL EMERGENCY</u> <i>Person with a medical condition requiring immediate assessment and/or intervention</i>	1. Dial 911. 2. Responders will provide basic emergency care until the arrival of EMS provider. 3. Staff to assist anyone needing assistance with visual, language, hearing, or ambulation disabilities, inside or outside of facility.
	ADDITIONAL DEPARTMENTAL RESPONSE The purpose of this guideline is to establish a procedure for facility staff, security, and emergency personnel to respond to unresponsive person with no pulse and/or without respiration, injured, seriously ill, or any individual in need of basic life support assistance in and around the building. The decision to contact 911 for Emergency Medical Services (EMS) is <u>NOT</u> up to interpretation; unconsciousness is a life-threatening medical emergency. REHABILITATIVE SERVICES will call 911 if a medical emergency occurs in their respective units and notify the Front Desk. Procedures outlined in this guideline will be put into action Location of emergency equipment: • There are four AEDs in the facility; • on the track, • in Wellness Center, • at the Fitness Desk, • and in the Administration hallway • A Bag-valve Mask (BVM), gloves and resuscitation masks are in the large first aid bag that is used in emergency response • A wheelchair is located inside Suite 200 • Two spine boards are in the pool areas • If the AED, BVM, spine board, resuscitation mask, and/or valve have been taken by EMS, contact the Center Director to get replacements as soon as possible WATER RESCUES: • Verbally call for help or use two-way radio (do not leave the individual), instruct someone to call Front Desk and state “Medical Emergency (and location)” three times before beginning rescue • Use rescue equipment to remove individual from the water • Provide in-line stabilization if head, neck, or back injury is suspected • Do not remove a seizure victim from the water during an ongoing, motor symptom seizure • Support victim with head and shoulders above the surface of the water until motor seizure subsides • Follow “Medical Emergency” procedures as stated in this guideline	

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EVENT & DESCRIPTION	INITIAL RESPONSE
FIRST RESPONDER: - Verbally call for help or use two-way radio (do not leave the individual), instruct someone to call Front Desk and state “Medical Emergency (and location)” three times - Assure the scene is safe and begin care, as trained - Perform water rescue, if necessary. Check for signs and symptoms of cardiopulmonary or respiratory arrest and initiate basic life support procedures, as trained - If working without ample staff, appoint bystander(s) to assist FRONT DESK: - Communicate using emergency paging system and state, “Medical Emergency (and location)” three times - Contact 911 and provide all information including: Entry directions (ex: main entrance), individual’s condition (age, sex, responsiveness, vital signs) - Maintain communication with Incident Commander after they arrive on scene of the medical emergency - Notify individual’s emergency contact - Notify Security at 5-6985 or 847-535-6985 - When directed to do so, use two-way radio to clear the code, “All clear, Medical Emergency, all clear” SECOND RESPONDER/FITNESS STAFF: - Respond to location and bring primary First Aid bag and AED - Assist in water rescue, if necessary - Medical emergencies outside may include moving an ill or injured person out of the elements using the wheelchair in Suite 200. Only move the victim if absolutely necessary to care for life threatening conditions - Care for individual, using basic life support, as trained - Use AED as soon as it arrives. Keep all two-way radios and cell phones six (6) feet away when AED is being used. Remember to yell “clear” when advised by the AED - Communicate and transfer care of individual to EMS ALL STAFF MEMBERS: Ensure the scene is safe and assist in care of individual, using basic life support, as trained INCIDENT COMMANDER: - Arrive and remain on scene until code is cleared - Assign staff to meet EMS at main entrance and escort them to the Medical Emergency - Manage documentation and communications with Emergency Responders, Staff, Center Director, Northwestern Medicine Hospital, and Power Wellness Risk	

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EVENT & DESCRIPTION		INITIAL RESPONSE
	<u>UTILITY DISRUPTION</u> <i>Partial or total loss of telephone or IT system</i>	Communication interruption needing immediate response.
ADDITIONAL DEPARTMENTAL RESPONSE		
The purpose of this guideline is to initiate safety measures in the event of a telephone, or elevator failure, or IT system loss.		
<u>TELEPHONE FAILURE</u> FRONT DESK OR ADMINISTRATIVE STAFF: Immediately notify NM I.T. at 847-535-6435		
<u>IT SYSTEM LOSS</u> FRONT DESK OR ADMINISTRATIVE STAFF: • Contact Power Wellness IT department 866-637-3499 • If core business systems are down, utilize backup check-in procedures as outlined in the Front Desk handbook		

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	EVENT & DESCRIPTION	INITIAL RESPONSE
	<u>POWER OUTAGE</u> <i>Loss of electric to building or parts of building</i>	On Campus: call 847-535-6985 tell Operator the location and describe the situation.

ADDITIONAL DEPARTMENTAL RESPONSE

The purpose of this guideline is to direct safety actions in the event of a power outage

POWER FAILURE: Emergency lighting will last for less than an hour and is not meant to continue business as usual. It is designed to assist in safe egress, or evacuation of the facility. If power is not restored in 15 minutes, Incident Commander will begin Evacuation Procedures. Pools and showers cannot be used during a power outage. Individuals may retrieve their personal belongings, if safe to do so, from locker rooms and offices, as determined by the Incident Commander. Staff should remain until this process is completed and remain until the posted closing hour at the discretion of the Incident Commander.

Staff members should remain until this process is completed and remain until posted closing hour at the discretion of the Incident Commander. A sign should be placed on the main entrance stating, “We are currently closed due to a power outage, please call before traveling back to the Center to check for reopening. Thank you for your understanding.”

Flashlights are available in the following locations: front desk, fitness desk, laundry room cabinet, café register stand, and all managers’ offices.

FRONT DESK:

- Announce facility closure, if necessary
- Contact staff on two-way radio to ensure that all safety procedures have been activated
- Assist in evacuation of the building

FITNESS STAFF:

- Evacuate all pools. IDPH states that pools must be closed immediately when the recirculation pumps and/or filters are inoperable (Illinois Administrative Code, Section 820.330)
- Assist in evacuation of the building, if necessary, using evacuation procedures
- Check the elevators, if occupied, call **911** and Hospital Security **847-535-6985**

COMMUNITY HEALTH & OUTREACH and REHABILITATIVE SERVICES will implement safety procedures for their patients and participants

INCIDENT COMMANDER

- Contact Power Wellness IT to report the disruption **866-637-3499**
- Manage documentation and communications with Emergency Responders, Staff, Center Director, Northwestern Medicine, and Power Wellness Risk

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ADDITIONAL DEPARTMENTAL RESPONSE (Cont.)

ELEVATOR OUTAGE

The purpose of this guideline is to identify the responsibilities of all facility staff, security, and emergency personnel to respond to an elevator outage in the building.

FIRST RESPONDER:

- Using two-way radio, immediately report elevator outage to Center Management (Center Director, Manager on Duty) and notify the Front Desk of the elevator outage
 - If working without team members, appoint a bystander to assist
- Elevator Occupant Check Procedure
 - **Do NOT attempt to pry open doors or access the elevator shaft** under any circumstances. This is extremely dangerous and should only be done by trained elevator technicians or emergency personnel.
 - Assess for Occupancy
 - Verify that the elevator is out of service
 - Stand clear of the elevator doors. DO NOT attempt to open the doors manually
 - Listen for signs of elevator occupancy – voices, movement, banging/knocking, emergency alarms
 - If it is confirmed or likely that there are occupants in the elevator, have Front Desk or another responder/bystander call Emergency Services (911) immediately.
 - If possible, communicate with occupants to stay clear of the doors and not to attempt to exit the elevator
 - Notify individual's emergency contact

FRONT DESK:

- Communicate using two-way radio and emergency paging system and state "Elevator Outage" three times
- Notify Facility Management of the outage and determine if they may have access to the elevator's built in communication system to assist in determining communication with any elevator occupant(s)
- Maintain communication with Responders and Incident Commander to determine if additional emergency support is needed. If there are occupants in the elevator, contact Emergency Services (911) immediately

FITNESS STAFF: Respond to location and brings primary First Aid bag and AED

- Identify individuals requiring elevator access (e.g., those using wheelchairs, walkers, or with mobility impairments)
 - If a member or guest **cannot safely navigate the stairs and must exit or relocate within the building**, the following protocol applies:
 - **Do not attempt to carry or assist them down stairs manually.**
 - Contact **non-emergency medical transport services** (e.g., local EMS or third-party providers) to provide safe stair descent using appropriate mobility devices (e.g., stair chair)
 - Remain with the individual or designate a team member to stay with the individual until assistance arrives. Provide comfort, communication, and reassurance

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ADDITIONAL DEPARTMENTAL RESPONSE *(Cont.)*

SECOND RESPONDER(S):

- Place “Out of Order” signage at all elevator access points
- Ensure the scene is safe and assist in crowd control, if needed
-

INCIDENT COMMANDER:

- Arrive and remain on scene until all occupants of elevator have been rescued
 - If there are no occupants in the elevator, ensure that “Out of Order” signage has been placed at all access points
- Provide updates to members and staff periodically, especially those affected by mobility concerns.
- Manage communications with Center Director, Emergency Responders, Team Members, Northwestern Medicine Hospital, Security and Power Wellness Risk
- Complete Incident Report

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EVENT & DESCRIPTION	INITIAL RESPONSE
 <u>SECURITY</u> <u>EMERGENCY</u> <u>ARMED</u> <u>INTRUDER/ACTIVE</u> <u>SHOOTER</u> <i>In the event of a verbal altercation, threats of violence, physical altercations, or an armed intruder event</i>	1. Run or escape the area if possible, leave belongings behind and keep your hands visible. 2. Hide in an area outside of the Intruder's view. Block entry to your hiding place and lock and/or barricade the doors, if possible. Silence phones, pagers, or other communication devices. 3. Fight if you feel your life is in danger. 4. Call 911 when it is safe to do so. Provide the operator with your location, description of intruder and weapon involved. If it is safe to do so, stay on the phone with the operator while Security and the Police are contacted. Staff to assist anyone needing assistance with visual, language, hearing, or ambulation disabilities.

ADDITIONAL DEPARTMENTAL RESPONSE

SECURITY ALERTS

The purpose of this guideline is to provide team members with procedures to be followed in the event of a verbal altercation, threats of violence, physical altercations, or if there is an armed intruder event that involves members, guests, patrons, or team members.

Safety of all individuals is the top priority

VERBAL ALTERCATION: A verbal altercation is a verbal disagreement where no threats of physical harm or violent actions occur.

Common Verbal Altercation Identifiers:

- Angry/Confrontational language
- Loud voices
- Name calling
- Foul language
- General statements of anger - no specific target, time, or method identified
- Individual(s) is/are cooperative when approached

A verbal altercation may escalate to a Security Alert if not resolved promptly

FIRST RESPONDER: Politely ask the parties to lower their voices or continue their conversation outside of the facility as their interaction is making our team members and members uncomfortable.

- If the behavior immediately stops, note any information you have on the individuals involved and notify the Center Director.
- If the behavior stops:
 - Document known information
 - Notify the Center Director
- If the behavior does not immediately stop after team member intervention, the incident is upgraded to a **"Security Alert"**.

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ADDITIONAL DEPARTMENTAL RESPONSE (Cont.)

SECURITY ALERT - UNRESOLVED VERBAL ALTERCATION

If a verbal altercation does not end after team member intervention, the incident is upgraded to a “Security Alert”.

FIRST RESPONDER: Politely ask the parties to lower their voices or continue their conversation outside of the facility. If the situation does not immediately stop, the incident is upgraded to a **“Security Alert - Assistance”**.

- Communicate using emergency paging system and state: **“Security Alert – Assistance (and location)”** three times.
- Ask participants to separate and provide their statements.
- Maintain communication with other responders and Incident Commander after they arrive on scene.
- When directed to do so, uses paging system to clear the code, **“Security Alert, all clear”** three times.

FRONT DESK:

- Communicate using emergency paging system and announce **“Security Alert Assistance (and location)”** three times.
- Maintain communication with Incident Commander after they arrive on scene.
- Stay ready to activate a **“Security Alert – Emergency”**
- When directed to do so, uses paging system to clear the code, **“Security Alert, all clear”** three times.

SECOND RESPONDER

- Bring First Aid Bag and AED to the scene
- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
- Support any de-escalation activities occurring.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

ALL TEAM MEMBERS:

- If a **“Security Alert - Assistance”** is activated, all available team members, if safe to do so, respond to the location and maintain a safe distance.
- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

INCIDENT COMMANDER:

- Arrive and remain on scene until code is cleared, if safe to do so.
- Attempt to de-escalate the situation, as trained.
- Direct other team members to support with crowd control and any other actions needed to maintain safety on scene.
- Manage communications with Emergency Responders, Team members, Center Director, and Power Wellness Risk.
- If the Security Alert ends without threats of violence or physical altercation, document the incident in an Incident report and notify the Center Director. Center Director will communicate with the Director of Operations and Risk and Safety Director to investigate the situation and determine next steps.

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ADDITIONAL DEPARTMENTAL RESPONSE (Cont.)

SECURITY ALERT - THREATS OF VIOLENCE:

Threats of Violence: Any statement, behavior, or conduct that communicates with intent to cause physical harm to another person, or that a reasonable person would interpret as expressing such intent.

Threats of violence may include, but are not limited to:

- intimidation
- bullying
- physical or mental abuse
- antagonizing (ex: aggressively lunging toward someone)
- detainment (hostage)
- coercion.

Threats of violence toward team members or patrons will not be tolerated.
Any altercation or threat of violence may escalate to an ARMED INTRUDER situation.

Vague Threat: A statement or suggestion that implies harm or danger but lacks specific details or clarity.

- Non-specific statements that could be interpreted as threatening
- No specific target, time, or method identified

Imminent Threat: A credible threat where physical harm is likely or about to occur

Examples of Imminent Threat Scenarios.

- Specific target identified
- Pattern of prior aggressive behavior
- Refusal to de-escalate or leave premises
- Others report feeling unsafe

FIRST RESPONDER:

- Communicate using emergency paging system and state: **“Security Alert – Emergency (and location)”** three times.
- Maintain communication with Incident Commander after they arrive on scene.
- When directed to do so, uses paging system to clear the code, **“Security Alert, all clear”** three times.

SECOND RESPONDER

- Bring First Aid Bag and AED.
- Maintain a safe distance.
- Do not engage unless directed.
- Support de-escalation and crowd control.
- Stay calm when approaching the situation, do not engage unless directed by the Incident Commander
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

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ADDITIONAL DEPARTMENTAL RESPONSE (Cont.)

FRONT DESK:

- Communicate using emergency paging system and announce **“Security Alert – Emergency (and location)”** three times.
- Contact building security or the Police via the security button or phone.
- If there is a lack of team members, immediate threat or situation is not controllable, contact 911.
- Contact Security at **5-6985** or **847-535-6985** to notify of **“Security Emergency”** situation and inform them that 911 has been called.
- Maintain communication with Incident Commander after they arrive on scene.
- When directed to do so, uses paging system to clear the code, **“Security Alert, all clear”** three times.

ALL TEAM MEMBERS:

- If a **“Security Alert- Emergency”** is activated, all available team members, if safe to do so, respond to the location and maintain a safe distance.
- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

INCIDENT COMMANDER:

- Arrive and remain on scene until code is cleared, if safe to do so.
- Attempt to de-escalate the situation, as trained.
- Direct other team members to support with crowd control and any other actions needed to maintain safety on scene.
- Manage communications with Emergency Responders, Team members, Center Director, and Power Wellness Risk.
- After the scene is cleared:
- Call Risk & Safety and Center Director.
- Document the incident in an Incident report and notify the Center Director.

CENTER DIRECTOR will communicate with the Director of Operations and Risk and Safety Director to investigate the situation and determine next steps.

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ADDITIONAL DEPARTMENTAL RESPONSE (Cont.)

SECURITY ALERT - PHYSICAL ALTERCATION:

A confrontation involving intentional physical contact or force, with or without injury. Indicators include:

- Physical violence is occurring or has just occurred.
- Weapon is visible, referenced, or suspected.
- Stalking or repeated harassment despite warnings.

Maintain a safe distance from all altercations, if necessary, leave the area and notify others via the two-way radio that you are leaving the area.

Team members should never physically intervene unless necessary to protect life and they are trained to do so.

If an individual has a weapon, activate Armed Intruder code (“Run, Hide, Fight”).

FIRST RESPONDER: Verbally call for help or use two-way radio or phone.

- **“Security Alert – Emergency (and location)”** three times over the two-way radio. Give location of the situation and brief description of the situation (number of people involved, description of those involved)

SECOND RESPONDER:

- Bring First Aid Bag and AED to scene.
- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
- Support any de-escalation activities occurring.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

FRONT DESK:

- Communicate using emergency paging system and state: **“Security Alert – Emergency (and location)”** three times
- Contact building security or the Police via the security button or phone.
- If there is a lack of team members, immediate threat or situation is not controllable, contact 911.
- Contact Security at **5-6985** or **847-535-6985** to notify of “Security Emergency” situation and inform them that 911 has been called.
- Maintain communication with Incident Commander after they arrive on scene.
- When directed to do so, uses paging system to clear the code, **“Security Alert, all clear”** three times.

ALL TEAM MEMBERS: If a **“Security Alert- Emergency”** is activated, all available team members, if safe to do so, respond to the location and maintain a safe distance.

- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
- Support any de-escalation activities occurring.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

(continued on next page)

LFH EMERGENCY RESPONSE GUIDELINES – TRAINING TOOLS

HEALTH & FITNESS CENTER

ADDITIONAL DEPARTMENTAL RESPONSE (Cont.)

INCIDENT COMMANDER:

- Arrive and remain on scene until code is cleared, if safe to do so.
- Notify Front Desk to clear code
- Coordinate responding team members.
- Crowd control.
- Any other support deemed necessary for the situation.
- Manage communications with Emergency Responders, Team, Center Director, and Power Wellness Risk.
- Notify Center Director and Risk & Safety.
- Complete the Incident Report.

CENTER DIRECTOR will manage further communications with Client, Power Wellness Risk, and Senior/Operations Director. If the threat of violence is toward a team member the Human Resources Department will also be contacted.

ARMED INTRUDER/ACTIVE SHOOTER

The purpose of this guideline is to initiate a prompt response to an armed intruder that addresses the personal safety of staff, members, guests, patients, and vendors. Your personal safety is the number one priority.

ALL BUILDING OCCUPANTS:

RUN - Evacuate if possible

HIDE - If evacuation is not possible, move to a room/area with a door and barricade/lock if possible

- Direct everyone to:
- Silence phones and turn off lights to give the appearance of an empty room or area.
- Wait quietly for the all clear before leaving the barricaded area or reentering the fitness center.
- Present your hands above your head, follow instructions of law enforcement when they arrive.

FIGHT - If you cannot run or hide, you have no choice but to fight in an attempt to disarm the assailant.

FIRST RESPONDER:

- If safe to do so, contacts 911 and states **“there is an armed intruder”**
- Inform the operator of the following, if possible, without jeopardizing yourself:
 - location, number of individuals
 - male or female
 - physical description of the armed intruder(s) (height, weight, hair, clothing, etc.)
 - what kind of weapon and how many
 - did they say anything
 - the last direction they were heading
- If safe to do so, call the Front Desk **5-7060** or **847-535-7060**, or the emergency line at **5-7373** or **847-535-7373**
- If safe to do so, alert all team members on two-way radio.

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LFH EMERGENCY RESPONSE GUIDELINES – TRAINING TOOLS

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ADDITIONAL DEPARTMENTAL RESPONSE (Cont.)

FRONT DESK, if safe to do so:

- Contact staff using two-way radio and state, “**Security Alert - Armed Intruder**” and location three times
- Use emergency paging system and state, “**Security Alert - Armed Intruder**” and location three times
- Leave building, evacuating all encountered individuals, and use a cellular phone to contact **911**

REHABILITATIVE SERVICES, and Café, if safe to do so:

- Inform Center staff (See Front Desk)
- Leave building, evacuating all patients and patrons
- Use a cellular phone to contact **911**

FITNESS STAFF, if safe to do so:

- Inform Center Staff (See Front Desk)
- Immediately attempt to evacuate the building, following Evacuation procedures
- Assist members, guests, participants, and patients with evacuation
- Direct parents as to the outdoor location of their children

INCIDENT COMMANDER:

Manage documentation and communications with Emergency Responders, Staff, Center Director, Northwestern Medicine, and Power Wellness Risk

ALTERCATION/THREAT OF VIOLENCE QUICK ACTION GUIDE

REMEMBER:

- **Your safety comes first**
- **Maintain distance**
- **Follow direction of the Incident Commander**
- **Complete written statements within 24 hours**

If you observe a **verbal altercation**:

- Politely ask parties to lower voices or move conversation outside
- If resolved → Notify Center Director
- If unresolved → Activate **Security Alert – Assistance**, immediately

If there is a **threat of violence**:

- Activate **Security Alert – Emergency** immediately
- Contact Police
- Contact Security
- Maintain distance and do not engage

If there is **physical violence or a weapon is present**:

- Activate **Security Alert – Emergency** immediately
- If weapon present → Activate **Armed Intruder Protocol (Run, Hide, Fight)**
- Do NOT physically intervene unless necessary to protect life

LFH EMERGENCY RESPONSE GUIDELINES – TRAINING TOOLS

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EVENT & DESCRIPTION	INITIAL RESPONSE
 <u>SECURITY</u> <u>EMERGENCY BOMB</u> <u>THREAT</u> <i>Notification by phone, letter, email, or person that there is a potential bomb in the fitness center or nearby area</i>	- For phone threats: access bomb threat worksheet on NMI and work through questions while keeping caller on the line. - Bomb threat checklist also below - Call 911 - Call Security at 5-6985 or 847-535-6985 Staff to assist anyone needing assistance with visual, language, hearing, or ambulation disabilities.

ADDITIONAL DEPARTMENTAL RESPONSE

The purpose of this guideline is to initiate a prompt response to a bomb threat by phone, letter, or in person that addresses the personal safety of staff, members, guests, patients, and vendors.

TELEPHONE BOMB THREAT

FIRST RESPONDER attempts to keep the person in conversation while signaling others to evacuate (write down that it is a bomb threat). Be calm, be courteous, listen, do not interrupt.

- Let the caller talk and listen with polite interest about their cause
- Gather the following information:

- Caller ID/Phone # _____ Date _____
- Call start time _____ Call end time _____

- Ask questions:

- Where is the bomb located?
(Building, Floor, Room. Etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- Why did they place it here? _____
- What will make it explode? _____
- Did you place the bomb? ☐ Yes ☐ No _____
- Why? _____
- What is your name? _____

LFH EMERGENCY RESPONSE GUIDELINES – TRAINING TOOLS

HEALTH & FITNESS CENTER

EVENT & DESCRIPTION

INITIAL RESPONSE

- Exact words of threat:

- Information about the caller

- Where is the caller Located? (Background and level of noise)

- Estimated Age?

- Is voice familiar?

☐ Yes ☐ No

- If Yes, who does it sound like?

- Other points?

Caller's Voice?

☐ Male ☐ Female

- | | | | | |
|--|--|-----------------------------------|---------------------------------|----------------------------------|
| ☐ Accent | ☐ Crackling Voice | ☐ Distinct | ☐ Nasal | ☐ Slow |
| ☐ Angry | ☐ Crying | ☐ Excited | ☐ Normal | ☐ Slurred |
| ☐ Calm | ☐ Deep | ☐ Laughter | ☐ Ragged | ☐ Soft |
| ☐ Clearing Throat | ☐ Deep Breathing | ☐ Lisp | ☐ Rapid | ☐ Stutter |
| ☐ Coughing | ☐ Disguised | ☐ Loud | ☐ Raspy | |

Background Sounds?

- | | | | | |
|--|---|---|--|---------------------------------------|
| ☐ Animal Noises | ☐ Conversation | ☐ Kitchen Noises | ☐ Motor | ☐ PA System |
| ☐ Boat | ☐ Factory Machines | ☐ Local | ☐ Music | ☐ Static |
| ☐ Clear | ☐ House Noises | ☐ Long Distance | ☐ Office Machines | ☐ Street Noise |

Threatening Language?

- ☐
- Incoherent
- ☐
- Irrational
- ☐
- Message read
- ☐
- Profane
- ☐
- Taped
- ☐
- Well spoken

Other Information: _____

Do not hang up phone, even after call is over; keep the line open. If able, have another staff member call 911 and report threat or call 911 when call is over and await instructions.

LFH EMERGENCY RESPONSE GUIDELINES – TRAINING TOOLS
HEALTH & FITNESS CENTER

EVENT & DESCRIPTION	INITIAL RESPONSE
<u>BOMB THREAT IN WRITING</u> FIRST RESPONDER • Call 911 and wait for further instructions Physical letter • Avoid handling the note as much as possible, keep others from touching it Email • Do not delete email or open any attachments <u>SUSPICIOUS PACKAGE</u> FIRST RESPONDER • Do not touch the suspicious package • Clear everyone from the area of the suspicious package • If possible, close doors and/or secure access to the area • Call 911 and wait for further instructions. INCIDENT COMMANDER: Manage documentation and communications with Emergency Responders, Staff, Center Director, Northwestern Medicine, and Power Wellness Risk	

LFH EMERGENCY RESPONSE GUIDELINES – TRAINING TOOLS

HEALTH & FITNESS CENTER

EVENT & DESCRIPTION		INITIAL RESPONSE
	<u>SECURITY</u> <u>EMERGENCY</u> <u>MISSING INFANT</u> <u>OR CHILD</u> <i>Suspected or confirmed missing infant/child</i>	1. Communicate using two-way radio and state “Missing Infant/Child Alert – describe (age, race, male or female and clothing description)” 2. Call 911 and inform operator of situation and location. 3. Position staff at external access doors who stay in position until “All Clear” given by Police. 4. Notify Hospital Security at 5-6985 or 847-535-6985
	ADDITIONAL DEPARTMENTAL RESPONSE The purpose of this guideline is to identify the responsibilities of all facility staff and emergency personnel in the event of a missing infant/child. Additional staff may be needed to search for a missing infant/child. FIRST RESPONDER: • If abduction/missing infant/child is suspected, communicate using two-way radio and state “Missing Infant/Child Alert – (age, race, male or female and clothing description)” FRONT DESK: • Communicate using emergency response system and state, “Missing Infant/Child” three times • Contact 911 and provide all information available • Contact Security 5-6985 or 847-535-6985 to notify of “Missing Infant/Child” situation, relay description of missing person and inform them that 911 has been called • Maintain communication with Incident Commander • When directed, use emergency paging system to clear the code, “All clear, Missing Infant/Child, all clear” three times ALL STAFF MEMBERS: • Secure exits and parking lot entry/exit until Security and/or Emergency Responders arrive • Ask to check bags of anyone wishing to leave the building • Be polite. Explain that a child is missing, and everyone leaving the facility needs to be checked • Search all areas of the building and grounds for missing infant/child – CHECK POOLS FIRST • Report persons of interest to the responding police officers INCIDENT COMMANDER: • Arrive and remains on scene until code is cleared • Direct the facility search until Emergency Responders arrive • If available, obtain a photograph of the person from spouse, parent/guardian, care giver or database • Communicate with the parent or legal guardian of the child • Manage documentation and communications with Emergency Responders, Staff, Center Director, Northwestern Medicine, and Power Wellness Risk	

LFH EMERGENCY RESPONSE GUIDELINES – TRAINING TOOLS

HEALTH & FITNESS CENTER

	EVENT & DESCRIPTION	INITIAL RESPONSE
	<u>SECURITY</u> <u>EMERGENCY</u> <u>MISSING ADULT</u> <i>Suspected or confirmed missing adult</i>	1. Communicate using two-way radio and state “Missing Adult– describe (age, race, male or female and clothing description)” 2. Call 911 and inform operator of situation and location. 3. Position staff at external access doors who stay in position until “All Clear” given by Police. 4. Notify Hospital Security at 5-6985 or 847-535-6985

ADDITIONAL DEPARTMENTAL RESPONSE

The purpose of this guideline is to identify the responsibilities of all facility staff and emergency personnel in the event of a missing person. Additional staff may be needed to search for a missing adult.

FIRST RESPONDER: If a person is missing or an abduction is suspected, use two-way radio and state “Missing Adult alert” three times. Describe missing person by: name, age, clothing and whether the individual is male or female

FRONT DESK:

- Communicate using emergency paging system “Attention All Staff, Missing Adult (age, race, male or female and clothing description)”
- Contact Security **5-6985 or 847-535-6985** to notify of “Missing Adult” situation and relay description of missing person
- Contact **911**, if determined necessary, by Incident Commander
- When directed, use emergency paging system to clear the code, “All clear, Missing Adult, all clear” three times

ALL STAFF MEMBERS:

- Search all areas of the building and grounds for missing adult
- Secure exits and parking lot entry/exit as directed by Incident Commander

INCIDENT COMMANDER:

- Arrive and remains on scene until code is cleared
- Direct the facility search until Emergency Responders arrive
- If available, obtain a photograph of the person from spouse, care giver or database
- Manage documentation and communications with Emergency Responders, Staff, Center Director, Northwestern Medicine, and Power Wellness Risk

LFH EMERGENCY RESPONSE GUIDELINES – TRAINING TOOLS

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	EVENT & DESCRIPTION	INITIAL RESPONSE
	<u>SECURITY</u> <u>EMERGENCY</u> <u>THREATENING</u> <u>BEHAVIOR</u> <i>Immediate and potential threats of violence</i>	1. Keep a safe distance from the threatening individual or leave the area. 2. Use two-way radio and state, “Security Assistance” and provide location. 3. Dial 911.

ADDITIONAL DEPARTMENTAL RESPONSE

The purpose of this guideline is to provide staff with procedures to be followed in the event of immediate and potential threats of violence (member-member, member – staff) including displays of threatening behaviors, or verbal threats. Your personal safety is the number one priority.

FIRST RESPONDER/WITNESS: Use two-way radio or phone and give location of the situation and brief description of the situation (number of people involved, description of those involved)

In Suites 100 and 200 there are security buttons that are located under the check-in desks. These buttons will notify Security.

FRONT DESK:

- Communicate using two-way radio, “Security Emergency, all available personnel please respond to (location)” three times
- If there is a lack of staff members, immediate threat, or situation is not controllable, contact **911**
- Contact Security at **5-6985** or **847-535-6985** to notify of “Security Emergency” situation and inform them that **911** has been called

ALL STAFF MEMBERS:

- If safe to do so, all available staff members in building should respond to location while maintaining a safe distance. Leave the area if staff presence is disrupting or causing more agitation
- If additional assistance is needed, notify the Front Desk to make calls requesting further assistance

INCIDENT COMMANDER:

- Arrive and remain on scene until code is cleared, if safe to do so
- Manage documentation and communications with Emergency Responders, Staff, Center Director, Northwestern Medicine, and Power Wellness Risk

LFH EMERGENCY RESPONSE GUIDELINES – TRAINING TOOLS

HEALTH & FITNESS CENTER

	EVENT & DESCRIPTION	INITIAL RESPONSE
	<u>WEATHER ALERT TORNADO</u> <i>A tornado has actually been sighted or indicated on radar in the immediate area</i>	There may be very little time to respond to a tornado warning siren. Take care to relocate patrons to the designated tornado shelter Staff to assist anyone needing assistance with visual, language, hearing, or ambulation disabilities.

ADDITIONAL DEPARTMENTAL RESPONSE

WEATHER ALERT – Tornado Watch

When the conditions are favorable to produce a tornado, the National Weather service will issue a Tornado Watch. Business continues as usual with heightened awareness.

INCIDENT COMMANDER:

- Monitor an online weather station or app for the duration of the weather event
- Manage communication with patrons, and staff, as they enter the building that the area is under a Tornado Watch and if conditions worsen, they will be asked to go to the appropriate tornado shelter

WEATHER ALERT - Tornado Warning

When a tornado has been sighted, or is approaching the area, the National Weather Service will issue a Tornado Warning

FRONT DESK:

- Use emergency paging system and state “Weather Alert – Tornado Warning, please proceed to the Tornado Shelter” three times
- Front Desk staff must take the weather radio and proceed to Tornado Shelter
- When directed to do so, overhead page “All clear Weather Alert, all clear”

ALL STAFF MEMBERS:

- Relocate patrons to designated tornado shelter area. Anyone resistant to seeking shelter should be warned of the dangerous weather and offered the safety of the designated tornado shelter. Do not waste time arguing with them

INCIDENT COMMANDER:

- Communicate with Physical Therapy to seek shelter in a designated Tornado Shelter area
- Manage documentation and communications with Emergency Responders, Staff, Center Director, Northwestern Medicine, and Power Wellness Risk
- Report any/all damage to NM Security **5-6985** or **847-535-6985**