

# Emergency Action Plan Denton Senior Center

Revision: January 2019



# Emergency Response Plan

# **Table of Contents**

| l.    | Introduction                               | 2 |
|-------|--|---|
| II.   | Reporting Emergencies                      | 2 |
| III.  | Emergency Procedures                       | 2 |
| IV.   | Evacuation and Shelter in Place Procedures | 3 |
| V.    | Fire                                       | 4 |
| VI.   | Weather Emergencies                        | 5 |
| VII.  | Bomb Threats                               | 7 |
| VIII. | Other Workplace Violence                   | 8 |
| IX.   | Hazardous Chemical Spills                  | 1 |
| Appe  | ndix A1                                    | 3 |
| Appe  | ndix B                                     | 4 |
| Appe  | ndix C                                     | 5 |
| Appe  | ndix D1                                    | 6 |
| Appe  | ndix E 1                                   | 8 |



# **Emergency Response Plan**

#### I. Introduction

This emergency response plan is designed to implement protection of recreation facility staff and visitors during emergency situations that may result from fires, severe weather, bomb threats, and other workplace violence situations.

All parks and recreation department employees must review and follow the procedures outlined in this plan. Supervisors should require their employees to be familiar with these procedures.

# II. Reporting Emergencies

In case of a fire or any other emergency that poses immediate danger to people or property, call 9911 (or 911 if from a cell phone) and sound the fire alarm if you can do so safely before evacuating. Follow emergency evacuation procedures. Remain calm, notify others, and respond to the emergency as appropriate. Procedures for responding to specific types of emergencies are described below. If trained to do so, initiate emergency duties such as firefighting and victim care.

When you call 9911 (or 911 if from a cell phone) to report an emergency, provide the emergency dispatcher with the following information:

- □ The building or area name where the emergency response is required (Denton Senior Center, 509 N. Bell Ave.)
- □ The location within the building or area
- □ A brief description of the emergency; and
- Your name

Unless there is a risk to your safety, remain on the telephone until told otherwise by the emergency dispatcher to whom you are speaking.

# III. Emergency Procedures

### A. General Information

Employees shall become familiar with the location of emergency exits, the emergency staging area, and emergency equipment such as fire extinguishers, first aid kits, and the automated external defibrillator (AED). Equipment shall be checked once a month to ensure it is in proper working condition. If a piece of equipment is missing, not properly working, or in need of repair, the equipment must be immediately reported to the Recreation Supervisor to be replaced or fixed.



A map detailing the following information will be posted in the facility in an area accessible and visible to employees and to the public (Appendix E):

#### **EMERGENCY EXIT LOCATIONS:**

Front doors, south lobby door, office exit, sunroom exit, West Multi-purpose room exit, south hallway exit, loading dock exit

#### **EMERGENCY EVACUATION STAGING SITE:**

Front lawn by marquee

# FIRE EXTINGUISHER LOCATIONS:

Front desk storage closet
South hallway by men's room in front lobby area
East library wall
Woodshop
Behind the stage

# FIRST AID KIT LOCATION:

Front desk storage closet

# **AED LOCATION:**

Mounted behind the front desk Mounted in staff hallway (across from manager's office)

The facility manager will conduct an annual review and training of the departmental emergency response plan for center personnel. If any revisions are made to the plan between annual reviews, they will be communicated to employees as soon as possible.

# IV. Evacuation and Shelter in Place Procedures

Emergency events may result in the need to evacuate the building or shelter in place. In the event the center becomes unsafe and you are forced to evacuate, all staff members and patrons will leave the building through marked exits or identified secondary exits. Employees and patrons should not stop for personal or other items when evacuating the facility. Close all doors behind you to contain any hazard present. Whenever an alarm sounds, employees should immediately evacuate the facility according to the directions identified above.

Following evacuation, employees and patrons should go to the **Evacuation Staging Site**. Emergency personnel should be notified and given the last known location of any person not accounted for. The center manager shall establish a system that will account for all of administration personnel that have exited the building. Employees shall remain at the Evacuation Staging Site until told where to go by emergency personnel or their supervisor.



During certain events such as a tornado threat, it becomes unsafe to leave the building and you must shelter in place. Staff members will lead all personnel and patrons to one of the following designated safe areas:

- 1. Multi-purpose room
- 2. Kitchen Hallway, away from outdoor windows
- 3. Lobby area & green room

Once in place, if possible, secure or remove any objects higher than five feet with the potential to fall. Cover your head with your arms and stay as low to the ground as possible.

<u>Employees with a physical disability</u> should inform the center manager of the disability that may require special accommodations when carrying out emergency evacuation plans. The center manager is responsible for working with the employee and the Risk Management/Utilities Safety and Training representative to develop accommodations that will assist the employee to evacuate safely. For instance, co-workers or safety personnel may be enlisted as to assist employees in wheelchairs.

Employees may not reenter a facility until emergency personnel have given clearance.

# V. Fire

# A. General Information

Employees who suspect or have knowledge of impending danger or threat of danger due to smoke or fire in any municipal building are encouraged to activate the fire alarm at the nearest fire alarm pull station and then phone 9911 (or 911 if from a cell phone) immediately. If the building has no pull station, the employees are encouraged to phone 9911 (or 911 if from a cell phone). These procedures apply, regardless of time occurrence, whether the event occurs during regular working hours or after hours.

Park facilities are equipped with smoke detectors and an automatic sprinkler system. If the alarm or sprinkler system activates, immediately begin evacuation procedures as outlined. If it is safe, check the fire alarm panel to obtain the location of the activated device and provide the information to emergency personnel. If a fire is discovered by staff, the following actions should be taken:

# **Small Fire:**

If you discover the fire and it is confined (involving only an appliance or wastebasket, etc.) Take immediate action to extinguish it with a fire extinguisher. Remember P.A.S.S Pull. Aim. Squeeze. Sweep! Notify the Recreation Supervisor as soon as possible.



If events escalate or you see a large fire, take the following steps:

- □ Confine the fire to a small area by closing doors and openings. Be sure you have an unobstructed path to escape.
- □ Activate the alarm or notify occupants to begin evacuating the building.
- □ If you are not in immediate danger, call 9911 (or 911 if from a cell phone) to report the fire.
- □ Provide the operator with the building or area name, the approximate location of the fire, the size and type of fire, and your name.

#### B. Evacuation

Refer to Section IV.

# VI. Weather Emergencies

#### A. General Information

City of Denton facilities are subject to the weather emergencies, including but not limited to:

- Tornados and high winds;
- Hail and Lightning;
- □ Flash Flooding;
- Winter weather.

Regardless of the type of weather emergency, having the most current information is key to effective decision making for the safety of employees and visitors. The Emergency Management Program Manager (EMPM) will monitor NOAA Weather Radio, local television stations, Internet weather sites, and additional information outlets and provide appropriate updates to key departmental staff. If severe weather is threatening the City of Denton in general and a recreation facility in particular, the EMPM will immediately notify the department administration so appropriate measures can be taken to safeguard employees and guests. The front desk attendants or other designated individuals at a facility will have weather radios. Recreation centers will utilize notification tools such as Alert Denton to monitor approaching severe weather.

Facility staff are also encouraged to stay informed of approaching storms via Internet web sites or cable TV if available. Tornados and high winds

A tornado watch is issued when weather conditions are favorable for a tornado to form. Tornado watches typically cover a large geographic area (i.e., multiple counties). A tornado warning is issued when a tornado is indicated on radar or sighted by emergency personnel or trained storm spotters. Tornado warnings are



issued for a specific location and generally include direction of travel and jurisdictions in the immediate path of the storm.

If a tornado warning is issued for the City of Denton, recreation department employees and visitors should take shelter in the designated locations for the recreation facility (See Appendix D). Assist disabled workers in moving to these locations. Protect head and body from flying debris. Await specific instructions from your supervisor or emergency personnel.

If in a vehicle, employees should not try to out-run a tornado. Pull over and exit the vehicle when it is safe. Seek indoor shelter immediately. If there is no time to get indoors, lie in a ditch or low-lying area away from the vehicle. Highway overpasses offer little to no protection from a serious tornado.

The City of Denton will activate its outdoor siren warning system under the following conditions:

- 1. A tornado warning is issued by the National Weather Service.
- 2. Trained storm spotters identify rotating clouds.
- 3. Hail of 1inch diameter or greater.

# B. Hail and Lightning

During a hail or electrical storm, do not go outside. While indoors, stay away from windows and exterior doors. You may experience a power outage. Be aware of the potential impact on electronic equipment and your computer. Stay clear of metal objects, such as pipes and electrical appliances. If you find yourself caught in a hail or lightning storm away from a protected building, stay in a closed automobile if possible. Stay away from trees, power lines, flagpoles, and metal fences. If caught in the open, cover your head with your arms and stay as low to the ground as possible.

# C. Flash Flooding

Flash flooding is caused by slow moving thunderstorms or thunderstorms repeatedly moving over the same area. Flash floods generally affect low lying areas near creeks, streams and rivers. When the ground is already saturated, it is unable to absorb additional rainfall and it spreads out over the ground. It rises quickly, but will generally also fall quickly once the rain has stopped.

When a **Flash Flood Watch** is issued, be alert to signs of flash flooding and be ready to evacuate if needed. Typically, most recreation facilities will not flood unless the flooding is very severe. However, floodwaters can cut-off ingress/egress routes to the building and lead to street level flooding in the downtown area and elsewhere in the city. Extreme caution should be taken when evacuating the building during flood events. In certain instances, it may be more practical to remain on-site and



allow flood waters to recede instead of venturing out to possible flooded roadways. If the building does start to flood, head for higher ground (upstairs if available) and avoid floodwaters. Notify the Recreation Supervisor and Park Area Manager immediately. Assist visitors as needed. Remain calm and provide staff and visitors updates as available. If flooding continues and becomes a hazard, notify emergency personnel immediately by calling 9911(or 911 if from a cell phone).

If in a vehicle, never drive through flooded roadways! Remember the National Weather Service advice, "Turn Around, Don't Drown." If the vehicle stalls, leave it immediately and seek higher ground. Rapidly rising water may engulf the vehicle and sweep it away. Do not attempt to cross flowing streams. Two feet of water will carry away most automobiles. Be especially cautious at night, when it's harder to recognize flood waters.

# D. Winter weather

Never assume City offices are closed due to severe winter weather. If you cannot reach your supervisor, listen to KNTU, watch cable TV Channel 26 (DTV), or log on to <a href="www.cityofdenton.com">www.cityofdenton.com</a> to determine if City offices are delayed in opening or closed. Employees in positions that are considered "essential" should plan ahead to ensure that they are able to report for work in the event of severe weather. If weather conditions are so severe that you do not feel you are unable to safely report for work, contact your supervisor immediately. The supervisor may account for the absence as outlined in City Policy 110.03 Inclement Weather.

# VII. Bomb Threats

# A. General Information

Bomb threats are most commonly received via phone, but are also made in person, via email, written note, or other means. Every bomb threat is unique and should be handled in the context of the facility or environment in which it occurs. Facility supervisors and law enforcement will be in the best position to determine the credibility of the threat.

Bombs can be constructed to look like almost anything. A bomb can be placed or delivered any number of ways. The probability of finding a bomb that looks stereotypical is almost nonexistent. Most bombs are homemade and are limited in their design only by the imagination of, and resources available to, the bomber. Remember, when searching for a bomb, suspect anything that looks unusual or out of place. Let the trained *bomb technician* determine what is or is not a bomb.



# B. Receiving the Threat

# 1. Telephone Threat

Any employee who receives a bomb threat by telephone should:

- □ Remain calm and courteous at all times.
- Note the time of the call.
- ☐ Have the caller repeat the threat.
- ☐ Ask all questions included on the checklist (reference Appendix A) and write down all the answers.
- □ Write down the exact wording of the threat.
- □ Listen for background noises and write down a description.
- □ Write down whether it is a man or woman—pitch of voice—accent—anything you hear.
- □ Have a second person listen in on the conversation from a different telephone if possible.
- □ Record the call if possible.
- □ Keep the caller on the line as long as possible by asking other questions.
- □ Check Caller ID (if available).
- □ Contact your supervisor and/or department director immediately after the call is over.
- □ Remain available throughout the response to any emergency responders.

# 2. Written Threat

Any employee who has received a threat by mail, delivery person, or any other written means should:

- □ Not handle the note or the packaging unnecessarily.
- □ All materials should be treated as evidence.
- □ Call 9911 (or 911 if from a cell phone) immediately.

# 3. Threat by E-mail

Any employee who receives a bomb threat by e-mail should:

- □ Leave the message on the computer screen. It may be possible to track the sender.
- □ Call 9911 (or 911 if from a cell phone) immediately.

# 4. <u>Discovery of a Suspicious Package</u>

Any employee who receives a suspicious package, suspicious letter, or discovers other suspicious objects in the mailroom or elsewhere on the premises, indoors or outdoors should:

- □ Not touch a suspicious package, letter, or object.
- ☐ Make sure the damaged or suspicious package(s) is isolated and the immediate area is cordoned off.
- □ Call 9911 (or 911 if from a cell phone)
- ☐ If you suspect that the mail piece or package is contaminated:
  - Ensure that all persons who have touched the mail piece wash their hands with soap and water.



- List all persons who have touched the mail piece. Obtain contact information and have this information available for authorities.
- Place all items worn when in contact with the suspected mail piece in plastic bags and have them available for law enforcement agents.

# C. Evacuation

Refer to Section IV.

# VIII. Other Workplace Violence Incidents

#### A. General Information

It is important to remember that even the most respectful environment can experience incidents of workplace violence. The environment may not always be the stressor that leads to the occurrence of an incident. An employee may be experiencing psychological problems, be under the influence of alcohol or drugs, or suffering from familial stress.

In order to intervene in a timely and appropriate manner before a violent episode occurs, it is important to be able to identify the indicators that can signal the risk potential of violent episodes. Such indicators are included in Appendix B.

# B. Prevention Strategies

All employees should be familiar with the Workplace Violence Prevention administrative directive (108.05). All policies/procedures and administrative directives can be found on the City's intranet.

Department administration personnel will implement prevention strategies wherever possible to protect employees. In analyzing prevention strategies, the following will be considered: environmental design, administrative controls, and behavioral strategies.

# 1. Environmental Design

- When it does not become an inconvenience for customers, install barriers that allow for physical separation (i.e., counters, bullet proof glass, etc.). Heights and depth of counters are important considerations in protecting employees. Elevated workspaces can allow for better visibility.
- □ Increase visibility and lighting, especially areas around buildings and in parking lots.
- □ Know the access to and exits from the workplace. The number of entrances and exits, the ease with which non-workers can gain access to work areas, and the number of areas where potential attackers can hide are issues that should be addressed. These issues have implications for the design of buildings and parking areas, landscaping, and the placement



- of garbage areas, outdoor refrigeration areas, and other storage facilities that workers must use during a work shift.
- Evaluate the need for further security devices. Numerous security devices may reduce the risk for assaults against employees and facilitate the identification and apprehension of perpetrators. Some examples include closed-circuit cameras, alarms, two-way mirrors, electronic control access systems, and panic-bar doors locked from the outside only.
- □ For office personnel, arrange furniture to prevent entrapment by the perpetrator.

# 2. Administrative Controls

- □ Evaluate staffing plans and work practices. Some suggestions to increase workplace safety include escorting customers through the work area, using a receptionist to screen persons entering the workplace, ensuring more than one person is on duty at any given time, etc.
- Establish a procedure by which an employee may communicate to other employees in the department that they need assistance with an irate person (can be accomplished with the physical presence of another employee or a coded request that the other employee call 9911). This is accomplished in the Human Resources department by the use of a code word that is discussed in the department's annual review and training of emergency response procedures and during a new employee's departmental in-processing.
- Inform all employees of the policies and procedures for reporting threats. In the event of emergencies, City of Denton employees should know to call 9911 while in a City building. Post a sign or place labels on all phones with this information. Employees should know to stay on the phone to give dispatch the physical location of where the incident is/has occurred.
- Train all employees on recognizing the potential for violence (reference Appendix B), methods for defusing or de-escalating potentially violent situations (reference Appendix C), and instruction about the use of security devices and protective equipment.
- □ Inform employees of the procedures for obtaining medical care and psychological support following violent incidents.

# 3. <u>Behavioral Strategies</u>

It is recommended that all employees be trained in non-violent response and conflict resolution to reduce the risk of volatile situations escalating to physical violence as well as hazards associated with specific tasks or work sites and relevant prevention strategies.



# C. Hostage Situations

If you are in a hostage situation:

- □ Do not be a hero. Accept your situation, and be prepared to wait.
- $\Box$  The first 15 45 minutes are the most dangerous. Follow instructions of your captor(s).
- □ Do not speak unless spoken to and then only when necessary.
- □ Try to rest.
- □ Do not make suggestions.
- □ Do not try to escape unless you are absolutely sure that you will be successful.
- □ If you need special medical attention or medication, inform your captor(s).
- □ Be observant. You may be released or escape and can help the police with your information.
- □ Be prepared to answer the police on the phone. Give only "yes" or "no" answers.
- □ Do not be argumentative.
- Treat captors respectfully.
- □ Be patient.
- ☐ If you believe a rescue attempt will be made, lie low. If the police come in, make no sudden moves.
- □ Remain calm and try to keep others calm.
- □ Remember that you are a hostage and will be regarded as such by the police.

# IX. Hazardous Chemical Spills

# A. General Information

Due to Denton's proximity to Interstate 35 and City of Denton buildings being located near railroad tracks, there exists the possibility of a chemical spill occurring that could effect and endanger the health and welfare of City of Denton employees while on duty and visiting members of the public. Although the chances of such a spill occurring is rare, City of Denton employees should be prepared to take appropriate action if alerted by emergency response authorities that such an occurrence has occurred.

# B. A Chemical Spill in the Area

Be prepared to evacuate the area if directed to do so by the local authorities (police or fire departments). You should also be prepared to shelter in place if evacuation is not possible or necessary.

Studies have shown that even poorly sealed buildings give some protection from a serious amount of chemical entering the building. Those results would indicate



that if you are outside, you should go in the nearest public building, or get in your vehicle. Once inside, close off all outside ventilation, such as windows, or the air conditioner. Stay inside and wait for further instructions from public safety personnel.

If you a chemical is entering the building and you are in danger, a wet cloth or towel over your nose and mouth will act as a filter and offer some protection.

In any event, staying inside is safer than trying to outrun a release.

If you are outside and cannot possibly get inside, move crosswind (in a direction the wind is blowing from your left to right or vice versa, but not into your face or from behind.) This offers the best advantage for getting out of the path of the release. In either case, remain calm and wait until you receive additional instructions before taking any further actions.

In the unlikely event that a hazardous chemical spill should occur, employees (and citizens) may be instructed by emergency response authorities to take one of the three following actions designed to minimize and reduce personal harm:

- Protect Your Breathing;
- □ Shelter-in-Place; or,
- Evacuation.

# C. Protect Your Breathing

If you are instructed to protect your breathing, you should do the following:

- □ Cover your nose and mouth with a damp cloth. Fold the cloth over several times.
- Close all windows and doors in the building or vehicle
- □ Turn off all heating, cooling and ventilation systems.

Await any further instructions from the emergency response authorities.

# D. Shelter-in-Place

The goal with sheltering-in-place is to protect oneself inside a structure. This is a good action to take if there is a short release or small amount of hazardous materials in the air. Take these steps for protection:

- Go inside and stay until emergency officials announce you can leave safely. This will most likely be no more than a few hours, rather than a day or more.
- Close all doors and windows.
- □ Turn off heating, cooling, or ventilation systems.
- □ Listen to local radio (KNTU 88.1 FM) and TV stations for further instructions.



# E. Evacuation

If told to evacuate, you should move to the place designated by emergency officials. Follow these steps to get ready for the trip:

- Stay as calm as possible.
- □ Gather only what you will need the most from your worksite (wallet, purse, checkbook, credit cards, mobile phone, driver's license, prescription medications, etc.).
- □ If you have enough time, you might also gather and take with you any work documentation of a sensitive or vital nature that you may need before you are permitted to return to your worksite.
- DO NOT listen to rumors. Tune your radio to KNTU 88.1 FM or local TV stations for up-to-date information regarding the emergency.
- ☐ Try not to use your phone. Only use the phone if you or someone you know is injured, sick, or cannot otherwise evacuate. If you must use the phone, keep the call short and to the point.
- □ Keep your vehicle windows and air vents closed.
- □ Continue to monitor radio and TV stations for reports about your evacuation routes and other information.
- □ Drive safely as traffic will be heavy. Law enforcement officers along the route will direct traffic.
- □ Please check to ensure that all employees who are required to evacuate have available transportation. Try to "car pool" so as to alleviate any traffic congestion.



# TELEPHONE BOMB THREAT CHECKLIST

| EEP CALM: Do not get excited or excite othe | rs.                                       |
|---|---|
| ME: Call received am/pm Te                  | rminated am/pm                            |
| ACT WORDS OF CALLER:                        |   |
|   |   |
|   |   |
|   |   |
| PELAY: ASK CALLER TO R                      | EPEAT                                     |
| uestions you should ask                     |   |
| Time bomb is set to explode?_               |   |
| Where located? Floor                        | Area                                      |
| Kind of bomb?                               |   |
| • Description?                              |   |
| Why kill or injure innocent pec             | ople?                                     |
| Voice Description                           | Background Noise                          |
| • Male                                      | □ Music                                   |
| <ul><li>Female</li></ul>                    | A. Traffic                                |
| • Calm                                      | B. Horns<br>C. Machinery                  |
| <ul><li>Nervous</li></ul>                   | D. Running Motor (Type)                   |
| <ul><li>Young</li></ul>                     | Di Hammig Motor (1790)                    |
| • Old                                       | E. Whistles                               |
| <ul><li>Rough</li></ul>                     | F. Aircraft                               |
| <ul><li>Refined</li></ul>                   | G. Bells                                  |
|   | H. Tape Recorder                          |
| DDITIONAL INFORMATION                       | I. Other                                  |
| 1 Did caller indicate knowledge             | of the facility? If so, how? In what way? |
| 1. Dia canci maicate knowledge              | or the radincy. It so, now: In what way:  |
| 2. What line did call come in on?           |   |
| 3. Is number listed?                        |   |
| ☐ Yes What is the nu                        | umber?                                    |
| □ No  |   |



Indicators that can signal the risk of potential violent episodes:

- Sudden and persistent complaining about being treated unfairly
- □ Blaming of others for personal problems
- Sudden change in behavior, deterioration in job performance
- Statement that he or she would like something bad to happen to supervisor or another co-worker
- Paranoid behavior
- Sudden increased absenteeism
- Sexually harassing, or obsessing about a co-worker; sending unwanted gifts, notes; unwanted calling, stalking
- □ Increased demand of supervisor's time
- □ Alcohol or drug abuse
- Talking to oneself
- Instability in family relationships
- □ Financial problems combined with not receiving a raise or promotion
- Poor relationships with co-workers or management
- □ History of violent behavior
- □ Previous threats, direct or indirect
- Presenting and talking about reading material that is violent in nature
- □ Carrying a concealed weapon, or flashing one around
- Isolation
- Refusal to accept criticism about job performance
- □ Sudden mood swings, depression
- Sudden refusal to comply with rules or refusal to perform duties
- Inability to control feelings, outbursts of rage, swearing, slamming doors, etc.
- Memory or concentration problems
- □ Recklessness, unsafe work habits

If an employee begins demonstrating any or a combination of the above indicators, it is important to let your supervisor know. If you are the employee's supervisor, contact Human Resources to discuss a mandatory referral to the Employee Assistance Program (EAP). It is imperative to respond in an empathic, caring and non-shaming manner, remembering that time is of the essence.



# **Personal Conduct to Minimize Violence**

Follow these suggestions in your daily interactions with people to de-escalate potentially violent situations. If at any time a person's behavior starts to escalate beyond your comfort zone, disengage.

| any time a person's behavior starts to escalate beyond your comfort zone, disengage. |  |  |     |  |  |
|--|--|--|-----|--|--|
|  | Do   | Do not   |     |  |  |
|  | Project calmness, move and speak slowly, quietly and confidently.  Be an empathic listener. Encourage the                            | <ul> <li>Use styles of communication, which<br/>generate hostility such as apathy, brush of<br/>coldness, condescension, robotism, going<br/>strictly by the rules or giving the run-</li> </ul>                                   | ff, |  |  |
|  | person to talk and listen patiently.   | around.  |     |  |  |
|  | Focus your attention on the other person to let him/her know you are interested in what he/she has to say.                           | <ul> <li>Reject all of a client's demands from the<br/>start.</li> </ul>   |     |  |  |
|  | Maintain a relaxed yet attentive posture and position yourself at a right angle rather than **directly in front of the other person. | <ul> <li>Pose in challenging stances such as<br/>standing directly opposite someone, hands<br/>on hips or crossing your arms. Avoid any<br/>physical contact, finger pointing or long<br/>periods of fixed eye contact.</li> </ul> | S   |  |  |
|  | Acknowledge the person's feelings. Indicate that you can see he/she is upset.  | <ul> <li>Make sudden movements, which can be<br/>seen as threatening. Notice the tone,</li> </ul>  |     |  |  |
|  | Ask for small, specific favors such as asking the person to move to a quieter area.  | volume and rate of your speech.  Challenge, threaten or dare the individual.   |     |  |  |
|  | Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of any violent behavior.                  | Never belittle the person or make him/her feel foolish.  |     |  |  |
|  | Use delaying tactics, which will give the person time to calm down. For example,   | <ul> <li>Criticize or act impatiently toward the<br/>agitated individual.</li> </ul>   |     |  |  |
|  | offer a drink of water (in a disposable cup).  | <ul> <li>Attempt to bargain with a threatening individual.</li> </ul>  |     |  |  |
|  | Be reassuring and point out choices. Break big problems into smaller, more manageable problems.                                      | Try to make the situation seem less seriou<br>that it is.  | S   |  |  |
|  | Accept criticism in a positive way. When a complaint might be true, use statements like "You are probably right" or "It was my       | <ul> <li>Make false statements or promises you cannot keep.</li> </ul>   |     |  |  |
|  | fault." If the criticism seems unwarranted, ask clarifying questions.  | <ul> <li>Try to impart a lot of technical or<br/>complicated information when emotions<br/>are high.</li> </ul>  |     |  |  |
|  | Ask for his/her recommendations. Repeat back to him/her what you feel he/she is requesting of you.                                   | <ul><li>Take sides or agree with distortions.</li><li>Invade the individual's personal space.</li></ul>  |     |  |  |
|  | Arrange yourself so that a visitor cannot block your access to an exit.  | Make sure there is a space of three to six feet between you and the person.  |     |  |  |



# **Severe Weather Locations Leisure Services Facilities**

# **Recreation Centers:**

Denia:

#1 location: Hallways- past front desk leading to meeting rooms; meeting room hallway

#2 location: Gymnasium

#3 location: Restrooms

**North Lakes:** 

#1 location: Hallways- past front desk leading to meeting rooms; meeting room hallway

#2 location: Gymnasium

#3 location: Restrooms

MLK:

#1 location: Hallway – leading to gymnasium, west side of building

#2 location: Gymnasium

#3 location: Restrooms

**Denton Senior Center:** 

#1 location: Hallway outside of multi-purpose gymnasium

Kitchen

Conference room

# 2 location: Multi-purpose gymnasium

#3 location: Lobby

Volunteer office

**ALH Senior Center: Determined after construction** 

#1 location: Fitness Room Closet

# 2 location: Multi-purpose Room (Side A w/ partitions and all doors close.)



# **Athletics:**

**McMath:** Restrooms and hallway

North Lakes Softball Complex: # 1 location: Concession stand

#2 location: Restrooms

**Denia Softball Complex:** 

# 1 location: Concession stand

#2 location: Restrooms

**Goldfield Tennis Center:** 

#1 location: Office

#2 location: Restroom

#3 location: NL rec center

**Skate Park:** 

#1 location: Natatorium

**Aquatics:** 

**Natatorium:** 

#1 location: Hallway outside of the restrooms

Water Works Park:

#1 location: Natatorium

**Civic Center Pool:** 

# 1 location: Concession stand

#2 location: Restrooms



# **Denton Senior Center**

509 N. Bell Ave

