CHAPTER 4: SAFETY, SECURITY & RISK MANAGEMENT

This chapter is intended to serve as a supplement to Spartanburg County’s Employee Handbook, Chapter IX, “Workplace Safety and Security Guidelines” which can be viewed at the link below.


PURPOSE

The SCPD will make reasonable efforts to ensure that all parks, recreation facilities owned or managed by SCPD and all recreation programs offered by or through SCPD are safe and legally compliant. In this context:

1. **Safe** means that dangerous conditions and practices have been removed or mitigated, to the extent possible, according to applicable professional standards and the viewpoint of the reasonable person. **Safe** does not mean that all hazards inherent in active recreation facilities and programs have been removed. Some recreation activities are inherently more dangerous than others and the impact of people having unknown abilities and intentions interacting with the built environment cannot be comprehensively forecast. **Safe** means that the SCPD has employed and documented its best efforts, as those efforts are described in this procedure, to address unsafe conditions and activity.

2. **Legally compliant** means that those responsible for SCPD facilities and programs have made reasonable efforts to educate themselves on the applicable laws and regulations governing the design and use of parks and recreation facilities as well as programs, and may take reasonable steps to ensure that the applicable laws and regulations are followed.

3. The purpose of this chapter is to outline procedures to guide SCPD personnel in the management of the risks associated with operating a parks and recreation department.

4. As a Spartanburg County Department, SCPD is generally governed by County policies, including the sections of the Code of Laws of Spartanburg County as well as the regulations, forms and training materials provided by Spartanburg County departments.

5. While referencing the roles of other departments for safety, security and risk management, this chapter primarily addresses procedures that are unique to SCPD, including assignment of responsibility for:
   a. Safety and risk management program coordination
   b. Facility planning
   c. Facility inspections and repair
   d. Facility operations and security
   e. Liaison to local law enforcement and other first responder agencies, when needed
f. Procedures to promote public safety, employee safety and security of public parks and recreation assets owned and/operated by the SCPD

g. Contacts, in the event of a safety or risk management issue

**RESPONSIBILITY**

1. **Risk Management**: Spartanburg County employs a Risk Manager who reports to the Human Resources Director. The Risk Manager is responsible for oversight, coordination and monitoring of safety and risk management programs and practices in all County departments, but each department is expected to support and work with the Risk Manager to ensure efficient and safe programs, operations and facilities for Spartanburg County customers and employees. The Spartanburg County Risk Manager has reviewed and approved this procedure.

2. **Emergency Management**: Spartanburg County employs an Emergency Management Coordinator whose office coordinates the local, state and federal resources to protect the citizens from the effects of disasters, both natural and manmade. The local Office of Emergency Management works to identify and analyze the hazards that may face Spartanburg County and develop contingency plans for each hazard. The plans are regularly tested and refined. The Emergency Management Coordinator has reviewed and approved this procedure.

3. **Law Enforcement and other Public Safety Agencies**: Ordinances in the Code of Laws of Spartanburg County apply to SCPD facilities and services. Specific laws governing parks and recreation services are contained in Chapter 58 of the Spartanburg County Code of Ordinances. Other Code sections may also apply. Some parks and recreation facilities operated by the SCPD are located within municipalities, in which case the ordinances of that jurisdiction are applicable to SCPD facilities and operations located within the municipality.

   a. The Spartanburg County Sheriff’s Department is authorized to enforce State laws and County ordinances within the unincorporated area of Spartanburg County. Municipal police departments are authorized to enforce State laws and their municipal ordinances. The SCPD will work with law enforcement agencies to provide the safest possible park and recreation facilities.

4. **Coordination**: While the Parks and Recreation Director is responsible for promotion, coordination and cooperation with other departments and jurisdictions, the Parks and Recreation Director has delegated day-to-day responsibility for coordination with law enforcement and public safety services.

   a. The Park Operations Manager will serve as the principal liaison to law enforcement, fire departments and other public safety agencies in those parks where athletic competitions and tournaments are held.
b. The Recreation Manager will serve as the principal liaison to law enforcement, fire departments and other public safety agencies in community centers, recreation centers and other locations where recreation programs are provided.

c. As needed, SCPD will coordinate with the appropriate law enforcement and public safety officials to notify them of events and plan for addressing issues such as parking, emergency medical services, crowd control and traffic control.

5. **Contract Public Safety Services:** The SCPD may, from time to time, contract with commissioned law enforcement officers and emergency medical service personnel, directly or through a third party, to provide heightened security for events where alcohol is served and/or where there are a large number of participants.

   a. The degree of security provided at each park and recreation center is dependent on the judgment of the Parks and Recreation Director, Assistant Parks and Recreation Director, Park Operations Manager or Recreation Manager (or their designees, as appropriate.) Factors considered in making judgments include the location of the facility, the number of people involved, the type of activity and other factors.

   b. Contract personnel may not begin work until a Workers Compensation Waiver is completed. SCPD is not permitted to contract directly with employees of the Spartanburg County Sheriff’s Department. SCPD may also utilize Sheriff’s Department employees, but must pay overtime rates for Sheriff’s Department employees.

6. **Insurance Certification:** Where required by County policy, team managers or their designees are responsible for obtaining Certificates of Insurance for their activities and programs from customers using parks and recreation facilities or contractors that are performing work on County properties. Coverage limits required are detailed in the County Insurance Requirements Matrix, promulgated by the Purchasing Department. Exceptions to the coverage limits described in the matrix may be sought from the County Risk Manager, with the concurrence of County Administration.

**SPARTANBURG COUNTY PARKS DEPARTMENT SAFETY AND RISK MANAGEMENT TEAM**

The SCPD operates a cross-functional Safety and Risk Management Team. Members are appointed by the Assistant Parks and Recreation Director. This team coordinates safety and risk management activities in the department, in consultation with the County Risk Manager. The County Risk Manager and the Deputy County Administrator may attend any meeting of the Safety and Risk Management Team, by invitation or at their discretion. Personnel from other departments may also be invited to attend, as needed. The purpose of the Safety and Risk Management Team is to:
1. Provide a forum for dissemination of information, review of the department safety record and discussion/resolution of risk management and safety issues
2. Announce training opportunities or plan training that may be needed to enhance employee and public safety
3. Develop, implement and continuously refine the procedures outlined in this chapter
4. Review planned projects and programs that may pose safety or risks to employees or the public
5. Review employee accidents to determine whether disciplinary action is warranted
6. The department's Administrative Assistant will attend and record minutes of all meetings

Members of the team include:

1. The **Assistant Parks and Recreation Director**, whose duties include:
   a. Serving as chairperson of the Safety and Risk Management Team
   b. Serving on the Spartanburg County Claims Committee
   c. Remaining aware - through review of professional literature and attendance at training classes and professional development programs - of best practices related to parks and recreation facilities, such as licenses, sanitary regulations, fire laws, safety measures and research findings. The Assistant Parks and Recreation Director will communicate information gathered to the Safety and Risk Management Team and/or other department members
   d. Working with the Park Maintenance Manager, County Facilities Maintenance Department or private contractors to make repairs to buildings, as needed
   e. Acquiring and ensuring utilization of safety equipment, including personal protective equipment, fire extinguishers, training materials, weather alert radios, first aid kits, safety notification stations and other equipment, materials and supplies as needed. From time to time, inspect for the use of personal protective equipment and the currency of fire extinguishers. Employees who repeatedly avoid using provided personal protective equipment will be subject to discipline, with possible consequences up to and including termination.
   f. Coordinating the acquisition of Safety Data Sheets and making them available for the review of all employees
   g. Reviewing and establishing—with the assistance of the Senior Project Manager, Park Maintenance Manager and County Risk Manager—insurance liability coverage limits for SCPD facilities, equipment and programs
   h. Coordinating with other team managers and the Finance Department to update, on an annual basis, the Fixed Assets Inventory
i. Documenting all activities in a manner acceptable to the Parks and Recreation Director and retaining all documentation according to the adopted Records Retention Schedule

2. The **Recreation Manager**, whose duties include:
   a. SCPD contracts with other public and private entities to provide services. If the facility or playground that has been inspected and found to be problematic is not owned by the SCPD, then the building or program officer of the owning agency will be made aware of the problem(s). If the problem(s) are not corrected in a timely manner, the Parks and Recreation Director will be made aware of the issue and will contact the chief executive officer of the owning organization to determine if corrective action can be made, and if not, whether the SCPD needs to suspend operations at the facility.
   b. Developing procedures and enforcing safety procedures for recreation programs (other than tournaments and athletic programs) as well as plans for those special events that are managed by the Recreation Team
   c. Analyzing risks associated with programs, events and program participant transportation. Working with the Assistant Parks and Recreation Director and County Risk Manager to acquire insurance coverage, as needed
   d. Selecting, training and supervising full-time employees, part-time employees, contract employees and volunteers who provide recreation programs. Documenting attendance at training programs
   e. Retaining all documentation according to the adopted Records Retention Schedule

3. The **Park Maintenance Manager**, whose duties include:
   a. Selecting, training and supervising full-time employees and volunteers who provide park maintenance service. Documenting attendance for all training programs.
   b. Acquiring and ensuring utilization of safety equipment, including personal protective equipment, fire extinguishers, etc. Inspect for the use of personal protective equipment and the currency of fire extinguishers. Employees who repeatedly avoid using provided personal protective equipment will be subject to discipline, with possible consequences up to and including termination.
   c. Providing standardized, routine safety inspections of all parks owned or managed by the SCPD. This includes playgrounds, playing fields, public grounds, park buildings and all features/amenities contained within the park borders.
   d. Documenting problems found and assigning them to the appropriate park maintenance shop for resolution. Working with the County Facilities Maintenance Department or private contractors to make repairs to buildings, as needed.
Repairs and remediation of safety and risk management issues found during inspections also will be documented.

e. If the park that has been inspected and found to be problematic is not owned by SCPD, then the building or program officer of the owning agency will be made aware of the problem(s). If the problem(s) are not corrected in a timely manner, the Parks and Recreation Director will be made aware of the issue and will contact the chief executive officer of the owning organization to determine if corrective action can be made, and if not, whether the SCPD needs to suspend operations at the facility.

f. Maintaining a file on all parks (including fixed equipment and amenities in each park, such as benches, picnic tables, picnic shelters, buildings, playing fields, shade structures, lighting, etc.) and playground equipment, containing pertinent documents, such as plats, leases for park land, playground specifications, inspection reports and reports of completed repairs.

g. Maintaining an inventory of all parks and ground maintenance equipment to include licensed rolling stock and administrative vehicles. The Park Maintenance Manager also works with the County Fleet Services Manager to oversee the timely maintenance and replacement of vehicles/equipment.

h. Maintaining a master inventory of all keys for all parks and recreation facilities; maintaining a record of what keys have been issued to individual employees.

i. Retaining all documentation according to the adopted Records Retention Schedule.

4. The Park Operations Manager, whose duties include:

   a. Selecting, training and supervising full-time and part-time employees as well as volunteers who provide support to athletic competitions and tournaments held in parks owned or managed by the SCPD. Documenting attendance at training programs.

   b. Developing safety procedures and enforcing them for sports tournaments, athletic programs and written plans for those special events that are within the purview of the Park Operations Team.

   c. Acquiring and ensuring utilization of safety equipment, including personal protective equipment, fire extinguishers, etc. Inspect for the use of personal protective equipment and the currency of fire extinguishers. Employees who repeatedly avoid using provided personal protective equipment will be subject to discipline, with possible consequences up to and including termination.

   d. Maintaining liaison with the Spartanburg County Sheriff's Department, municipal fire departments, area fire departments and other public safety personnel to coordinate procedures for response to emergencies.
e. Retaining all documentation according to the adopted Records Retention Schedule.

5. The **Senior Project Manager**, whose duties include:
   
a. Ensuring that the design and construction of any new parks and recreation, as well as the design and construction of any parks and recreation facility renovations, are compliant with applicable Federal, State and local laws and regulations
   
b. Working with department personnel, contractors and project administrators to minimize conflicts between construction activity and parks and recreation programs
   
c. Briefing the Safety and Risk Management Committee of planned projects and the status of those projects, once they commence
   
d. Ensuring that department maintenance and operations personnel are consulted when parks and recreation facilities are designed or renovated
   
e. Ensuring that all parks have the appropriate entrance, safety and regulatory signage needed to inform park visitors of regulations and hazards
   
f. Maintaining project files for all capital projects, until those projects are complete, when the project file will be handed over the Park Maintenance Manager to become a part of the park file. During design and construction, project files for capital projects, should include:
      
i. Design and Construction RFPs
   
ii. Contracts
   
iii. Purchase Orders
   
iv. Pay Applications and Approvals
   
v. Formal Communications
   
vi. As-Built Drawings
   
vii. Signage Plans
   
   viii. Project Closeout Checklist

6. The **Marketing Manager**, whose responsibilities include:
   
a. Supporting other committee members by promoting participant safety through regular communications with the public
   
b. Serving as the spokesperson in the event of accidents and injuries which attract media attention in coordination with the Parks and Recreation Director and with the permission of County Administration
7. **The Parks and Recreation Director**, whose responsibilities include:

   a. Ensuring that the provisions of this chapter are applied department-wide, auditing training in and compliance with this procedure and taking corrective action when non-compliance is found. Auditing may be done personally, with the assistance of the County Risk Manager, or by utilizing a contractor hired for this purpose. Auditing is an important key to improved safety performance. Audits should be both announced and unannounced. The purpose of the audits is to:

   i. Maintain standards by ensuring that employees follow established guidelines, methods and procedures

   ii. Identify where methods or procedures are insufficient

   iii. Measure the effectiveness of, or need for, safety education

   iv. Reveal weaknesses in the safety and risk management program

   v. Motivate employees by showing the results of their safety efforts

   vi. Increase safety and risk management awareness

   vii. Ensure that previously recommended corrective action was addressed, initiated or completed

   b. Providing periodic reports to County Administration

   c. Audits of policy compliance and all other elements of the safety program may also be performed by the County Risk Manager upon his/her own initiative. Copies of said audits will be provided to the Parks and Recreation Director as well as County Administration.

8. Members of the Safety and Risk Management Committee may invite their team members to attend the committee meetings at any time.

**PARK AND RECREATION FACILITY SECURITY**

To protect public safety and the public’s investment in parks and recreation facilities, the SCPD employs many strategies, within the context of a general security plan, including:

1. Taking crime prevention into account when designing facilities

2. Installing gated access, security alarm systems, video cameras, fencing, lighting, electronic access systems and utilizing off duty-security personnel

3. Monitored security alarms are installed in high-value sites.

4. Lightning detection and warning systems are installed at sports venues that attract large crowds.
5. Some high-value facilities are equipped with video camera systems installed as a preventative measure and to assist police departments in prosecution.

6. Establishing standard opening and closing hours of all parks and recreation facilities and placing signage to notify SCPD customers of those hours. In the event that opening and closing hours are changed due to weather, special events, etc., the SCPD will do its best to notify SCPD customers.

7. Recreation, Park Operations and Park Maintenance personnel lock SCPD vehicles, park buildings and access gates as part of normal closing procedures to deter and prevent access into areas after closing hours.

8. For those facilities owned or managed by the SCPD, the Park Maintenance Manager has designated the Assistant Park Maintenance Manager to serve as the key coordinator. This person will provide for control, issuance of and documentation of all keys issued to SCPD personnel.
   a. SCPD team managers may request, from the key coordinator, the issuance of keys to personnel on their team. Keys will be issued to individuals only for those areas where a need for access can be demonstrated.
   b. Only the key coordinator is authorized to duplicate keys.
   c. Keys issued are the responsibility of the individual to whom the key is issued. SCPD employees must not loan keys to unauthorized persons.
   d. Keys must not be left unattended. Any key found in the possession of an unauthorized person will be confiscated immediately.
   e. SCPD employees who lose keys must notify their supervisor immediately. Persons who lose keys may be required to pay the replacement cost of the key and may also face disciplinary action.
   f. Personal locks are prohibited on all doors and will be removed if found.
   g. Upon termination or resignation, keys must be turned into the SCPD's employee's team manager or to the key coordinator.

9. Because SCPD parks and recreation centers are widely dispersed, the Park Operations Manager recruits Park Watch volunteers who frequent certain parks and recreation centers. The volunteers are encouraged to report suspicious or illegal activity and/or unsafe conditions to the Parks Operations Manager or his designee. If required, the Park Watch volunteers are asked to call 911 for response by law enforcement personnel. Park Watch volunteers are discouraged from intervening to stop suspicious or illegal activity.

**SCPD Employee Responsibilities for Safety and Risk Management**
RESPONSIBILITY FOR PUBLIC EDUCATION ON ORDINANCES AND REGULATIONS

1. The SCPD will take steps to educate park customers on laws and regulations pertaining the SCPD facilities and operations. These steps include, but are not limited to:

   a. Chapter 58 of the Spartanburg County Code will be posted on the SCPD website.

   b. Summaries of ordinances and regulations pertaining to the use of SCPD facilities will be prominently posted on signage throughout parks and recreation facilities.

   c. Signage also will list phone numbers to call for reports of illegal activity or unsafe conditions.

2. Department regulations and procedures will be explained in contracts signed with tournament organizers and permits granted to persons who utilize SCPD facilities, such as persons renting facilities and volunteer athletic associations who utilize parks for sports league play.

PROMOTING CITIZEN REPORTS OF SAFETY AND RISK MANAGEMENT PROBLEMS

1. Citizens who report safety issues in SCPD parks and recreation facilities are an important part of promoting safety and managing risks. SCPD will facilitate citizen reporting by:

   a. Providing a problem reporting link on the SCPD website

   b. Establishing a problem report line voice mail box to which citizens can report safety problems, 24 hours per day

   c. Publicizing the reporting link and report line via the website, signage and on forms/publications

2. The problem reporting link and problem report line will be coordinated by the Park Maintenance Manager, who will receive, inspect and document the reported problems.

3. If the Park Maintenance Manager deems the report to be accurate, then the Park Maintenance Manager will prioritize the problem and assign repairs to the appropriate maintenance shop to document the problem and the repair.

4. The Park Maintenance Manager also will contact all persons who leave their email address and/or phone number to advise them that the problem has been investigated and if/when the problem will be resolved.

SCPD EMPLOYEE RESPONSIBILITIES FOR SAFETY AND RISK MANAGEMENT

1. Risk management, safety awareness and emergency response ability are fundamental parts of the job of every SCPD employee. Typical causes associated with accidents and injuries include:

   a. Rushing to meet a schedule
b. Fatigue

c. Lack of attention

d. Lack of supervision

e. Lack of intervention when an unsafe condition or action is perceived

f. Lack of communication

g. Traveling in a vehicle; distracted driving

h. Traveling in wet areas or through moving water

i. Poor judgment

j. Improper lifting techniques

k. Unrealistic planning

l. Unrealistic expectations of oneself, other employees or customers

m. Use of equipment that is inappropriate for the task or using equipment of poor design or condition

n. Inadequate employee training

o. Improper preparation of participants appropriate to their levels of thinking, judgment or coordination

2. While on duty, SCPD employees must be alert to potential hazards from equipment, activities and human behavior, and must respond quickly to problems whenever they may arise. Each employee plays a key role in protecting the safety of the departments’ patrons, staff, and facilities. Every employee of the SCPD is responsible for helping promote safety and management of risks by:

a. Participating in safety training and applying the lessons learned

b. Abiding by safety regulations, procedures and checklists

c. Inspecting vehicles and equipment for safety and operations problems

d. Practicing defensive driving

e. Contributing ideas to promote public safety and workplace safety

f. Asking questions of their supervisor if he or she do not understand how to safely perform an assigned task

g. Reporting unsafe conditions and unsafe acts by others

h. Preventing or causing the cessation of unsafe acts of others, including minor citizens
i. Providing accurate and timely reports of incidents, accidents and injuries that can be analyzed to continuously improve safety

j. Maintaining the certifications required by the individual’s job and/or informing the team manager if the certification will soon lapse, so that recertification actions may occur. Coordinators of parks and facilities are expected to perform daily informal inspections whenever the park or facility is being used for an activity that is sponsored or facilitated by SCPD.

k. If possible, correcting problems noticed immediately. If it is not possible to correct the problem immediately, employees must take temporary action to protect the public (such as preventing access to an unsafe area) and the person who discovers the problem will refer it, via phone call and email, to the appropriate team for documentation and later corrective action.

l. Work crew supervisors and Recreation Coordinators have a heightened responsibility for safety and risk management. Routine facility and equipment inspections, as well as pre-operational reviews of plans and safety procedures, provide an opportunity to emphasize the importance of safety and risk avoidance. Before beginning operations or at the start of an event or program, crew supervisors and Recreation Coordinators should discuss work plans, including hazard assessment of job tasks to be performed, potential site hazards and other information for that day, including the location of service providers in the area.

SAFETY, RISK MANAGEMENT AND PUBLIC RELATIONS

1. Recreational activities, particularly competitive sports, sometimes result in inappropriate behavior on the part of participants and spectators. The Parks Operations Manager will arrange for employee in-service training in topics such as techniques for handling disruptive behavior, crowd control, emergency response and handling evidentiary items.

2. Whenever practical or appropriate, SCPD employees will educate the public on laws and regulations when employees observe violations. SCPD employees do not have the power to arrest or issue a summons for violations. SCPD employees may request that a violator cease the illegal behavior and may request that the violator depart from a parks and recreation facility. If the violator does not cease the illegal behavior and/or refuses to leave a facility, employees should notify the law enforcement agency with jurisdiction over the park or recreation facility.

3. In dealing with disruptive behavior, the following strategies will be employed by SCPD personnel.
   1. Calmly approach the customer while observing personal distances in order to appear non-confrontational.
   2. Greet the customer and advise of regulations in a flat, calm tone of voice without making accusations.
3. Inform customer of safety reasons for SCPD regulations and ask that the patron stop the behavior.

4. If needed and if possible, assist patrons with their needs in order to gain compliance through a customer service approach.

5. If unleashed dogs are involved, make no sudden moves or use a loud voice as this may cause the dog to react with an unwanted behavior.

6. Once compliance to regulations is gained, thank the patron for his or her cooperation and understanding.

7. If the disruptive behavior continues, then the law enforcement agency having authority should be called to handle and resolve the behavior. SCPD personnel must be cognizant of customer behaviors and determine safety risks for customers and staff which may require notification of law enforcement personnel immediately, without making an attempt to approach the disruptive person.

8. SCPD personnel will document all incidents involving criminal activity or disruptive behavior and forward the report to the Park Operations Manager or Recreation Manager, and copy the Assistant Parks and Recreation Director as appropriate.

**RESPONSE TO PROBLEMS AND EMERGENCIES**

Staff members of the SCPD must have the ability and/or training to appropriately respond to emergencies that may occur. Following is a general list of guidelines. This list is not all-inclusive, but is indicative of the types of emergency situations that most employees may face. Before emergencies occur, employees must familiarize themselves with alternative exits from all areas of the building or facility.

**INCLEMENT WEATHER**

1. In the event that Spartanburg County announces closure of County offices due to inclement weather, all public parks will also be considered closed. SCPD personnel may be assigned to specific facilities during inclement weather to address safety concerns.

2. Closure announcements will be made via Code Red telephone system as well as notifications to area television and radio stations.

3. If Spartanburg County offices open on a delayed schedule, SCPD team managers are permitted to use judgment in deciding how a delay is implemented, depending on the typical start times for their employees or the operational needs of their team.

4. On weekends, following a closure, the Parks and Recreation Director or Assistant Parks and Recreation Director will decide whether weather conditions permit opening facilities.
Because the SCPD provides recreation programming seven days per week, in the event of inclement weather, SCPD team managers are authorized to decide whether to cancel a recreation program, event or tournament, even if Spartanburg County has announced closure or a delay in opening of County offices.

**PLAYGROUND EQUIPMENT PROBLEMS**

1. Upon discovering a problem, clear park visitors from the defective/damaged equipment, wrap the equipment with red “Danger/Do Not Enter” tape, and post a warning sign at every entrance to the equipment, notifying the public that the equipment is closed for repairs.

2. Notify appropriate personnel, via email, including: your supervisor and/or team manager, the Assistant Parks and Recreation Director and the County Risk Manager.

**PLUMBING PROBLEMS**

1. For minor leaks, turn off water flow to the leaking line, post the faucet or attached device as “Out of Order”; mop up the spill; post “Wet Floor” signs where necessary.

2. For major leaks, turn off the main valve; mop up spill; post “Wet Floor” signs where necessary. Notify appropriate personnel, via email, including: your supervisor and/or team manager, the Park Maintenance Manager, the Assistant Parks and Recreation Director and the County Risk Manager.

**MECHANICAL PROBLEMS**

Notify appropriate personnel, via email, including: your supervisor and/or team manager, the Park Maintenance Manager, the Assistant Parks and Recreation Director and the County Risk Manager.

**Hazardous Material Spills (Chlorine, Acid, Gasoline, etc.)**

1. Evacuate the area.

2. Call 911.

3. Notify appropriate personnel, via email, including: your supervisor and/or team manager, the Assistant Parks and Recreation Director and the County Risk Manager

4. Keep the area clear, wait for further instructions.

5. Complete all required reports and refer to the corresponding safety data sheet located in your facility’s OSHA compliance center. Send copies to your supervisor and/or team manager, the Assistant Parks and Recreation Director and County Risk Manager.
FIRE EMERGENCIES

1. Evacuate the area.
2. Call 911.
3. If there is no danger to the employee, close all doors and windows.
4. Another SCPD employee should meet the Fire Department when it arrives so information can be given.
5. Notify appropriate personnel, via phone call, including: your supervisor and/or team manager, the Assistant Parks and Recreation Director and the County Risk Manager.
6. Refrain from using fire extinguishers and/or attempting to put out a fire unless directed to do so.
7. Complete all required reports. Send copies to your supervisor and/or team manager, the Assistant Parks and Recreation Director and County Risk Manager.

SEVERE THUNDERSTORM OR OTHER SEVERE WEATHER EMERGENCY

1. If the activity is outside, immediately stop the activity and request an orderly evacuation. If an evacuation is not possible, find the best available shelter to protect citizens and staff.
2. If quick evacuation is not possible, shelter at the facility. Move to the center of a building in an area with no windows.
3. Staff members must take first-aid/disaster kit, radio and flashlights with them.
4. Notify appropriate personnel, via phone call, including: your supervisor and/or team manager, the Assistant Parks and Recreation Director and the County Risk Manager.
5. Listen to the local radio station or access other information sources for updated storm information.
6. After the weather emergency passes, immediately review the facility. Be prepared to handle first aid situations, watch for fallen power lines, and stay out of damaged areas. Watch for fires and/or gas leaks. Document damage with photographs.
7. Keep a log of the event to help you in completing reports.
8. Do not leave the facility until it is secure and all emergency situations have been addressed, or you have been given permission to leave.
9. Complete required reports as soon as possible and forward copies to your supervisor and/or team manager, the Assistant Parks and Recreation Director and County Risk Manager.
TORNADO

1. If you become aware of a tornado via CodeRed alert, weather forecast, etc., take action. Do not wait until you see the tornado.

2. Immediately grab some form of communication to include a cell phone and/or radio.

3. Seek immediate shelter inside one of the designated areas in the park, recreation center or community center.

4. If non-staff members are in a building, then SCPD staff will escort them to shelter as well.

5. Once the scene is believed to be all clear, SCPD staff will obtain a head count, assess any injuries or damage and coordinate with the proper emergency services.

6. Things to consider if you are caught outdoors without shelter:
   
   a. Immediately get into a vehicle, buckle your seat belt and try to drive to the closest sturdy shelter.
   
   b. If flying debris occurs while you are driving, pull over and park. Stay in the car with the seat belt on. Put your head down below the windows, covering with your hands and a blanket if possible.
   
   c. If you can safely get noticeably lower than the level of the roadway, exit your car and lie in that area, covering your head with your hands.
   
   d. Your choice should be driven using your best judgment within the specific circumstances.

7. Things to consider when you are away from the office:
   
   a. The safest place to be is an underground shelter, basement or safe room.
   
   b. If there is not an underground shelter or safe room available, a small, windowless interior room or hallway on the lowest level of a sturdy building is the safest alternative.
   
   c. Mobile homes are not safe during tornadoes or other severe winds. Do not seek shelter in a hallway or bathroom of a mobile home.
      
      i. If you have access to a sturdy shelter or a vehicle, abandon your mobile home immediately.
      
      ii. Go to the nearest sturdy building or shelter immediately, using your seat belt if driving.

THEFT
1. Determine the approximate value of the stolen property. Contact the Sheriff’s Department if the value of the stolen property is perceived to be more than $50.

2. No matter what the amount missing, notify appropriate personnel, via email, including: your supervisor and/or team manager, the Assistant Parks and Recreation Director and the County Risk Manager.

3. When completing a report to document the event, gather as much information as possible concerning the theft. Include specifics, such as: location of the theft, a description and value of all stolen articles, and addresses and phone numbers of all parties involved. Forward a copy of the report to your supervisor and/or team manager, the Assistant Parks and Recreation Director and County Risk Manager.

**ARMED ROBBERY**

1. In the event of an armed robbery, property protection is not important. **Do not attempt to intervene!** The priority is to protect citizens and staff, observe in order to be a good witness and take charge once the incident has ended.

2. Lock the doors.

3. Call 911.

4. Provide aid to any injured individuals.

5. Notify appropriate personnel, via email, including: your supervisor and/or team manager, the Assistant Parks and Recreation Director and the County Risk Manager.

6. Protect any evidence that may be valuable and direct another staff member to meet the Sheriff’s Deputy when they arrive.

**BOMB THREAT**

Bomb threats may be received by phone, mail, person-to-person, e-mail, etc. In most cases, however, the threat will be made by phone. All bomb threats must be treated as if they are serious. In the event of a bomb threat, staff members must:

1. Evacuate the facility in an orderly fashion, if a specific facility is targeted.

2. Assemble evacuees in a pre-designated location so that a head count can be conducted to assure that all personnel are accounted for.

3. Staff must check for people with disabilities, children or anyone appearing to need assistance to find out if they need help leaving the building. Assign a staff person or capable volunteer to accompany such individuals until emergency personnel arrive, or transportation is provided for them.

4. The person receiving the call should note the time, line on which received, sex of the caller, and emotional state of the caller (calm, jovial, distraught, angry, etc.)
5. Call 911. Report that a bomb threat has been received and that the building is being evacuated.

6. Notify appropriate personnel, via phone call, including: your supervisor and/or team manager, the Assistant Parks and Recreation Director and the County Risk Manager.

7. Stay with people outside the building until emergency personnel arrive. Be aware of and attend to physical needs of patrons and staff. Do not let anyone other than emergency personnel enter the facility.

8. Confirm with people outside the building that all individuals who were in the facility are accounted for. Do not let anyone leave without notification; make sure that minors are released to responsible guardians. Staff must be able to account for all individuals who were in the facility.

9. When emergency personnel arrive, indicate that you are the staff person in charge, and follow their instructions.

10. The facility will re-open when emergency personnel announce that it is safe.

11. At the end of the incident, when emergency personnel have given approval, patrons and staff may be allowed to re-enter the facility. Your supervisor’s approval must be received to resume activities for the day. Staff may not leave the work location unless directed to do so by their supervisor and/or team manager.

MEDIA QUESTIONS FOLLOWING AN EMERGENCY SITUATION

1. SCPD employees are not authorized to speak to the news media concerning an incident or accident that occurs at a SCPD-owned or -managed facility. All inquiries must be directed to the County Administrator.

2. The Parks and Recreation Director, Assistant Parks and Recreation Director, or Marketing Manager may provide information to the news media, upon receiving permission to do so from the County Administrator.

3. SCPD employees are not authorized to comment on an incident or accident at a SCPD-owned or -managed facility using social media vehicles.

EMERGENCY OPERATIONS

1. SCPD has developed, under the direction of the Emergency Management Coordinator, a Continuity of Operations Plan (COOP).

2. The COOP details alternatives for relocation of key SCPD operations in the event of a natural or man-made disaster.
3. The COOP also outlines the role that SCPD will play, in support to other Spartanburg County departments, in the event of a natural or man-made disaster.

RESPONSE TO ACCIDENTS AND INJURIES

MINOR ACCIDENTS AND INJURIES

1. Minor injuries include minor cuts, scratches, sprains, etc.
2. Gloves must be worn at all times.
3. Perform any first aid needed. (Provide first aid only if you have been trained in proper first aid procedures. If you have not been trained, call on someone who has been trained.) Stabilize the victim or injury. Do not move the victim unless the victim is in immediate danger (fire, drowning, etc.)
4. Offer the victim ice or first aid materials as needed. (These are the only medical items staff members may offer. Any treatment above basic first aid requires a call the emergency medical personnel.)
5. Do not attempt to diagnose any medical conditions.
6. Notify appropriate personnel, via phone call and/or email, including your supervisor and/or team manager. Complete required reports as soon as possible and forward copies to the Assistant Parks and Recreation Director and County Risk Manager, via email, on the next business day.
7. Do not give out information regarding any accident report except to the Parks and Recreation Director, Assistant Parks and Recreation Director, County Risk Manager, law enforcement officers or emergency medical personnel.

MAJOR ACCIDENTS AND INJURIES

1. Gloves must be worn at all times.
2. Perform any first aid needed. (Provide first aid only if you have been trained in proper first aid procedures. If you have not been trained, call on someone who has been trained.) Stabilize the victim or injury. Do not move the victim unless the victim is in immediate danger (fire, drowning, etc.).
3. Call 911.
4. Keep crowds away from the accident area and victim.
5. Do not leave the victim unattended. Call on assistance of any citizen, if necessary.
6. If a staff member is alone with the victim, leave the victim only long enough to call 911.
7. Notify appropriate personnel, via phone call, including: your supervisor and/or team manager, the Assistant Parks and Recreation Director and the County Risk Manager.

8. Complete required reports as soon as possible and forward a copy to the Assistant Parks and Recreation Director and County Risk Manager, via email.

9. Do not give out information regarding any accident report except to the Parks and Recreation Director, Assistant Parks and Recreation Director, County Risk Manager, law enforcement officers or emergency medical personnel.

**REFUSAL OF ASSISTANCE**

If at any time an adult refuses first aid, paramedic or other medical assistance when you believe it is necessary, complete a report stating the nature of the situation and that assistance was refused. Make sure to have the person sign the form.

**HANDLING CLOTHING OR TOWELS SOILED WITH POTENTIALLY INFECTIOUS FLUIDS**

Follow safety procedures outlined in Bloodborne Pathogen training, provided through the County Risk Manager, or an approved, equivalent source, including:

1. Gloves must be worn at all times.
2. Put potentially infectious material into a plastic bag. This bag must be disposed of separately from other trash.
3. Clean any areas where the material was lying with an appropriate disinfectant.
4. Contact maintenance personnel if carpet is soiled.
5. Dispose of used gloves in the same plastic bag as above.

**CONTACT INFORMATION FOR EMERGENCIES**

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Senior Project Manager:  Mike Nation
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Recreation Manager:  Kristie Oliver
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Park Maintenance Manager:  Sean Veilleux
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