

# **EMERGENCY RESPONSE CHECKLIST**

(Draft for local adaptation based on site needs and after confirming with site management and coordinating plans as appropriate.)

- ✓ 1st priority is to take every reasonable step to protect volunteers, clients and others from serious injury.
- ✓ Assess the situation. Seek assistance from appropriate source. For many emergencies this means calling 911. Delaying this call may be a mistake.
- ✓ Assist others as appropriate and within your abilities. If it is a medical emergency, know if any volunteers or site employees have first aid or CPR training and call for them. If at all serious, don't move the individual. Look as you can for medical information on neck chain or other medical jewelry and gather personal effects such as purses, briefcases/backpacks and coats which may hold wallets and cell phones needed by emergency personnel to search for medical and contact information.
- ✓ Ensure someone is in charge of the situation until professional help arrives. Have someone at the entrance to lead response personnel to the right location.
- ✓ Remind yourself to remain calm... not easy but deep breaths may help. Consider that someone else may be better equipped to handle the situation until professional help arrives. If you start to have difficulties caused by the emergency, back out and let another take over if you can.
- ✓ If the emergency is a hostile or threatening person, don't be confrontational. Empathy and agreement may buy time until the situation is diffused. If you were the source of the person's hostility even though not at fault in any way, it's best if you can remove yourself. When in doubt about calling for assistance, err on the side of making the call.
- ✓ If the emergency is a fire, use a fire extinguisher if readily available and appropriate to the size of the fire. If the fire is extensive or is not immediately extinguished, evacuate the site and call 911 immediately! Provide assistance to the handicapped as necessary.
- ✓ When circumstances permit, reference the Emergency Contact List and have appropriate notifications made including management of the site facility and your volunteer supervisor.
- ✓ If evacuation of the site has occurred, take a head count of volunteers and clients (to the extent known) to establish whether or not all have been evacuated. Leave further evacuation procedures to Fire personnel.