

### EMERGENCY & EVACUATION PROCEDURES

**Revised 6/2018**

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### EMERGENCY PHONE NUMBERS & ADDRESSES

*Health Care Consultant:*

**Dr. Robert Willis, MD**

Ludlow Pediatric Associates

77 Winsor Street

Ludlow, MA 01056

**(413)589-9494**

*Emergency Telephone Numbers:*

**Fire Department** **Police Department COPsync911**

574 Center Street 612 Chapin Street

Ludlow, MA 01056 Ludlow, MA 01056

**(413)583-8332** **(413)583-8305**

**Rescue/Ambulance –** life threating emergency or Police assistance is necessary, call **911**

**Poison Prevention – 1(800)222-1222**

*Hospitals Utilized For Emergencies:*

**Baystate Medical Center** **Mercy Hospital**

759 Chestnut Street 271 Carew Street

Springfield, MA 01115 Springfield, MA 01115

**(413)794-0000** **(413)748-9000**

*Communication Numbers:*

**Department of Early Education and Care**

1441 Main Street #230

Springfield, MA 01103

**(413)788-8401**

**DCF Robert Van Wart Area Office**

112 Industry Avenue

Springfield, MA 01104

**(413)205-0500**

\***MUST DIAL 9 TO GET AN OUTSIDE LINE \***

**AN EMERGENCY SITUATION CAN ARISE IN AORGANIZATION AT ANY TIME. DO NOT DISCUSS THE SITUATION WITH PUBLIC OR RELEASE ANY INFORMATION TO THE MEDIA. THE PRESIDENT/CEO OR DESIGNEE IS RESPONSIBLE FOR ALL COMMUNICATION WITH THE PUBLIC AND MEDIA.**

### MEDICAL EMERGENCY/INTERNAL AED RESPONSE

*Staff Person Will:*

* Call 911 or designate an individual to call 911
* Initiate medical treatment until EMS arrives
* Notify Supervisor or designee immediately
* Clear the scene
* Remain with the member until assistance arrives

*Supervisor or Designee Will:*

* Notify parent/guardian
* Determine staff to accompany member in ambulance if parent/guardian is unable to go
* Complete appropriate forms at conclusion of emergency
* Copy enrollment and health forms for EMS personal
* Notify Director of Operations

*Director of Operations or Designee Will:*

* Ensure situation is under control
* Follow-up with President/CEO

### BOMB THREAT • BOMB/SUSPICIOUS PACKAGE

### Bomb Threat

*Threat Received by E-mail/Social Media:*

* Notify a Supervisor who will contact the Ludlow Police Department.
* Do not touch the computer or print the message.
* Do not leave the computer unattended unless advised to do so.

*Threat Received by Telephone:*

* Keep caller on the phone as long as possible.
* Do not hang up or transfer the call.
* Signal for someone else to listen in
* Signal someone to alert President/CEO, Director of Operations. DO NOT use a radio or cell phone – it may trigger a device.
* Write down everything the caller says.
* Use the Bomb Threat Checklist to ask questions
* Identify background noises.
* After the call is over, immediately press **\*57; write down any impressions of the caller**

*Threat Received by Written Note:*

* Do not touch or move the note
* Notify a Supervisor or designee immediately

### Bomb/Suspicious Package

*All Staff Encountering A Potential Explosive Device or Receiving A Bomb Threat:*

* Notify a Supervisor with a description of the threat and location of the package.
* Do not use a radio or cell phone, program phone or fire alarm as it may activate the device.
* Do not allow members to use to use cell phones or wireless electronic devices
* Do not touch, disturb or cover the item.
* Evacuate the immediate area and account for all members and staff.
* Standby for further instructions from Supervisor.
* Make sure that the person who discovered the device is available for Police interview.

*President/CEO, Director of Operations, or Supervisor Will:*

* Call 911 and ask for Fire Department Chief
* Determine need for evacuation.
* Evacuate the building following the standard evacuation protocol
* Prepare to account for all visitors, staff and members.
* Be prepared to assist first responders with building maps, utility shut-offs, etc.

### HAZARDOUS MATERIALS

*The Person Discovering the Incident Will:*

* Report materials leak, odors to Supervisor or designee. Be prepared to describe the type of material (odor, color, amount etc.)
* Avoid contact with materials.
* Clear the scene
* Stay upwind from affected area.
* Notify Director of Operations or President/CEO

*President/CEO, Director of Operations or Supervisor Will:*

* Call 911 or Notify the Fire Department and Police Department
* Assess the situation and instruct members/staff to do one of the following:
  + Initiate Standard Evacuation Protocol
  + Remain in place.
* Shut down HVAC System
* Be prepared to assist first responders with building maps, utility shut-offs, etc.

### UTILITIES Malfunction

### (gas, water, steam, electricity)

**If danger exists or gas is smelled:**

* **Initiate immediate evacuation procedures**
* **Leave all electronics – do not use radios, cell phones, building phones, or building alarms**
* **Do not touch anything electrical, including light switches**
* **Do not touch anything – just get out!**

*The Staff Person Discovering the Malfunction Will:*

* Remove members from the dangerous area
* Report the malfunction immediately to Supervisor or designee

*The Supervisor or Designee Will:*

* If it can be done safely, conduct an initial investigation to ensure that there is no danger to building occupants.
* Call 911
* Initiate Evacuation Procedures, if necessary
* Notify Building Maintenance Supervisor or designee.
* Notify Director of Operations or President/CEO
* Be prepared to assist first responders with building maps, utility shut-offs, HVAC, etc.

### NATURAL DISASTER

### (blizzard, earthquake, flood, tornado, severe thunderstorm)

*The Staff Will Direct Members to:*

* Remain calm
* Stay indoors
* If possible, take cover in interior hallways and rooms on the lowest floor; if unable to relocate safely, take cover under tables and against inside walls
* Stay away from windows

*The Director of Operations or Designee Will:*

* Notify police and fire department
* Notify President/CEO
* Assess the situation and instruct members/staff to do one of the following:
  + Evacuate the building
  + Remain in place
  + Go to Gymnasium
* Attend to all members/staff safety issues

### FIRE/EXPLOSION

*Staff Will:*

* Pull the nearest fire alarm
* Evacuate immediately following standard evacuation protocol
* Contact Supervisor or designee immediately

*Supervisor or Designee Will:*

* Call 911 as soon as possible
* Notify Director of Operations or President/CEO

*Additional Information:*

* Supervisors will update and post evacuation routes in each room annually
* Fire officials will be fully in charge and will determine when re-entry is possible

### MISSING CHILD

*Procedures:*

* Check with other staff in the group to identify if the child went home or to another area.
* Have a staff member check with Front Desk Staff to identify if the child has been picked up.
* Notify Supervisor in charge.
* Supervisor in charge will arrange a search of the building.
* If after 10 minutes of searching the building the child is not found, notify the police.
* President/CEO, Director of Operations, or Supervisor in charge will notify the parents/guardians.

### KIDNAPPING

*Procedures:*

* Call 911 with a description of the child and the abductor or suspect.
* Notify President/CEO, Director of Operations, or Supervisor in charge.
* Notify staff and move members away from the area of abduction.
* Contact parents/guardians of the child and establish a communication plan.
* President/CEO, Director of Operations, or Supervisor in charge will contact the parents of the child involved.

### LOCK-DOWN/INTRUDER

### ALICE – Alert, Lockdown, Inform, Counter, Evacuate

### Potential threat from an intruder

### inside or outside the building

*Procedures:*

* Activate COPsync911 or call 911.
* Announce over the intercom, “Lock-Down, Shut Down Building Immediately”; Repeat
* Inform President/CEO, Director of Operations, or Supervisor in charge.
* President/CEO, Director of Operations, or Supervisor in charge receives information, oversees all operations, and assists police/fire and support staff.
* Gather all members closing and if possible locking interior doors, and covering interior windows.
* Turn off lights, move to the safest part of the room and remain quiet, out of sight lines from the door and windows.
* If in the area there is a more secure space that can be locked within or near the room, such as a closet, bathroom or other area without windows gather members in there.
* Wait for police.

### May be best for some or all occupants to flee the building when an intruder enters

* Activate COPsync911 or call 911.
* Announce over the intercom or word of mouth, “Intruder, Lock-Down,”; Repeat
* Turn off lights, move to the safest part of the room and remain quiet, out of sight lines from the door and windows.
* If in the area there is a more secure space that can be locked within or near the room, such as a closet, bathroom or other area without windows gather members in there.
* Wait for police.
* **In certain situations (depending on the proximity of the threat, the number of staff available and possibility of escape), it may be best for some or all of the occupants to flee the building when an intruder enters.**
* When arriving to a safe place contact 911 and state your location.
* Remain in the safe location until police arrive.
* Attendance of members.
* Contacting families.

### FAMILIY REUNIFICATION PLAN

*Procedures:*

The President/CEO, Director of Operations, or Supervisor in charge determines within the first 5-10 minutes of a crisis if members and staff should relocate to the Family Reunification Site (Paul R. Baird, Middle School). Upon arrival at the family reunification site:

* Parents/Guardians will be contacted.
* President/CEO, Director of Operations, or Supervisor in charge will be position at the front entrance.
* Designated Staff will identify authorized person picking up.
* Designated Staff will escort the child to their parent/guardian and will sign their child out. The designated staff will also sign indicating the staff person who released the child.
* Instruct parents/guardians to leave the building once they have signed out their child.
* Members without a parent/guardian to pick them up will be taken to a secure area until an authorized person arrives to pick them up.
* Make every effort to maintain an orderly reunification process. Utilize emergency personnel to calm those who are waiting and explain to them that an orderly process is required for the safety of the evacuees.

### SUICIDAL OR HOMICIDAL IDEATION

*Staff Person Will:*

* Notify Supervisor or designee; remain with member until assistance arrives
* Clear the scene or escort member to the safest, supervised area

*Supervisor Will:*

* Notify the Director of Operations
* Call 911 if needed
* Copy Enrollment and Health Forms for EMS personnel
* Notify parent guardian
* Refer student to the appropriate resource for follow-up services or appropriate mental health services

*Director of Operations or Designee Will:*

* Ensure situation is under control and everyone is safe
* Coordinate response from appropriate Staff
* Determine staff to accompany student in ambulance if parent is unable to go
* Follow-up with President/CEO
* Debrief with Staff

### OUT OF CONTROL YOUTH

*Staff Person Will:*

* Notify Supervisor
* Remove other members from the area
* Remain with the member at all times until appropriate designated staff arrive

*Supervisor or Designated Staff Will:*

* Determine immediate level of risk
* Notify Director of Operations
* Call 911 if necessary
* Contact family
* Ensure situation is under control and everyone is safe

### FIGHTS/GANGS/GROUP VIOLENCE

*The Staff Discovering The Fight Will:*

* Identify yourself
* All Staff are obligated to assist and take an active role by yelling out combatants’ names, ordering them to stop, or using “ladies” and “gentlemen” if names are not known
* If you decide to physically intervene, approach member from the side. Do not step between combatants. Separate all combatants and refer them to a Supervisor.
* Ask for assistance from nearby staff members.
* Notify the Supervisor or designee immediately or as soon as possible

*The Staff Person discovering Gang/Group Violence Will:*

* Report gang identifiers (Clothing, signs, colors, and street names) to Supervisor or designee
* Report ALL rumors of violence to the Supervisor or designees

*Immediate Action For All Staff:*

* Immediately report acts of violence to Supervisor or designee
* Keep members away from crisis area
* Close doors
* Take attendance
* Wait for further instructions

*Supervisor or Designee Will:*

* Notify the Police and Director of Operations as warranted

### SEXUAL ASSAULT

*The Person Who Witnesses an Assault or to Whom the Alleged Assault was Disclosed Will:*

* Immediately notify the Supervisor or designee of the alleged assault

*Supervisor and Director of Operations Will:*

* Confirms an incident has occurred that requires further investigation through an outside agency **\*Do not interview member**
* Notify DCF in conjunction with police
* Notify Parent/Guardian in conjunction with police
* Notify the President/CEO

*Additional Information:*

* A sexual assault includes such crimes as indecent assault and battery, rape with force, rape and abuse, assault with intent to rape, and unnatural and lascivious acts.
* Once an incident is determined to be sexual assault, the Police Department, District Attorney’s Sexual Assault Unit and the Department of Children and Families will investigate.

### SUSPECTED DRUG/ALCOHOL

*The Person With Suspicions Will:*

* Report all suspicions of drug or alcohol possession, use, or distribution to the Supervisor or designee immediately
* Continue to observe person until help arrives
* If possible, confiscate contraband until supervisor arrives
* Return to normal routine after person is removed from area

*The Supervisor or Designee Will:*

* Contact EMS if needed
* Notify the Parent/Guardian of any involved member
* Notify the Director of Operations

### VIOLENCE/WEAPONS

*The Person Who Witnesses the Situation Will:*

* Notify Supervisor or Designee

*Supervisor or Designee Will:*

* Call 911 if in a threatening situation
* Notify police department if weapon is deemed to be reported
* Any weapons discovered in members possession should be confiscated immediately
* Parent/guardian will be called immediately regarding incident and to pick up
* Notify Director of Operations

### FIELD TRIP INCIDENT

*The Staff/Supervisor Will:*

* Contact Director of Operations or designee
* Notify local onsite staff at the site
* Contact local police/fire if needed
* Contact parents with update and actions being taken
* Complete detailed incident report on return to the Club

*The Director of Operations or Designee Will:*

* Send Club personnel to scene if appropriate
* Contact President/CEO and provide update and actions being taken

### FIELD TRIP SCHOOL BUS ACCIDENT

*The Bus Driver or Supervisor Will:*

* Notify dispatcher of the accident and the location
* Request EMS presence if injuries at accident site
* With Police and EMS approval, the bus may proceed to the planned destination
* If unable to proceed, follow the directions of emergency personal
* Notify the Police and Director of Operations

*The Director of Operation Will:*

* Notify the President/CEO
* Receive list of all members on bus at time of accident
* Notify parents of all members involved
* If deemed appropriate, Director of Operations or President/CEO will go to the accident site

### STANDARD EVACUATION PROTOCOL

*The Staff Will:*

* Exit through the nearest safe exit using all available doors
* Move to primary evacuation locations. If exit is blocked, use the secondary exit situated away from the emergency
* Avoid downed power lines, open gas lines and other unsafe conditions
* Accompany members and stay with them
* Take members attendance sheets and emergency gear
* Designated staff are responsible for final sweep of program area.
* Take attendance to determine if members are missing
* Report missing members to Director of Operations or designee
* Report injuries and damage to Director of Operations or designee
* Unattached members should report to the nearest staff person. Staff should note member additions and send this information to the Director of Operations or designee
* Wait for further instructions

**PLEASE NOTE:** IN EXTREME CASES, YOU MAY BE ADVISED BY THE DIRECTOR OF OPERATIONS OR DESIGNEE TO IGNORE FIRE ALARMS.

### Preschool (Classroom B) Room 104

*Primary Exit:*

* Proceed out the room through the West Exit into vestibule, turn right and Exit building into Playground Area and into the West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

*Secondary Exit:*

* Exit the room through the door leading to the Game Room. Walk straight across Game Room and Exit through the Tower Door, walk straight through Tower and Exit Door on your right side and into West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

### Preschool (Classroom C) Room 105

*Primary Exit:*

* Proceed out the room through the West Exit into vestibule, turn right and Exit building into Playground Area and into the West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

*Secondary Exit:*

* Exit the room through the door leading to the Game Room. Take a right and Exit through the Tower Door, walk straight through Tower and Exit Door on your right side into West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

### Preschool (Classroom A) Room 106

*Primary Exit:*

* Proceed out the room through the West Exit into vestibule, turn left and Exit building into Playground Area and into the West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

*Secondary Exit:*

* Exit the room through the door leading to the Game Room. Take a right and Exit through the Tower Door, walk straight through Tower Exit Door on your right side into West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

### Game Room 108

*Primary Exit:*

* Proceed out the room through the Tower Exit, stay to right of stairs. Exit through the right hand door and proceed straight to West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

*Secondary Exit:*

* Exit the room into the vestibule and take a right leading to the Main Entrance. Exit the Main Entrance Door, take a right into the West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

### Gymnasium Room 109

*Primary Exit:*

* Proceed out of the Gymnasium through the Northeast (back of gym). Take a left and proceed past the playground to the West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

*Secondary Exit:*

* Exit the Gymnasium through the Southeast Exit door leading to then Game Room. Continue straight across Game Room to Tower Door Exit, stay to the right of the stairs and Exit door on your right side into West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

### Arts & Crafts Room 110

*Primary Exit:*

* Take a left and proceed through Tower Door Exit. Stay to the right of the stairs and Exit through the door on your right side into West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

*Secondary Exit:*

* Exit the Arts & Crafts Room door. Take a right and walk towards Southeast Game Room. Exit leading towards membership. Exit door, take a right and continue straight towards Main Entrance. Exit Main Entrance and take a right to the West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

### Staff Room 115

*Primary Exit:*

* Walk down hallway, turn right and walk West down hallway. Pass through the Northeast hallway door, turn left and pass straight through Exiting building through the Main Entrance. Take a right and continue straight to the West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

*Secondary Exit:*

* Exit through the Staff Room door, walk down hallway, turn right and walk west down hallway. Take a right into the Southeast Gymnasium door. Walk straight to the back of the Gymnasium and Exit out of the building through the Northwest Exit. Take a left and walk past the Playground continuing into the West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

### Men’s Locker Room 124

*Primary Exit:*

* Proceed out of the Men’s Locker Room area through entrance door. Turn left walking West down hallway, pass through Northwest hallway door, turn left and pass straight through the Main Entrance. Take a right to the West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

*Secondary Exit:*

* Exit through the Men’s Locker Room area through entrance door. Turn right and enter East stairwell leading to the second floor. Proceed up the stairs and Exit the building using the back entrance. Continue straight across and assemble at the Baseball field – take caution to look for traffic entering and leaving the parking lot.

### Ladies Locker Room 128

*Primary Exit:*

* Proceed out of the Ladies Locker Room area through entrance door. Turn left walking West down hallway, pass through Northwest hallway door, turn left and pass straight through the Main Entrance. Take a right to the West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

*Secondary Exit:*

* Exit through the Ladies Locker Room area through entrance door. Turn right and enter East stairwell leading to the second floor. Proceed up the stairs and Exit the building using the back entrance. Continue straight across and assemble at the Baseball field – take caution to look for traffic entering and leaving the parking lot.

### Swimming Pool 134

*Primary Exit:*

* Proceed out of the Swimming Pool area through the Southwest Emergency Exit. Walk past the bus loop and proceed straight to West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

*Secondary Exit:*

* Exit through the Northwest Front Desk Exit. Take a left and continue straight exiting the building through the Main Entrance. Take a right to the West Parking Lot – take caution to look for traffic entering and leaving the parking lot.

### Exercise Room 201

*Primary Exit:*

* Walk South (straight) towards Tower Door Exit. Take stairs down and exit the building through the door on the right. Walk straight ahead to the West Parking Lot - take caution to look for traffic entering and leaving the parking lot.

*Secondary Exit:*

* Exit through the Exercise Room Door. Take a left and continue straight exiting the building through the back entrance (located after the Administrative Offices). Continue straight across and assemble at the Baseball field – take caution to look for traffic entering and leaving the parking lot.

### Learning Center 202

*Primary Exit:*

* Proceed out of the Learning Center door. Take a right, walk South towards Tower Door Exit. Take stairs down and exit the building through the door on the right. Walk straight ahead to the West Parking Lot - take caution to look for traffic entering and leaving the parking lot.

*Secondary Exit:*

* Exit through the Learning Center Door. Take a left and then a right down the hallway and continue straight exiting the building through the back entrance (located after the Administrative Offices). Continue straight across and assemble at the Baseball field – take caution to look for traffic entering and leaving the parking lot.

### Teen / Multi-Purpose Room 203

*Primary Exit:*

* Proceed out of the Teen / Multi-Purpose Room Door. Take a right, Walk South towards Tower Door Exit. Take stairs down and exit the building through the door on the right. Walk straight ahead to the West Parking Lot - take caution to look for traffic entering and leaving the parking lot.

*Secondary Exit:*

* Exit through the Teen / Multi-Purpose Room Door. Continue straight down the hallway, turn right at the end. Continue straight exiting the building through the back entrance (located after the Administrative Offices). Continue straight across and assemble at the Baseball field – take caution to look for traffic entering and leaving the parking lot.

### Middle School Room 207

*Primary Exit:*

* Proceed out of the Middle School Room Northeast Emergency Exit Door to outside. Take a right and walk straight ahead to the Baseball Field – take caution to look for traffic entering and leaving the parking lot.

*Secondary Exit:*

* Exit through the Middle School Room Door. Take a left and continue straight exiting the building through the back entrance (located after the Administrative Offices). Continue straight across and assemble at the Baseball field – take caution to look for traffic entering and leaving the parking lot.

### Administrative Office Area

*Primary Exit:*

* Walk North through Main Administrative Office Doors and take a right. Continue straight exiting the building through the back entrance (located after the Administrative Offices). Continue straight across and assemble at the Baseball field – take caution to look for traffic entering and leaving the parking lot.

*Secondary Exit:*

* Walk to South Administrative Office Door (back door) and continue straight to Tower Exit Door. Take a left into Tower, continue down the stairs and Exit the building through the door on the right. Proceed straight ahead to the West Parking Lot - take caution to look for traffic entering and leaving the parking lot.

### Bomb Threat Check List

Instructions: Remain calm and be courteous with the caller. Do not interrupt the caller. Pretend you can’t hear the caller and try to keep the caller talking. Fill out the form below with as much information as possible.

|  |  |
| --- | --- |
| 1. Where is the bomb going to explode? | 5. What will cause the bomb to explode? |
| 1. When is the bomb going to explode? | 6. Did you place the bomb? If so, why? |
| 1. What does the bomb look like? | 7. What is your address? |
| 1. What kind of bomb is it? | 8. What is your name? |

|  |
| --- |
| Exact wording of the threat: |

|  |  |  |
| --- | --- | --- |
| Time of Call: | Date: | Phone Number Call Received From: |
| Accent:  □ Local □ Slavic  □ Middle East □ Southern  □ Hispanic □ Northern  □ African □ Midwestern  □ Other: | Manner:  □ Calm □ Angry  □ Rational □ Irrational  □ Coherent □ Incoherent  □ Deliberate □ Emotional  □ Righteous □ Laughing  □ Other: | Background:  □ Machines □ Trains  □ Music □ Animals  □ Office □ Voices  □ None □ Airplanes  □ Traffic  □ Other: |
| Voice:  □ Loud □ Soft  □ High Pitch □ Deep  □ Raspy □ Pleasant  □ Intoxicated  □ Other: | Speech:  □ Fast □ Slow  □ Distinct □ Stutter  □ Distorted □ Nasal  □ Slurred  □ Other: | Language:  □ Fair □ Excellent  □ Poor □ Good  □ Foul  □ Other: |
| Gender: □ Male □ Female | □ Adult □ Juvenile Age: ( ) | Call Origin: □ Local □ Non-Local |

|  |  |
| --- | --- |
| Your Name: | Your Phone Number: |

### EMERGENCY & EVACUATION PROCEDURES

### Acknowledgment of Receipt

The emergency & evacuation handbook describes important emergency information about the Ludlow Boys & Girls Club. I understand that I should ask my supervisor regarding any questions not answered in the emergency & evacuation handbook.

I acknowledge that I have received and read the polices that are contained within the emergency & evacuation procedures.

Employee (Print)

Employee (Signature)

Date