

# **EMERGENCY ACTION PLAN**

**RAQUETTE LAKE OUTDOOR  
EDUCATION CENTER**  
**Antlers Center**

**STATE UNIVERSITY OF NEW YORK  
COLLEGE AT CORTLAND**

## STATEMENT OF PURPOSE

The Raquette Lake Outdoor Education Center (RLOEC) partners with its participating university departments, student organizations, individual faculty, and outside group sponsors to manage the risk to participants and staff at all times. Supervision is the responsibility of the leadership of user groups, and it is important that you know how to respond in case of an emergency. This plan outlines the policies, procedures and resources in place at Antlers that will be used to address emergencies involving accident, injury, illness, property damage, and even death of a participant. Any questions about this plan should be addressed to the Director or Assistant Director prior to your program. Otherwise, the expectation is that you are aware of the plan and are prepared to play your role in the response to emergency.

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**SECTION 1: COMMUNICATION**

I. Emergency Phone Numbers

<b>Ambulance/Fire/Police.....</b>	<b>911</b>
Raquette Lake Fire Dept .....	(315) 354-4644
Raquette Lake Forest Ranger: Gary Miller.....	(315) 354-4611
DEC Search and Rescue .....	(518) 891-0235
Inlet Police Dept. ....	(315) 357-6699
Indian Lake NYS Police .....	(518) 648-5833
Old Forge Health Center .....	(315) 369-6619
Saranac Medical Center Mon – Fri, 8 a.m. to 4 p.m. ....	(518) 891-4141
Long Lake Medical Center.....	(518) 624-2301
Faxton St. Lukes Hospital Center.....	(315) 624-5200
Glens Falls Hospital.....	(518) 926-3000
Poison Control Center.....	(800) 222-1222
Mandated Reporter Hotline (NY Social Services .....	(800) 635-1522
Non-mandated Hotline (NY Social Services).....	(800) 342-3720
Emergency Spill Response .....	(800) 457-7362
NYS Department of Labor .....	(888) 469-7365

## II. Critical Incident Call Plan

In case of a critical incident, as described in this plan, contact must be made with the Director if at all possible. Continue calling other Raquette Lake staff on list in order until someone answers. Confirm with them the details of the situation and whether 911 were called. Director or Assistant Director will decide which SUNY Cortland personnel to contact.

### 1) Rob Rubendall

Title: Director

Huntington Phone: (315) 354-4784

Cortland Phone: (607) 753-5487

Cell Phone: (315) 369-8031

### 2) Rhonda Jacobs

Title: Assistant Director

Antlers Phone: (315) 354-4631

Cortland Phone: (607) 753-5485

Cell Phone: (607) 745-8336

### 3) Richard Fey

Title: Caretaker

Home Phone: (315) 354-4263

### 4) Bob DeShaw

Title: Mechanic

Office Phone: (607) 753-4740

Home Phone: (315) 354-5703

### 5) Mary Jo Carey

Title: Administrative Assistant

Phone: (607) 753-5488

### 6) Mark Prus

Title: Provost and VP for Academic Affairs

Office Phone: (607) 753-2207

Email: mark.prus@cortland.edu

## III. Important SUNY Cortland Numbers

### Campus Police

(607) 753-2111 (24 hrs.)

(607) 753-4124 (Administration)

### Environmental Health and Safety

(607) 753-2508

Att: Glenn Wright or Amy Twiss

### Facilities Design, Planning and Construction

(607) 753-5582

Att: Nasrin Parvizi

### David Duryea

Title: VP Finance and Management

(607) 753-2211

### Erik Bitterbaum

Title: President of the SUNY Cortland

(607) 753-2201

### Counseling Office

(607) 753-4728

### Frederic Pierce

Title: Director, Public Relations

(607) 753- 2232 (O)

(607) 345-5789 (C)

### Steven Meyer

Title: Public Access Defibrillator Coord.

(607) 753-5532

IV. Telephone Emergency Procedures

1. Phones are located in the camp office, kitchen, maintenance shop, and Staff House. All can be used to call 911.
2. If at all possible, find the Assistant Director before calling an emergency number. If this is not possible, contact him immediately after you make the call. The Director or other key staff must be informed of all emergencies as soon as possible. See Critical Incident Call Plan.
3. When reporting an emergency to 911, use the following information to direct assistance to the scene. Raquette Lake, Antlers at 540 Antlers Road in Raquette Lake.; OR Camp Pine Knot (SUNY Cortland Camp Huntington) on Long Point
4. Identify specific building(s) affected. Plan to meet, or have a staff member meet, the emergency personnel on the road near the Main Lodge to direct them.
5. Provide all pertinent information about the emergency and victim(s) involved. Wait for the other party to hang up before you do.
6. Have someone remain by the main office phone at all times until the crisis is resolved.
7. After contacting the emergency response services, the caller must report the emergency to an Antlers staff member.

V. Campus Warning Systems

A. Fire

1. All buildings are equipped with smoke and CO detectors, which will sound in case of smoke or carbon monoxide presence.
2. Upon hearing the alarm, all inhabitants will evacuate buildings and report to designated meeting area at the gazebo on the beach.

B. Campus Warning System

1. The bell outside the dining hall, if sounded for an extended period of time, signals an emergency where everyone needs to be accounted for.
2. Everyone is to report to the gazebo on the beach when bell is sounded to find out the nature of the emergency. A roster is to be consulted so that all staff and participants can be accounted for.
3. If people are known to be out on the further edges of the property, send runners with whistles and radios to trail junctions and sound gathering signal (three sharp blasts)
4. A designated person will remain in main office to answer the phone or instruct staff on duty to do so, informing them about the nature of the emergency. The Assistant Director or Director will assign someone to be the contact person on the Camp Huntington side.

VI. Deciding Whether to Call 911

- A. Immediately call 911 in case of fire, threatening intruder, animal attack, or waterfront emergency.
- B. If emergency is of a medical nature, use the following guidelines:
  - 1. If the person providing care to the injured or the person in charge of the situation thinks that (1) the victim's condition is life threatening, (2) might worsen within 15 minutes beyond our ability to provide First Aid, (3) CPR or an AED is administered to victim, or (4) victim might be jeopardized by unattended transport, 911 should be called.
  - 2. If the victim was injured due to a fall and there is any suspicion of a back, neck or head injury, call 911 (*Do not attempt to move victim until 911 has arrived*)
  - 3. If road conditions are dangerous (i.e. snow storm) and there is a concern about transporting an injured person safely, call 911.
  - 4. 911 should be called from a land line available in the main office or kitchen, this allows for the 911 operator to locate the emergency. If a cell phone is the only method available, ask the operator to be transferred to the Hamilton County 911 Center.
  - 5. In case of a moderate injury, arrangements should be made to transfer the victim(s) to the hospital by a member of the visiting group. Outdoor Education Center staff is to be used *only* if no other transportation is available.

VII. If 911 is Called

- A. Have an Antlers staff member wait by the roadway by the main lodge to meet response vehicles. It is possible that the response team has multiple vehicles; therefore, the Antlers staff member needs to wait until all response members are directed.
- B. The onsite recorder of First Aid care should tell the rescue squad what has been done.
- C. Call the chosen medical facility to let them know someone is coming from Antlers. If local EMS is transporting, they will contact the medical facility.
- D. The victim's medical and insurance forms should be given to EMS team and transported with the victim. If possible, a staff member of the group should accompany the victim and report back to the Antlers Center when they are told more details of the patient's condition.
- E. The attending staff member will complete an incident report and verbally debrief the Director.
- F. Notify parents, the appropriate college personnel, and prepare media response if indicated.

## SECTION 2: HUMAN EMERGENCIES

### I. Medical Emergencies

- A. The most qualified person on site will take charge in case of a medical emergency.
- B. Administer First Aid as needed immediately.
- C. Do not move victim unless:
  - 1. There is no sign of back or neck injury.
  - 2. The victim is in danger of further injury.
- D. If a radio or phone is available, call in to staff.
- E. If no radio is available, send one staff runner or three participants to the main office, located by the dining room.
- F. If the injury is life threatening or severe<sup>1</sup> call 911 immediately.
- G. If victim is not breathing or has no heartbeat, send someone for AED immediately (kitchen). Perform CPR until AED arrives.
- H. Assign another staff member to relocate the rest of the group away from the scene and occupy them with activities.
- I. Upon notification, the Assistant Director should designate a person (possibly themselves) to be the “in charge” person who attends to other (non-medical) needs of the emergency, including:
  - 1. Coordinate additional support.
  - 2. Record all facts about the accident and response.
  - 3. Direct incoming rescue personnel or make arrangements for transportation of victim to the hospital.
- J. Initiate Critical Incident Call Plan.
- K. If contacted by the press, respond by saying, “We are currently gathering all the facts. Our media spokesperson will provide you with whatever information we currently have.” If the spokesperson has been identified, give the caller their contact information.

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#### <sup>1</sup> Classifications of level of injury

Severe (serious) injury may include:

- A patient who is unable to breathe
- A patient without a pulse
- A patient with pale, blue or gray skin
- A patient with an altered level of consciousness
- Blood spurting into the air or pooling rapidly under the patient
- Extremities with obvious deformities
- Extremities that are missing

Moderate Injury

Any injury that requires professional medical attention but does not include any of the symptoms above.

Mild Injury

Any injury that does not require professional medical attention.

L. Arrange for notification of nearest relative and appropriate college personnel.

II. Fall through the Ice

- A. Get everyone else off the ice and conduct a head count.
- B. Appoint one person on shore to “spot” the hole where the person fell in.
- C. Attempt to rescue the victim only if it does not jeopardize anyone’s personal safety.
- D. If possible try reaching the victim from shore or secure ice using a rope, canoe, ladder, or other object within the vicinity.
- E. If rescued, take the victim inside, replace wet clothing, and begin the warming process.
- F. If assistance is required, call 911 immediately.
- G. If victim is not breathing or has no heartbeat, send someone for AED immediately (kitchen). Perform CPR until AED arrives.
- H. The operator will ask:
  - 1. How long has the victim been under/in the water?
  - 2. How old is the victim?
  - 3. Where will they meet an Antlers staff member?
- I. Activate Critical Incident Call Plan.

III. Swimmer or Boater in Distress

- A. At least one other person should be notified of the situation before attempting a rescue. They will be responsible for directing additional help, and keeping track of the victim’s location.
- B. Every attempt must be made to reach the victim by boat or other small craft.
- C. Swimming rescue should only be attempted if victim is near shore and only by a qualified lifeguard.
- D. In a capsize situation, victim(s) should stay with the boat and wait for assistance to arrive.
- E. If victim appears to be injured or in imminent danger, a call to 911 should be made.
- F. The rescue team should use a canoe/kayak, or outboard motor boat for the rescue, and bring a flotation device, throw rope, or lifejacket.
- G. As the rescue team nears the victim(s), throw a flotation device.
- H. Help the victim(s) get into the boat or hold onto the boat and tow them to shore.
- I. A *canoe over canoe* or “T” rescue should be attempted only by trained personnel.

IV. Lost or Missing Persons Plan

- A. Find out last known location of missing person(s).
- B. If a full search and rescue is called for, with or without assistance, the Assistant Director or staff Coordinator will take charge and remain in communication with all rescuers via radios and possibly cell phones.
- C. The Assistant Director or staff Coordinator will assign a leader and assemble a rescue team of staff, equipped with whistles, maps, compasses, radio, med kit, to perform a search and rescue.
- D. Specify when and how each team should check in with control center. For instance, suggest calling into base every 15 minutes, stating location and what area has been covered. Instruct

- everyone to meet back at the control center location after a predetermined time for redeployment.
- E. Several factors influence the decision as to how best to look for a person or group who is thought to be lost or missing. Before making a plan, gather the following information:
    - 1. Where and when were they last seen and by whom?
    - 2. Are they children or adults?
    - 3. Are they alone or with someone else?
    - 4. Were they behaving unusually before going missing, i.e. might they have run away?
    - 5. How much daylight is left?
    - 6. Do weather conditions present an additional danger?
    - 7. Did they sign out, either on the trails or at a boat launch?
  - F. The above factors will determine which type of search is warranted:
    - 1. A *hasty search*, where staff will cover the area(s) where the missing person was last seen, calling out their name continuously. This search is used if last known location was nearby and not more than a half hour has passed, the missing person may be upset, or if the sign-out sheets indicate a specific destination.
    - 2. A *full grid search*, conducted by staff and other adults covering much of Long Point. After two hours all members of the search team should return to camp.
    - 3. If missing person or group is still not found, additional search and rescue personnel will be called.
      - a. The Director will coordinate with emergency personnel to perform a more thorough search and rescue. Start with DEC Search and Rescue on call list.
      - b. Camp Huntington will provide whatever resources are available.
  - G. Search by Boat
    - 1. If missing person is on the water, have teams of at least two use motorized watercraft and search from the Antlers Center to the person's stated destination (if known).
    - 2. If no destination is specified, with as many groups as possible, search the entire shorelines to Silver Beach, to Marion River, to Antlers, and all around Big Island.
  - H. Search on Foot
    - 1. Assign pairs of rescuers to systematically cover identified areas of the property, using the trails as paths and boundaries. They will blow their whistles and listen for a response. (Hasty search)
    - 2. If missing person is not found within one hour, reassemble group and perform a grid search on Antlers Point. (Grid search)
    - 3. If another hour passes after the second deployment and the missing person is still not found, call DEC Search and Rescue.
  - I. Trip groups that are late to return
    - 1. If a group is still out one hour past ETA, try establishing radio contact.
    - 2. If unable to contact, send available Antlers Center staff to the most likely location of the group.
    - 3. If there is no sign of the group after another hour, initiate *missing person plan* for the entire group.
  - J. When missing person or group is found, call in and return to control center or activate medical emergency procedures.
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- V. Off-Site Medical Emergencies
- A. All staff that take groups off-site will have, at minimum, basic First Aid and CPR training.
  - B. They will be responsible for administering First Aid to victim(s).
  - C. In case of accident, make arrangements for the safety of the group, then attend to victim.
  - D. If immediate EMS support is warranted, call 911 or send at least three runners to do so.
  - E. Initiate Critical Incident Call Plan.
  - F. Make sure you answer the following questions before calling in:
    - 1. What is the current location of the group that has called?
    - 2. What group is it?
    - 3. What happened?
    - 4. What is the current condition of the victim?
    - 5. What action steps have already taken place?
    - 6. What is the current plan?
    - 7. Have authorities been contacted, if so, whom?
    - 8. What staff members are involved?
    - 9. Is immediate logistical support required?
  - G. Staff in charge will provide direction for the medical support and/or evacuation.
  - H. Antlers Center staff in charge will also arrange for ongoing communication with the group, parents and/or next of kin.
  - I. The Director will handle all inquiries from the press.
- VI. Animal Attack
- A. Wild animals do roam into the Antlers Center but most are not a threat to people.
  - B. If an animal is on the premises and is acting abnormally, it should be reported to a staff member and all persons should seek shelter indoors.
  - C. If the animal attacks and/or bites a person, the victim will be taken to the nearest hospital, if there is a possibility that the animal may have rabies.
  - D. Activate Critical Incident Call Plan and provide First Aid to victim.
- VII. Intruders
- A. Unidentified visitor(s) should be directed to an Antlers Center staff member. From there, appropriate action will be taken to keep the guests safe.
  - B. If the unidentified visitor poses a threat, 911 will be called and guests will seek shelter indoors away from windows.
  - C. Two staff people with a radio will be assigned to shadow the intruder and keep track of his/her whereabouts and behavior, keeping the Director informed of the situation.
  - D. If the intruder is suspected of having a weapon, no attempt should be made to confront or provoke him/her.
  - E. When police arrive, direct them to the last known location of the intruder and leave the area.
  - F. Reconfirm the safety and location of all guests and staff and have them stay inside until the police clear the area.

VIII. Death of a Guest or Staff Member

- A. Measures including CPR and Automatic Electronic Defibrillator (when indicated) should be continued until professional help arrives or the rescuers become exhausted.
- B. Under no circumstances should the body be moved until the police or emergency responders arrive.
- C. All participants should be moved away from the area to insure privacy. Only rescuers and EMS personnel should remain with the body.
- D. Upon calling 911, all details should be recorded and exchanged to the rescue team.
- E. 911 should be called from a land line available in the main office or kitchen, this allows for the 911 operator to locate the emergency. If a cell phone is the only method available, ask the operator to be transferred to the Hamilton County 911 Center.
- F. Prepare the call to the parents, spouse, or emergency contact person. Decide, based on knowledge of the incident and relationship with the victim, who is the best person to make the call.

IX. Food Poisoning and Communicable Diseases

- A. In the case of widespread illness, the first step is to care for those affected, then try to determine a cause.
- B. It is recommended that individuals with the symptoms rest and that staff monitor their condition. All others should avoid contact with affected guests to avoid spreading the illness. Isolation can be set up in the Terrace Cottage or any unused dormitory or cabin.
- C. If symptoms get worse, a call will be made to the nearest medical clinic or hospital.
- D. Food samples from meals served during the past 24 hours will be labeled, dated and stored in a refrigerator until tested for pathogens.
- E. Everyone should be cautious and frequently wash hands and take extra care in sanitation procedures.
- F. Dormitories, bathrooms, dining room surfaces, and the kitchen will be sanitized with bleach solution.
- G. A complete report, including names of affected participants and actions taken, will be filed with the NYS Department of Health.

X. Child Abuse

- A. Any evidence of child abuse will be brought to the attention of the Group Coordinator or Assistant Director.
- B. Any “mandated reporter” who suspects evidence of child abuse is required by New York Law to report it to NYS Central Register. They are to report as many details as possible.
- C. Within 48 hours of the oral report, a written report (LDSS-2221A) is to be filed with the local county Department of Social Services Child Protective Services.
- D. If suspicions are confirmed by Child Protective Services, the child may be taken into custody for their protection. CPS has 60 days after receiving the report to determine whether the report is “indicated” or “unfounded.”
- E. If the perpetrator is a staff member, the Director and a designated assistant will remove that staff person from duty and confine them to their quarters or supervised area.
- F. If perpetrator resists or attempts to flee, contact 911 immediately.

XI. Travel to and from the Antlers Center

- A. Have contact information for each person traveling to the Antlers Center on hand.
- B. If car pooling, a copy of each driver's license will to be kept on file.
- C. Guests who don't show up on time.
  - 1. Within 30 minutes the guest should be contacted by cell phone.
  - 2. Group Coordinator should work to contact missing participant(s).
  - 3. If repeated attempts fail to establish communication with the missing person, the Group Coordinator should consult the missing participant's emergency contact.
  - 4. The Group Coordinator should remain in contact with Camp Huntington Director until the problem is resolved.
- D. If SUNY Cortland staff witness or are involved in an accident, they will follow these procedures:
  - 1. Get vehicle and passengers out of harm's way.
  - 2. Attend to First Aid and passengers' safety and well being.
  - 3. Set up flares or triangles to alert other drivers.
  - 4. Acquire help and contact police.
  - 5. Fill out information on forms provided by Director.
  - 6. Give other drivers (if any are involved) registration and insurance information.
  - 7. Initiate Critical Incident Call Plan.
  - 8. Group Coordinator will work with the Director to determine how to proceed with transporting passengers (if involved), towing or repairing vehicle.

### **SECTION 3: PROPERTY EMERGENCIES**

I. Building Fires

- A. Fire is one of our biggest concerns at the Antlers Center.
- B. There are no open flames or smoking inside any of the buildings at the Antlers Center.
- C. In case of fire, call 911 immediately and report location and severity of fire.
- D. All guests hearing the fire alarm shall exit building immediately and gather in front of the gazebo on the beach to await further instructions.
- E. A roster should be consulted, and everyone should be accounted for.
- F. All staff should have a radio and be in contact with each other.
- G. If flammables are involved or near site, evacuate the area immediately.
- H. Without endangering yours or anyone else's safety, use a fire extinguisher to try and control small fires with no fuel involved. You must have another adult assist you by remaining between you and a safe exit, always within view. If fire becomes dangerous, exit the building immediately. Staff will monitor area from a safe distance to keep bystanders away.
- I. Assign one staff person to meet firefighters at one of the docks to direct them towards the fire. Another staff member should stay by a phone to answer calls.
- J. Once the firefighters arrive, all staff and guests will clear the area.

- II. Natural Disasters (Forest Fire, Storms, Earthquake, etc)
- A. If danger is imminent, sound the campus warning system and have everyone meet outside the dining hall porch and await instructions.
  - B. Consult roster to make sure everyone is accounted for.
  - C. In case of forest fire or any other imminent threat to life call 911.
  - D. The Director, along with the Caretaker and Assistant Director will coordinate the emergency action response, based on the situation.
    - 1. In case of approaching forest fire, plan evacuation of site.
    - 2. For storms, shelter in the Main Lodge away from any windows.
    - 3. During an earthquake, stay outside away from buildings and large trees.
  - E. If an immediate evacuation is warranted, transportation will be arranged as needed.
  - F. All available staff will be assigned duties by the Director, Assistant Director, and/or Caretaker to minimize loss of property.
  - G. Activate the Critical Incident Call Plan to notify staff of the situation.
- III. Fuel Spills
- A. Fuel spills present two major hazards – chance of fire, and contamination of soil, buildings and water.
  - B. If a spill occurs, it will be roped off and avoided by all guests.
  - C. Antlers Center staff will be contacted and work to clean up the spill.
  - D. If staff is unable to clean the spill or the spill presents an immediate danger, the Emergency Spill Response will be called.
  - E. Details will be provided to emergency personnel, and people should be directed away from the area.
  - F. If you smell propane or fuel indoors and cannot locate the source, evacuate the building immediately and report as instructed above.
  - G. As with all emergencies make sure a staff person is near a phone.
- IV. Snow or Ice Storms
- A. The Caretaker and Director will coordinate plans to deal with snow and ice storms.
  - B. If the storm poses a threat, the Director will be consulted and a plan will be developed to notify everyone on site.
  - C. Plans for power outage and use of generators will be made by Caretaker and/or Director.
  - D. Communication with the NYS Department of Transportation will determine if guests will go home early or stay beyond their scheduled departure.
  - E. All staff may be called upon to keep buildings, paths, and emergency access points open.
  - F. Severe snowfall or icing of trees may require the closing of exposed buildings and moving groups to safer refuge. e.g. Main Lodge.
- V. Building Evacuation
- A. Certain maintenance emergencies may require the evacuation of a building. This may include building damage, sewer backup, chemical spills, contagious diseases, vermin, etc.
  - B. Each building contains lighted exit signs. Fire extinguishers are also available in each building.

- C. All guests and staff will meet at a designated area away from the building entrances.
- D. The guests and staff will be informed of the emergency and with the help of the Director, Assistant Director, and Caretaker coordinate a plan to relocate.
- E. Guests should be notified of the plan in a calm, orderly manner.
- F. If campus services are severely affected, plans for an early departure will be made.

## **SECTION 4: NOTIFICATION**

### **I. Contacting Parent/Next of Kin In Case of Emergencies**

- A. If the injured person is over 18, notification of his/her parent/next of kin is not necessary prior to transport. Parents should be notified of a youth (under 18) that needs to be treated at the hospital before transporting the child, if possible. The Group Coordinator or chaperone should make this call. Parents are often more comfortable speaking with someone they know (or at least know of) if their child is hurt.
- B. If it is not possible to notify the parents before going to the hospital, a chaperone should continue attempting to contact them and leave a brief message for them to call back as soon as possible.
- C. In case of hospitalization of two (2) or more employees as a result of a work-related incident, the Director must orally report the multiple hospitalizations by telephone or in person to the nearest office of the New York State Department of Labor, Division of Safety and Health (DOSHS) within eight (8) hours.

### **II. Contacting Parents/Next of Kin in case of Death**

- A. In case of a catastrophic incident, the police will most likely be the first to contact the victim's closest relative. Determine how this was conducted before deciding next steps.
- B. The name of the person or persons who is/are deceased should not be released until the parents or next of kin have been notified.
- C. The Director will create a notification plan that will ideally include a person known by the victim's parents or next of kin.
- D. Contact with the parents or next of kin should be made as quickly as possible after the verification of death.
- E. The spokesperson should assemble as much information as possible and share as openly as possible with the parents/next of kin without admitting guilt. Consider writing down important facts to refer to during conversation.
- F. Consider if you are emotionally ready to have the interview and be prepared to speak with authority and compassion.
- G. If parents or next of kin request to speak with the instructor or adult witnesses involved, it is up to the spokesperson to make arrangements, being sensitive to the emotional trauma of everyone involved. Spokesperson should be present at any conversation between next of kin and staff.
- H. Parents may wish to arrange transportation to the site. This is an opportunity to provide them with additional information about the program and build a positive relationship for ongoing emotional support.

- I. Within eight (8) hours after the death of any employee in the work environment, regardless of the cause, it must be orally reported, in person or by telephone, to the nearest office of the New York State Department of Labor, Division of Safety and Health (DOSH).

### III. Emergency Media Plan

- A. In the event of a major emergency, the media will immediately arrive on the scene or start calling. It is important to be prepared for their questions, so that the media can do its job and the best interests of the Antlers Center and its guests are protected.
- B. The Director should be the official spokesperson. Every attempt should be made to get in touch with him. If the Director is not immediately available the Assistant Director will take charge.
- C. Before any statements are made to the media, a brief written statement should be drawn up. It should contain a simple, factual statement of the event, with no names used and no implications of what party might be responsible for the accident. It should say that a more detailed statement will be issued later. Other than this brief statement, no other information should be given to the media until a more detailed media plan has been drawn up by the Director in consultation with College administration.
- D. The press release should start out with a brief statement about the nature and purpose of Camp Huntington. *Example: "Today, at approximately 2:30 pm a camper was kayaking when a boat collided with the vessel. They have been transported to the hospital. The Director will issue a detailed statement as soon as we have more information about the camper's condition. The Antlers Center is owned by the SUNY Cortland College Foundation and operated by SUNY Cortland and used for a variety of outdoor educational programs."* If the camper is known to be dead: *"Today, at approximately 3:30 pm a camper was kayaking when a boat collided with the vessel. They were rescued by local EMS and transported to the hospital where they subsequently died. The Director will issue a more detailed statement after the family has been notified. The Antlers Center is owned by..."*
- E. Make sure that all staff have a copy of each media statement as it comes out. Post the statement in a few locations.
- F. Instruct staff not to answer any questions from the media. All media questions should be directed to the Director.
- G. The Director will also contact SUNY Cortland, as they will likely be contacted by the media.

### IV. Critical Incident Stress Management

- A. After a catastrophic injury or death of a guest or staff member, the community is in need of emotional support to deal with their own grief.
- B. The Director and supervisors involved in the incident will meet and determine who needs what type of support. SUNY Cortland has an office of faculty and staff who should be contacted for additional support. In the case of a public school group, the school's guidance counselor will be very helpful to the participants.
- C. Staff, other participants, and possibly parents of participants and staff should be debriefed to gather and disseminate factual information and to determine the level of support they may require.

- D. The Director, in conjunction with SUNY Risk Management, SUNY Cortland Public Relations, and our insurance carrier, will also determine what ongoing communication should take place with the families of the victims, the media, families of other participants, and the College.

## **PUBLIC ACCESS DEFIBRILLATION PROGRAM**

### **STATE UNIVERSITY OF NEW YORK**

#### **CORTLAND**

##### **Raquette Lake Facilities**

### **AUTOMATED EXTERNAL DEFIBRILLATOR (AED) PROTOCOL**

#### **POLICY :**

It is the policy of SUNY Cortland to train designated volunteer staff members in the operation of AED's and to provide this equipment in the designated locations noted on p. 2 of this protocol. The Public Access Defibrillation (PAD) program shall be maintained in accordance with the guidelines contained herein and in accordance with the provisions of the New York State Department of Health Guidelines on Public Access Defibrillation, Adirondack/Appalachian Regional Emergency Medical Services (AAREMS) Council PAD protocols and guidelines established through the Collaborative Agreement with the PAD program's Emergency Healthcare Provider, Dr. Devin Coppola.

#### **PROCEDURE :**

1. **TRAINING REQUIREMENTS:** SUNY Cortland will have AED units available to trained responders and to the general public as potential participants in the PAD program. The necessary training will be available to the participants through on-campus and various off-campus agencies. Annually, a minimum of 6-8 trained responders will be available as PAD participants. It shall be policy and practice that trained users are in possession of a valid American Heart Association (AHA) Heartsaver AED Course completion card or an American Red Cross (ARC) Adult CPR/AED Course completion card. The AHA cards are valid for two years and the ARC cards are valid for one year from the date of completion. Each trained member shall be required to attend an AHA approved refresher course every two years or an ARC refresher course every year.

### **PROTOCOLS FOR USE OF THE AED**

- A) Whenever a patient is found to be unconscious and unresponsive, the responder will be responsible for immediately calling 911 and retrieving the closest available mobile AED unit. The dispatcher will immediately dispatch the local EMS pre-hospital care provider ambulance.
- B) The patient will be checked for unresponsiveness, breathing and signs of circulation.
- C) If the patient is found to be unresponsive, not breathing, without signs of circulation, the AED will be turned on and the responder will follow all voice prompts. If the patient is less than 8 years of age, and weighs less than 90 pounds, child electrodes should be used if available. If the patient is lying in

standing water, they must be removed from the water. At a minimum, the patient's chest must be dried off before the electrodes can be applied. If the patient is lying on a metallic surface, they must be moved before the electrodes can be applied.

D) The responder will continue to follow the audio and visual prompts of the AED until advanced medical assistance arrives.

2. NOTIFICATION OF EMS: Anyone on campus finding any person in need of medical attention shall contact the police/fire agencies via the direct in-house telephone system by dialing 315-354-4228. In response to any medical call received, the dispatcher will obtain information as to the situation at the scene, and dispatch personnel accordingly. When the notification to Raquette Lake Fire Department is made, the dispatcher will ensure that an exact campus location is provided with directions, that someone will meet the ambulance at the scene, and that the campus is responding to the scene with an AED. Any updates from the scene received by the Raquette Lake Fire Department dispatcher prior to the responding agency's arrival will be relayed to the ambulance.

3. LOCATION OF THE AED's: The State University of New York at Cortland (Raquette Lake facilities) PAD program will utilize 3 of the Cardiac Science G3 Automatic units. These units will be located on the Raquette Lake campus of SUNY Cortland in the town of Raquette Lake, NY.

These units will be located specifically in the following locations:

1-Huntington Camp-the office adjacent to the kitchen

2-Huntington Camp-the workshop building

3-Antlers Camp- the main kitchen area or the Assistant Directors office

As additional units are added to the program in the future, the Program Coordinator (Steven Meyer) will give notification to the involved agencies.

4. MAINTENANCE AND REGULAR CHECKING OF EQUIPMENT:

Daily: When the camps are in use, the mobile AED units will be inspected on a daily basis by the Program Coordinator, or a qualified assistant, to ensure that the unit is ready for emergency service, that the unit is clean and properly supplied. Any discrepancies or problems should be reported immediately to the PAD Program Coordinator.

Weekly: When the camps are not in use, each mobile AED unit will be inspected weekly by the Program Coordinator, or a qualified assistant, to ensure that the unit is ready for emergency service and that the unit is clean and properly supplied.

Annually: According to the manufacturer's recommendations, each unit will undergo any and all periodic service, including calibration.

**NOTE:** Any unit found in need of repair shall be taken out of service immediately and the Program Coordinator notified. Should a unit have to be taken out of service for any period of time, a loaner should be secured and placed in service in its place.

5. DOCUMENTATION AND NOTIFICATION REQUIREMENTS: The following will be required each and every time an AED is placed on a patient, should the unit allow shocks or not:

USER Complete the Public Access Defibrillator Event Form. A supply of these forms will be available in the Program Coordinator's Office, as well as included in each AED mobile unit.

This form must be completed immediately after any use of an AED, and forwarded to the Program Coordinator as soon as complete. The Program Coordinator or a qualified assistant will be available at any time to assist in the completion of this form, and to answer any questions. Any AED utilized in any event will be taken out of service and held for the Program Coordinator. Any AED utilized in any event can only be placed back in service by the Program Coordinator. All other associated first aid equipment shall be cleaned or replaced and placed back in service. The Program Coordinator shall be notified as soon as possible about any event involving an AED.

PROGRAM COORDINATOR: The Program Coordinator or a qualified assistant, shall be available at all times by telephone to consult in any problems, questions, or any use of an AED. The Program Coordinator will ensure that the AED user properly completes the AED Event Form. The Program Coordinator will download the event information (if possible) from the AED unit, inspect, clean, and re-supply the AED and place the unit back in service. The Program Coordinator will notify the Emergency Healthcare Provider (Dr. Devin Coppola) of any AED event. Dr. Devin Coppola will review the incident to verify that proper protocol and procedures were followed. The Program Coordinator will assure the delivery of completed Event Forms and downloaded data from the AED to Dr. William T. Fischer, Adirondack/Appalachian Regional EMS Medical Director's office within 48 hours of any event involving the use of an AED. This information will be relayed/delivered via facsimile transmission or electronic mail.

Copies of the Event Form and downloaded electronic AED data will be kept on permanent file in the Program Coordinator's office in a secure location along with other confidential and sensitive reports.

The Program Coordinator will act as the PAD liaison for the program with all other involved outside agencies (New York State Department of Health, New York State EMS Council, New York State Regional EMS Council, local EMS provider agencies, and any other related agencies). The Program Coordinator will maintain certification as an American Heart Association CPR/AED instructor and will conduct in-house training courses as required. The Program Coordinator will maintain all records of training and patient care. The Program Coordinator will conduct post event debriefing sessions after any event. Arrangements will be made to secure counseling for any involved trained responder requiring post-event stress management as needed.

The Program Coordinator will, when possible, conduct annual drills for all staff/shifts for the purpose of reviewing the response to any victim/situation. A report of the outcomes of these drills will be made available to Dr. Devin Coppola. Feedback will be given directly to the staff during the drill.

Submitted January 2015 by Steven Meyer (ATC), SUNY Cortland PAD Program Coordinator