

1. VILLA SPORT CAMP EMERGENCY ACTION PLAN

This Emergency Action Plan (EAP) is specific to and intended for use only at the camp identified in the table below. The procedures, roles, and site-specific information contained in this EAP apply exclusively to this camp's location, operations, staffing and facilities and are not intended to be used for any other camp or site without formal review and adaptation.

1.1.1 CAMP INFORMATION

Camp Name	Villa Sport The Woodlands
License Number	250226
Phone	(832) 585-0822
Address	4141 Technology Forest Blvd, The Woodlands, Texas 77381
Access/Entry Details	Manned Front Desk/Staff Only with Escort

1.1.2 FEMA MAPS – NO FLOODPLAIN

FEMA has completed a study to determine flood hazard for The Woodlands Villa Sport and has determined the club in its entirety is not in a floodplain. In addition, this camp is a day camp only and does not have cabins on site. As a result, due to no cabins being on site, this club does not maintain cabin ladders.

Enter an address, place, or coordinates: ?


4141 Technology Forest Blvd The Woodlands, Texas 77381


Whether you are in a high risk zone or not, you may need [flood insurance](#) because most homeowners insurance doesn't cover flood damage. If you live in an area with low or moderate flood risk, you are 5 times more likely to experience flood than a fire in your home over the next 30 years. For many, a National Flood Insurance Program's flood insurance policy could cost less than \$400 per year. Call your insurance agent today and protect what you've built.

Learn more about [steps you can take](#) to reduce flood risk damage.

Search Results—Products for **MONTGOMERY COUNTY UNINCORPORATED AREAS** [Show ALL Products »](#)

The flood map for the selected area is number **48339C0540H**, effective on **8/18/2014**

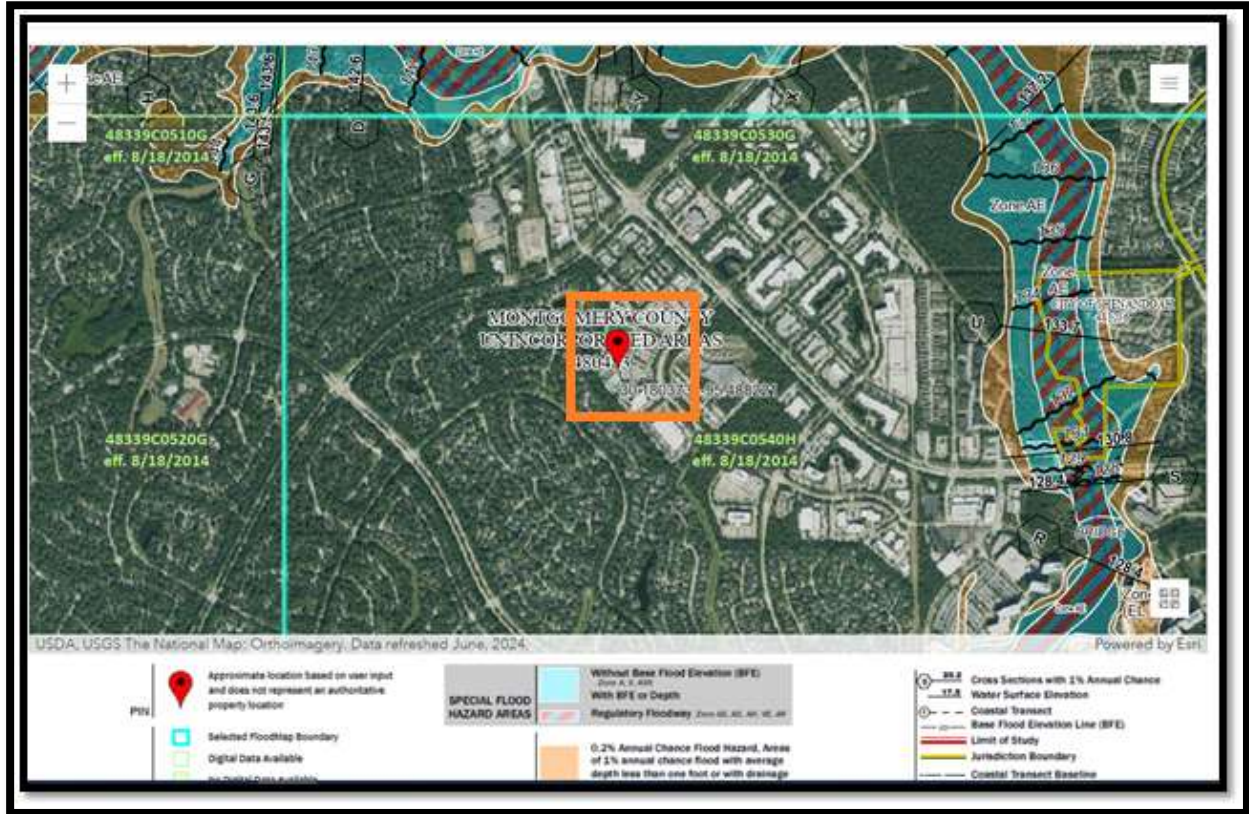
DYNAMIC MAP

PRINT MAP/
FIRMette

MAP IMAGE

DOWNLOAD
FIRM PANEL

Changes to this FIRM ?

- Revisions (3)
- Amendments (16)
- Revalidations (2)

Flexibility Disclaimer: This plan is intended to provide clear, actionable guidance for responding to emergencies; however, not all situations can be anticipated. Conditions at the scene may require responders to adapt or deviate from these procedures when doing so is in the best interest of camper or staff safety. Any deviation from established procedures is permitted with the approval of the Incident Commander and shall be based on sound judgement and situational needs.



FEMA Flood Map showing no part of the facility is located in a floodplain.



FEMA Flood Map showing no part of the facility is located in a floodplain.

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1.1.3 LOCAL EMERGENCY NUMBERS

Montgomery County Sheriff Office – 936-760-5800
Fire Department/Emergency Services – 911
Montgomery County Emergency Management – 936-523-3915
Memorial Hermann 24 Hour Emergency Care Center – 281-719-3333

1.2 EAP OVERVIEW

Fundamentals of the Emergency Action Plan: Although emergency situations are rare, we must always be ready. It is important to understand and be able to effectively execute the Emergency Action Plan (EAP). Although each situation is different, many of the steps are the same and should be considered during the execution of the EAP. There are three major steps that are the fundamental parts of the Emergency Action Plan.

Identify – Visually recognize there is an emergency within your area of responsibility. A member/guest or a Team Member may be the first to recognize the situation.

Communication – Once you realize there is a situation or an emergency, you will need to communicate with other Camp Associates, Camp Coordinators and Directors to inform them of the situation and activate the EAP. You have several ways of communicating an emergency to your Camp Coordinator. Each department has access to the phone system or radios to allow communication with other persons throughout the club. The Aquatics department also uses whistle codes and hand signals to communicate.

Response – This is the action needed to keep Members/Guests and Team Members safe during an emergency. Each response is different and may change quickly. It is important to follow the instructions given by your immediate Camp Coordinator and other Managers. You must be ready to take on the most effective role.

Additional Responsibilities: In addition to the three major steps, you may have additional duties in any emergency:

Crowd Control: Crowd control protects Members/Guests and Team Members and allows for access to the scene of an emergency. You will be responsible for enforcing crowd control in your area of responsibility. The best way to control a crowd is to remain calm. Speak in a loud, firm voice and give simple, precise directions. Show that you care and remember we are always projecting our commitment to service, no matter what the situation may be.

Area Closures: Should a Club or Area be closed during an emergency, it is necessary that you walk everyone out of the area of the club. Once everyone is out of the area, remain at the entrance until your Camp Coordinator or Incident Commander directs you to a new location.

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Please go directly to that location and wait until you receive further instructions from your Camp Coordinator or the Incident Commander. Once an area is cleared, no one is to go back into that area unless directed to do so.

Personal Protective Equipment: In emergency situations, Team Members may need to attend to injured persons. Always protect yourself by using the equipment provided to you. These may include but are not limited to: gloves, safety goggles, and rescue masks.

1.3 EMERGENCY RESPONSE TEAM (ERT)

1.3.1 EMERGENCY PREPAREDNESS COORDINATOR

Is designated by the camp and is responsible for the development, distribution, maintenance, testing and activation of this Emergency Action Plan and may serve in any primary role of the Organizational Chart of the Emergency Action Plan. This role is typically assumed by the Assistant General Manager of the Club.

Ceil Terechenok	Assistant General Mgr	agm_TW@villasport.com	(832) 585-0822
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1.3.2 INCIDENT COMMANDER

Is responsible for all aspects of emergency response, including activation of response teams, and is typically assumed by the Camp Director or Manager on Duty.

1.3.3 SAFETY/MEDICAL OFFICER

The Safety/Medical Officer Is responsible for collecting personnel accountability reports, providing medical attention to campers and staff and communicating with 9-1-1 for medical emergencies and medical support requests, verifying full accountability, and reporting to the Incident Commander. This responsibility is typically assumed by the Camp Coordinator.

1.3.4 CAMP ASSOCIATES

Are responsible for leading campers to the designated assembly area, establishing personnel accountability, and reporting accountability to the Safety Officer

1.3.5 VILLA SPORT ASSOCIATES

Are responsible for alerting nearby campers and staff to incidents or emergencies that require action.

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1.4 TRAINING

The camp will conduct emergency preparedness training and exercises intended to ensure that camp staff, volunteers, and campers understand emergency procedures and are prepared to respond appropriately during an emergency event. All required training, orientations, and exercises will be documented and maintained as required by law.

Emergency preparedness training will be provided to all camp staff and volunteers at least annually and prior to assuming supervisory responsibilities. Staff training will include, at a minimum:

- Review of the camp's Emergency Action Plan (EAP)
- Role-specific duties and responsibilities during an emergency
- Emergency communication procedures
- Evacuation, shelter-in-place, and accountability procedures, and
- Response actions for applicable emergency events

Each staff member and volunteer will receive a copy of the current EAP and will be instructed on the procedures to follow during an emergency. Additional response resources may be provided during training sessions, such as quick reference cards. Completion of the training required will be documented.

1.5 CAMPER SAFETY ORIENTATION PLAN

Campers will receive an age appropriate safety orientation at the start of each week. Orientation will take place **each Monday during Opening Ceremonies** and will be designed to help campers understand basic expectations for staying safe at camp.

The orientation will include:

- A **brief tour of the camp area**, including key locations and boundaries
- High-level, camper-appropriate instruction on what to do during emergencies, including:
 - Fire
 - Severe weather
 - Flooding
 - Injury or illness
 - Active threat situations (presented in a developmentally appropriate manner)

Emergency instruction will focus on **listening to staff, staying with the group, and following directions**, rather than detailed procedures. These weekly safety orientations will be presented by the Camp Coordinator.

In addition to weekly orientation, campers participating in swim activities will receive **daily aquatics safety reminders** prior to entering the pool. These daily aquatics safety reminders are done by Lifeguards (Mondays) and Camp Coordinators (Tu-F).

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1.6 EAP PLAN DISTRIBUTION AND MAINTENANCE

1.6.1 PLAN DISTRIBUTION

This plan (electronic or printed copy) will be provided to each of the following groups, by the Camp Director detailed below:

Group	Timeframe	Outcome
Camp Staff	Annually or when substantive changes are made to the plan	Acknowledgement Form Completed
Parents/Guardians	Prior to 1 st day of camp	Acknowledgement Form Completed
Texas Department of State Health Services (DSHS)	Submitted prior to deadline	Acceptance prior to 1 st day of camp

This Emergency Action Plan will be electronically delivered to the Montgomery County Emergency Manager Morgan Lumbley via email upon approval from DSHS. In the event of an emergency that requires communication with local Emergency Management, they will be contacted via telephone. If this plan is updated or revised, Montgomery County Emergency Manager will receive an electronic copy with appropriate updates. Email receipt notice will be required.

This Emergency Action Plan will be electronically delivered to all registered camper parents/guardians through Email or the Villa Sport App prior to the first day of camp.

1.6.2 MAINTENANCE

This plan will be reviewed and updated at least annually by the Emergency Preparedness Coordinator and whenever an emergency, drill/exercise, personnel change, operational change, regulatory update, or other significant change occurs that may impact the effectiveness of the plan. Texas Department of State Health Services must be notified of any modifications to the plan.

All Emergency Action Plan reviews and revisions are documented in a separate revision log. A high-level summary of revisions, including the revision date and general description of changes, is reflected in the Amendment Record of this EAP cover page for reference

1.7 COMMUNICATION SYSTEMS

This identifies the communication systems, equipment, redundancy measures, and management practices used by Villa Sport The Woodlands to support effective emergency response operations. All inventory upkeep and condition of equipment is maintained and inventoried by the Camp Coordinator on a daily basis and Camp Director oversees all equipment. The Incident Commander will operate and provide back up for the alert system.

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1.7.1 PRIMARY COMMUNICATION

System	Description	Notes
Two-Way Radios	Handheld radios used for onsite staff communications	Primary onsite system
Hard Line Phones	Landline phones used for external and back up communications	Used for offsite and inhouse communication
Mobile Phones	Cellular devices used for external and back up communications	Used for offsite or inhouse communication
Public Address (PA)/ Alert System	Fixed or portable system for camp-wide announcements. System employs strobe lights when in use	Operable without internet

1.7.2 SECONDARY COMMUNICATION

System	Description	Notes
Runners	Staff assigned to physically relay messages and provide assistance to campers who have disabilities, deaf or hard of hearing needs	Use in emergencies
Audible Alert Devices	Whistles, air horns or similar devices	Use in emergencies

1.7.3 COMMUNICATIONS EQUIPMENT

Equipment	Primary Location	Back Up Power
Two-Way Radios	Inside activity Rooms and with Leadership Staff	Spare Batteries
Radio Charging Stations	Inside Camp Directors Offices	Battery
PA System Components	Facility Fire Panel. Strobes initiated when in use to provide visual cues for evacuation.	Hardline on its own circuit and secondary power source.
NOAA/NWS weather alert radio	Inside office, front desk	Battery
Audible alert devices (horns/whistles)	Camp Director Emergency Bag	N/A

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1.7.4 POWER AND CONNECTIVITY RESOURCES

Resource	Description	Notes
Spare radio batteries	Battery backup for radios	Maintain charged
Portable power packs	Support critical devices	As needed
Broadband Connection #1	Primary Internet service	Comcast – End to End Fiber Optics
Broadband Connection #2	Secondary Internet service	Xfinity

The camp maintains two broadband internet connections through distinct service providers in compliance with Texas Health and Safety Code § 141.0092.

1.7.5 EMERGENCY EQUIPMENT AND MONITORING

The Incident Commander will maintain and use emergency communications equipment and monitoring procedures to provide timely warnings and instructions during emergencies.

Equipment

At a minimum, the following emergency equipment will be onsite, maintained and operable:

- Weather-alert radio
 - Provides real-time weather alerts by a professional weather service (e.g., NWS, NOAA, etc)
 - Has a backup power source.
- Emergency warning/PA System that
 - Operates without internet connectivity
 - Has a backup system/method (e.g., radios, air horns, runners)

Storage and Accessibility

- Communication equipment is stored in designated, known locations accessible to authorized staff
- Equipment locations are communicated during staff training and orientation
- Portable equipment may be staged or redistributed based on operational needs

Inventory Maintenance

- Communications equipment inventories are reviewed at least annually
- Quantities and locations are updated as equipment is added, replaced, or removed
- Inventory records are maintained separately from this Emergency Action Plan

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Monitoring

- The Incident Commander or designee will continuously monitor NWS for watches and warnings during camp operations (No overnight camps are provided at this location)
- If applicable to camp location, the IC/designee will also monitor local river authority (or equivalent) flood/river-stage alerts.

Testing, Documentation, and Certification

- Required equipment will be tested regularly and prior to each camp session; backup power will be maintained in ready condition
- Tests, issues, and corrective actions will be documented
- The camp certifies that it maintains the above equipment and monitoring procedures in accordance with applicable SB1/HB1 requirements and implementing rules

1.8 COMMUNICATION PROCEDURES

This section establishes the communication framework and procedures to be used before, during, and after an emergency event. It defines how information will be shared internally and externally to support timely decision-making, coordinate response actions, and the safety and accountability of campers, staff, and visitors.

1.8.1 INTERNAL - STAFF

Upon identification of an emergency or potential emergency condition, camp staff will immediately notify the emergency to the Incident Commander (IC) or designee using the fastest available communication method: Reports should include, at a minimum:

- The name of the person reporting the incident
- The location of the incident
- The type of incident, and
- Known or suspected injuries or hazards
- Assistance called for all campers needing extra assistance in evacuation due to but not limited to disability, hearing loss etc.

Upon receipt of the report, the IC will assess the situation and activate the appropriate emergency procedures. The Incident Commander, Camp Leadership, and Villa Sport staff will assume their positions. The IC will communicate instructions to staff using established primary and backup communication methods (e.g., radios, mobile phones, public address systems, etc.), including role designations, as necessary. Staff will acknowledge and carry out assigned instructions and will relay updated information according to the organization response (see

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As required by the Texas Health and Safety Code § 141.0092, the camp maintains two broadband internet connections through distinct service providers to ensure continuity of communication during emergencies.

section 2.1). If normal communications systems are unavailable, staff will implement alternate communication procedures to maintain coordination and accountability.

1.8.2 INTERNAL - CAMPER

Once emergency procedures are activated, camp staff will promptly communicate clear, calm, and age-appropriate instructions to campers. Staff will:

- Direct campers to follow established emergency actions (e.g., evacuate, shelter in place, remain with assigned groups)
- Use pre-identified signals or verbal commands, as appropriate
- Maintain supervision and accountability of campers at all times, and
- Provide reassurance to minimize fear or confusion Campers will not be responsible for initiating communications during an emergency. All instructions will be delivered by trained staff in accordance with the Emergency Action Plan.

1.8.3 EXTERNAL – EMERGENCY ASSISTANCE

When emergency assistance is required, the Incident Commander or designee will contact appropriate external response agencies (e.g., 9-1-1, law enforcement, fire services, emergency medical services) without delay. The caller will provide, at a minimum:

- The camp's name and physical address
- The type of emergency and current conditions
- The number of individuals involved or affected
- Known injuries or hazards, and
- Access instructions for responding agencies

The Incident Commander or their designee will coordinate communications with responding agencies upon their arrival and will continue to provide updates as requested.

1.8.4 EXTERNAL – PARENTS/GUARDIANS

All emergencies will be communicated to parents or legal guardians as soon as the situation has been stabilized and it is safe to do so, with the priority always being camper safety and supervision.

Initial communication will occur immediately after all campers are accounted for.

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Communication will be conducted by the Emergency Preparedness Coordinator or designee

Methods of communication may include:

- Phone calls (for incidents involving injury, emergency transport, or significant impact)
- Email notifications to all camp families when appropriate

Notifications will:

- Provide verified and factual information
- Include instructions, if any, for family actions (eg., pick up procedures), and
- Be updated as additional information becomes available

Family notifications will be coordinated with emergency responders, when applicable, and will be conducted in a manner that protects privacy and confidentiality.

All parent communications will be documented on an internal incident report, with details including the time of contact, method of communication, and staff member responsible for notification.

1.8.5 EXTERNAL - LOCAL EMERGENCY MANAGEMENT

Emergency Preparedness Coordinator (Primary)/ Camp Director (secondary) / Camp Coordinator (Tertiary) activates the camp wide alert/PA system (where applicable), confirms weather alerts via NOAA/NWS weather radio, and leads communications to staff and local emergency management.

In the event of an emergency requiring external assistance, the Incident Commander or designee will immediately initiate contact with appropriate emergency services, including:

- 911 (fire, police, EMS)
- Local emergency management authorities when required by the situation

Camp leadership will provide:

- Camp location and access points
- Nature of the emergency
- Number of campers and staff involved
- Current actions taken by camp staff

The camp will follow all instructions provided by emergency responders and maintain an open line of communication until the situation is resolved.

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1.8.6 EXTERNAL - MEDICAL STAFF

The camp does not employ on-site medical personnel. However, all camp staff designated to supervise campers are trained in Community First Aid and Safety or higher as required by Texas Code §265.15, maintain current certifications, and are authorized to provide first aid care within the scope of their training.

Internal Medical Communication

1. Any staff member who becomes aware of an injury, illness, or medical concern will immediately notify the Incident Commander or Emergency Preparedness Coordinator.
2. The Incident Commander or designee will evaluate the situation and determine appropriate next steps, which may include:
 - Continued monitoring
 - Parent/guardian notification

Activation of Emergency Medical Services (EMS)

- 911 will be contacted immediately for any medical situation that appears serious, life-threatening, or outside the scope of staff First Aid training.
- Staff will remain with the camper at all times until EMS arrives.
- The Incident Commander or designee will communicate directly with emergency responders and provide all available information, including:
 - Description of the incident
 - Care provided by staff
 - Camper emergency contact information

1.8.7 EXTERNAL - NATIONAL VILLA SPORT TEAM

In the event of a significant emergency (injury requiring EMS, evacuation, shelter-in-place, or incident affecting multiple campers), the Incident Commander or Emergency Preparedness Coordinator will notify the National Villa Sport Team as soon as operationally feasible.

- This communication ensures:
 - Corporate awareness and support
 - Consistent messaging
 - Additional resources as needed
 - Documentation support following the incident

1.9 BUILDING EVACUATION AND ASSEMBLY AREAS

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This appendix provides the official site maps and drawings that identify primary and alternate evacuation routes and the designated assembly areas for the camp. These maps specify program area, and common facility, where campers and staff will evacuate and where they will assemble for accountability and further instructions during an emergency event requiring evacuation.

FEMA has completed a study to determine flood hazard for The Woodlands Villa Sport and has determined the club in its entirety is not in a floodplain. In addition, this camp is a day camp only and does not have cabins on site. As a result, due to no cabins being on site, this club does not maintain cabin ladders.

1.9.1 EVACUATION ROUTE MAPS AND ASSEMBLY AREA ASSIGNMENTS

For each activity and common facility area, the maps clearly identify

- The assigned primary assembly area and alternate assembly area
- The primary evacuation route and alternate route(s) to reach the assembly area, and
- Key reference points (e.g., roads, gates, water features, landmarks) to support rapid orientation and responder access

1.9.2 POSTED EVACUATION ROUTES

In accordance with applicable SB1/HB1 implementing rules, the camp will ensure that the evacuation route map(s) applicable to each area are posted inside that area in a location that is clearly visible to campers and staff (e.g., near the main exit and/or common gathering area). Posted maps will be maintained in legible condition and updated promptly whenever routes, assembly areas, or facility layouts change.

1.9.3 ILLUMINATION OF EVACUATION ROUTES

The camp will ensure that evacuation routes are adequately illuminated to support safe movement during low-light conditions. Illuminations may include fixed lighting, emergency lighting, and/or other approved lighting methods sufficient to clearly identify exits and travel paths. Illumination routes are properly illuminated. Lighting system will be inspected and maintained to ensure readiness, and alternate lighting (e.g., flashlights or portable lighting) will be available for use during power outages. Lighting systems are monitored daily by the Camp Coordinator or designee.

1.9.4 RELEASE TO PARENTS PROCESS

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Children will not be released to parents in an evacuation until all children have been accounted for at the rallying point and the emergency has been cleared by official personnel. Parents are permitted to join their children at the rallying point.

- a. If re-entry into the building is safe, children must be checked out, following the standard Camp Check-out procedure.
 - b. If re-entry is unsafe, check out procedures will commence from the rallying point.
 - i. Camp staff will connect emergency tablet to Wi-Fi, if available.
 - ii. If Wi-Fi is unavailable, Camp staff will connect emergency tablet to an available hot spot
 - iii. Camp staff must log in to VillaOS to view youth admission forms in order to check verified pick-up parent/guardians (see **Camp Youth Admission Form** for guidance). Parents/guardians must also show a photo ID in order to check out their child.
 - c. In the event that the youth admission form is inaccessible, face-to-face verification will be required from **two** staff members before a parent/guardian is allowed to check out their child(ren).
2. Once they have exited the evacuated area, Camp staff will not reenter the evacuated area until the emergency has been cleared by official personnel.

1.9.5 EVACUATION PROCEDURES (USE OF ROUTES/ASSEMBLY AREAS)

When evacuation is directed, staff will:

- Initiate evacuation using the posted routes for the camp area or activity area
- Lead campers along the primary route unless conditions require use of an alternate route
- Maintain supervision and keep groups together
- Conduct head counts at the designated assembly area and report personnel accountability status to the IC or EPC
- Remain at the assembly area until further instructions or an “all clear” is issued
- If there are campers/staff with disabilities or others with access and functional needs, the Incident Commander or designee will assist these persons so they can evacuate appropriately.
- Initial evacuations will always be to evacuation Zone 1, unless safety conditions dictate going to evacuation Zone 2.

In the event of a forced evacuation from NWS to include a flash flood warning, notice or other governing authority, all staff and campers will follow evacuation route to evacuation zone 2. The Incident Commander or Emergency Preparedness Coordinator for Villa Sport will notify and activate our partnership to transport and to take the campers to the evacuation zone 2. We will evacuate to The Recreation Center at Bear Branch Park across the street and initiate our parent/guardian reunification plan.

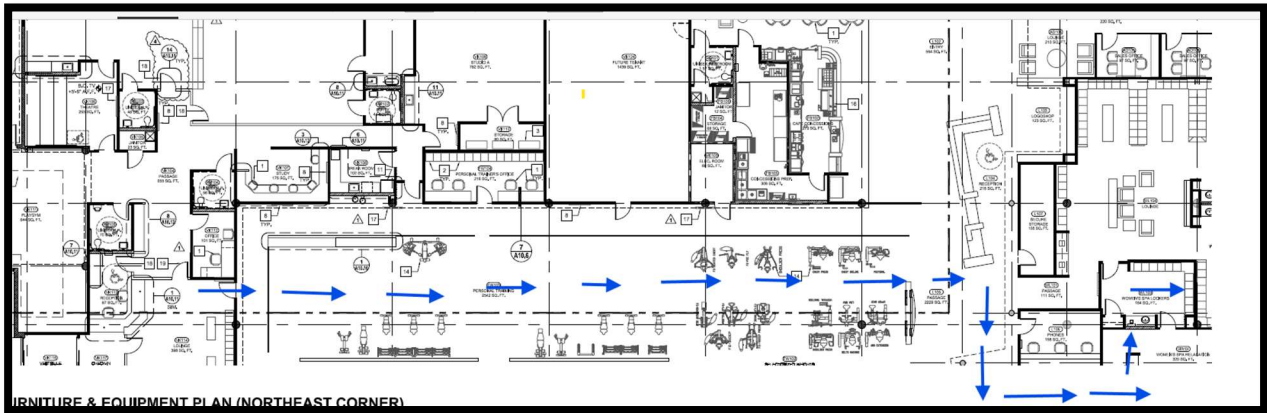
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Training, Drills and Updates

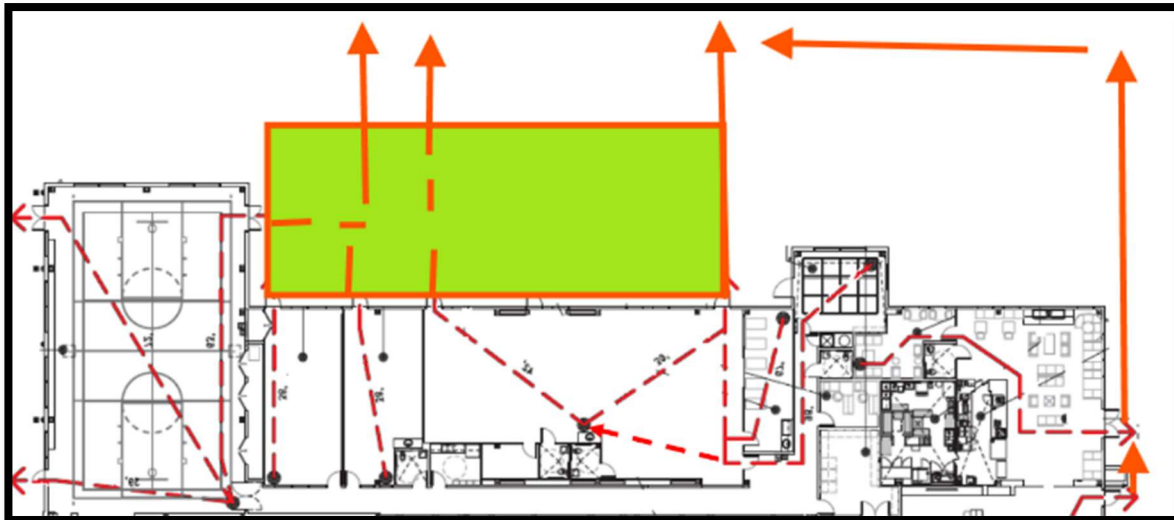
Evacuation routes and assembly area assignments will be incorporated into staff training and camper safety orientation/drills. This appendix will be reviewed and updated whenever camp facilities, access points, or program areas change, and at least annually as part of the EAP review process.

Stay in Place Evacuation

Stay in Place	Recovery Room/Women's/Men's Locker Rooms – Center of Building
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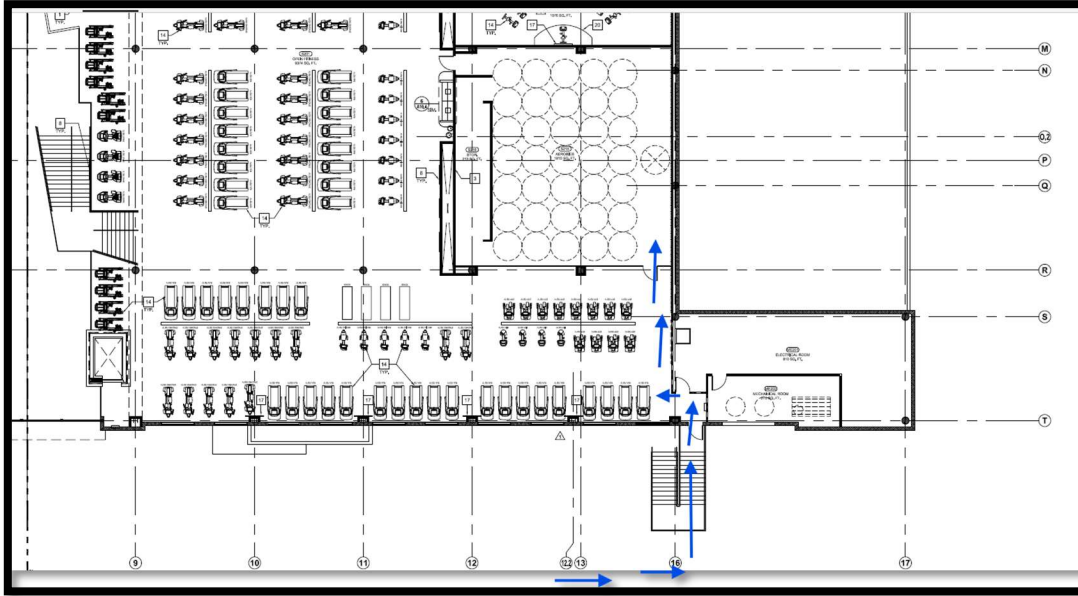


Building Evacuation



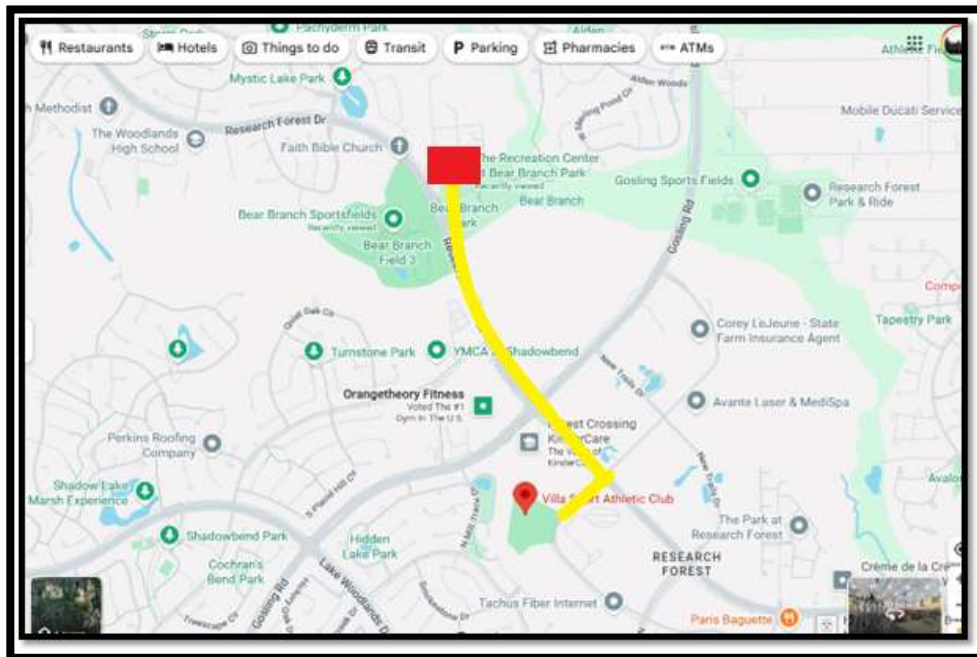
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Fire/ Toxic Gas	Parking lot past the Camp turf field
Flooding Primary Location	Primary Location Studio C- Energy Studio (Upper Level)



Flooding Secondary Location	The Recreation Center at Bear Branch Park
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Enter an address, place, or coordinates: [?](#)


4141 Technology Forest Blvd The Woodlands, Texas 77381 [Search](#)


Whether you are in a high risk zone or not, you may need [flood insurance](#) because most homeowners insurance doesn't cover flood damage. If you live in an area with low or moderate flood risk, you are 5 times more likely to experience flood than a fire in your home over the next 30 years. For many, a National Flood Insurance Program's flood insurance policy could cost less than \$400 per year. Call your insurance agent today and protect what you've built.

Learn more about [steps you can take](#) to reduce flood risk damage.

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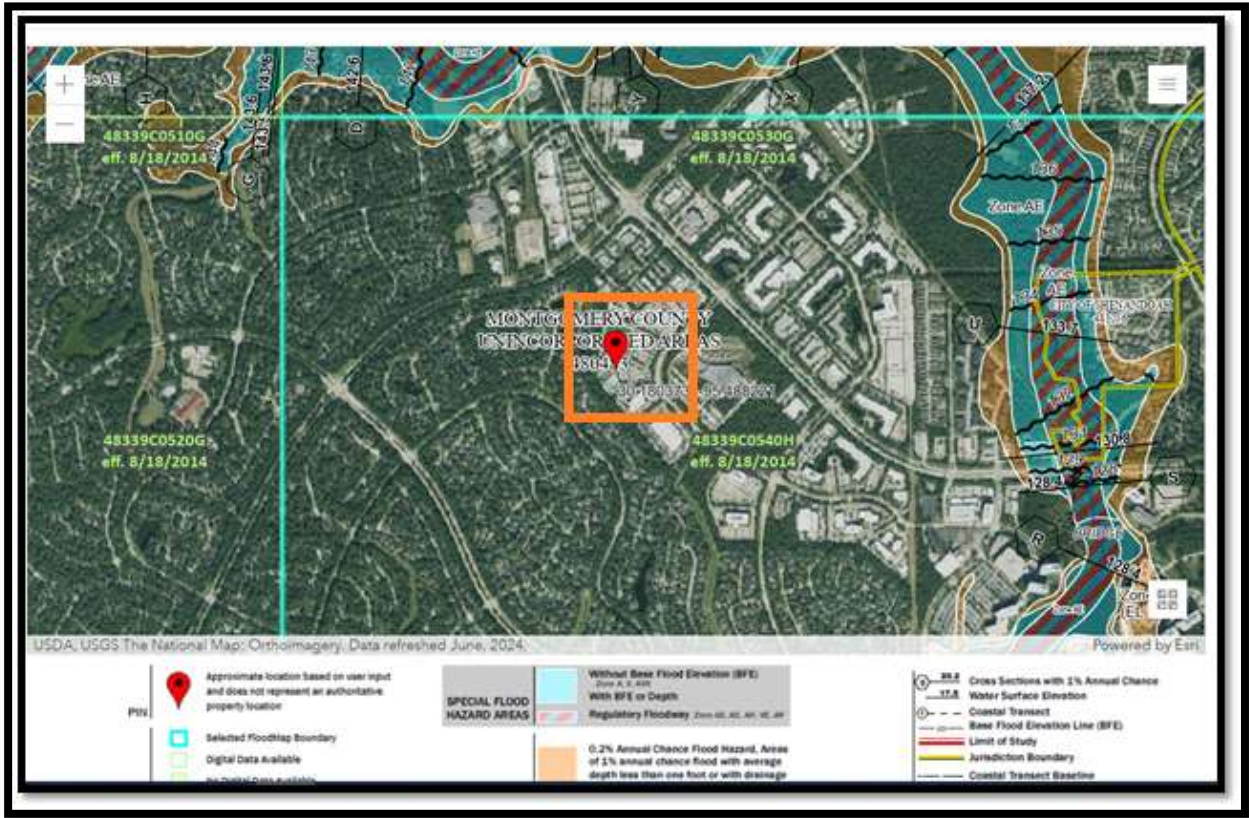
The flood map for the selected area is number **48339C0540H**, effective on **8/18/2014**

DYNAMIC MAP

PRINT MAP/
FIRMette

MAP IMAGE

DOWNLOAD
FIRM PANEL

Changes to this FIRM [?](#)

- Revisions (3)
- Amendments (16)
- Revalidations (2)



FEMA Flood Map showing no part of the facility is located in a floodplain.

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FEMA Flood Map showing no part of the facility is located in a floodplain.

1.10 CODE ADAM - LOST CAMPER/STAFF MEMBER PROCEDURE

To ensure the safe return of a missing camper/staff member

1.10.1 IDENTIFY

This procedure will be activated immediately if a camper or staff member:

- Is unaccounted for during a scheduled headcount or transition
- Is observed wandering alone outside a designated activity area, or
- Fails to return from an activity or scheduled movement within the expected timeframe.

1.10.2 COMMUNICATE

Immediate Notification

Responding Employee (Initial Contact)

Upon identifying a missing camper, staff will immediately notify the Camp Coordinator and provide at minimum:

- Camper name and age
- Physical description (clothing, distinguishing features)
- Last known location and activity
- Time camper was last seen

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Camp Coordinator

Upon notification the Camp Coordinator will activate the Emergency Response Team and request additional support, as needed.

- Contact Member Services Desk/MOD/Incident Commander.
- Direct all Camp Staff to systematically begin looking for the missing person.
- Broadcast over the radio.
 - Example: “Unit # to all Units, be advised we have a Code Adam; Age & Sex; wearing...; Age and Sex was last seen “Location”. Please communicate if found or for further questions”.
 - Member Services – Issue a Code Adam alert using hand radios
 - Repeat Broadcast Every 5-10 minutes until child is found

Incident Commander

- Direct all Facility Staff to systematically begin looking for the missing person.

1.10.3 RESPONSE

Initial Search

Nearby Staff/Assigned Search Team

- Go to location where last seen and begin retracing footsteps.
- Maintain constant communications with the Incident Commander (IC)
- Staff shall not separate from assigned groups or search alone unless directed and trained to do so.

Camp Associates Staff with assigned campers

- Maintain supervision, safety, and accountability of remaining campers in a secure location
- Conduct a headcount and report status to the Incident Commander

Incident Commander

If the camper is not located during the initial search, the Incident Commander will:

- Deploy additional staff to conduct a systematic search of the entire facility and grounds
- Deploy additional staff to all exit doors to monitor. Do not forcibly prevent someone from leaving the building, however, make note of their physical description to report to senior management.

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- Notify local emergency services (911) if the camper is not located within a short period of time, or if environmental, medical or safety risks are present
- Responsible for ensuring Montgomery County Emergency Management is contacted and maintain communication with local emergency management agencies and first responders if not located
- Coordinate all search and response activities
- Ensure search areas are clearly assigned, documented and tracked to prevent duplication or gaps
- Confirm regular check ins from all search teams
- Verify all campers, staff and visitors are accounted for
- Report discrepancies to the Emergency Preparedness Coordinator immediately

1.10.4 MEDICAL/SAFETY PREPAREDNESS

Safety/Medical Officer

- Team should prepare to assess and treat camper upon recovery, including care for dehydration, hypothermia, injuries or trauma
- Maintain clear and continuous communication between the Incident Commander, search teams and camp leadership
- Track search process and relay updates as directed

1.10.5 PARENT/GUARDIAN NOTIFICATION

- Notify parents or legal guardians in accordance with camp policy, particularly if the search extends beyond the initial phase or if local authorities are engaged
- Provide factual, verified updates as information becomes available

1.10.6 RECOVERY AND POST-INCIDENT ACTIONS

Incident Commander/Emergency Preparedness Coordinator

- Camper Located – Coordinate reunification with the group and ensure medical evaluation as appropriate
- Notify local authorities and parents/guardians of the resolution
- Conduct staff debrief to review the incident, timeline and response effectiveness
- Document the incident in accordance with camp and regulatory requirements
- Implement correct actions or updates to procedures, as needed

All staff

- Provide reassurance and emotional support to campers
- Resume normal operations only after authorization from the Incident Commander

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1.11 CODE RED – FIRE, BOMB, GAS LEAK EMERGENCY

Emergency evacuations can be called for fire, bomb threat, gas leak, or other widespread incidents. These situations often cause Members/Guests to be fearful. You will be expected to remain calm and assure Members/Guests that they will reach safety. Many times, you will not evacuate until your area is clear of Members/Guests and they have safely left the building. It is important you follow the direction of your Camp Coordinator. Most often, the fire alarm will sound to signal evacuation. Any situation must be assessed first by either the MOD/Incident Commander.

Your Camp Coordinator will receive notification through their radio from the MOD/Incident Commander to begin an evacuation. Be prepared by knowing where the nearest emergency exit is and where the gathering point is so you can direct Members/Guests. Once all Members/Guests have evacuated, it's important for you to know your department's specific meeting point and make your way to that location.

A "Code Red" must be called for any emergency that requires a building evacuation.

1.11.1 IDENTIFY

Staff who Discover the Fire

- Immediately shout "Fire" to alert nearby staff and campers
- Activate the nearest fire alarm
- The incident will be radioed to the entire club using Code Red.
- Notify the Incident Commander (IC) Immediately using radio or phone, providing the location and nature of the fire, bomb, gas leak or other widespread incident.

1.11.2 RESPONSE

Counselors/Activity Staff

- Immediately evacuate campers using pre-designated evacuation routes to assigned muster areas
- Instruct campers to
 - Walk quickly and calmly
 - Stay together and follow staff directions
 - Remain with their assigned group at all times
- Do not stop to retrieve personal belongings
- Close doors behind you if time and conditions permit
- Conduct a headcount at the assembly area using attendance rosters or headcount sheets

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- Immediately report the status of all campers and staff to the Safety Officer as
 - Accounted For
 - Missing
 - Injured

Safety/Medical Officer

- Verify accountability reports from Counselors/Activity Staff
- Report consolidated accountability status to the Incident Commander
- Identify any injured campers or staff
- Coordinate treatment according to medical protocols
- Request Emergency Medical Services, as appropriate
- If there are campers/staff with disabilities or others with access and functional needs, the Safety Officer or designee will assist these persons so they can evacuate appropriately.

Incident Commander

- Ensure a Code Red has been called on the Radio for all staff
- Ensure 9-1-1 has been contacted with relevant information and request emergency medical services as appropriate
- Ensure all campers/staff with disabilities or hearing needs have a runner dispatched to ensure they are assisted in the evacuation process according to their needs.
- Coordinated with emergency responders upon arrival
- Verify accountability reports from Counselors/Activity Staff
- Help identify any injured campers or staff
- Coordinate treatment according to medical procedures
- Responsible for ensuring Montgomery County Emergency Management is contacted and maintain communication with local emergency management agencies and first responders as conditions warrant.

All Staff:

- If there is imminent danger, everyone will evacuate the club using the nearest safe exit, including all managers and proceed to the EAA (Emergency Assembly Area). These areas are posted in all break rooms, offices, back of house areas.
- Use the nearest safe exit; do **not** use elevators or cross any flames to reach safety if possible.
- Direct members, guests and staff away from any chemical or flammable item storage areas, such as the laundry room.
- Assist members and guests who need help evacuating, but do not risk your own safety.
- Guide members, guests and staff to the designated assembly area outside the building.

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- Any available club leadership staff will be prepared to assist staff, members, Members/Guests and visitors to evacuate the club premises.

1.11.3 COMMUNICATION

Incident Commander

- Upon activation of a Code Red evacuation, the Incident Commander or designee will immediately contact 9-1-1 using a landline or cell phone to notify local fire and emergency services.
 - Facility name and exact address
 - Nature and location of the fire
 - Number of children, staff, and guests in the building
 - Any known injuries or missing individuals
 - Coordinate with emergency responders upon arrival
- They will Maintain communication with camp leadership, Emergency Response Team, and emergency responders
- Determine the need for parent/guardian notification and initiate notifications in accordance with camp policy. Parents to be notified in a timely manner.
- The Incident Commander on site or designee will be responsible for ensuring Montgomery County Emergency Management is contacted and maintain communication with local emergency management agencies and first responders as conditions warrant.

All Staff

- Provide status updates to the Incident Commander as conditions change.
- Monitor campers and staff for emotional distress and refer to leadership or designated support resources\

Montgomery County Sheriff Office – 936-760-5800

Fire Department/Emergency Services – 911

Montgomery County Emergency Management – 936-523-3915

Memorial Hermann 24 Hour Emergency Care Center – 281-719-3333

1.11.4 PARENT GUARDIAN NOTIFICATION

Parents/guardians will be notified following evacuation once campers are accounted for and the situation is stabilized.

Notification will include the reason for evacuation, camper status, reunification instructions, and next steps.

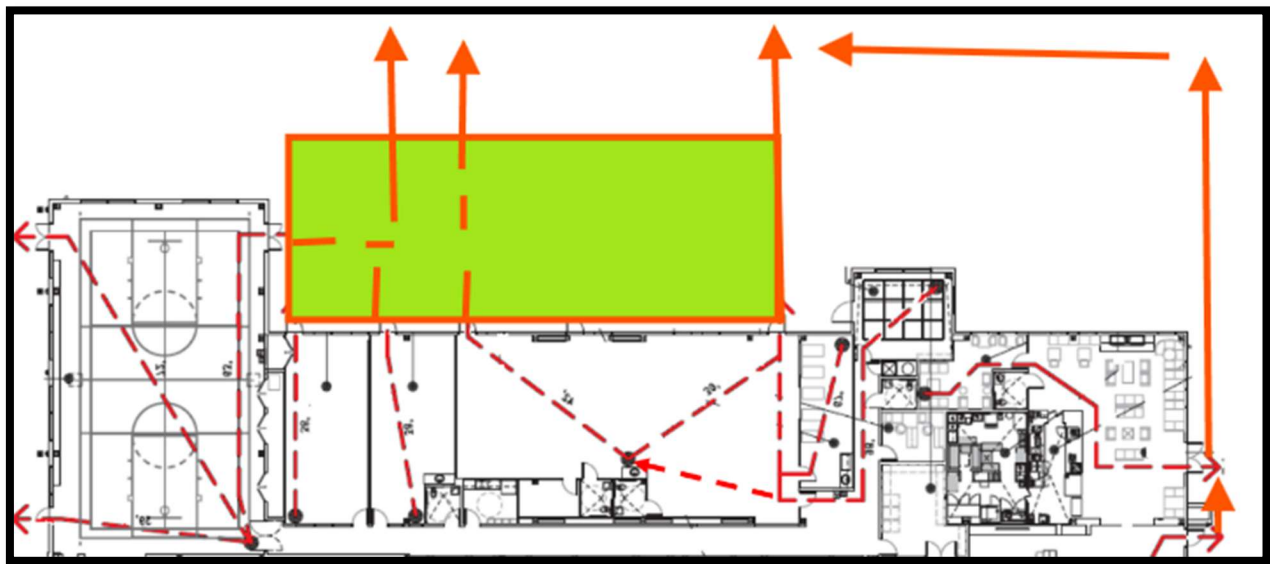
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- If time permits, the Member Services staff will first run a roster of all children in programs and hand to managers in the appropriate EAA locations. (If the club has an electronic device, e.g. tablet, they may grab this in lieu of printing rosters.)
- The manager monitoring the scene will have a hand radio, AED and First Aid kit ready.
- No one will enter the facility until clearance has been given by the Fire Marshall, Police Chief or appropriate emergency personnel.
- After evacuation when area has been cleared for opening by local authorities, Team Members will access their areas and reset for normal operations. Do not reenter the building without permission from local authorities.
- Any media requests will be fielded to the VP of Marketing at the Home Office.

Evacuation Locations:

Building Evacuation

Fire/ Toxic Gas	Parking lot past the Camp turf field
------------------------	--------------------------------------



1.12 CODE BLUE 1, 2, 3 – MEDICAL EMERGENCY/DEATH

If you encounter an individual needing medical assistance, first survey the scene. If it is safe to enter, approach the individual. Tell them who you are.

Contact your Camp Coordinator/Incident Commander on the radio and use the appropriate code as well as your location.

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For an emergency during Camp, camp administration and designated leadership staff will be notified immediately via radio and phone.

All Camp Staff are American Red Cross Community First Aid and Safety certified, and the camp is within 5 minutes to the closest Emergency Room. The Camp Director, Camp Coordinator and all Camp Associates maintain this certification in addition to the Lifeguard Staff maintaining nationally accredited lifeguard certifications under Red Cross, Starguard, Jeff Ellis and Associates or YMCA certifications.

Staff trained in CPR/First Aid will render care until EMS arrives.

1.12.1 IDENTIFY

Code use is determined by the severity of the injury/medical condition

- Code Blue 1: Minor Injury – Come as soon as convenient and bring basic first aid supplies (not an emergency).
- Code Blue 2: Moderate Injury – Come as soon as possible, bring medical supplies, and call Camp Coordinator.
- Code Blue 3: Major Injury – Life threatening injury such as choking, not breathing, major bleeding, seizure, unconsciousness, death. Emergency Medical Services are required.

1.12.2 RESPONSE

When a staff, member, guest or visitor is identified as being in life threatening distress:

First Staff on Scene

- Ensure the scene is safe before approaching (remove bystanders, eliminate hazards, if possible)
- Immediately notify the Incident Commander by radio or phone and provide the following information
 - Location
 - Nature of Incident
 - Number of people involved
 - Whether EMS is likely needed

Camp Associates

- Move uninvolved campers away from the scene and maintain calm supervision
- Maintain supervision and personnel accountability of all campers not involved in the incident

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- Relocate groups as needed to preserve privacy and reduce stress
- Prevent photography, video recording, and unnecessary gathering

Medical Response and Patient Care

Medical Officer

- Respond immediately and assume medical care of the patient
- Perform primary assessment and provide care within scope of training
- Direct staff to retrieve AED/first-aid equipment and assist as needed
- For life-threatening conditions, initiate appropriate interventions (e.g. CPR/AED, bleed control, epinephrine per protocol, seizure precautions, cooling/warming measures)

Emergency Medical Services (EMS) activation

Incident Commander

- Ensure 9-1-1 is called immediately for any life-threatening conditions, suspected serious injuries, altered mental status, difficulty breathing, seizure, anaphylaxis, severe bleeding, suspected spine injury or suspected death
- Ensure the Aquatics Team has been contacted for assistance if needed.
- For additional assistance, but not required, initiate the paging system requesting assistance on premises from any medical professional (nurse, doctor, EMS, etc)a
- Provide, at minimum:
 - Camp name and address
 - Patient age and condition
 - Care being provided
 - Access instructions and best entry point
 - Callback number
- Ensure a runner with club key ring on hand, will flag down arriving EMS and escort them to the scene of the incident.

All Staff

- If made the runner meet EMS at the designated entry point and escort responders to the scene.
- The assistance of onsite medical professionals is welcomed but should not replace the care being provided by staff on scene. Team Members with proper certifications as applicable to their job requirements are obligated to continue care where needed.
- Stay with the staff, member, member/guest or visitor throughout incident and until they leave the premises.

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- Team Members may be asked to fill out witness statements upon completion of the incident. See a member of management if you have questions.
- For any injury/medical assistance, do not leave the individual until EMS personnel take over, they leave on their own or a parent takes over.
- Once the individual has been attended to and the area cleaned, the Safety Officer will ask witnesses and Team Members for statements and then operations can return to normal activity.

1.12.3 COMMUNICATION

Incident Commander

- Assign staff coverage to maintain required supervision ratios and continuity of operations.
- Ensure 911 has been activated
- Assign a runner to meet EMS at the designated entry point and escort responders to the scene
- All staff coverage to maintain required supervision ratios and continuity of operations
- Ensure local emergency management agencies have been contacted in a timely manner
- Maintain communication with local emergency management agencies and first responders as conditions warrant
- Notify Camp Leadership promptly

Camp Associates

- Refer all media or external inquiries to the designated spokesperson

1.12.4 PARENT/GUARDIAN NOTIFICATION

Incident Commander

- Notify parents/guardians of the affected camper as soon as practicable with factual, verified information and instructions (e.g. where to go, pickup/medical facility details if transport occurs)
- If death is suspected or confirmed
 - Do not notify families until coordinated with law enforcement/EMS as applicable
 - Designate a single spokesperson for all communication
- Refer all media to external inquiries to the designated spokesperson

1.12.5 RECOVERY AND POST-INCIDENT ACTIONS

Incident Commander

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- Document the incident timeline, staff actions, communications, witnesses, and any operational impacts
- Ensure required reports are completed as per camp policy and applicable regulatory requirements
- Responsible for ensuring Montgomery County Emergency Management is contacted and maintain communication with local emergency management agencies and first responders as conditions warrant.
- Conduct a staff debrief to identify lessons learned and corrective actions
- Coordinate additional support services, if needed (crisis support, staffing adjustments, activity changes)

Medical Officer

- Document patient assessment, care provided, time of key actions, and disposition (returned to activity, released to parent, transported by EMS, etc.)

All Staff

- Monitor campers and staff for emotional distress and refer to leadership or designated support resources

1.13 AQUATIC EMERGENCIES

Villa Sport offers fun activities for kids including camps. These camps include pool use. The Aquatics team is responsible for ensuring the safety of each our Member/Guests while using the aquatics facilities. The Camp Team Members provide rule enforcement and safety of our campers in conjunction with the Aquatics Team.

Swim Tests:

Villa Sport conducts Swim tests for all children who participate in the Camp Programs. Tests are good for a specific length of time as indicated below. Swim Tests are conducted by a trained Lifeguard, Aquatics Lead or the Aquatics Director. Campers must successfully complete the “Deep Water Swim Test” section of the Camp Swim Test Checklist in order to swim in water above 4ft in depth. Checklists are maintained by the Camp team. At the beginning of each season a new swim test must be conducted with a new checklist being filled out and maintained for the season.

Checklists are good for the entire season, however the Aquatics team may administer retests at any time.

Seasons are as follows:

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1. January-April
2. May-September
3. October-December.

Process

- Swim Tests are administered either through prior scheduling with the Aquatics Team, on standalone camp days or on Monday of the beginning of weekly camp.
- Swim tests are conducted by a trained Lifeguard, Aquatics Lead or the Aquatics Director.
- Campers who fail the swim test may try again the following Monday, Standalone Camp Day or with prior scheduling with the Aquatics Director or Aquatics Lead. Campers may retest during the week, within reason as determined by the Aquatics Team.
- Campers must be retested each season (Refer to above schedule for seasons)
- Campers who have no checklist on file must retest
- Administrator will set the kids up at the deepest point of the pool
- Each swimmer must have a Checklist with their name and date filled in prior to testing
- Each swimmer should be asked if they want to complete the swim
 - If child says no then the appropriate section of the swim test checklist must be initialed and the child should be connected to a Camp Camp Team Member
- Campers may be tested 1-4 at a time with a staggered start per Administrator. Once the child starts the swim portion the next child can start with the tread/float.
 - Swimmer is to jump into water over their head and return to the surface, they will immediately begin treading water or floating on their back for 30 seconds without touching the wall.
 - From the tread/float they swimmer must immediately swim 10 yards and turn around and swim 10 yards back using front crawl, breaststroke or backstroke.
- Campers should be height checked. If they are 48" or over they may use the slides. If they are under 48" they may not use the slides regardless if they can pass the "deep end test".
- All checklists must be completely filled out and turned over to a Camp Camp Team Member
- The Aquatics Team should be issuing wristbands based on completed checklists. Swimmers who have completed the swim test and passed will receive a green wristband.
- Any camper without a wristband must be in a lifejacket.
- The Aquatics Director/Aquatics Lead will coordinate with the Camp team for delivery of new swim tests at the beginning of each season.

Camp Counselor In Water and Pool Deck Supervision

The Aquatics Team is responsible for the safety of all swimmers in their pools. However, the Camp Counselors are responsible for ensuring the campers are following the rules of the pool, wearing life vests according to the above requirements and adhering to safety protocols. Camp Counselors provide an extra layer of safety while in the water or on the pool deck.

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In the event of an aquatics emergency the Aquatics team will lead and coordinate all rescues. In the event of an aquatic emergency.

Aquatic Emergencies will be activated immediately when any of the following occur:

1.13.1 IDENTIFY

- A camper or staff member is observed in distress in a swimming pool or aquatic area
- A lifeguard or staff member observes unusual behavior, panic, or submersion
- An emergency whistle is activated during aquatic activities

1.13.2 RESPONSE

Aquatics Staff

- Immediately initiate a rescue in accordance with training and certification
- Enter the water only if trained and equipped with appropriate rescue equipment
- If direct entry is unsafe, deploy rescue aids (e.g., rescue tube, lifebuoy, life jacket, reaching pole)
- Use whistle or verbal commands to alert nearby staff of the emergency
- Perform appropriate rescue and provide required care until emergency personnel arrive and take over.

Nearby Staff/Counselors

If the incident involves a member who is not a part of the camp activities the Camp Counselors should:

- Move the campers from the pool and to another location while the emergency is being addressed
- Perform an attendance check to account for all campers
- Assist Aquatics team if needed with crowd control, communication, etc.
- Contact the Director of the Camp and MOD for assistance
 - Director or MOD may inform the parents of the incident depending on the incident that occurred.
 - Escort non-involved campers to the pre-designated safe area
 - Maintain calm, order and supervision

If the incident involves a camp participant, the Camp Counselors should:

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- Move the remaining campers from the pool and the surrounding area
- Perform an attendance check to account for all campers
- Assist Aquatics team if needed with crowd control, communication, etc.
- Contact the Director of the Camp and MOD for assistance
- Director or MOD may inform the parents of the incident depending on the incident that occurred.
- Escort non-involved campers to the pre-designated safe area
- Maintain calm, order and supervision

Incident Commander

- Immediately assume command of the incident
- Direct staff assignments and ensure scene safety

- Call 9-1-1 immediately for life-threatening incidents and provide at minimum:
 - Camp name, address, exact location
 - Nature of the aquatic emergency
 - Number of individuals involved
 - Condition of the victims
 - Access instructions for emergency responders
- Ensure rescue and medical equipment is available
- Ensure a runner is dispatched to assist emergency responders with access
- Verify all campers, staff and visitors are accounted for

1.13.3 COMMUNICATION

Incident Commander

- Assign staff coverage to maintain required supervision ratios and continuity of operations.
- Ensure 911 has been activated with all relevant information
- Assign a runner to meet EMS at the designated entry point and escort responders to the scene
- All staff coverage to maintain required supervision ratios and continuity of operations
- Ensure local emergency management agencies have been contacted in a timely manner
- Maintain communication with local emergency management agencies and first responders as conditions warrant
- Notify Camp Leadership promptly

Camp Associates

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- Refer all media or external inquiries to the designated spokesperson

1.13.4 PARENT/GUARDIAN NOTIFICATION

Incident Commander

- Notify parents/guardians of the affected camper as soon as practicable with factual, verified information and instructions (e.g. where to go, pickup/medical facility details if transport occurs)
- If death is suspected or confirmed
 - Do not notify families until coordinated with law enforcement/EMS as applicable
 - Designate a single spokesperson for all communication
- Refer all media to external inquiries to the designated spokesperson

1.13.5 RECOVERY AND POST-INCIDENT ACTIONS

Incident Commander

- Document the incident timeline, staff actions, communications, witnesses, and any operational impacts
- Ensure required reports are completed as per camp policy and applicable regulatory requirements
- Responsible for ensuring Montgomery County Emergency Management is contacted and maintain communication with local emergency management agencies and first responders as conditions warrant.
- Maintain communication with local emergency management agencies and first responders as conditions warrant
- Conduct a staff debrief to identify lessons learned and corrective actions
- Coordinate additional support services, if needed (crisis support, staffing adjustments, activity changes)

Medical Officer

- Document patient assessment, care provided, time of key actions, and disposition (returned to activity, released to parent, transported by EMS, etc.)

All Staff

- Monitor campers and staff for emotional distress and refer to leadership or designated support resources
- Assist with resorting or securing equipment, signage, and safety barriers

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1.14 EPIDEMIC

Managing an epidemic or communicable disease outbreak at a day camp means focusing on rapid identification, isolation, communication and mitigation to prevent the spread of illness. Villa Sport Team Members play a vital role in ensuring all of our campers and employees are safe.

1.14.1 IDENTIFY

This procedure is activated when any of the following occur:

- Multiple campers or staff exhibit similar symptoms (e.g. fever, vomiting, diarrhea, rash, cough, sore throat, flu-like symptoms)
- A contagious illness is suspected or confirmed by medical staff or a healthcare provider
- Notification is received from a parent, guardian or public health authority regarding potential exposure prior to or during camp

Rapid Identification

- Daily Monitoring – Knowing what to look for when working with the campers and communicating with your Direct Camp Coordinator and symptoms is vitally important.
- Contacting the local health department within 24 hours if multiple individuals report similar symptoms.
- Making note of symptoms, times, and individuals can assist if an epidemic breaks out.

1.14.2 RESPONSE

Identify and Isolation

Medical Officer

- If a camper/staff member is showing symptoms of fever, diarrhea, vomiting, cough they are immediately isolated in a supervised area away from others.
- Ensure all those who have come in contact have been identified and listed according to standards.
- Use appropriate personal protective equipment (PPE) including gloves and masks as indicated
- Initiate symptom monitoring log documenting time of onset, symptoms observed, and severity

Camp Associates

- Escort campers calmly to the isolation area when directed

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- Reassure remaining campers and maintain normal supervision
- Discourage speculation, panic or the spread of rumors

Contain and Prevent Spread

Camp Associates

- Separate affected groups from others as directed
- Reinforce hygiene practices, including frequent handwashing and no sharing of personal items

Housekeeping

- Disinfect areas, restrooms, dining areas, and activity spaces used by affected individuals
- Increase cleaning and sanitization frequency across the camp as directed

Incident Commander

- Modify or suspend activities as necessary to reduce contact
- Adjust schedules or groupings to limit cross-group interactions

1.14.3 COMMUNICATION

Medical Officer

- Notify the Incident Commander of suspected or confirmed communicable illness
- Provide details including
 - Number of affected individuals
 - Symptoms observed
 - Approximate onsite times
- Coordinate medical treatment and/or emergency medical services as needed

Incident Commander

- Activate Communicable Disease Protocol
- Assess whether the illness appears isolated or may represent a broader outbreak
- Ensure local emergency management agencies have been contacted in a timely manner
- Maintain communication with local emergency management agencies and first responders as conditions warrant
- Contact the parent using the proper protocol for parent notification and arrange for immediate pickup of the ill person by their parents/guardians.

Montgomery County Sheriff Office – 936-760-5800

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Fire Department/Emergency Services – 911
Montgomery County Emergency Management – 936-523-3915
Memorial Hermann 24 Hour Emergency Care Center – 281-719-3333

1.14.4 MITIGATION

- Increase cleaning frequency of high-touch surfaces (door handles, bathrooms, Camp equipment) using approved disinfectants
- Follow proper protocol for vomit/fecal accidents cleanup
- Incident Commander and Emergency Preparedness Coordinator will prepare proper communication regarding the outbreak, symptoms to watch for and steps taken by the camp for moving forward.
- Staff will utilize appropriate Personal Protective Equipment (PPE), including gloves and masks, when responding to illness involving bodily fluids or suspected communicable disease.
- The Incident Commander and Emergency Preparedness Coordinator will coordinate with local public health authorities when multiple related cases are identified or when guidance is required.
- Enhanced cleaning, isolation protocols, and parent/guardian notifications will be implemented as directed by health authorities.

1.14.5 POST-OUTBREAK PROCEDURES

Incident Commander

- Contact local or state health authorities when required or recommended
- Follow public health guidance regarding testing, quarantine, isolation, dismissal or closure
- Notify parents or guardians of affected campers with factual information
- Provide instructions regarding monitoring, medical evaluation, pickup, or return to camp criteria as applicable.
- Document the incident, including timelines, actions taken and communications
- Conduct a review of the response to identify improvements or required updates to procedures
- Confirm return to camp criteria for affected individuals in accordance with medical and public health guidance
- Reassign staff as needed if personnel are ill or quarantined
- Ensure staff to camper supervision ratios remain compliant
- Prepare contingency plans for reduced group sizes, modified programming, or early dismissal if directed by health authorities

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- Maintain communication with local emergency management agencies and first responders as conditions warrant

Medical Officer

- Continue to monitor exposed individuals for symptoms
- Escalate care or isolation measures if symptoms worsen
- Confirm return-to-camp criteria for affected individuals in accordance with medical and public health guidance

Camp Associates

- Reinforce illness-prevention practices and hygiene education with campers
- Provide reassurance and support as normal routines resume
- Separate affected groups from others as directed
- Reinforce hygiene practices, including frequent handwashing and no sharing of personal items.

1.15 CODE WHITE – SUSPICIOUS PERSON

Calling a “Code White” means that a staff person is requesting support and back up from a manager or other club leadership staff to assist with the following examples:

1.15.1 IDENTIFY

- An inebriated person
- An agitated/angry person who is displaying physical acts of aggression:
 - Pounding a surface with their fist
 - Making threats of violence towards another
 - Throwing things
 - Damaging club property
 - Breaching Employee Only areas of the club, such as going behind the front desk
- Mentally or emotionally disturbed person
- A person exhibiting unusual or erratic behavior
- A person blatantly violating Club Rules
- A person exhibiting suspicious behavior in the parking lot or locker rooms
- A person exhibiting suspected inappropriate activity on premises
- A person being overly aggressive parenting a child

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A Code White is reserved for potential escalating incidences and not to be used for general support. Staff are expected to use reasonable means to deescalate or diffuse the situation if possible before calling a Code White.

Staff in key locations will remain in place unless directed by club leadership staff. If the incident continues to escalate, the Member Services Desk will call 9-1-1 for police support. Depending on the severity of the event, the club leadership staff notify the Home Office VP of Operations.

1.15.2 RESPONSE – SHELTER IN PLACE

Staff

Suspicious persons around the building

- Do not physically confront the individual unless trained and directed to do so or unless there is no reasonable alternative to protect life
- Immediately report observations to the Incident Commander, including:
 - a. Location
 - b. Physical description
 - c. Behavior observed
 - d. Direction of travel

Camp Associates

- If a Camp staff member notices a suspicious person, they will bring groups that are outdoors to a space inside.
- Camp staff will alert Camp leadership and the person in charge.
- Discretely and calmly move campers away from the area of concern
- Maintain continuous supervision and keep campers calm
- Secure campers in the safest available location if a Lockdown is announced by:
 - a. Locking or barricading doors when possible
 - b. Turning off lights
 - c. Moving campers out of sight of doors and windows, and
 - d. Maintaining silence if instructed
- Conduct and maintain headcounts

Incident Commander

- Immediately assess the level of threat
- Call 9-1-1 without delay if a credible threat exists or a weapon is suspected
- Activate the Security Threat Protocol
- Determine and announce the appropriate protective action (lockdown, controlled movement, or shelter-in-place)

1.15.3 COMMUNICATION

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Incident Commander

- Restrict radio traffic to emergency use only
- Relay instructions to staff
- When safe to do so prepare parent or guardian communications

Medical Officer

- Stand by during the incident
- Provide immediate medical care, if needed, only after the scene is secured
- Coordinate Emergency Medical Services, as needed

1.15.4 PARENT/GUARDIAN NOTIFICATION

Incident Commander

- Notify parents/guardians of the affected camper as soon as practicable with factual, verified information and instructions (e.g. where to go, pickup/medical facility details if transport occurs)
- If death is suspected or confirmed
 - Do not notify families until coordinated with law enforcement/EMS as applicable
 - Designate a single spokesperson for all communication
- Refer all media to external inquiries to the designated spokesperson

1.15.5 POST-OUTBREAK PROCEDURES

Incident Commander

- Issue an “all clear” only after confirmation from responding authorities
- Document the incident in detail and conduct a review of security protocols
- Coordinate reunification or controlled movement procedures if campers were relocated
- Determine the need for early dismissal, activity cancellation or additional security measures
- Responsible for ensuring Montgomery County Emergency Management is contacted and maintain communication with local emergency management agencies and first responders as conditions warrant.
- Immediately identify and address any missing campers or staff
- Communicate discrepancies with responding law enforcement

All Staff

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- Provide reassurances and emotional support to campers as needed
- Resume normal activities, only when authorized.

1.16 TRANSPORTATION EMERGENCY

A transportation emergency focuses on ensuring safety through immediate hazard assessment, securing passengers, notifying emergency services (911) and conducting swift, orderly evacuation if necessary. Team Members must maintain control, use buddy systems, account for all campers immediately and follow the established protocols.

1.16.1 IDENTIFY

This procedure will be activated immediately upon any of the following

- Vehicle accident (minor or major)
- Mechanical failure or vehicle breakdown
- Medical emergency during transport
- Missing camper during loading/unloading or transit, or
- Severe weather or unsafe road conditions affecting travel

1.16.2 RESPONSE

All Staff

- **Safety Procedures & Evacuation:**
 - **Keep Passengers Safe:** Passengers should remain seated with seatbelts fastened until instructed otherwise.
 - **Emergency Exit:** If evacuation is necessary, use the rear door, ensuring children "sit and scoot" out to avoid injury.
 - **Safe Assembly:** Move campers to a safe, pre-determined location far from the vehicle, ideally off the roadway.
- **Call 9-1-1 immediately if**
 - Injuries have occurred
 - The vehicle cannot be safely moved
 - Roadway or environmental conditions are unsafe
- **Contact the Incident Commander immediately for further assistance**
 - Report any injuries
- **Accountability:** Use the passenger roster to take attendance immediately upon evacuating and periodically thereafter.
- **Communication:** Do not allow unauthorized individuals to transport campers. Follow instructions from emergency personnel.
- **Required Documentation:** Maintain a readily available list of all children, staff, medical information, and emergency contact numbers.

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Incident Commander

- If incident occurs on site:
 - Dispatch additional staff, vehicles, or resources needed
 - Coordinate emergency response services, as needed
- If incident occurs off site:
 - Maintain communication with driver and/or accompanying staff
 - Provide support, as needed (e.g., replacement transportation vehicle)

1.16.3 COMMUNICATION

Incident Commander

- Notify camp leadership
- Ensure local emergency management agencies have been contacted in a timely manner
- Maintain communication with local emergency management agencies and first responders as conditions warrant
- Notify parents/guardians if a delay, injury, route change or change in pickup/drop off is anticipated
- Arrange a replacement vehicle or alternate transportation, if needed
- Determine whether the trip will continue, return to camp or be cancelled

Staff

- Do not resume travel until the vehicle is confirmed safe and authorization has been provided by the Incident Commander

1.16.4 POST-INCIDENT PROCEDURES

Incident Commander

- Document the incident fully (time, location, driver, passengers, sequence of actions taken)
- Complete required accident reports and insurance documentation
- Review transportation safety procedures and implement corrective actions, as needed

All Staff

- Monitor campers for delayed symptoms (physical or emotional)
- Resume activities only after clearance by camp leadership

Prevention and Preparedness:

- **Vehicle Checks:** Perform daily checks (lights, brakes, tires, fluids, mirrors).

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- **Training:** Conduct regular emergency evacuation drills for drivers and staff.
- **Passenger Rules:** Instruct campers on safety procedures, including staying seated and keeping noise levels low to avoid distracting the driver.


1.17 CODE DOWN – NATURAL DISASTER EMERGENCY

Severe weather or power outages can happen anytime, in any part of the country. Severe weather can include hazardous conditions produced by thunderstorms, including damaging winds, tornadoes, large hail, flooding and flash flooding, and winter storms associated with freezing rain, sleet, snow and strong winds.

FEMA has completed a study to determine flood hazard for The Woodlands Villa Sport and has determined the club in its entirety is not in a floodplain. In addition, this camp is a day camp only and does not have cabins on site. As a result, due to no cabins being on site, this club does not maintain cabin ladders.

Enter an address, place, or coordinates: ?



4141 Technology Forest Blvd The Woodlands, Texas 77381 [Search](#)

 Whether you are in a high risk zone or not, you may need [flood insurance](#) because most homeowners insurance doesn't cover flood damage. If you live in an area with low or moderate flood risk, you are 5 times more likely to experience flood than a fire in your home over the next 30 years. For many, a National Flood Insurance Program's flood insurance policy could cost less than \$400 per year. Call your insurance agent today and protect what you've built.

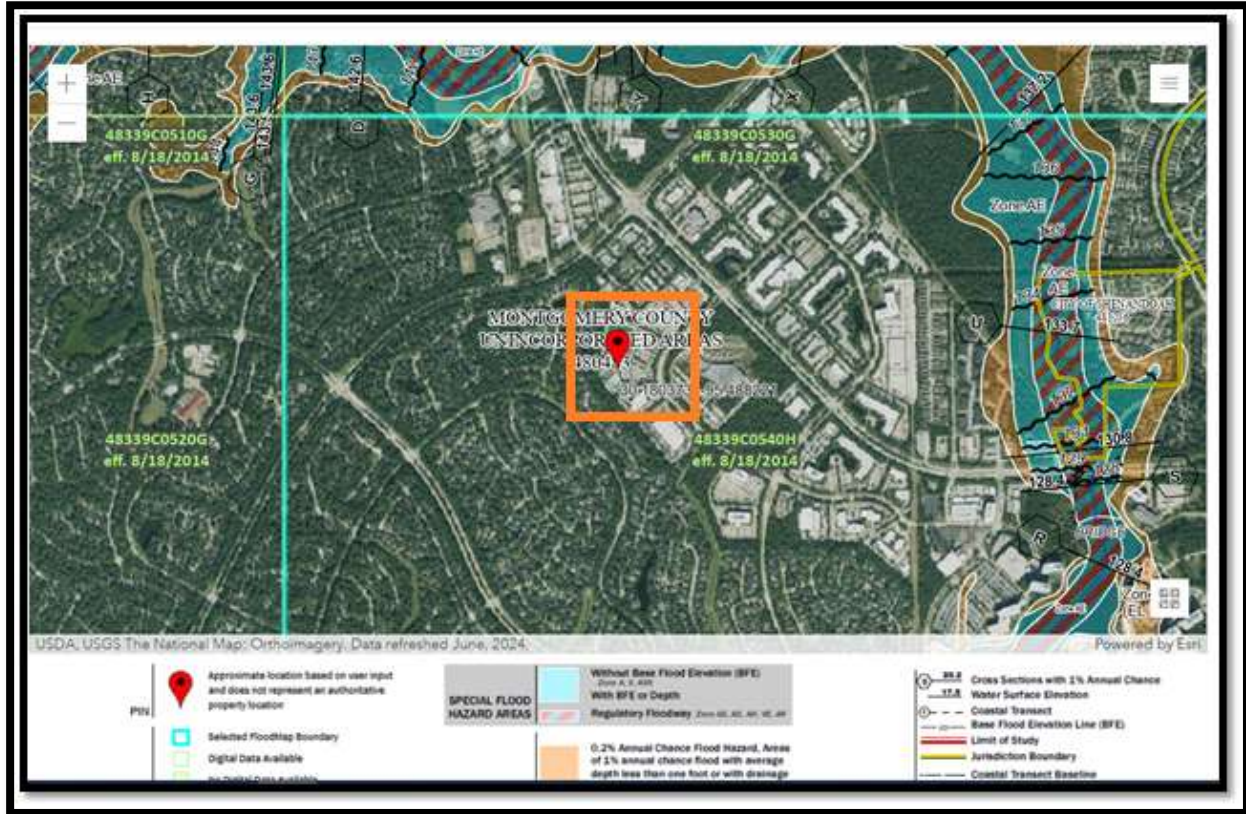
Learn more about [steps you can take](#) to reduce flood risk damage.

Search Results—Products for **MONTGOMERY COUNTY UNINCORPORATED AREAS** [Show ALL Products »](#)

The flood map for the selected area is number **48339C0540H**, effective on **8/18/2014**

DYNAMIC MAP  PRINT MAP/ FIRMette	MAP IMAGE  DOWNLOAD FIRM PANEL	Changes to this FIRM ? <ul style="list-style-type: none">Revisions (3)Amendments (16)Revalidations (2)
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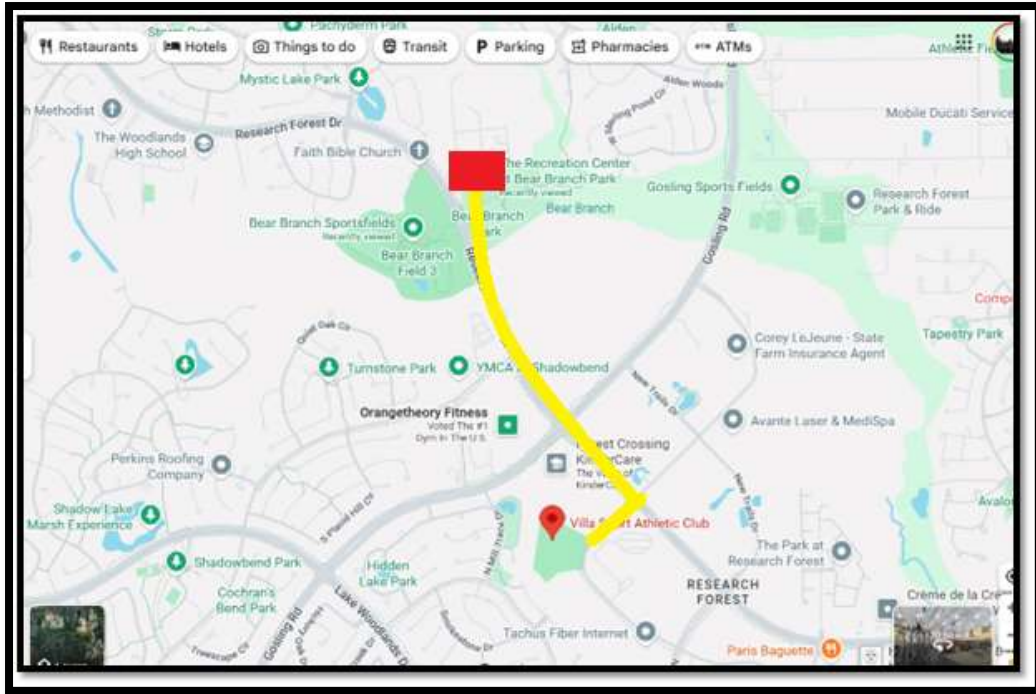
FEMA Flood Map showing no part of the facility is located in a floodplain.



FEMA Flood Map showing no part of the facility is located in a floodplain.

<p>Flooding Secondary Location</p>	<p>The Recreation Center at Bear Branch Park</p>
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1.17.1 IDENTIFY

- NWS or local authority alerts/warnings affecting the camp area, including Tornado Watch/Warning, Severe Thunderstorm Warning, Flash Flood Watch/Warning, Flood Warning, or wildfire
- Visible or developing hazardous conditions, including rotating clouds, high winds, tornados, heavy rainfall, rapidly rising water, or nearby lightning, or
- Activation of the local sirens or notification from camp leadership of severe weather conditions

1.17.2 RESPONSE – SHELTER IN PLACE

Incident Commander

- Ensure 9-1-1 has been contacted with relevant information and request emergency medical services as appropriate
- Continuously monitor NWS watches/warnings and other official alerts (including local emergency management and, if applicable, river authority alerts)
- Issue immediate notifications to staff and campers using the radios or other established communication methods

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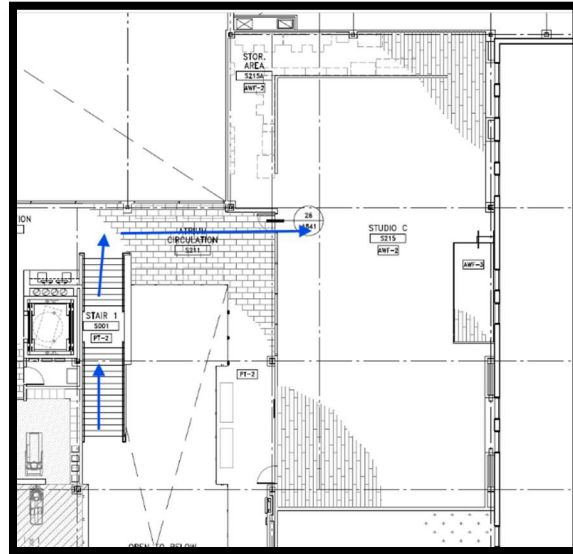
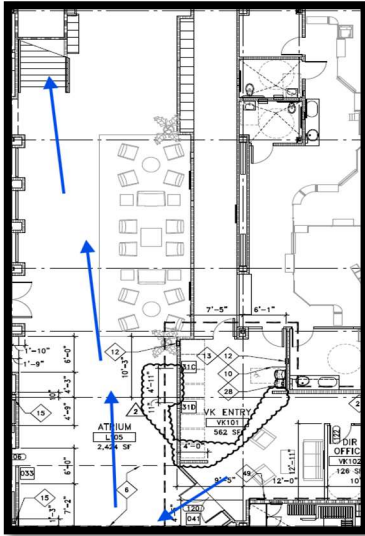
- Determine and announce the required protective action-based trigger: tornado shelter-in-place or flood evacuation to higher ground
- Responsible for ensuring Montgomery County Emergency Management is contacted and maintain communication with local emergency management agencies and first responders
- If there are campers/staff with disabilities or others with access and functional needs, the Safety Officer or designee will assist these persons so they can evacuate appropriately.

Staff

- Immediately notify campers and provide calm, clear instructions
- Begin movement to designated shelter or higher ground locations as directed by the Incident Commander
- Lead campers to designated safe locations using pre-assigned routes:
 - Tornado (Shelter-in-Place)
 - Move campers immediately to the Recovery Room/Women’s Restroom or Men’s Restroom on the lowest level, away from windows and exterior doors
 - Position campers low and protected (e.g., seated against interior walls), as feasible
 - Flood (Evacuation to Higher Ground)
 - Move campers from low-lying or flood-prone areas to designated higher ground or identified safe interior areas
 - Do not allow campers or staff to enter or cross moving water
- Ensure campers remain together, move calmly, and remain under direct staff supervision at all times
- Conduct an immediate headcount upon arrival at shelter or evacuation locations
- Report personnel accountability results to the Incident Commander, including any missing or injured individuals
- Do not take unnecessary risks

○ Flooding Primary Location	Primary Location Studio C- Energy Studio (Upper Level)
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1.17.3 RESPONSE – NWS EVACUATION NOTIFICATION

If NWS initiates an evacuation coordinate transportation and protocol In the event of a forced evacuation from NWS to include a flash flood warning, notice or other governing authority, all staff and campers will follow evacuation route to evacuation zone 2. The Incident Commander or Emergency Preparedness Coordinator for Villa Sport will notify and activate our partnership to transport and to take the campers to the evacuation zone 2. We will evacuate to The Recreation Center at Bear Branch Park down the street and initiate our parent/guardian reunification plan.

Incident Commander

- Confirm all areas are secured and that sheltering/evacuation actions are underway
- Redirect staff and campers to alternate shelter or evacuation locations if conditions change or primary routes become unsafe
- Maintain supervision, order and adherence to safety procedures
- Collect and verify headcounts reports from all groups
- Coordinate alternate transportation partnership
- Immediately address accountability discrepancies and initiate actions if anyone is unaccounted for
- If there are campers/staff with disabilities or others with access and functional needs, the Safety Officer or designee will assist these persons so they can evacuate appropriately.

Activity Staff

- Lead campers to designated safe locations using pre-assigned routes:

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- Flood (Evacuation to Alternate Location)
 - Move campers from low-lying or flood-prone areas to designated higher ground or identified safe exterior areas
 - Do not allow campers or staff to enter or cross moving water
- Ensure campers remain together, move calmly, and remain under direct staff supervision at all times
- Conduct an immediate headcount upon arrival at shelter or evacuation locations
- Report personnel accountability results to the Incident Commander, including any missing or injured individuals
- Do not take unnecessary risks

1.17.4 COMMUNICATION

Incident Commander

- Ensure local emergency management agencies have been contacted in a timely manner
- Maintain communication with local emergency management agencies and first responders as conditions warrant
- Issue updated instructions as new information becomes available (e.g. escalation from watch to warning; flood impacts to routes)
- Ensure communication channels remain operational and use backup methods if needed
- Initiate parent/guardian notifications if evacuated, extended sheltering, relocation or early dismissal is required

1.17.5 POST-EVENT PROCEDURES

Incident Commander

- Determine when it is safe to end sheltering or evacuation and issue an “all clear” when appropriate
- Coordinate relocation, cleanup or suspension of activities as needed
- Provide parents/guardians with status updates and instructions regarding pickup, schedule changes, or continue sheltering
- Assess facility and grounds for damage, hazards or unsafe conditions (downed power lines, debris, weakened trees, flooding impacts, structural issues)
- If anyone is injured and requires care beyond the trainings of staff notify 911 for further assessment

All Staff

- Reconduct headcounts to ensure full personnel accountability
- Assist campers with reassurance and transition back to normal operations or dismissal procedures

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