



Risk Management

2024

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Risk Management Plan

Risk Management Policy Statement

The safety and security of students, members and guests is paramount to the Department of Campus Recreation at Marshall University. The Risk Management Committee strives to ensure all programs, services, facilities, policies, and procedures within Campus Recreation are aligned with industry standards as they relate to risk management.

Operational Policies for Risk Management

- Annually update a comprehensive Emergency & Safety Manual that follows industry standards and University protocol.
- Conduct monthly Emergency Response Drills to evaluate staff training and emergency procedures.
- Conduct monthly review of accidents and incidents to identify potential risk situations that may be developing so they can be handled expediently.
- Conduct monthly staff safety knowledge and skill audits to keep staff rescue/response skills sharp.
- Update Safety Data Sheets (SDS) Reference Books with new material as products are updated.
- Conduct weekly inventory and restock all emergency materials and equipment.
- Program Policies for Risk Management

Program Policies for Risk Management

- All participants will be given warnings and statements of risk and must sign liability waivers for all programs.
- Instructors and leaders will educate participants on risk and safety issues inherent to specific recreational programs.
- All Outdoor Pursuits Trips that are conducted in a wilderness context will have a Wilderness First Responder Certified person on the trip.
- Instructional programs will follow outlined block plans.

Staff Certifications and Trainings

- All staff will have current American Red Cross for the Professional Rescuer CPR/AED certification prior to working a scheduled shift.
- All staff will have annual Blood Borne Pathogen training, Title IX and Sexual Harassment.
- All staff who work with young people or in one-on-one situations with participants must have successfully passed a background check.
- Additional safety training for workplace violence will be conducted throughout the year.
- Trip Leaders for Outdoor Pursuits programs will have additional training which can include Wilderness First Responder.
- Lifeguards will have a current Lifeguard Training certification from an accepted certifying agency to be hired. Lifeguards must obtain an American Red Cross Lifeguard Training certification after employment.

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- Group Fitness Instructors and Personal Trainers will have an appropriate certification from a nationally recognized organization within 180 days of start of employment.
- Intramural staff will be trained in concussion protocol.
- Active Shooter Training.

Legal Considerations

Duty to Act

Campus Recreation staff have a duty to act when an emergency occurs. It is the expectation that staff members shall keep the safety of all patron's paramount, preventing injuries from occurring and responding to people in need.

Standard of Care

Patrons expect a reasonable standard of care from Campus Recreation. This standard of care is based on agencies such as the American Red Cross, American College of Exercise and Sport Medicine, NIRSA and other guidelines provided by professional associations, state, and local agencies.

West Virginia Good Samaritan Coverage

§55-7-15. Aid to victim of accident and victim of crime; immunity from civil liability.

No person, including a person licensed to practice medicine or dentistry, who in good faith renders emergency care at the scene of an accident or to a victim at the scene of a crime, without remuneration, shall be liable for any civil damages as the result of any act or omission in rendering such emergency care.

Negligence

Negligence is the failure to behave with the level of care that someone of ordinary prudence would have exercised under the same circumstances.

Informed/Implied Consent

It is the right of a victim to grant his/her informed consent for care. Someone who is unconscious, confused, or seriously ill or injured may not be able to grant consent. In these cases, the law assumes the victim would give consent if he/she were able to do so. This is called implied consent. Also, when a parent or guardian is not present, one can assume implied consent for minors who need emergency assistance.

Refusal of Care

Some ill or injured persons may refuse the care offered. Even if a person seems injured, one must honor this refusal of care. Request that the person at least allow someone more highly trained, such as EMS personnel, to evaluate the situation. Be clear that the staff is not refusing to care for the victim or abandoning the victim. Request another person present to witness the person's refusal and document it on an accident form. If the patron initially refuses care, but later loses consciousness, the "implied consent" guidelines go into effect (see above).

Liability

Liability is the legal responsibility for one's acts or omissions. It means that a person or entity failed to meet that responsibility which can result in a lawsuit. To win a lawsuit, the suing party (plaintiff) must prove the legal liability of the defendant. This requires evidence of the duty to act, the failure to fulfill that duty, and the connection (proximate cause) of that failure to some injury or harm to the plaintiff.

Communications

Emergency Communications Center

The Welcome Desk will be the Emergency Communications liaison for the Recreation Center during an emergency in the facility. This area will be responsible for contacting assistance outside the Recreation Center and ensuring the continued operations during the situation. The Facility Operations staff will use radio communication, land line communication and PA communication according to the procedures dictated in this manual.

During emergencies off site, staff will manage EMS contact according to area specific policies.

Emergency Notification Protocol

In the event of an emergency (other than code yellow), the Building Manager should contact the Assistant Director of Facility Operations when the situation allows.

Assistant Director of Facility Operations	Lindsey Peterson	502.649.5466 (cell)
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In major situations (fire, flood, etc.), the following people should be notified:

Associate Director of Facilities & Operations -	Mike Weaver	419.651.1755 (cell)
Facility Service Tech -	Richard Fricke	812.205.0961 (cell)
Director of Campus Recreation -	Michele Muth	304.972.9003 (cell)
Area Supervisor		

Emergency Numbers

MU PD Emergency Number (fire, police, EMS)	696.4357 (HELP)
MU Facilities and Operations	696.6680
MU Student Health Services	691.1100
Campus Escort Service	696.4357 (HELP)

MU Emergency Website

The official source of information during any actual emergency or severe weather situation will be the Marshall University Website www.marshall.edu/emergency

MU Alert

Marshall University Emergency Messaging System (MU Alert) is one element of the Marshall University Emergency Notification System. The MU Alert system allows Marshall University to quickly communicate health and safety-related emergency information. These emergency notices can be delivered via phone calls, text messages to mobile devices, and e-mail.

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Please note that emergency notifications will be limited to those concerning health and safety concerns for Marshall University students, faculty, or staff, or disruption of normal university functions due to weather, crime, or other concerns. These notices are also limited to situations or events within the boundaries of one of Marshall University's campuses or centers and include the following

- Situations threatening the safety and security of our campuses
- Campus closings due to emergency situations threatening the safety and security of our campuses, including inclement weather
- Class cancellations due to inclement weather

To sign up for MU Alert:

- Go to myMU and log in
- Locate MU Alert icon located on the upper left corner
- Click on the MU Alert icon
- Enter/Update your contact information
- Click 'Submit' to finish registration

Emergency Statements

No personnel within Campus Recreation are to make a statement to the media regarding an ongoing or prior emergency. Your immediate response should be "no comment." All media requests need to be directed immediately to the Director of Campus Recreation.

Radio Use

When an emergency occurs, state the color of the code, followed by the location of the code; this should be repeated two times on the radio. For example: "Code blue on basketball court #1, I repeat there is a code blue on basketball court #1." The Building Manager will reply "on my way." When an emergency has been concluded, the Building Manager will say "Code Green." This signifies that the emergency has been attended to and the Recreation Center may return to normal operations. During an emergency, all other radio communication should be terminated until the "Code Green" is called.

Radio Call Numbers

- Rec 1 - Building Manager
- Rec 2 - Pro Shop
- Rec 3 - Welcome Desk
- Rec 4 - Fitness Attendant
- Rec 5 - Building Maintenance Attendant
- Rec 6 - Aquatics
- Rec 7 - Intramurals
- Rec 8 - Outdoor Pursuits
- Rec 9 - Camps/KNO
- Rec 10 - Henderson Lifeguards

Calling MUPD

Use the following guidelines when calling Emergency Medical Services

- Remain calm
- Relay the following information
 - Where in the building or on campus is the emergency
 - Marshall Campus Rec Center, 402 Thundering Herd Drive
 - Nature of the emergency – Do not use the COLOR CODE
 - Fire, medical, intruder
 - Number of people involved
 - Gender
 - Age
 - LOC (Level of Consciousness)
 - Breathing difficulties
 - Bleeding
 - Assistance currently being given

Do not hang up before the dispatcher: Dispatch will hang up when they have received all of the information needed. If the situation changes call back to give an update.

Emergency Equipment

Trauma Bags

Trauma Bags are located at the Welcome Desk, Pro-Shop, 2nd floor fitness desk, 3rd floor custodial closet, Aquatics Office, and Outdoor Pursuits. There is also a mobile bag for Competitive Sports & Camps that travels with the staff based on activity and location. The bags are inventoried and restocked weekly by a member of the Risk Management Committee.

Trauma Bags contain the following items:

- Bandages
- Gauze Pads
- Rolled Bandages
- Tape
- Athletic Plastic Wrap
- Glucose Gel
- Face Masks
- Gloves
- Biohazard Bags
- Scissors
- Tweezers
- Bottle of water (During camp)
- Thermometer (During camp)

Hip Packs

All Supervisors and Lifeguards are required to wear a hip pack during their shift. Hip packs are also located in the fitness studios for use by Group Fitness Instructors. The packs are inventoried and restocked weekly by a member of the Risk Management Committee.

Hip Packs should contain the following items:

- Bandages
- Gauze Pads
- Rolled Bandages
- Face Masks
- Biohazard bags
- Gloves

AED - Automated External Defibrillator

AEDs are checked monthly by a member of the Risk Management Committee. Campus Recreation has four AEDs. Three are located on all levels by the elevator. One portable AED with Competitive Sports programs and Youth programs for use outside of the facility.

Backboards

There is one backboard located in the natatorium and is used for shallow water rescue situations only.

Biohazard Disposal and Clean up Materials

Campus Recreation has one centrally located biohazard bin in the laundry room. This is for all hazardous materials to be discarded (blood, etc.).

Red Bucket

This item is located at the Welcome Desk and is to be used for larger Biohazard clean ups. It contains:

- Large surgical sponges
- Bleach
- Biohazard suit
- Protective eyewear
- Biohazard bags
- Caution Tape

Fire Alarms

Located near all exits and stairways as indicated on building maps located throughout the facility.

Fire Extinguishers

Located near all exits and stairways as indicated on building maps located throughout the facility.

Risk Management Plan

Weather Alert Radio

Weather alert radio is located at the Welcome Desk.

Safety Data Sheets

Safety Data Sheets communicate information on chemicals used by employees in the facility. These sheets contain the following information about each chemical used. Proper labeling of all containers that have potentially harmful chemicals or materials is also required.

- Identification
- Hazards
- Composition
- First aid measures
- Fire-fighting measures
- Accidental release measures
- Handling and storage
- Exposure controls (PPE needed)

These sheets are in a binder located in the following areas:

- Assistant Director of Facility Operations office
- Assistant Director of Aquatics and Safety office
- Maintenance shop
- Pool mechanical room
- Custodial closets

Predicted Emergency

When severe weather conditions are forecasted for the immediate Huntington area, Campus Recreation Staff will monitor the weather on TV, radio, or internet to track and prepare for whatever type of weather is approaching. Staff will follow the direction of the University and use proper judgment in decision making. Only by direction of the Director of Campus Recreation will the facility close due to weather.

Examples of a Predicted Emergency:

- Snow/Ice
- High Wind or Tornado Warnings
- Extended Utility Outage

Emergency Action Plans

Non-Code Emergencies

Weather Related Closings or Delay

When the university's operating schedule is altered in response to weather conditions, notifications will occur in the following ways:

- MU Alert – text messages, e-mails, and/or phone calls
- Local media
- Social media – MU Rec Center on Facebook, or @MUREcreation Instagram

The Recreation Center will not close unless directed by the Director of Campus Recreation.

The following terminology is used in Campus notifications. Below each bullet point in italics will be the general actions to be expected for the Recreation Center.

- *University Closed*: All classes suspended, and offices closed
 - Recreation Center will remain open with minimum staffing by staff able to safely access the facility. All programs will be cancelled.
 - The facility will remain open as normally scheduled.
 - The multipurpose field will remain open, but lights will be scheduled off.
 - All PEL Classes will be cancelled
 - All programs will be cancelled.
 - Services such as personal training and private swim lessons are conducted or cancelled at the discretion of the provider and client. 24-hour cancellation policy will not apply.
- *Classes Cancelled*: all classes suspended and office open
 - The Recreation Center will remain open. All staff are expected to report to work. All programs will be cancelled.
 - The facility will remain open as normally scheduled.
 - The multipurpose field will remain open, but lights will be scheduled off.
 - All PEL Classes will be cancelled
 - All programs will be cancelled
 - Services such as personal training and private swim lessons are conducted or cancelled at the discretion of the provider and client. A 24-hour cancellation policy will not apply.
- *Delay Code A*: Classes are delayed, but no delay in the opening of offices
 - The Recreation Center will remain open.
- *Delay Code B*: Classes and office openings are delayed
 - The Recreation Center will remain open.

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Severe Lightning/Electrical Storms

The Recreation Center will remain open during thunderstorms.

When lightning strikes within 10 miles, all outdoor activities will cease. Activities will resume 30 minutes after the last lightning strike within 10 miles of the Intramural Field. Participants will clear fields and take cover at the Marshall Recreation Center. Intramural Supervisors will inform when it is safe to resume play or if the program will be cancelled.

When fields are determined to be unplayable or severe weather is expected, the Assistant Director of Programs will notify participants of event status.

Tornado

When a tornado warning has been issued, evacuate areas of responsibility to locker rooms or laundry room.

Advise participants to use arms to protect the head and neck in the drop and tuck position.

Earthquake

When you feel an earthquake, duck under a desk or sturdy table. Stay away from windows, hanging or heavy objects that could fall, and stay under cover until the shaking stops. Be prepared for aftershocks.

Bomb Threat

All bomb threats should be taken seriously. The motivation for making a bomb threat usually comes from one of two goals:

The Hoax caller: the goal is to create an atmosphere of panic and anxiety which are hoped to disrupt normal operations and cause chaos.

The Credible Caller: The caller has a definite knowledge or believes that an explosive device has been or will be placed, and he or she wants to warn of the threat to minimize personal injuries or property damage. The caller may be the person placing the bomb or someone who has become aware of information they believe to be credible.

A bomb threat can be made over the telephone or communicated by regular mail or e-mail. Bomb threats may also be implied by the discovery of a suspicious package, envelope, or other article that, on its face, may or may not look or sound like a bomb. A person receiving the phone call or finding the suspicious package or letter will immediately notify MUPD who will contact Marshall emergency services. Marshall emergency services will direct as to whether an evacuation is required. If an evacuation is called for, follow general evacuation procedures:

If it is a phone call:

- Signal another staff member to call MUPD.
- Write down in detail the threat being made.
- Complete the Bomb Threat Checklist as best you can.

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- If the caller hangs up do not hang up the phone, leave the line open. Hanging up the phone may trigger an IED.

Do not use cellular phones.

Do not pull the fire alarms to evacuate unless specifically directed to do so by emergency personnel.

Suspicious Letter or Package

If it is a suspicious package or letter do not open, do not shake or empty the contents

- Evacuate the immediate area and close any door, or section off the area to prevent others from entering
- Wash your hands with soap and water to prevent spreading any of the substance to your face
- List all individuals who handled or were within proximity to the suspicious letter or package
- If the letter or package is opened do not try to clean up any substance. Cover any spilled contents immediately with anything
- Vacate the room and close the door or section off the area

Loss of Electrical Power

The Building Manager will call 304.696.4357(HELP) to verify the extent of the outage. If the outage is confined to the Recreation Center, Building Manager will contact AEP to verify the extent of the outage

- All areas have emergency lighting to safely navigate in the event of an outage
- The Recreation Center has an emergency generator that will transfer power to specific outlets
- All non-essential equipment (computers and cardio equipment) should be turned off until power has been restored.
- Restroom facilities will not fully work during an outage
- Activities may be discontinued until power is restored
- Professional Staff will evaluate the circumstances and deem appropriate closing or operational protocol

In the Aquatic Center:

If the electricity has been off or filters were not running for more than 2 hours, but less than 4 hours, the facility must be closed until it has completed 1 complete turnover, as follows:

- Pool – 3 Hours
- Spa – 20 minutes

If the electricity has been off or filters have not been running for more than 4 hours, the facility must be closed until it has completed 2-3 complete turnovers, as follows:

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- Pool – 6 hours
- Spa – 60 minutes

Loss of Communications

- Use cell phones to maintain essential communications
- The building Manager will call 304.696.4357 to verify the extent of the outage
- Building Manager will contact the Associate Director of Facilities & Operations
- Pro Shop will periodically check the phone

Armed Robbery

If you are the victim:

- Do as the perpetrator requests while using good judgment
- Get them out of the facility as fast as possible
- Do not be a hero

If you witness a situation from another area, use your personal cell phone to call 304.696.4357(HELP)

- After incident, notify Building Manager
- The Building Manager will call MUPD
- Be prepared to give a full description of the individual as best you can

Behavioral Emergency

A behavioral emergency is a broad term to encompass actions that are not permissible in which the individuals involved are not following University or Recreation Center policies. These include but are not limited to the following:

- Jumping the fence at the pool patio
- Vandalism of University or personal property
- Theft of University or personal property
- Improperly entering the facility
- Verbal abuse
- Inappropriate consensual sexual activity or PDA

You should immediately contact the Building Manager to assist you with any situation in which you are not able to get compliance from the patron. MUPD may need to be called depending on the severity of the situation. An Incident Form must be filled out whether police are called or not.

Sexual Misconduct

- Tell them to stop from a distance
- Monitor the scene and contact the Building Manager

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- If possible, do not let the victim or the aggressor leave
- The Building Manager will have Pro Shop contact the MU Police
- Get a good description of both individuals just in case you cannot stop them

Examples:

- Rape
- Inappropriate touching
- Exposing oneself in view of others (not in the locker rooms)
- Inappropriate language in the sexual nature towards others

Intruder

An intruder is an individual who has entered the building without authorization

- Notify the Building Manager with a description of the individual
- All staff should monitor their area for the individual
- Building Manager and another staff member will approach the intruder and escort them out
- If the individual refuses to cooperate MUPD will be called

Active Shooter

An active shooter is a person actively engaged in killing or attempting to kill people in a confined and populated area, typically using firearms. In general, how you respond to an active shooter will be dictated by the specific circumstances of the encounter. Keep in mind there could be more than one shooter.

How to respond:

Run

- Have an escape route in mind and plan ahead
- If it is possible, flee the area safely
- Leave your belongings behind
- If you can do so safely, contact MUPD at 304-696-HELP (4357)/64357 from campus phones, or call 911
- Keep your hands visible as officers respond

Hide

- If escape is not possible, hide in an area out of the shooter's view
- Block entry to your hiding place with furniture and other heavy objects
- Turn off all lights and close and lock all windows and doors
- Close all window blinds and curtains
- If you can do so safely, contact MUPD at 304-696-HELP (4357)/64357 from campus phones, or call 911
- If you can do so safely, get all individuals on the floor and out of the line of fire
- Silence your cell phones/mobile devices and radios
- Remain there until an "all clear" instruction is given by MUPD or other authorized personnel or via MU Alert

Fight

- Fight back as a last resort and only when your life is in imminent danger
- Attempt to incapacitate the shooter
- Act with physical aggression and throw items at the shooter
- Swarm the shooter with as many individuals as possible

Emergency Codes: Descriptions and Procedures

Code White: Evacuation

Code White is called when the facility must be evacuated at the request of emergency personnel. Situations that may require the facility to be evacuated would be an active shooter on another part of campus, a fire in a neighboring building, bomb threats on campus, etc.

Safe areas for individuals with disabilities

Safe areas are routinely checked by emergency personnel for individuals with disabilities or injured persons. The fire department will also use an emergency key to operate elevators for rescue operations. In the event of an evacuation individuals with disabilities should be escorted to one of these emergency areas. A staff member should remain with that person until emergency personnel arrive. Caution should be used on stairwell landings with those in wheelchairs. Make sure the wheels are locked.

Code White: Evacuation	
Position	Action
Building Manager	Coordinate evacuation procedures including covering or assigning positions that are currently unstaffed. Starts on third floor and works their way down to first floor, clearing patrons as they go. At conclusion of evacuation conducts a radio check to verify all positions are clear and accounted for. Organize all staff after the event for a post incident debriefing if possible.
Pro Shop	Evacuate basketball courts and racquetball courts out the closest exit (emergency doors on basketball courts). Radio all clear when complete and meet at the north end of the turf field.
Welcome Desk	Call MUPD 696-4357 (6HELP) Makes announcement the building is being evacuated and everyone must exit. Then evacuate the Wellness suite, administrative offices and all lobby areas out front doors directing them to the north end of the turf field. Radio all clear when complete.
Fitness Attendant	Evacuate third floor fitness and third floor restrooms, closets and track out the closest exit in each area. Radio all clear when complete and meet at the north end of the turf field.

Building Maintenance Assistant	Evacuate second floor fitness, second floor restrooms, closets, lead trainer office and all studios. Radio all clear when complete and meet at the north end of the turf field.
Aquatics Supervisor	Direct guards during evacuation. Make sure mechanical room door is closed, evacuate guard room and pool remain by patio doors until pool is cleared of all patrons and direct all to the north end of the turf field. Radio when all clear and meet at the north end of the turf field.
Lifeguard	Evacuate the pool offices and all locker rooms out patio doors and to the north end of the turf field. Radio when all clear, meet at the north end of the turf field.
Competitive Sports	Evacuate all participants through the nearest exit. Radio all clear when complete and meet at the north end of the turf field.
Climbing Wall and Outdoor Pursuits	Evacuate participants using the climbing wall, the rec room, the receiving room, and the south meeting room out the nearest emergency exit. Radio all clear when complete and meet at the north end of the turf field.
Camps/KNO	Take a head count, evacuate all children in your care to the north end of the turf field. Take a head count again upon arrival and report any missing children over camp radio to camp supervisor. Camp Supervisor will radio all clear or report any missing children. Radio all clear when at the north end of the turf field.
Fitness/PEL Instructors	Assist staff evacuating the area you are in, to the closest exit. Direct patrons to the north end of the turf field.
Personal Trainer	Assist staff evacuating the area you are currently in, to the closest exit. Direct patrons to the north end of the turf field.
Swim Instructor	Evacuate your students out of the area as soon as possible. Do your best to reunite children with their parents and direct all to the north end of the turf field.

Code Red: Fire

Code Red is called if one sees fire or smoke no matter how minor it may appear. Activate the nearest fire alarm and proceed with evacuation procedures. As you leave each area close any doors to confine the fire and smoke. No one is to return to the building until the Fire Department, Police or Safety Officer has proclaimed it safe to do so.

If you are certain that a small or contained fire does not pose an immediate threat to you, once Code Red has been called you may use the fire extinguishers located in the building.

Code Red: Fire

Position	Action
Building Manager	Coordinates evacuation procedures including covering or assigning positions that are currently unstaffed. Starts on third floor and works their way down to first floor, clearing patrons as they go. At conclusion of evacuation conducts a radio check to verify all positions are clear and accounted for. Organize all staff after the event for a post incident debriefing if possible.
Pro Shop	Evacuate basketball courts and racquetball courts out the closest exit (emergency doors on basketball courts). Radio all clear when complete and meet at the north end of the turf field.
Welcome Desk	Calls MUPD 696-4357 (6HELP) Makes announcement the building is being evacuated and everyone must exit. Then evacuate the Wellness suite, administrative offices and all lobby areas out front doors directing them to the north end of the turf field. Radio all clear when complete.
Fitness Attendant	Evacuates third floor fitness area, third floor restrooms, closets and track out the closest exit in each area. Radio all clear when complete and meet at the north end of the turf field.
Building Maintenance Assistant	Evacuates second floor fitness, second floor restrooms, closets, lead trainer office and all studios. Radio all clear when complete and meet at the north end of the turf field.
Aquatics Supervisor	Directs guards during evacuation. Make sure mechanical room door is closed, evacuate guard room and pool remain by patio doors until pool is cleared of all patrons and direct all to the north end of the turf field. Radio when all clear and meet at the north end of the turf field.
Lifeguard	Evacuates the pool offices and all locker rooms out patio doors and to the north end of the turf field. Radio when all clear, meet at the north end of the turf field.
Competitive Sports	Evacuate all participants through the nearest exit. Radio all clear when complete and meet at the north end of the turf field.
Climbing Wall and Outdoor Pursuits	Evacuates participants in Outdoor Pursuits, receiving room, rec room, and south meeting room out emergency exit. Radio all clear when complete and meet at the north end of the turf field.

Camps/KNO	Take a head count, evacuate all children in your care to the north end of the turf field. Take a head count again upon arrival and report any missing children over camp radio to camp supervisor. Camp Supervisor will radio all clear or report any missing children. Radio all clear when at the north end of the turf field.
Fitness/PEL Instructors	Assist staff evacuating the area you are currently into the closest exit. Direct patrons to the north end of the turf field.
Personal Trainer	Assist staff evacuating the area you are currently into the closest exit. Direct patrons to the north end of the turf field.
Swim Instructor	Evacuate your students out of the area as soon as possible. Do your best to reunite children with their parents and direct all to the north end of the turf field.

Code Blue: EMS Needed, Now

A Code Blue is any situation where advanced medical professionals are needed immediately to assist with the injury or illness. MUPD will always be called first when a Code Blue is communicated. The first responder calls the code and will relay as much detail regarding the injury and victim as is evident. Code Blue includes but is not limited to the following situations:

- Shortness of breath
- No breath or pulse
- Chest or upper-abdominal pain
- Unconsciousness
- Seizure
- Possible spinal or neck injury
- Disorientation
- Bleeding that cannot be controlled
- Severe or persistent vomiting
- Coughing or vomiting blood
- Major injury or trauma
- Feeling of impending doom (symptom of a heart attack)
- Sudden vision changes or loss of vision
- Suicidal or homicidal feelings
- Serious head injuries
- Poisoning
- Gunshot wounds
- Anaphylactic shock

Code Blue: EMS Needed, Now	
Position	Action
Building Manager	Respond to the scene. Direct staff to ensure proper procedures are being followed. Bring an AED if an AED station is passed when responding to scene. Ensure Accident Report has been completed. Call Code Green when appropriate. Organize all staff after the event for a post incident debriefing if possible. Notify Assistant Director of Facility Operations.
Pro Shop	Respond to the scene. Bring an AED and trauma bag. When no Aquatic Supervisor is present take over care until EMS takes over. When Aquatic Supervisor is present assist them with care as needed.
Welcome Desk	Calls 911, stays at desk to continue normal operation. Remain in radio communications with Building Manager. Discontinue operations if needed.
Fitness Attendant	Respond to scene and provide crowd control.
Building Maintenance Assistant	Meets EMS as directed by Welcome Desk and directs EMS to the scene.
Aquatics Supervisor	Responds to the scene with trauma bag and AED. Takeover or assist in giving care until EMS takes over. Give updates on victim and care being given to Building Manager or Pro Shop attendant to report to Welcome Desk.
Lifeguard	If an incident is in the pool, clear the pool and maintain surveillance of patrons on deck. If incident is elsewhere, rotate Aquatic Supervisor off chair, and take over total coverage of pool.
Competitive Sports	If an incident is in the area, direct patrons to stop all activity and provide crowd control and obtain witness statements. Assist Building Manager as needed. If incident is not in your area continue with activity, be prepared to respond as needed.
Climbing Wall and Outdoor Pursuits	If incident is in the area, direct patrons to stop all activity and provide crowd control and obtain witness statements. If incident is not in your area continue with activity and be prepared to respond as needed.
Camps/KNO	Additional counselor(s) gathers campers and removes them from immediate area Camp Supervisor responds and remains with victim and give care until assistance arrives and takes over.

Risk Management Plan

Fitness/PEL Instructors	If incident is in the area, direct patrons to stop all activity and provide crowd control and obtain witness statements. If incident is not in your area continue with activity, be prepared to respond as needed
Personal Trainer	Call a Code Blue or send someone to let Welcome Desk know there is a Code Blue.
Swim Instructor	If incident is in pool remove students from pool and return to parents until pool is reopened.
Trip Leaders	Follow procedures as outlined in Trip Leader Manual.

Code Yellow: EMS Not Needed, Yet

These situations are traditionally minor and can be handled within the Recreation Center. However, if EMS is needed or requested by the victim, the code should be upgrade to a Code Blue.

- Bloody nose without life threatening symptoms
- Sprained ankle
- Bone or joint injuries that do not involve bleeding or bones protruding through the skin
- Minor bleeding and open wounds
- First and second degree burns not on face or neck

First Responder calls code and gives care until assistance takes over

Code Yellow: EMS Not Needed, Yet

Position	Action
Building Manager	Respond to the scene. Direct staff to ensure proper procedures are being followed. Ensure Accident Report has been completed Call Code Green when appropriate. Organize all staff after the event for a post incident debriefing if possible. Notify Assistant Director of Facility Operations if EMS is called for transportation.
Pro Shop	Acknowledge radio call and stand by and be prepared to respond to scene if assistance is requested. Bring trauma bag if responding.
Welcome Desk	Continue normal operations, keeping gate area accessible. Be prepared to contact MUPD if needed.
Fitness Attendant	Bring the trauma bag from the second floor or third floor. Respond to scene and provide crowd control.
Building Maintenance Assistant	Respond to the scene to assist with crowd control or other duties as assigned. If EMS is called meet them and direct them to the scene.
Aquatics Supervisor	Acknowledge radio call, stand by, and be prepared to respond to scene if assistance is requested. Bring trauma bag if responding.

Risk Management Plan

Lifeguard	If an incident is in the pool, maintain surveillance of patrons. If incident is elsewhere, be sure to rotate Aquatic Supervisor off chair if they are needed and take over total coverage of pool.
Competitive Sports	If incident is in the area, direct patrons to stop all activity and provide crowd control and obtain witness statements. If incident is not in your area continue with activity, be prepared to respond as needed.
Climbing Wall and Outdoor Pursuits	If incident is in the area, direct patrons to stop all activity and provide crowd control and obtain witness statements. If incident is not in your area continue with activity and be prepared to respond as needed.
Camps/KNO	Additional counselor(s) gathers campers and removes them from immediate area. Camp Supervisor responds and remains with victim.
Fitness/PEL Instructors	If incident is in the area, direct patrons to stop all activity and provide crowd control and obtain witness statements. If incident is not in your area continue with activity, be prepared to respond as needed.
Personal Trainer	Unless it is your client, continue with activity.
Swim Instructor	Unless it is your client, continue with activity.
Trip Leaders	Follow procedures as outlined in Trip Leader Manual.

Code Violet: Violence

A Code Violet will be called at any point when a physical or verbal altercation has occurred and is not easily contained by staff members in the immediate area. These instances could include:

- Threatening language or behavior
- Excessive swearing or verbal abuse
- Any aggressive physical contact

If the situation is in your area, please follow these guidelines:

- Identify yourself and your position
- Communication is a fundamental part of dealing with any disruptive situation. Be mindful not to raise your tone to match the aggressor's, use a calm voice, and listen to what they are saying and repeat their concern
- Ask the aggressor to step into a quiet place to talk if they continue to raise their voice. Always have someone with you as a witness
- Limit negative or aggressive body language
- Maintain appropriate and safe personal space from the aggressor. More than an arm's length away
- Maintain eye contact
- Tilt head slightly forward to show concern
- Slightly nod head to show support
- Pay attention to aggressor's gestures, posture, facial expressions

- Use aggressor's name
- Do not threaten the aggressor and enforce the limits you place
- Understand cultural and ethnic and gender differences. Avoid phrases such as “I understand...”
- Listen to rate, tone, and volume of subject’s speech, slow them down if needed or ask them to repeat their concern
- Avoid using the word “you” instead use phrases with “I”
 - “I sense...”
 - “I would like to know...”
 - Use the word “we”
 - “Why don’t we...”
- Use LEAPS
 - Listen
 - Empathize
 - Ask
 - Paraphrase
 - Summarize
- If you feel you cannot calm someone down, ask “would you rather talk to someone else?”

Code Violet: Violence

Position	Action
Building Manager	Respond immediately to the scene. Respond as trained. Have Welcome Desk Call MUPD if there is physical contact. Take as much information as possible about those involved. Notify Assistant Director of Facility Operations if MUPD has been called.
Pro Shop	No action is required unless in immediate area.
Welcome Desk	Stand by and be prepared to call MUPD if Building Manager requests.
Fitness Attendant	Respond to scene to assist with crowd control.
Building Maintenance Assistant	Respond to scene to assist with crowd control.
Aquatics Supervisor	Respond if Code Blue is called.
Lifeguard	If an incident is in the pool, maintain surveillance of patrons if on chair. If off chair rotate Supervisor off chair so they can assist with the situation. If incident is elsewhere and a Code Blue is called, rotate Aquatic Supervisor off chair and take over total coverage of pool.
Competitive Sports	No action is required unless in immediate program. If in immediate area, respond as trained. Assist Building Manager with obtaining witness statements and as much information as possible about those involved.

Risk Management Plan

Climbing Wall and Outdoor Pursuits	No action is required unless in immediate area.
Camps/KNO	No action is required unless in immediate area. If in immediate area not involving children, remove them from the area. If involves children, remove other children from immediate danger and handle violent behavior as trained.
Fitness/PEL Instructors	No action is required unless in immediate area.
Personal Trainer	No action is required unless in immediate area.
Swim Instructor	No action is required unless in immediate area.
Trip Leaders	Follow area specific procedures in Manual.

Code Pink: Missing Person

If an individual is reported missing, regardless of age it is important to obtain as much identification of the individual as possible. This information will be reported over the PA system:

- Name
- Age
- Gender
- Hair color
- Clothing
- Shoes
- Location last seen
- Picture

All personnel are to try and keep anyone from entering or exiting the facility until the person has been found. As you search the area you are responsible for reporting back to the Building Manager as each area has been cleared.

Code Pink: Missing Person

Position	Action
Building Manager	Coordinate the search being sure all areas are searched, staff report to you as they clear different areas. Notify Assistant Director of Facility Operations.
Pro Shop	Check administrative office, lobby, and wellness suites, then covers front entrance doors.
Welcome Desk	Make the missing person announcement over PA with identifying information. Notify MUPD after a building sweep is completed and the missing person has not been found.
Fitness Attendant	Search the third-floor fitness areas, track, restrooms, and custodial closet. Report to Building Manager as each area is cleared.

Risk Management Plan

Building Maintenance Assistant	Search second floor fitness areas, studios, assessment room, lead trainer office, restrooms, and custodial closet. Report to Building Manager as each area is cleared.
Aquatics Supervisor	Direct guards during search. Search the patio, locker rooms, storage rooms, mechanical room, emergency exit and office. Radio when all clear.
Lifeguard	Guard will maintain surveillance of patrons. If there is an additional Lifeguard on duty, assist Aquatic Supervisor with search.
Competitive Sports	Stop activity in your area and assist with search.
Climbing Wall and Outdoor Pursuits	Search Outdoor Pursuits, Rec Room, and receiving. Report to Building Manager as each area is cleared.
Camps/KNO	Complete a head count, discontinue activity, and keep campers in centralized location. One counselor stays with children, all others search immediate area and other areas nearby. Report to Building Manager as each area is cleared.
Fitness/PEL Instructors	No action is required unless in immediate area.
Personal Trainer	No action is required unless in immediate area.
Swim Instructor	No action is required unless in immediate area.

Code Indigo: Blood and Bodily Fluid Spill

Blood or other human body fluid spills that occur inside or in the outside environment need to be decontaminated to prevent the potential transmission of communicable disease. The circumstances associated with blood spills can vary greatly. Because of the unpredictable nature of these types of spills and materials, and various volumes, each incident must be evaluated and handled according to the amount, the type of spill, the area it is in, and the surface area affected. Indoor spills can be handled by Recreation staff.

Blood Borne Pathogens

Campus Recreation has implemented a program, consistent with that of the American Red Cross' Blood Borne Pathogen Program. The goal of the program is preserving the health and safety of all who work in or use the Campus Recreation Center by minimizing exposure to all potentially infectious materials. Campus Recreation's Blood Borne Pathogens Program has several components that address this goal.

- Universal Precautions
- Staff Education and Training
- Providing Personal Protective Equipment
- Hazardous Control Plan
- Exposure Control Plan
- Providing Post Exposure Reporting and Follow-up

Universal Precautions

To avoid exposure to blood borne pathogens ALWAYS follow universal precautions:

- Treat all blood and bodily fluids as if they are infectious for HIV, hepatitis, and other blood borne pathogens
- Use barrier protection which includes gloves, masks, goggles, and breathing barriers
- Follow proper decontamination procedures

Procedures for Cleaning Blood Spills and Contaminated Materials

- Materials that are needed will be in the side pocket of all trauma bags
- Use personal protective equipment (PPE) to protect yourself
- Contain the area by putting caution tape around the area and blocking access
- Absorb the spill using absorbent or large gauze sponges
- Pour or spray disinfectant on the area carefully, starting at the edge and spiraling toward the center of the spill. Use disinfectant spray
- Allow disinfectant to sit for a minimum of 10 minutes
- Use tongs or other tools to remove and dispose of any sharp materials
- Never pick up glass or other sharp materials no matter the size with your hands even if you are wearing gloves
- Use a scoop and scraper to pick up smaller materials
- Place all waste in a biohazard bag
- Place all disposable PPE in biohazard bag
- Any equipment used that is not disposable should be disinfected with disinfectant
- Wash your hands thoroughly with soap and water
- Report on the incident on an Incident Report
- Dispose of bag in biohazard container in laundry area
- Inspect the blood spill area closely making sure that nothing is missing, and that the clean-up process is complete

BBP Exposure

If you think you have been exposed, observe the following procedures:

- Wash any cuts and skin thoroughly with soap and water
- Rinse your nose and mouth to remove any potential splashes of blood or other potentially infectious materials
- Flush eyes with clean water or sterile solution if you were not wearing goggles, or safety glasses
- Clean and decontaminate all infected surfaces
- Report all incidents involving blood or other bodily fluids on an Incident Report as well as to your immediate supervisor
- If there was any inadvertent blood splashed on unprotected skin, wash the area with soap and water as soon as possible. If the splash is abraded skin, in the eyes, mouth, or nose you must immediately notify your professional supervisor, complete an additional Incident Report, and get to the Emergency Room as soon as possible.

Code Indigo: Blood and Bodily Fluid Clean Up

Position	Action
Building Manager	<p>Follow universal precautions. Inform Welcome Desk of situation and how long until reopening area Block off area from patrons Using the red bucket as needed, wipe up with absorbent material (Red Z or paper towels, or rags) and place into impervious container or plastic bag Wipe the area with bleach or disinfectant allowing it to sit for at least 10 minutes to dry or before rinsing</p>
Pro Shop	<p>Follow universal precautions Block off area Assist with clean up as needed if in your area</p>
Welcome Desk	<p>If spill requires a closure of the area, place a sign at the welcome desk. Inform all patrons checking in what area is closed and for how long.</p>
Fitness Attendant	<p>Follow universal precautions Block off area Assist with clean up as needed</p>
Building Maintenance Assistant	<p>Follow universal precautions Block off area Assist with clean up as needed</p>
Aquatics Supervisor	<p>If in the pool, clear the pool Inform Welcome Desk of situation and how long until reopening pool Follow universal precautions. Block off area from patrons Wipe up with absorbent material (Red Z or paper towels, or towels) and place into impervious container or plastic bag Wipe the area with bleach or disinfectant allowing it to sit for at least 10 minutes to dry or before rinsing</p>
Lifeguard	<p>If in the pool, clear the pool Maintain surveillance of area Inform individuals arriving of the situation and when the area will be reopened Assist with clean up as needed</p>
Competitive Sports	<p>Follow universal precautions Block off area Assist with clean up as needed if in your area</p>
Climbing Wall and Outdoor Pursuits	<p>Follow universal precautions Block off area Assist with clean up as needed if in your area</p>
Camps/KNO	<p>Follow universal precautions Block off area Assist with clean up as needed if in your area</p>

Risk Management Plan

Fitness/PEL Instructors	Follow universal precautions Block off area Assist with clean up as needed if in your area
Personal Trainer	Follow universal precautions Block off area Assist with clean up as needed if in your area
Swim Instructor/Deck Instructor	If in pool, remove students, inquire from Aquatic Supervisor amount of time for closure, Inquire from Deck Instructor plan for lessons Speak with parents as to options for makeup classes. Assist Deck Instructor with new students arriving and explaining options

Code Green: All Clear

A Code Green is called:

- When a patient leaves the building or signs the refusal of care or transportation
- When the fire department or other emergency services declares it safe to re-enter the building
- When the incident has been handled and operations can return to normal

The Building Manager should verify that all emergency equipment is back in position, and all staff are able and prepared to continue operations

Incident and Accident Follow up

Incidents and Accidents are documented by Building Managers electronically via GoCanvas. If this is not available, it is completed on a paper form. These are then followed up.

- The Building Manager completes the electronic form and submits it
- It automatically uploads into Box via Go Canvas
- Accidents and incidents are reviewed by G.A. of Facilities and Operations daily
 - They Files it in the month of the year it occurred
 - Put on the Accident Incident analysis spreadsheet
 - Contact individuals who were involved in Code Blue or were transported by EMS
- Reviewed by Associate Director of Facilities and Operations weekly
 - Incidents reviewed and handled by Associate Director
 - Consequences are dealt with on a case-by-case basis

