



4301 Highway 290 Hot Springs, AR 71913

501.262.2600

www.tanako.org

SAFETY & EMERGENCY PROCEDURES

No two emergencies are the same. While the various steps and suggestions outlined in these procedures represent Tanako guidelines, your own good judgment should be the final authority until you are able to contact assistance. The safety and well-being of the campers and staff ALWAYS comes first.

MAJOR INJURIES AND ACCIDENTS

If you are the primary staff member at the scene in camp:

1. Count to ten and evaluate the overall situation. Do not rush or panic.
2. Take charge. Be firm and clear with your instructions to campers and staff. Use a calm tone of voice.
3. The staff member with the highest level of appropriate certification is delegated the responsibility to aid the injured party. Give priority attention to caring for the needs of the victim. The person rendering first aid must contact Happy Health Hut personnel to enter the information in the camp health log within 2 hours of the incident.
4. Delegate another staff member to ensure the safety of other campers by taking them away from the immediate scene and organizing singing, games, or other activities. Retain one staff member at the scene of the accident with the victim.
5. Contact the health care supervisor as soon as possible. Provide a clear description of the emergency and your location.
6. Notify the camp director and/or program director and the camp office. If someone else answers the call, tell him or her: "This is an emergency; I must talk to the camp director." Do not discuss the situation with them.
7. Begin collecting the facts. What happened? How? When? Where? Witnesses? Where was the staff? Campers? What could the victim have done to prevent the injury?
8. Once the health care supervisor/camp director arrives at the scene, summarize the situation and answer questions. The health care supervisor or director will take charge.
9. Prepare incident reports within 24 hours.
10. In the case of a critical accident, serious injury, harm or fatality: Keep a responsible adult at the scene of the accident or emergency situation to see that nothing is disturbed until medical aid or the law-enforcement authorities arrive.

If you are out of camp:

1. If the injury is not a life/death situation or is an illness, contact camp first. If the emergency appears to be life/death related, call 911 first (or appropriate EMS number), then notify the camp.
2. Be prepared to deal with the public and possibly the media. Do not issue any statements. Do not make any comments "off the record." Do not speculate.
3. Indicate as pleasantly as possible that you are not authorized to speak for the camp and refer them to the camp director.
4. Make NO statement orally, or in writing, which could be interpreted as assuming or rejecting responsibility for the accident or emergency. Under NO circumstances reveal the name of the victim or other persons involved.
5. Cooperate with the public emergency personnel at the scene. Get the name, badge number, and jurisdiction of the officer taking the report. If possible, get the report number, too.



4301 Highway 290 Hot Springs, AR 71913

501.262.2600

www.tanako.org

6. Contact the child's parents only if you have authorization from the camp director or health care supervisor.

If you are a secondary staff member at the scene: Campers' safety is first!

1. Quickly and quietly follow the directions of the person in charge of the situation.
2. Do not panic . . . remember, you must set an example for the campers at the scene.
3. Offer advice only if you are more knowledgeable about the incident or you are asked.
4. Do not discuss or allow campers to discuss the situation with anyone other than camp personnel or law-enforcement officials.
5. Assist in preparing reports as needed.

WATERFRONT EMERGENCIES

General Guidelines:

1. The buddy system is used at all aquatic activities.
2. "Buddy checks" need to occur at least once during each aquatic activity period.
3. Waterfront staff and watchers should have periodic rehearsals of aquatic rescue procedures.
4. In the event of an aquatic emergency, the waterfront staff member with highest qualification/position shall be in charge.

At the Pool

Near-Drowning:

1. The lifeguard signals a long blast on the whistle. This signal alerts other pool staff and watchers that it may be necessary to clear the pool and put rescue procedures into action.
2. Lifeguard on duty will reach victim in the fastest possible way and administer appropriate lifesaving techniques. If she/he requires help in the rescue, she/he blows their whistle three times. Remaining lifeguards assist with the rescue.
3. Lookouts and additional guards signal all campers and staff to leave the water and the pool area. The lookouts/counselors will supervise the campers.
4. One counselor will be asked to report immediately to the office and explain the nature of the incident. The health care supervisor and camp director will be contacted immediately. If the emergency is a drowning or major injury, 911 will be contacted. (Follow procedures for Major Incidents and Accidents.)

Lost Swimmer:

If a camper is missing during swimming or lookouts report that a camper is missing:

1. A whistle is blown, everyone immediately gets out of the water, and a recount of swimmers is immediately taken.
2. "Watchers" and one lifeguard will take other campers out of the pool area or other designated place.
3. Waterfront staff will immediately scan the pool and then check the changing room and restrooms.
4. Waterfront staff will inform the camp office of emergency details. If the camper is not found, Missing Person Procedures will be followed from the Emergency Procedures.

At the Lake

Capsized Watercraft:

1. Campers must complete a "tip test" prior to canoeing, kayaking, or rowing to receive instructions on what to do in the event of a capsized watercraft. Everyone in a canoe, kayak, rowboat, or paddleboat must wear a size-appropriate PFD.



4301 Highway 290 Hot Springs, AR 71913

501.262.2600

www.tanako.org

2. When the staff has spotted a capsized watercraft, instruct the other campers to move away from the area. Talk to the campers and tell them to do just what they did during the “tip test.”
3. The Tanako paid staff member (who is in a watercraft vessel on the lake) moves to and secures the participants until lifeguards arrive. Once participants are safely in the launch, the tipped kayak, canoe, rowboat, or paddleboat is retrieved.

Lost Swimmer:

Campers are not allowed to swim in the lake. In the event that a camper has capsized his/her canoe or fallen into the lake, follow appropriate rescue techniques. If a camper is missing:

1. Remove everyone immediately from the lake and onto the shore while a recount is quickly taken.
2. “Watchers” will take campers away from the lake and waterfront staff will inform the office of emergency details.
3. Waterfront staff scans the lake until other help arrives.
4. The administrative staff contacts other staff members and proceeds to the lake area. A rescue squad (911) should be contacted by the camp director, program director, and/or office and the Emergency Procedures followed.
5. A designated drill person will stay on the shore and direct the others to look for the camper, moving with as little movement as possible. Depending on the condition of the lake, the staff may look via canoe, rowboat, or by swimming: The safety of the staff members is very important! If needed, masks, snorkels, and other rescue equipment are available at the pool area.
6. The search continues until rescue authorities arrive and take over and direct the staff on their duties.

FIRE

Fire drills are held within the first 24 hours of each session as prescribed by state law. The safety of campers and staff depends on everyone performing their job efficiently. To avoid confusion during an emergency, learn your responsibilities well.

Review with campers an emergency exit from their sleeping area and where to assemble when they hear the alarm.

Signal

A car horn blowing three times indicates the emergency. When the signal is heard in the cabin, assemble campers. Contact the camp office by walkie-talkie or runner to let them know you’ve heard the signal and to receive any instructions.

If the fire is in the cabin, designate one staff member to walk the campers away from the fire (upwind or downhill). Another staff member is designated to notify the camp office. (Use walkie-talkies or send a staff runner.)

When the Alarm Sounds

Stop all activities, assemble all campers in a buddy line, and count to be sure all the campers and staff are present. All persons, if possible, should have shoes on their feet, and if at night, flashlights. Proceed quickly and quietly to the designated field area. Upon arrival, do another head count and report the number of campers and staff present to the person in charge. Keep the campers quiet and calm and wait for further instruction.



4301 Highway 290 Hot Springs, AR 71913

501.262.2600

www.tanako.org

If the fire prevents you from reaching the field area, use good judgment. Stay put so an administrative staff can reach you OR exit quickly, using the safest route, to the nearest road. Wait at the road for assistance.

If possible, bring the campers' medications.

Staff without cabin responsibility will carry out their assigned tasks.

Exit

If it is necessary to immediately evacuate the camp, campers will be divided by cabins and loaded into all camp vehicles and staff cars and transported to a safety zone. To expedite this process, staff cars must be parked facing out.

EARTHQUAKE

Most campers are well rehearsed in earthquake "duck and cover" drills at school. If campers are inside, have them move away from windows and "duck and cover" under beds, tables, or stand in braced doorways. If the earthquake catches you outside, move away from buildings and trees. Seek an open area.

After an earthquake, do not enter any buildings until they have been checked by the camp administrative staff. If possible, shut off the electrical system until the building is checked. Attempt to stop any water leaks.

Stay in your area if it seems safe. Calm the campers and provide program activities (singing, stories, etc.) until help arrives.

SNAKES

There are several types of poisonous snakes, which are found in Arkansas and could appear here at camp. They all fall under the pit viper classification and are characterized by having a triangular shaped head and catlike eyes (rattlesnakes, cottonmouth/water moccasins, and copperheads). Other non-poisonous varieties include king (black racers), gopher, hog-nosed, and garter. Snakes are an important part of our ecosystem, which generally don't bother people, so please...don't kill on sight. If you and your group encounter a snake, immediately contact the program director or camp director with its location for removal.

To avoid being bitten:

- Don't put your hands or feet where you can't see them. Always check woodpiles, bushes, downed logs, and rock piles before going into them.
- Shake out clothing or sleeping bags that have been on the open ground.
- Never play with snakes!
- If you encounter a snake, move yourself and your group in the opposite direction and inform the program director or camp director.

SPIDERS

The two types of poisonous spiders found in the United States are both in Arkansas. They are the black widow and the brown recluse.

Only the female black widow spider is poisonous. She is black or brown, about one inch long, and has a red mark on her belly in the shape of an hourglass. They can be found under stones or logs, in buildings, around stonewalls, fences, or any dark outdoor corner. If the female bites, it's usually because her web, with eggs in it, has been disturbed. If bitten, within an hour you can expect severe stomach and back pains, tingling in your hands and feet, a headache, a fever, and vomiting. Notify the program director or camp director immediately.



4301 Highway 290 Hot Springs, AR 71913

501.262.2600

www.tanako.org

The brown recluse spider is just under one-half an inch long with its legs being longer than the body. It is brown with a dark, violin-shaped mark high on its back. These spiders are very shy and like to stay in dark hidden places, trying to avoid people. If trapped or cornered, they will bite. Within one to five hours, a painful red blister surrounded by pale-blue skin will appear. Sometimes weakness, chills, and a fever will also accompany the bite. Notify the program director or camp director immediately if bitten. ***ALWAYS SHAKE OUT SHOES BEFORE PUTTING THEM ON!!!!**

TICKS

Ticks can pass infections if they stay attached to you for more than one to two days. Most ticks that spread disease are the size of a freckle, only darker and on top of the skin. Make sure your campers know to use soap when they shower, and to look for them as they clean up each day. If a tick is found, notify the camp healthcare professional for proper removal. If they are unavailable, notify the program director or camp director.

STRAY DOGS AND WILDLIFE

Do not pet or attempt to catch. They may be sick or diseased and should be treated as such. If encountered, notify the program director or director immediately.

LIGHTNING

Lightning may strike without rain, but it never strikes without thunder. It is usually the heat, high electrical current, and explosive force that hurts you. This damage may cause you to collapse and your heart to stop. It may also cause seizures, temporary deafness, blindness, confusion, bruising, ruptured eardrums, or skin burns. If you and your group are outside and you hear thunder, do the following:

- Find shelter (Life Center, Dining Hall, Cabin, etc.). Once you are inside a building, stay away from fireplaces, windows, and anything with electrical wiring.
- Stay away from solo trees and hilltops.
- If you are in a large open area, crouch down, kneel, or roll up into a ball. Stay low and try to be the shortest object around you.
- Stay away from water. It spreads the electrical current from lightning. If you are swimming, quickly get out of the water. If you are boating, get to the shore.
- If your group is in a large open area with no alternatives, spread out and lie on the ground, to avoid injury to everyone.

TORNADOES

In the event of a tornado watch or warning, you will be notified by the Tanako staff to take evasive action.

- If possible, gather your entire group and return to your cabin. Fill the shower and bathroom sides with your campers (sitting down, hands over heads, heads between the knees). Perform a head count and confirm that all your campers are present. A member of the Camp Tanako staff will also be assigned to each cabin in order to help facilitate safety procedures.
- If you are at the life center, line your campers on the interior walls (sitting down, hands over heads, heads between the knees). Perform a head count and confirm that all your campers are present.
- Never have your campers near glass or other breakable materials.
- Report your group count to your camp dean.
- The Tanako staff will notify you when the threat is over.

***Remember: The calmer you are, the safer your campers will feel.**



4301 Highway 290 Hot Springs, AR 71913

501.262.2600

www.tanako.org

RAIN

Please discontinue all outdoor activities when rain is present (swimming, boating, hiking, disc golf, etc.). This will insure the safety and well-being of your campers by avoiding unpredictable weather conditions. Once the weather moves out, activities will resume under the direction of camp administration.

MISSING PERSON PROCEDURE

CAMPERS MUST REMAIN WITH THE GROUP:

- All campers need to be informed the first day of camp about the importance of always remaining with their group. If they ever have to leave the group while on site, they must check with you, and a fellow camper must go with them. Remember, campers must always be within your sight.

IF A CAMPER IS SEPARATED FROM THE GROUP:

- If they are ever separated from their group and/or are not aware of where to find the group, campers need to understand the importance of staying right where they are. It is easier to locate a camper if they are in one place rather than constantly moving around and possibly becoming more difficult to locate.

DURING THE SEARCH:

During the search all campers need to remain together under your supervision until additional staff members have arrived to relieve you of camper responsibility.

LOST CAMPER PROCEDURES:

- Search the immediate area and use three short whistle blows for the lost camper to hear. This search should include buildings, vehicles, outdoor fields, waterfront locations, and bathrooms.
- NOTIFY THE OFFICE, PROGRAM DIRECTOR, AND/OR DIRECTOR IMMEDIATELY.
- Notify the office for immediate help. The office will then call the authorities and the camper's parents if necessary.
- Determine where the camper was last seen. Organize all assistance into groups of three. Establish a command post to control the search. Logically have groups go into a larger area to search for a longer period of time. Also search the initial search area. Groups should be prepared to search for 1 to 2 hours before reporting back. Each group should have a whistle. Assume you are now searching for a badly injured camper. After you have been relieved of the responsibility of your group, organize a line search, having assistants to form a line, walking within a normal voice distance of each other.

RECORD THE INFORMATION:

1. The time the camper was discovered missing.
2. The time you began each segment of the search.
3. The area each small group is searching.

GENERAL RULES:

1. Do not use campers in the search.
2. Remain calm.
3. Contact the Program Director, Director, and the office for additional staff members to assist in the supervision of campers and to help in the search. and searching for the lost camper.
4. Keep a positive and hopeful attitude.



4301 Highway 290 Hot Springs, AR 71913

501.262.2600

www.tanako.org

PREVENT LOST CAMPER SITUATIONS BY:

- Always having a mental count of your group.
- Always have campers use the "buddy system" when leaving the group. Campers must always be in your sight!
- Watch and supervise your campers at all times.
- Teach your campers to stay put if they are lost: they should not walk around because it will be more difficult to find them. If lost they should "hug a tree" and stay put until they are found.
- Campers cannot leave your supervision at any time without permission to do so. This will insure that you will know where the campers are at all times. Remember, campers must always be within your sight.

INTRUDERS/STRANGERS

- Unfamiliar persons on the camp property may range from someone lost and looking for directions to a person with intent to do harm to persons or property. Some judgment must be made on the part of staff. Be observant as to the make, model, and license number of the car. Persons should be questioned to ascertain who they are and why they are here. Do not antagonize the intruder. Be polite, give assistance if possible, refer the person to the camp office, or ask them to leave. This is private property and not open to the public. Observe to ascertain that the person leaves the site.
- If the appearance of the unfamiliar person makes you uncomfortable, approach with another staff member. Someone should stay with the campers away from the situation.
- If the person seems threatening in any way, do not approach or take any chances. Remove yourselves and the campers from the area, notify the camp office, and observe the whereabouts of the person.
- If you see or suspect an intruder in camp at night, immediately and quietly notify the other staff members and the camp director. Check all camper sleeping areas with a head count. In order to prevent false alarms and unnecessary fright, all camp personnel will carry flashlights and identify themselves when walking in the camp at night.
- Teach the campers to come quietly and tell you if they see an unfamiliar person on the property. If a child encounters an unfamiliar person, real or imagined, never tell the child: "It really wasn't anything," "There is no need to be afraid," or "It was just your imagination." Frightened children need to be allowed to experience their fear, to know that it is okay to be afraid, and to talk about their experience.
- If you are off camp property, keep a staff member with the campers while two other staff members go to notify a park ranger or law-enforcement officer if someone seems to be behaving suspiciously or inappropriately around your area.
- Notify the camp director immediately of any intruders. Complete an incident report and any other reports requested.

KIDNAPPING

- **DO NOT ALLOW ANYONE (stranger or known) TO REMOVE A CAMPER FROM CAMP!**
- All staff members will refer all visiting persons (stranger or known) to the director. Under NO conditions may a camper be removed from camp without the permission of the camp director.



4301 Highway 290 Hot Springs, AR 71913

501.262.2600

www.tanako.org

- Strangers may come to the camp in search of potential victims. Custody disputes between parents can result in an attempt to remove a camper from camp. We have a form that parents sign on registration day if a camper is to be picked up from camp early or by another person! The director will verify this written instruction if someone comes for a camper.
- Should a camper be taken from camp without the expressed and direct approval of the director: Get descriptions of all persons involved if possible (hair, clothes, height, license number of car, etc.). Notify the camp director IMMEDIATELY!

UTILITY FAILURE

Water:

1. Loss of pressure or unusually rusty-looking water is a symptom of a problem in the system. The cabins at the end of the system are typically the first to notice the problem. Immediately notify the camp office if you suspect a problem.
2. Should a major leak/break in the line occur in your area, shut off the water as instructed during pre-camp training. Use walkie-talkies to notify the camp office.

Electrical:

A power loss may occur from sources inside or outside the camp. An electrical fire must be dealt with immediately. Be sure everyone knows that the wires and electrical equipment substations and large green transformer boxes are dangerous and off limits.

1. **1.Lack of Power:** Check the circuit breakers as instructed during pre-camp training. A “tripped” breaker will be positioned midway between on and off, and may have some red showing. To reset, turn the breaker off then back on again. If the breaker trips again, and you can manage without the circuit, switch the breaker to “off” and report the problem to the office, program director, or camp director.
2. **2.Electrical Fire:** Let the office, program director and/or camp director know immediately by walkie-talkie. Assemble and evacuate all campers while the staff fights the fire. Never use water on an electrical fire. Use a fire extinguisher or baking soda. Try to turn off the circuit breaker.
3. **3. Downed power lines** are extremely dangerous. Stay clear and don’t touch them. You risk death if you contact energized lines or appliances or if you touch a victim who is in contact with them.

***All security concerns of Camp Tanako are reviewed before each new camp session begins.**