

Ronald McDonald House Charities® of Southern California
Camp Ronald McDonald for Good Times® / Apple Canyon Center
EMERGENCY RESPONSE PLAN

DEFINITION OF A CAMP EMERGENCY:

In the course of a fun-filled camp experience, situations may occur that threaten the health, safety or well-being of the camp community's participants, volunteers or staff. These situations could be medically related (injury or infection), natural (earthquake, wild fire) or man-made (facility fire, power outage). Not every threat to the camp population can be predicted or planned for. The purpose of this plan is to outline responses to those incidents we can predict and creating procedures that can respond to incidences we can not anticipate. This plan is not intended to be in a final form, but designed to be reviewed and updated annually to ensure the safest experience for the children and adults in our care.

CAMP EMERGENCY RESPONSE TEAM (CERT):

When the camp experiences an emergency situation (i.e., notified that there is a need to assemble participants and/or evacuate the facility) the Camp Emergency Response Team will be assembled. It is the responsibility of the CERT to coordinate the response and interface with outside agencies and resources. The Camp Emergency Response Team will be made up of the following individuals with the following responsibilities:

Facility Manager/ Maintenance Supervisor	Accounting for all facility service personnel Coordination with outside support agencies (Sheriff, CDF, County Fire, USFS) Facility and facility system soundness
Camp Director: Program Directors	Accounting for visitors and staff. Coordination of evacuation procedures Communication with Los Angeles Office Participant rosters with contact information Camp laptops and electronic files On-site vehicle keys and key bag Evacuation Wristbands Emergency Media Points (See Addendum)
Charge Nurse:	Assemble Mobile First Aid, Participant Medications, Staff and Participant Medical Treatment Authorizations and records Accounting for all Med Shed Staff and campers checked into the Health Care Center.
Program Directors/ Support Directors or User Group Coordinator:	Accounting for all cabin participants and counselor. staff

If one member of the team is unavailable the responsibility will fall on the next individual of responsibility according to the camp's operational chart.

Each year members of the Emergency Response Team will review and train to the Emergency Plan and their respective role.

CALL FOR EMERGENCY ASSEMBLY:

Call for emergency assembly can be activated automatically by smoke and fire detectors triggering audible and visual alarms located in and around the dining hall and med shed. In addition, if determined necessary by the CERT, an assembly can be called by manually activating the automatic alarm (located in the fire panel in the med shed) or by air horns (located in the Facility Maintenance office). If the event the automatic alarm system is found unusable, members of the CERT will cover the facility to notify camp population of the need to assemble.

Areas to cover by air horns:

Camp Director/Program Director	Meeting participants at assembly area.
Facility Manager / Main. Super:	Facility staff, Food Service staff.
Health Care Manager:	Med-Shed facility.
Program/ Support Directors or User Group Coordinator:	Cabin living areas, program areas.

Accounting for Population:

At the time an Emergency Assembly or Drill is called, all participants and staff will gather at the designated location. The primary emergency assembly location is under the Activity tent located in the north half of the open meadows clear from trees and power lines. Alternative location is in front of the Med Shed facilities just north of the pond.

The Camp Director/ Assistant Camp Director will check with the CERT members to determine if all participants and staff are accounted for. In the case that a participant or staff member is missing the Camp Director will organize a search using Camp's lost person procedure.

Once the population is accounted for the Director or his/her designate will instruct the camp population on the situation, how to proceed or when to return to cabins/activities.

Out Trips:

Prior to any out trips (Backpack, hike, etc.) the trip leader will provide a Camp Director with a roster of all participants, itinerary including departure and return time and route to be taken. In the case of all overnight trips, the trip leader will identify all possible evacuation routes from the overnight camp route and location. The Camp Director prior to leaving on the trip will review the evacuation routes.

Procedure for all out trips (Backpack, hike, etc.) provides that a two-way radio and cell phone be taken. In the case of an emergency assembly, the Camp Director or his/her designate would contact the out trip with the emergency information. The out-trip staff member will account for all participants and coordinate with the Camp Director or his/her designate the appropriate action or safest method and path for evacuation.

Practice Assemblies:

In accordance with State Law, within the first 48 hours of a group using the facility, an Emergency Assembly Drill will be conducted. The CERT will practice their roles as if it was an actual emergency. The participants using the facility will be informed of the procedures to follow in the case of an actual emergency.

EVACUATION:

The need to evacuate may be determined by outside support authorities such as California Department of Forestry, Riverside County Sheriff or Riverside County Fire. By procedure the CDF will notify the County Sheriff's Department to notify all occupants in the danger area the need to evacuate. Each year the Camp notifies the CDF, County Fire and Sheriff Departments in writing of the anticipated schedule of use for the facility. Included in this annual notification will be the name(s) and contact telephone number for the facility in the case of evacuation.

Path of Evacuation:

Path of evacuation will be determined by the direction(s) of the impending danger and safest egress. Evacuations paths identified in the County and USFS emergency plans would be via the sites south entrance to Apple Canyon Road to Highway 74. From this location the evacuation can proceed north to Palm Dessert or South and West to Hemet or South and East to Banning.

Evacuation Sites:

Locally: In cooperation with CDF and the County Sheriffs the Facility Manager will determine the best community staging area for the camp population. Lake Hemet has been identified as the primary evacuation staging area by community emergency authorities.

Metropolitan Evacuation Site: Should it be necessary to evacuate the camp community off the mountain, the following is a list of preferred evacuation sites located near pediatric care facilities: Los Angeles Ronald McDonald House & Loma Linda Ronald McDonald House.

Mode of Evacuation:

Community Disaster Vehicles: As a part of the Mountain Communities Disaster Plan, the County Sheriff may commandeer passenger carrier busses to facilitate area camp evacuations.

In-Camp vehicles:

In accordance with Camp policy, all in-camp vehicles will be ready to use in the case of evacuation. Owners of vehicles will provide pre-authorized the use of their vehicles for evacuation of participants in the cases of an emergency. All vehicles in camp will keep a set of keys with the Camp Director to be used in the case of emergency. These vehicles will be used to shuttle participants under the coordination of the Camp Director using the guidelines to establish the order of evacuation. (See "Order of Evacuation")

Bus Transportation:

Camp has a standing agreement with Coach America Transportation Company to supply emergency transportation. COACH America – 800 642-3287.

Composition and Supervision of Participants:

Camp Ronald McDonald for Good Times population consists of children and/or families that have or have had cancer. Our largest camper population is approximately 130 youth ages 9-18 years at each summer session. At any one time, approximately 5-10% of the population may have restricted mobility (wheelchair, crutches, etc.).

Summer Camp Leadership may consist of approximately 45-50 adults over the 19 yrs.

The leadership is divided into 4 basic groups. 5 medical (1-M.D. and 3-4 R.N.); 5-10 Administrative Directors; 20-30 Cabin Counselors, 10-20 Activity Counselors.

For non-Camp Ronald McDonald for Good Times Users of the site, policy asks the leadership of youth age campers to meet or exceed Supervision guidelines set by the American Camp Association Accreditation Standard HR-9, specifically:

Ratios of staff on-duty with campers in units or living groups and in general camp activities will meet or exceed the following minimums:

<u>Camper age</u>	<u>Staff</u>	<u>Number of Campers</u>
4-5 years	1	5
6-8 years	1	6
9-14 years	1	8
15-18 years	1	10

When a group serves campers with physical, mental or behavioral needs who require additional staff support, the following ratios of staff to campers are suggested:

<u>Camper Description</u>	<u>Staff</u>	<u>Campers</u>
Needing constant assistance or supervision	1	1
Needing close but not constant supervision	1	2
Needing occasional assistance	1	4
Needing minimal assistance	1	5

Supervision: In the event of an emergency or evacuation, adult cabin staff will be responsible for the supervision of their cabin's campers. Should extra supervision be needed (special need campers) an available Activity Counselor will be assigned to the cabin or camper.

Identification of Participants in an Evacuation:

In compliance with Mountain Communities Disaster Plan, colored wristbands have been provided to camps to identify their camp's participants and staff. (Our color is yellow) Prior to loading any evacuation vehicle, CERT teams will issue and affix identifying wristbands to campers and staff within their responsibility. Wristbands are stored with the emergency air horns.

Order of Evacuation:

If the case arises that the entire population will need to be shuttled to an evacuation location, the following will be a guideline as to the order in which the population shall be evacuated:

1. Supervising Professional Staff Member (CERT member)
2. Medically critical with medical support personnel
3. Persons with limited ambulation with attendants
4. Persons with special physical and/or developmental needs with attendants
5. Youngest participants
6. Adult participants
7. Non-essential staff
8. Livestock (horses)
9. Remaining Camp Emergency Response Team

Equestrian Evacuation

If the fire threatens the camp / equine facilities, the wrangler staff and selected camp personal will lead up to two horses each to secure areas. Secure areas include the camp pond, Garner Ranch fields, Lake Hemet or other area identified by Emergency Services personnel. Horses will be moved by halter and lead rope and never ridden.

COMMUNICATION:

In the case of any emergency communication is essential.

On Site: On-site communication is provided by camp phone or two-way radios.

Camp Phone & Back –up Phone: Instructions on the use of camp phones are located next to each phone. Should a power outage occur, an emergency back-up phone that does not require electricity is located (with operation instructions) in the Camp Director's office. The back-up phone can be used to receive and send calls from wall phone jacks located in the camp director's office, the med shed main phone and fax machine phone jack in the Facility office.

Walkie-Talkies: All members of the CERT will have walkie-talkies and a base station is located in the Med Shed. Channel one will be used as the emergency communication channel. (Camp channel one: VHF frequency 154.600 mhz, PL Frequency 167.900)

To Site: Phone System: The camp site has one main phone number (951) 659-4609. Camp holds additional phone numbers: 951 659 4263; 951 659-4373; 951 659-1029 as a part of the phone system rotary; 951 659-9649 dedicated monitored fire alarm.

Cell Phones: Verizon carriers only at this time Other cell carrier service can be reached at the parking area of Lake Hemet and west of Keen Summit on HWY 74.

Off Site: As part of the Emergency Response Plan the Camp Director/Assist Director will be responsible to communicate with Camp leadership with details of the situation.

Brian Crater – Assoc. Executive Director Cell: 951 491 1917

Sarah Orth – Executive Director Office: 310-268-8488

Out of State Contact: In the case of region wide emergency local cell and telephone circuits may be clogged or unavailable. To assist communication within Camp leadership and between the Camp and camper parents, an out-of- state contact will be assigned. The role of this out-of –state contact is to be a communication link between camp leadership, and possibly between camp leadership and camper parents. The out-of-state will be identified on the emergency roster kept on the emergency webpage.

Camper Roster and Contact Information: After the 1994 Earthquake it was decided that a roster of attending participants (campers, volunteers and staff) with parent contact information should be keep off-site to facilitate staff and volunteers not at camp to call and update camper parents. To this end, a final camp roster with contact information shall be uploaded onto a private camp website page on the first day of each camp session to be accessible in the case of an emergency. This website page address will be shared with members of the camp professional staff and emergency response team members - <http://www.campronaldmcdonald.org/pmac.php>

Camper Families: The Camp Director shall coordinate communication with parents of campers. In the case of emergency that requires intensive on-site support of the

participants, the assistance of off-site staff to communicate with camper parents may be required. In such instances, the Camp Director will prepare a statement to be used when contacting parents.

MEDIA:

In the event of a major emergency, the media may immediately appear on the scene (at camp or at an event) or call the office by phone. It is important to be prepared so that the media can do their responsibility to provide accurate information to the public. It is important to be prepared so that we can communicate proper and accurate information while most of our efforts need to be in supporting our campers, volunteer and staff during and after an incident.

The media should receive the same courteous treatment as when we are asking for positive media coverage. Media does not have rights to all information or information before Camp decides it should be released. Media does not the right to come onto camp property without invitation, or to talk with any camper, staff member or volunteer. Camp has a right and should only share information that is prepared and approved.

On Site:

Resources on-site of the incident/emergency may be best focused on the incident and impacted participants. For this reason it may be best to have all media inquires referred to a neutral Camp Representative. As a part of the emergency response plan, the camp director and off-site camp leadership will determine the best media contact person. As part of the CERT response, on-site staff and volunteers should be briefed as to the appropriate response if approached by the media or public. It may be necessary to station staff at public access points (including the phone) on the site to direct media to the appropriate camp media contact person.

In many instances the Camp staff may receive media inquires even before all staff are briefed on the incident. For this reason staff should be trained how to field media inquires.

Los Angeles Office:

In many instances the Camp office may receive media inquires even before all office staff are briefed on the incident. For this reason office staff should be trained how to field media inquires.

Answer before you have an answer: (Unanticipated inquire or inquire prior to official statement)

“Let me contact the person to answer your questions, could I have your telephone number and have someone give you a call back?”

Questions to ask: The caller’s name, telephone number, who they represent, what is their interest, where/from whom did they get their current information.

Holding statement for early stages of situation while awaiting official statement:

“Thanks for your call. Unfortunately I am not authorized to speak on behalf of Camp Ronald McDonald for Good or the Charity. Our first concern is for our campers, their families, our volunteers and staff that may be affected. I am happy to take a message and have the appropriate person get back to you. If you could provide the following information I’ll be sure to get this message to the right person as soon as possible. (get name, contact information & media outlet.) Thanks for calling. An appropriate person within our organization will be back in touch with you.”