



Emergency Action Plans

1232-C County Road 411B

Glen Rose, Texas 76043

254-897-4011

817-319-9617

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EMERGENCY RESPONSE POLICY

This policy was designed to guide the emergency procedures that should take place at Riverbend Retreat Center in the event of a crisis. Included in the plan are guidelines for actions to be taken internally by the camp staff as well as communicating externally with outsiders such as the media. Also included in the plan are examples of possible scenarios and the appropriate responses to these scenarios.

- I. General Procedures in the Event of a Crisis
 - a. Notify Executive Director. Executive Director should go to the scene.
 - b. In any situation, if the Executive Director is not present, the Operations Director will be his or her designee. The Executive Director or his designee will be the Emergency Preparedness Coordinator and will assign all further action and communication procedures.
 - i. The Emergency Preparedness Coordinator will bring the situation under control, if possible. Always protect people first and property second.
 - ii. Gather as much preliminary information as possible, who, what, where, when, why, how, and what's next.
 - iii. With this information, determine if the crisis requires an emergency response from the staff.
 1. Is there a death?
 2. Are campers injured?
 3. Are campers at risk due to the emergency?
 - a. Are guns or explosives involved?
 - b. Is there a harmful chemical or gas being released into the environment?
 - c. Is there danger of fire?
 - d. Is the drinking water contaminated?
 - e. Are the building structures unsafe due to storm damage, etc.
 - c. Call 911 at the request of Emergency Preparedness Coordinator.
 - d. Get staff to the scene at the request of the Emergency Preparedness Coordinator.
 - e. Utilize the Emergency Broadcast system and Text-based Alert System as necessary
 - f. Administer first aid.
 - g. Station someone at the gate guard house and have them secure the entrance and log those entering and exiting the facility.
 - h. Clear uninvolved people from the scene and return them to their cabins or other places of safety.
 - i. Gather all facts and determine exactly what took place.
 - j. Work with the Executive Director and group leader to notify parents.
 - k. Any interaction with the media should be handled by the Executive Director. Refer to the Media Response Action Plan.

EMERGENCY CONTACT INFORMATION

Camp Office: 254-897-4011

24-7 Staff Response: 817-319-9617

Staff:

Brad Lambert, Executive Director – 254-396-0313 cell
Evan Stewart, Operations Director –254-396-7324 cell
Zak Bass, Guest Experience Director –254-396-4023 cell
Chris Dague, Facilities Director – 254-396-6184 cell

Fire: 911

Police or Sheriff: 254-897-2242 or 254-897-4068

Hospital: 254-897-2215

Pharmacy: 254-897-2711 or 254-897-9917

Poison Control: 1-800-222-1222

Ambulance: 911

Local Physician: Dr. Steven Vacek: 254-897-2202

SUSPECTED CHILD ABUSE ACTION PLAN

A. FOR A CHILD ABUSED AT RIVERBEND

1. If child abuse is suspected, the Executive Director and the Group Leader/Church Leader of the persons involved **MUST** be informed at once. The Executive Director or his/her designee will activate the Emergency Response Plan and serve as Emergency Preparedness Coordinator.
2. To the extent possible, the name of the child and the nature of their accusation shall be kept confidential.
3. The child should be removed from ALL contact with the accused.
4. If a person, including any member of camp staff, an adult leader or group leader has cause to believe that a minor has been or may have been abused or neglected at a youth camp, then that person shall immediately contact proper authorities, see list page 6.
5. The Group Leader will contact the parents to inform them of the situation.

B. FOR A CHILD ABUSED BEFORE COMING TO RIVERBEND

If a child is determined to be an abused child, either by observation or through confiding in a sponsor, staff member or other leader that he/she has been abused, the following steps should be taken:

1. The sponsor or leader should counsel the child according to the guidelines set forth in "Helping a Victim of Child Abuse" (letter C. below).
2. The sponsor or leader should inform **ONLY** the RRC Executive Director, Group Leader and the child's church leader of the situation.
3. The RRC Executive Director, Group Leader/Church Leader will then follow legal procedures for informing the proper authorities, i.e. the Texas Health and Human Services and/or the local authorities. The person who suspects or was told by the victim that abuse occurred needs to be one who completes the report.

C. HELPING A VICTIM OF CHILD ABUSE

After it has been disclosed that a child has been abused, certain steps should be taken to help the child.

1. **Listen** — don't panic or overreact. Give the child permission to talk about the abuse to you. Listen carefully to everything the child says and note his/her behavior. Don't fill in words for them. Don't ask leading questions. Have another adult present when you talk to the child.
2. **Believe** — Never criticize the child or claim that the child has misunderstood what happened. Support the child for disclosing. It is not your responsibility to determine whether the allegation is true. Children seldom lie about abuse.
3. **Protect** — Take the child to a private place with either the RRC Executive Director, Group Leader, Camp Health Officer, or the child's church leader. Discuss the situation only with these individuals. Try to avoid repeated interviews about the incident. Never promise that everything will be okay. You can promise that you will do what you can.
4. **Affirm** — Children who have been victimized may feel sad, angry, fearful, anxious, and depressed. Accept and understand the child's feelings. Avoid telling the child how he or she "should feel." Rather, emphasize that the child is not to blame for what happened. Praise him/her for courage and honesty and promise that you will get help.

5. **Refer** — DO NOT attempt to handle the problem alone. This is important for the well-being of the child as well as for your own protection. As a childcare custodian, you are mandated by law to report child abuse.

**Reporting Alleged Abuse, Neglect or Exploitation at Texas Youth Camps
(From DSHS Website)**

If a person, including any member of camp staff, an adult leader or group leader has cause to believe that a minor has been or may have been abused or neglected at a youth camp, then that person shall immediately make a report to one of the following agencies:

- any local or state law enforcement agency
- the Department of Family and Protective Services Abuse Hotline, which may be contacted at (800) 252-5400 or through the secure web site <http://www.txabusehotline.org/>
- Department of State Health Services' Youth Camp Program by phone at (512) 834-6788 or submitting the Reporting Abuse and Neglect Form, by fax at (512) 206-3792 or email at PHSCPS@dshs.texas.gov

Notification Requirement for Summer Camps

A person making a report, to local law enforcement or the Department of Family and Protective Services, of alleged abuse or neglect at a youth camp, must also notify the Department of State Health Services' Youth Camp Program by phone at (512) 834-6788, by fax at (512) 206-3792, or by email at PHSCPS@dshs.texas.gov

FIRE (BUILDING) EMERGENCY ACTION PLAN

1. When a fire is suspected, evacuate the building and surrounding area immediately. Have everyone assemble at the Freedom Courtyard (flagpole) or the Dining Hall in adverse weather conditions.
2. Call 911; Inform them there is a fire of a structure at Riverbend Retreat Center located at "1232 County Rd. 411B"
3. Alert the guests in nearby cabins/rooms and see that they are evacuated, if necessary. Once outside, the group leader will take a roll call to ensure all group members are present.
4. Notify Executive Director as soon as possible. He or his designee will obtain the Emergency Action Plan and serve as Emergency Preparedness Coordinator.
5. Assemble a team consisting of full-time staff to be available for assisting the injured and providing support to emergency responders.
6. Utilize the Emergency Broadcast system and Text-based Alert System as necessary
7. In the case of a building collapse clear uninjured from the scene if it is safe to move them without further injury.
8. Once a complete evacuation has taken place and all guests are accounted for:
 - a. Gather all facts regarding injuries, status and current conditions. Make sure guests and staff are all accounted for.
 - b. In case of injuries notify trained Riverbend staff and/or emergency personnel as soon as possible.
 - c. Assemble fire suppression team if fire department has not arrived.
 - i. Turn off gas supply to building
 - ii. Turn off power to the building
 - iii. Establish perimeter of no less than 50 yards around building
 - iv. If safe, staff may enter the building to utilize fire suppression (fire extinguishers located in meeting rooms)
 - v. Bring fire hoses, nozzles and wrenches to scene and attach to nearest fire hydrant.
 - vi. Send staff member to well house to turn both wells to manual (hand) control on.
 - vii. Once fire personnel arrive on scene, they will take control/command of the fire. Assist in removing Riverbend equipment as requested.
 - viii. If safe, send one staff member with a radio to the gate to man the gate and give directions to emergency responders. They should also limit access to the facility to emergency responders and make a log of anyone coming in or out of the facility. Send another staff member to the office to monitor phones.
9. Work with Emergency Preparedness Coordinator and group leader to notify parents / family of guests.
10. Any interaction with the media should be handled by the Executive Director. Refer to the Media Response Action Plan.

FIRE (WILDFIRE) EVACUATION ACTION PLAN:

1. The Riverbend staff will monitor adverse conditions and apprise group leaders of developments.
2. The Executive Director or his designee will serve as Emergency Preparedness Coordinator.
3. Utilize the Emergency Broadcast system and Text-based Alert System as necessary
4. If the camp is in the path of a wildfire and is no longer safe to occupy, Riverbend staff will organize the evacuation of the property.
5. Riverbend Staff will work with local Emergency Authorities to determine evacuation location and transportation.
6. Riverbend will provide a statement to be sent to parents and church leaders.
7. Riverbend will work with Emergency Authorities to determine how facilities / equipment and other resources may be utilized and preserved.
8. The camp will not be reoccupied until local Emergency Authorities have determined it is safe.

WILDFIRE ON-SITE RESPONSE ACTION PLAN

1. In the event of an uncontained outdoor fire, notify Executive Director or his designee and who will obtain the Emergency Action Plan and activate the On-Site Response Action Plan and serve as Emergency Preparedness Coordinator.
2. If the conditions are such that it is believed the fire could spread, call 911.
3. Assess the direction the fire could spread and formulate a plan to move guests out of potential pathways.
4. Assemble fire suppression team if fire department has not arrived.
 - a. Turn off gas supply to any nearby buildings
 - b. Establish perimeter of no less than 50 yards around fire
 - c. If safe, staff may utilize shovels, rakes, water hoses, fire extinguishers, or other items to stop the spread of the fire or put it out.
 - d. Bring fire hoses, nozzles and wrenches to scene and attach to nearest fire hydrant.
 - e. Send staff member to well house to turn both wells to manual (hand) control on.
 - f. Once fire personnel arrive on scene, they will take control/command of the fire. Assist in removing Riverbend equipment as requested.
 - g. If safe, send staff to evacuate close by buildings as necessary.
 - h. If safe, send one staff member with a radio to the gate to manage the gate and give directions to emergency responders. They should also limit access to the facility to emergency responders and make a log of anyone coming in or out of the facility. Send another staff member to the office to monitor phones.
5. The Riverbend staff will monitor adverse conditions and apprise group leaders of developments.
6. Utilize the Emergency Broadcast system and Text-based Alert System as necessary
7. Riverbend will provide a statement to be sent to parents and church leaders.
8. Riverbend will work with Emergency Authorities to determine how facilities / equipment and other resources may be utilized and preserved.

ADVERSE WEATHER EMERGENCY ACTION PLAN

1. The Riverbend staff will monitor adverse weather conditions. Executive Director will be notified of any serious weather conditions.
2. Executive Director or designee will contact group leaders and notify them of threatening conditions and advise them of emergency procedures
 - Utilize the Emergency Broadcast system and Text-based Alert System as necessary
 - Groups are to remain in cabins/lodges until further notice. If outside, **go to nearest enclosed facility.**
 - While in the facilities, the group leader will take a roll call to ensure that all group members are present.
 - In case of a tornado, guests should move to the restrooms of any facility and, get down on the floor and be covered with a mattress (if available).
 - Because of the nature of our facilities and terrain, it is not in Riverbend's Emergency action plans to evacuate the camp in case of a flood or flash flood warning. The camp portion of Riverbend Property is already considered "Higher Ground"
3. Once weather passes, notify all guests of all clear. If necessary have them assemble at the Freedom Courtyard (flagpole) or Dining Hall.
4. Gather all facts in regard to injuries, status and current conditions. Make sure guests and staff are all accounted for.
5. In case of injuries notify trained Riverbend staff and/or emergency personnel by calling 911 as soon as possible.
6. Assemble team consisting of full-time staff to be available to assist the injured and support emergency responders.
7. If safe, send one staff member with a radio to gate to man the gate and give directions to emergency responders. They should also limit access to the facility to emergency responders and make a log of anyone coming in or out of the facility. Send another staff member to the office to monitor phones.
8. In the case of a building collapse clear uninjured from the scene if it is safe to move them without further injury.
9. An evaluation of the safety of any buildings should be made before they are re-occupied.
10. Work with Executive Director and group leader to notify parents
11. Any interaction with the media should be handled by the Executive Director. Refer to the Media Response Action Plan.

HEALTH RELATED ACTION PLAN

When an injury or illness is reported determine what response is needed by Riverbend staff by the following:

- 1. If an illness is reported:**
 - a. With the help of the Group Leader and any qualified health personnel (Camp Health Officer), determine the severity of the illness.
 - b. If it is severe enough to warrant a visit to the emergency room help, the Group Leader arrange transport and give directions to the local ER. If an ambulance is needed, refer to ambulance procedure below.
 - c. If the individual is a minor, advise the Group Leader to contact their Parent or Guardian.
 - d. If the illness is not severe enough to warrant a visit to the emergency room, work with the Group Leader to determine if the individual should isolated or leave camp. If it is believed to be an infectious illness, please assist the Group Leader in arranging for the individual to go home. Suggest they follow up with their local physician.
- 2. If an injury is reported:**
 - a. With the help of the Group Leader and any qualified health personnel, determine the severity of the injury.
 - b. If qualified, render first aid as appropriate for the injury.
In case of snake bite, make sure victim is safe, kept calm and still. Keep location of bite lower than the heart. Look around to make sure there are no other snakes. Try to find the snake to determine what kind it is to report to health officials. If safely possible, take a photo of the snake.
 - c. If the injury is severe enough to warrant a visit to the emergency room assist the Group Leader in either calling 911 or arranging transport and give directions to the local ER. If an ambulance is needed refer to the ambulance procedure below.
 - d. If the injury is not severe enough to warrant a visit to the emergency room, work with the Group Leader to determine what the next step should be. Riverbend can either secure a doctor's appointment with a local doctor, or the individual could return home to visit his/her own doctor.
 - e. If the individual is a minor, advise the Group Leader to contact their Parent or Guardian.
 - f. Have the Group Leader fill out an Accident Report form for our records.
- 3. If the injury requires a visit to the emergency room** or any other severe accident, notify the Executive Director as soon as possible.
- 4. Epidemic on camp**
 - a. Notify the Executive Director immediately.
 - b. With the help of the Group Leader and any qualified health personnel, isolate all sick campers to specific building(s).
 - c. Contact parents of campers involved.
 - d. Contact local medical authorities for assistance
 - e. Any interaction with the media should be handled by the Executive Director. Refer to the Media Response Action Plan.
- 5. Body Fluid Spills:**
 - a. Block off area to prevent contact.
 - b. Gloves should be worn at all times when taking care of body fluid spills.
 - c. Use Body Spills powder to neutralize odor and to dry fluids into powder.

- d. Sweep up and dispose of it. Sanitize area with cleaning agent.
- e. Wash and sanitize all items used to clean the area (brooms, dustpans, etc)
- f. Wash hands, as well as any other body part that may have touched body fluid, thoroughly with soap and water.

6. Death of Individual

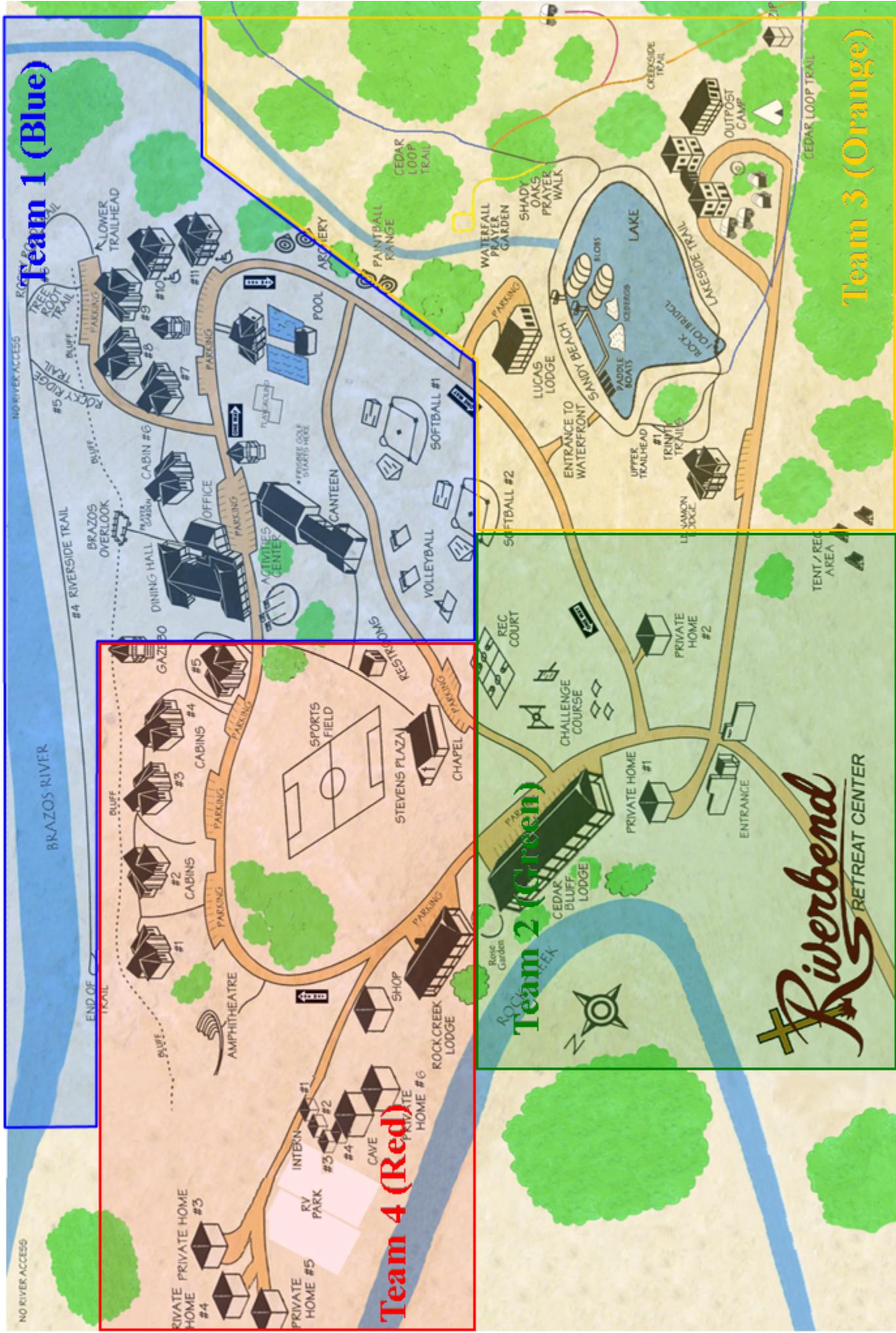
- a. Notify Executive Director as soon as possible. He or his designee will obtain the Emergency Action Plan and serve as Emergency Preparedness Coordinator.
- b. Immediately thereafter, the Emergency Preparedness Coordinator will notify local law and medical authorities.
- c. Remove all individuals from the area except the group leader and anyone he/she determines need to stay.
- d. Send one staff member with a radio to gate to man the gate and give directions to emergency responders. They should also limit access to the facility to emergency responders and make a log of anyone coming in or out of the facility. Send another staff member to the office to monitor phones.
- e. Wait for law enforcement and emergency responders and be ready with any information or assistance they require.
- f. With the Group Leader, contact the Church Pastor or sponsoring organization officials.
- g. Assist the Group Leader, Pastor or Official with sending someone to personally visit the parents or family members. DO NOT phone these people with death notice.
- h. If an accident, complete an accident report for your files and those of local authorities.
- i. Follow-up visits, letters and phone calls to the parents are needed during the next several weeks.
- j. Any interaction with the media should be handled by the Executive Director. Refer to the Media Response Action Plan.

7. Ambulance Procedure:

- a. If an ambulance is needed at Riverbend, please call 911. Riverbend staff may also be contacted to call 911. Be prepared to give the dispatcher all the information they need to prepare the responders.
- b. Send one staff member with a radio to gate to man the gate and give directions to emergency responders. They should also limit access to the facility to emergency responders and make a log of anyone coming in or out of the facility. Send another staff member to the office to monitor phones.
- c. Wait for law enforcement and emergency responders and be ready with any information or assistance they require.
- d. Call the Executive Director and inform him of the details of the situation.

LOST CAMPER ACTION PLAN

1. Notify Executive Director or his designee and who will obtain the Emergency Action Plan and activate the Lost Camper Action Plan and serve as Emergency Preparedness Coordinator.
2. Emergency Preparedness Coordinator will organize initial search of immediate camp grounds and they will:
 - Seek information by meeting with the camper's adult leader and the last one(s) seeing him/her to find out person's last known whereabouts as well as who might have been with them, seen them, or know where they went.
 - Seek a description of the person and their attire, provide photo if available.
 - All staff will be notified by radio and asked to bring their radios and flashlight (if dark) with them. The initial meeting place will be the office.
 - Utilize the Emergency Broadcast system and Text-based Alert System as necessary
 - Designate one person to walk through camp with a megaphone calling camper's name.
 - Send one staff member with a radio to gate to man the gate and give directions to emergency responders. They should also limit access to the facility to emergency responders and make a log of anyone coming in or out of the facility. Send another staff member to the office to monitor phones.
 - Divide staff into four teams. Using maps like the one attached. A full-time staff will be assigned to each team and will be designated as "lead" person.
 - Team 1 will search the upper right quadrant of the camp. (*BLUE square on next page)
 - Team 2 will search the bottom left quadrant of the camp. (*GREEN square on next page)
 - Team 3 will search bottom right quadrant of the camp. (*ORANGE square on next page)
 - Team 4 will search the upper left quadrant of the camp. (*RED square on next page)
3. If these searches do not produce results, the Emergency Preparedness Coordinator will notify the Glen Rose sheriff's department, while all persons who had last contact with the missing individual are being assembled at the Camp Office.
 - Office staff will acquire the lost camper's forms from Group Leader. If the lost individual is an employee obtain file from the Camp office to provide personal information to search personnel.
4. If search of immediate campgrounds does not yield results, an immediate search of the more outlying, yet immediate area will be conducted, including driving down portions of CR 411 and FM 56. A second search of the immediate campgrounds shall be conducted while this more expanded search is taking place.
5. The Group Leader will contact the parents/guardians of the camper and seek further relevant information; advising them to remain where they are and close to a phone so that they may be contacted further. If necessary or recommended by law officials, parents/guardians will be extended an invitation to come to camp and remain in the Executive Director's Office until more information is known.
6. As much information as is possible will be given to the law authority when they arrive. Follow their recommended procedures; keeping the parents/guardians advised.



Each team needs flashlights (if night), radios & megaphones

NUCLEAR INCIDENT ACTION PLAN

1. If an incident at Comanche Peak Nuclear Power Plant occurs, they will activate the Outdoor Warning System (steady siren tone). If this is heard, contact the Executive Director, he or his designee will activate the Nuclear Evacuation Plan and serve as Emergency Preparedness Coordinator.
2. Emergency Preparedness Coordinator will obtain the Emergency Action Plan and will appoint staff to fill the following roles:
 - a. Guest Group Liaison – will serve as the intermediary between the Emergency Preparedness Coordinator and the guest groups.
 - b. Sheriff Department Liaison – will contact the sheriff’s department and coordinate transport.
 - c. Front Gate Attendant - will be stationed at the front gate to give directions of evacuation route as well as directions to any incoming transport.
 - d. Outside Communication Liaison - will field calls from outside callers and monitor radio (WBAP 820 AM) for further instructions.
 - e. Facility Security Team – will ensure all facilities are empty.
3. Emergency Preparedness Coordinator will contact group leaders and notify them of threatening conditions and advise them of emergency procedures.
4. Utilize the Riverbend Emergency Broadcast system and Text-based Alert System as necessary
5. Emergency Preparedness Coordinator will release all non-essential staff and take roll of remaining staff.
6. All groups will gather in the Worship Center to receive further information.
7. All group leaders will take a roll call to ensure all group members are present.
8. If the group has its own transportation, they will register with the Guest Group Liaison before departure. Maps and directions will be given to Group Leaders as well as each car that exits the camp. Maps are located in the Emergency Plan Book at the Gate House.
9. We are in Zone 2J and our evacuation route is Hwy 56 south (left on 411, left on 56). The rally point is Cleburne Senior Center at 1212 Glenwood Drive, Cleburne, Texas.
10. When external transportation arrives the Emergency Preparedness Coordinator along with the Guest Group Liaison will organize the loading of all individuals. All luggage and other large personal items should be left behind.
11. The Facility Security Team will make a final sweep of all buildings to ensure full evacuation and report to the Emergency Preparedness Coordinator, then evacuate.
12. Once all Guest groups have been evacuated the Emergency Preparedness Coordinator will ensure the evacuation of all remaining staff and evacuate.

WILDLIFE RESPONSE ACTION PLAN

1. Occasionally, campers, guests and staff will encounter various forms of wildlife on campus. Staff must respond in a manner that will best ensure the safety of everyone and in a way to create confidence in the campers and guests.
2. Sightings of any potentially dangerous wildlife should be reported to full time staff immediately.
3. If an incident involving an animal occurs, contact the Executive Director and he or his designee will activate the Emergency Action Plan and serve as Emergency Preparedness Coordinator.
4. Utilize the Emergency Broadcast system and Text-based Alert System as necessary
5. **Small animals such as foxes, raccoons, opossums, dogs, cats, etc.**
Most of these animals will run away when encountering people. Often when they do not leave and are acting either aggressive or lethargic could mean something is wrong with them.

Action:

1. Have all people leave the area calmly and quietly.
2. Call for assistance to remove animal from populated area. Use discernment when reporting to others so you won't create panic. A snare is available in the office. This should only be used by full-time staff.
3. Observe the animal from a safe distance until help arrives.
4. If a guest or staff is harmed by a wild animal initiate the Health-Related Action Plan and secure the animal in the event it is rabid.
5. If it is unsafe for staff to remove the animal call the sheriff's department for assistance.

6. Snakes

There are a number of snake species on and around the campus. If a snake is sighted or if campers/guests report a sighting, take the following steps:

Action:

1. Have all people leave the area calmly and quietly.
2. Call for assistance to remove the snake from populated area. Use discernment when reporting to others so you won't create panic. A snake grabber is available in the office. This should only be used by trained staff. When reporting on the radio, use "Code 2" to indicate snake.
3. Observe the snake from a distance until help arrives.
4. Look around, there may be other snakes.
5. If a guest or staff is harmed by a snake initiate the Health Related Action Plan and secure the snake (or secure photograph) for emergency personnel information.

UNWELCOME VISITOR ACTION PLAN

1. **Threat of Unauthorized Removal of Camper** - Camp receives a call threatening to take a child from camp without legal consent. If the threatening individual calls, refer to point a-e. If the threatening individual arrives at camp, continue through point g.
 - a. Contact the Executive Director and he or his designee will activate the Emergency Action Plan and serve as Emergency Preparedness Coordinator.
 - b. Close security gate and have a staff person in the guard house.
 - c. Utilize the Emergency Broadcast system and Text-based Alert System as necessary
 - d. Work with the group leader to identify the camper.
 - e. Notify parent(s) or legal guardian of the child.
 - f. Have an adult leader stay with the child until the issue is resolved.
 - g. Notify Sheriff's department of situation.
 - h. If the individual shows up at camp, do not let them on-site. Do the following:
 1. If not a threat, the group leader and Emergency Preparedness Coordinator should inform the adult that the child cannot be taken without legal consent. If the adult refuses to leave, call 911. If the individual leaves, get a description of their vehicle and update the Sheriff's department
 2. If they are a threat call 911.
2. **Bomb threat**
 - a. If a bomb threat is called in, the person receiving threat should get as much information as possible.
 1. Be calm.
 2. Be courteous.
 3. Listen for details about bomb, type, location as well as background noise, accents, impediments, sex of caller, words/phrases used repeatedly, and voice quality.
 4. Do not interrupt the caller.
 5. Jot down notes.
 - b. Contact the Executive Director and he or his designee will activate the Emergency Action Plan and serve as Emergency Preparedness Coordinator.
 - c. Call 911. Give them all the information that is known.
 - d. Send one staff member with a radio to gate to give directions to emergency responders. They should also limit access to the facility to emergency responders and make a log of anyone coming in or out of the facility. Send another staff member to the office to monitor phones.
 - e. Evacuate building or buildings targeted.
 - f. Remain a safe distance from the area until authorities give notice that the building is safe.
3. **Non-threatening possession of a weapon by a guest**
 - a. Contact the Executive Director and he/she will work with the group leader in dealing with the guest.
 - b. If the individual is an adult, ask them to either relinquish their weapon until they leave, or if available trigger lock and lock in their vehicle.

- c. If the individual is a minor, ask them to relinquish their weapon, work with the group leader, and contact the camper's parents.
 - d. If the guest will not tell where the weapon is, ask the leader to search the person's belongings.
 - e. If not, call 911 and stay with the guest until the sheriff arrives.
 - f. Send one staff member with a radio to gate to give directions to emergency responders. They should also limit access to the facility to emergency responders and make a log of anyone coming in or out of the facility. Send another staff member to the office to monitor phones.
- 4. Outsider brandishing a gun or other weapon (not active shooter)**
- a. Contact the Executive Director and he or his designee will activate the Emergency Action Plan and serve as Emergency Preparedness Coordinator.
 - b. Call 911. Inform them an individual has come onto camp and is brandishing a weapon, make sure and communicate that the individual is not an active shooter
 - c. Emergency Preparedness Coordinator will appoint staff to fill the following roles:
 - i. Guest Group Liaison – will serve as the intermediary between the Emergency Preparedness Coordinator and the guest groups.
 - ii. Sheriff Department Liaison – will contact the sheriff's department and will stay in contact with them.
 - iii. Front Gate Attendant – They will go to the gate and give directions to emergency responders. Advise them to not let anyone else in or out without approval from the Emergency Preparedness Coordinator. If gate house is unsafe, they can take a vehicle to CR 411. If it is not safe to leave campus, communicate to emergency responders via 911.
 - iv. Outside Communication Liaison - will field calls from outside callers and monitor radio for further instructions.
 - v. Facility Security Team – will ensure all facilities are locked down and assist the Emergency Preparedness Coordinator.
 - d. Emergency Preparedness Coordinator will order a lockdown of the camp, this involves:
 - i. All guests go into cabin/lodge and lock/block all exterior doors.
 - ii. If safe, front gate will be manned and no individual allowed in or out unless the individual decides to exit, in which case get a description of the vehicle as well as the license plate number.
 - iii. If safe, do not lose sight of the individual.
 - e. If possible, prevent the person from entering buildings.

Confrontation with a person threatening to use a weapon

 - i. Stay calm.
 - ii. Avoid rushing the individual unless you feel it is your only option.
 - iii. Focus on the individual, not the weapon.
 - iv. Negotiate
 - 1. Try to get as many little "yeses" as possible.
 - 2. The more "yeses" you get, the better chance the person won't use the weapon.

- v. Buy time- the longer you talk to the individual, the less likely they are to use the weapon.
- f. If the person uses the weapon, follow the Active Shooter Action Plan until trained emergency personnel arrive.

ACTIVE SHOOTER ACTION PLAN

Definition: "An active shooter is an individual actively engaged in killing or attempting to kill people in a confined or otherwise populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly." taken from Department of Homeland Security website.

Good practices for coping with an active shooter situation

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are inside, stay there and secure the door
- If you are outside, get into a building and secure the door
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.
- CALL 911 WHEN IT IS SAFE TO DO SO!

When training staff, volunteers and campers, the following should be practiced:

- Evacuate (Run) – move away from the shooter or sounds of gunfire
 - Hide out (Hide) – Find a place to hide like a building that can be locked or other location
 - Take Action (Act) – As a last resort, try to incapacitate the shooter.
1. Contact the Executive Director and he or his designee will activate the Emergency Action Plan and serve as Emergency Preparedness Coordinator.
 2. Call 911. Inform them an individual has come onto camp and is an active shooter. Emergency Preparedness Coordinator will order a lockdown of the camp, this involves:
 - a. All guests go into cabin/lodge and lock/block all exterior doors.
 - b. Front gate will be manned and no individual allowed in or out unless the active shooter decides to exit, in which case get a description of the vehicle as well as the license plate number.
 - c. If safe, do not lose sight of the individual.
 - d. Utilize the Emergency Broadcast system and Text-based Alert System as necessary
 3. Emergency Preparedness Coordinator will appoint staff to fill the following roles:
 - a. Guest Group Liaison – will serve as the intermediary between the Emergency Preparedness Coordinator and the guest groups.
 - b. Sheriff Department Liaison – will contact the sheriff's department and will stay in contact with them until incident is resolved or given other instructions by Sheriff's department. See 5 b below
 - c. Front Gate Attendant – If safe to do so, they will go to the gate and give directions to emergency responders. Advise them to not let anyone else in or out without approval from the Emergency Preparedness Coordinator. If gate house is unsafe, they can take a vehicle to CR 411. If it is not safe to leave campus, communicate to emergency responders via 911. They should pull from the gate house the Emergency Plan Book that contains maps and floor plans for all the facilities and be

- ready to share this with the first responders. See 5 b below
- d. Outside Communication Liaison – will field calls from outside callers and monitor radio for further instructions.
 - e. Facility Security Team – will ensure all facilities are locked down and assist the Emergency Preparedness Coordinator. If action against shooter is necessary, Emergency Preparedness Coordinator will make that decision and will coordinate action. See 5b
4. If a full-time staff member is with other staff/guest, his/her priority will be to keep those individuals safe. Once that is achieved, he/she should report to the Emergency Preparedness Coordinator (via phone, radio, or in person) as to the count and status of those with him/her.
5. How to respond when Law Enforcement Arrives:
- a. Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.
 - Officers usually arrive in teams of four (4)
 - Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
 - Officers may be armed with rifles, shotguns, handguns
 - Officers may use pepper spray or tear gas to control the situation
 - Officers may shout commands, and may push individuals to the ground for their safety
 - b. How to react when law enforcement arrives:
 - Remain calm, and follow officers' instructions
 - Put down any items in your hands (i.e., bags, jackets)
 - Immediately raise hands and spread fingers
 - Keep hands visible at all times
 - Avoid making quick movements toward officers such as holding on to them for safety
 - Avoid pointing, screaming and/or yelling
 - Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises
 - c. Information to provide to law enforcement or 911 operator:
 - Location of the active shooter
 - Number of shooters(if more than one)
 - Physical description of shooter(s)
 - Number and type of weapons held by the shooter(s)
 - Number of potential victims at the location
 - d. The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

- e.
- 6. After incident is resolved by Law Enforcement:
 - a. Assemble team consisting of full-time staff to be available to assist the injured and support emergency responders.
 - b. Communicate to guests and staff to rally in the dining hall for head count and further information
 - c. Identify injured individuals and work with guest leaders to make appropriate contact with parents/emergency contacts.
 - d. For all other individuals work with group leader to contact parents/emergency contacts to ensure them of their camper's safety.
 - e. Executive Director should:
 - i. Contact Riverbend's board chairman (make sure he/she doesn't issue an independent statement)
 - ii. Contact the camp Attorney
 - iii. Contact the camp Insurance Agent
 - iv. Prepare a statement for the media based on input from above individuals
 - f. The Media Response Action plan should be instituted for all calls and inquiries from the media.
 - g. Keep facility on lockdown and prevent individuals from entering without approval from Emergency Preparedness Coordinator until further notice

MEDIA RESPONSE ACTION PLAN

1. If an incident occurs that may require interaction with the media the Executive Director will activate the Emergency Action Plan and will serve as the only contact with the media. All other staff will refer all interviews and reporters to him or her using the following statement:

“Thank you for contacting Riverbend. All questions regarding the recent incident should be directed to the Executive Director. I will be happy to let you leave a message on his voicemail or take your name and number for him to return your call.”
2. The Executive Director may institute a “closed campus” status and only allow authorized individuals to enter the camp.
3. While being interviewed the Executive Director will:
 - Only give the details that are known (i.e. time, place, location of accident, and numbers of victim(s)- and names as long as you have been cleared to release the names by the police and/or next of kin.
 - Tell what the victims were doing when the accident/incident occurred (i.e. driving to a particular location, swimming, etc.)
 - DO NOT try to assess why the accident happened and how it could have been prevented.
 - DO NOT assign blame.
 - If asked questions in a live interview, never make “off-the-record” comments and never answer a question with “no comment.” If you won’t comment on the situation, you can be sure someone else will. If you don’t know the answer to a particular question, say “You don’t know and that you will find out the answer and get back to the reporter.”
 - Here are more appropriate responses when we don’t have or are not at liberty to give certain information.
 - “We’ve just learned about the situation and are trying to get more complete information now.”
 - “All our efforts are directed at bringing the situation under control, so I’m not going to speculate on the cause of the incident.”
 - “I’m not the authority on the subject. Let me have _____ call you right back.”
 - “We’re preparing a statement on that now. Can I email it to you in about two hours?”
 - Keep a log of media calls and return calls as promptly as possible. This can help you keep track of issues being raised by reporters and give you a record of which media showed the most interest.
 - DO NOT use the situation to make a statement that could be interpreted as an over spiritualization. Comments that the Christian community understands might be misinterpreted by the public.

- DO NOT answer questions involving money estimates of damage or insurance coverage
 - Prepare a written press statement about your camp with generic information that reporters can use as background. Insurance and/or Attorney may have Public Relations personnel to assist with this.
 - If the media contact you before you have had a chance to assess the situation and decide on a response, let them know when you expect to have more information, and honor your own deadline.
 - Work quickly to dispel rumors in the media.
4. Be sure to notify the following people ASAP:
- Riverbend's board chairman (make sure he/she doesn't issue an independent statement)
 - Riverbend's Attorney
 - Riverbend's Insurance Agent

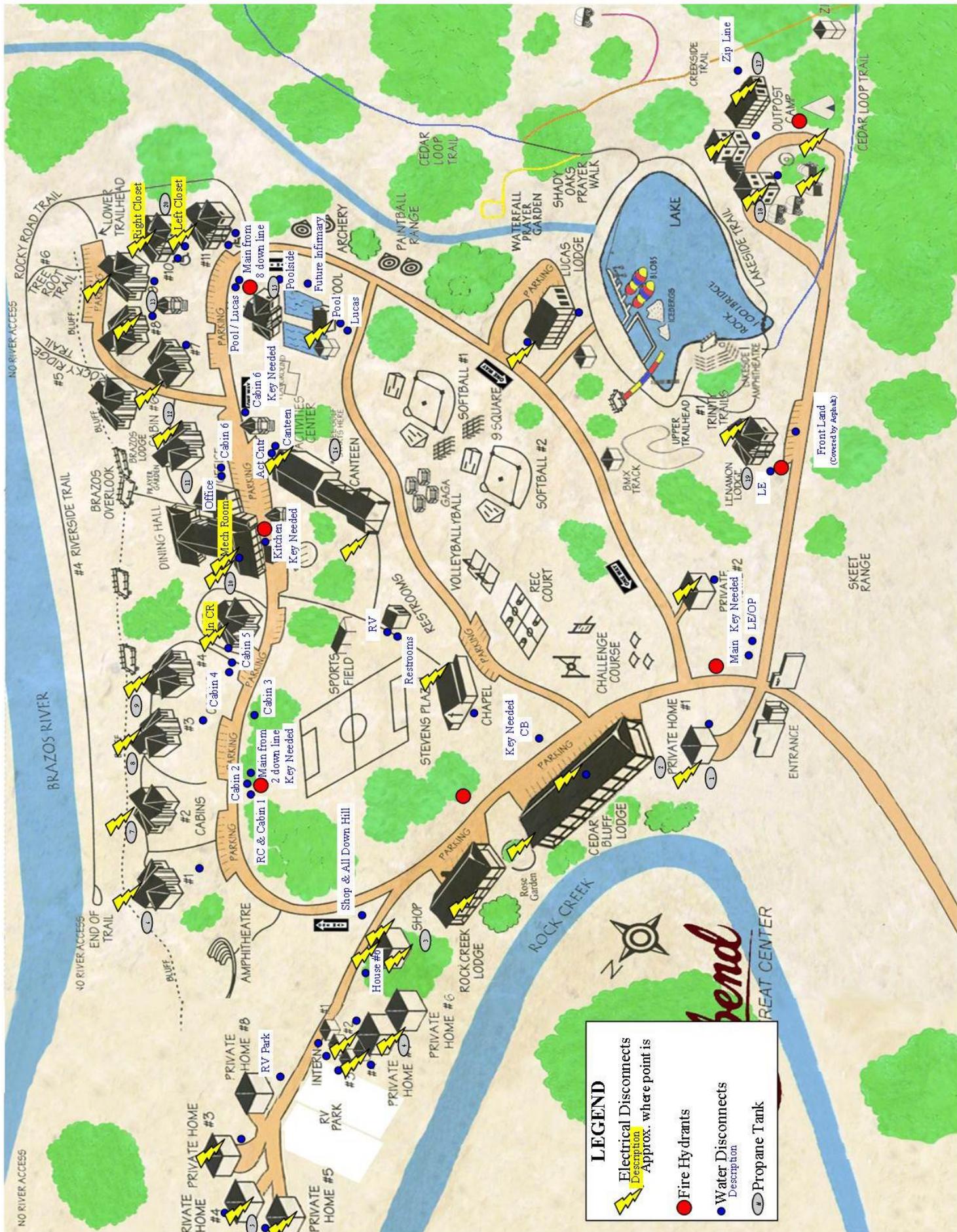
Power Outage Action Plan

- Check other areas of camp to see if the outage is more than one facility.
- If the power outage is just the cabin / room, check breaker panel. If tripped, reset breaker.
- Also, check the power disconnect outside of the building to make sure it wasn't turned off.
- If the power outage is more than one location contact Facilities Director, Operations Director and/or Executive Director.
- Ensure the backup generator engages to power the water tower, front gate, radios & incoming internet. Have a plan in place to monitor fuel and refill as needed. If the repeater does not work, change radios to channel 3.
- Ensure the backup generator to the Dining Hall engages and breakers that are not needed are turned off. Have a plan in place to monitor fuel and refill as needed.
- Engage the backup generator at the Wastewater Plant. Have a plan in place to monitor fuel and refill as needed.
- If power outage occurs Monday-Friday 8am-5pm call Texas New Mexico Power in Clifton at 254-675-8632. If the power outage is after hours call 888-866-7456. You can also call Todd Clift at Energy by 5 at 254-253-0947
- Creekside is on the Co-op power system and may have power when all other facilities do not. For a power outage for Creekside call 817-326-5232.

Freeze Action Plan

If prolonged freezing temperatures are expected the following steps should be taken.

- Wrap all outdoor faucets, hose bibs or other outdoor water lines or sources.
- Winterize any facility that can be. Turn off water at the main and open faucets to remove as much water as possible. If needed utilize pressurized air to flush out the lines.
- In areas that have waterlines but no heat, place oil based electric heaters in place to prevent freezing (water tower, ballfield restrooms, etc.)
- Ensure thermostats in all buildings are set to a heat level of at least 40 degrees.
- In buildings with heat, drip sink faucets to help prevent freezing pipes.
- At least once per day, walk through buildings to ensure that no pipes have frozen.



NO RIVER ACCESS

BRAZOS RIVER

ROCKY ROAD TRAIL

ROCKY ROAD TRAIL

LOWER TRAILHEAD

LOWER TRAILHEAD

Right Closet

Right Closet

Left Closet

Left Closet

Main from 8 down line

Main from 8 down line

Pool/Loucas

Pool/Loucas

Poolside

Poolside

Future infirmary

Future infirmary

ARCHERY

ARCHERY

PAINTBALL RANGE

PAINTBALL RANGE

CEEDAR LOOP TRAIL

CEEDAR LOOP TRAIL

WATERFALL PRAYER GARDEN

WATERFALL PRAYER GARDEN

SHADY OAKS PRAYER WALK

SHADY OAKS PRAYER WALK

LUCAS LODGE

LUCAS LODGE

LAKE

LAKE

ICEBERGS

ICEBERGS

ROCK BRIDGE

ROCK BRIDGE

AMPHITHEATRE

AMPHITHEATRE

TRINITY TRAILS

TRINITY TRAILS

LEAVANON LODGE

LEAVANON LODGE

LE

LE

PRIVATE HOME #2

PRIVATE HOME #2

Main Key Needed #2

Main Key Needed #2

LE/OP

LE/OP

PRIVATE HOME #1

PRIVATE HOME #1

Key Needed CB

Key Needed CB

CHALLENGE COURSE

CHALLENGE COURSE

REC COURT

REC COURT

VOLLEYBALL

VOLLEYBALL

9 SQUARE

9 SQUARE

SOFTBALL #1

SOFTBALL #1

SOFTBALL #2

SOFTBALL #2

RESTROOMS

STEVEN'S PLAY

STEVEN'S PLAY

CHAPEL

ROCK CREEK LODGE

CEEDAR BLUFF LODGE

PROBLEM WITH THE GATE:

Gate problems fall under two categories:

1. Something physically will not allow the gate to open or close. If this is the case, reset the power by turning off the gate and turning it back on. Check all aspects of the gate to determine the problem
 - a. Check to see if the gate opens or closes on its own. Check the following:
 - Does the magnetic sensor allow someone to exit the gate?
 - Does the code work at the keypad?
 - b. Is there anything restricting the gate from opening. Is the gate bent or misshaped? Is the chain at the bottom still attached?
 - c. Hit the reset button on the gate opening mechanism. Open the small door on the opener and push the red button.
2. A communication error has occurred and the gate will not communicate with the on-call staff or office.
 - a. Go to the gate and try to call the on-call number from the gate. If it works, try it 5 more times to make sure. It was probably a user error.
 - b. If it does not work, contact the Operations Director for further assistance.
 - c. **If it is retreat season**, and you cannot determine what is wrong, you can open the gate and turn it off to leave the gate open. Let the Operations Director know that the gate has been opened and is not working. If you turn off the gate for any other reason, let the Operations Director know and be sure to turn it back on in a timely manner. It is the on-call staff's responsibility to turn the gate back on after the reason for being off has elapsed.
 - d. **If it is summer**, we will need to repair the issue before we can continue. The gate cannot be opened and left unattended during the summer while guests are on-site. Contact the Operations Director for further assistance.