

City of Coral Gables

Community Recreation General Security Plan



*A World-Class City
With A Home-Town Feel*

**CORAL
GABLES**[®]
THE CITY BEAUTIFUL

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The City Beautiful™

City of Coral Gables

Mission Statement

To honor our history by providing exceptional services that enhance the quality of life for our community.

Vision Statement

A world-class City with a hometown feel.

Values

Governance with integrity

Aesthetics

Balanced

Learning

Exceptional service

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The City Beautiful™

Community Recreation

Mission Statement

To enrich the quality of life for residents and guests through inclusive recreational opportunities, facilities, services, and events that create memorable life experiences.

Vision Statement

Enhancing your lifestyle by making leisure our passion.

Values

- Leadership through dedication and passion*
- Enjoyment & fun*
- Integrity*
- Safety*
- United family*
- Recreation for all*
- Environmentally conscious*

**It Starts
in Parks**

I. Introduction

The Community Recreation Department manages, maintains and operates a combination of 62 parks and recreation facilities, including the War Memorial Youth Center, Venetian Pool, Salvadore and William H. Kerdyk Biltmore Tennis Centers, Adult Activity Center, Granada Golf Course and Granda Maintenance Shop. The purpose of this plan is to provide the outlines and policies for the general security of all the Community Recreation facilities. This plan is not an all-inclusive operating security manual. At times, staff will be called upon to use their best judgement and decision-making in certain situations. To assist with these decision-making situations, all personnel must be trained, empowered to act, and taught how to respond under stress and “on the fly”.

II. Park Rules and Regulations

The City of Coral Gables has established rules and regulations which are adopted by the City Commission in the form of ordinances within the City’s Code which was last revised and adopted in 2017. Chapter 42 of the City’s Code is divided into various articles which directly refer to the rules and regulation that pertain to Parks and Recreation. The purposes of these articles are to regulate the use of city-owned and/or city-operated parks, recreation and open space facilities in order that all persons may enjoy and make use of the facilities and to protect the assets and resources of these municipal properties.

A. Rulemaking

The following article in the City’s Code refers to the ordinances associated with the rulemaking authority in parks and public park facilities:

Sec. 42-25. - Rulemaking

- (a) The director, in addition to law enforcement officers, has the power to enforce the provisions of this article. The director may adopt, amend and rescind rules and regulations consistent with this article in order to manage and control the parks and recreation system of the city and to manage other public recreational facilities, including rules that:
 - (1) Clarify, interpret or apply to this article;
 - (2) Designate restricted areas in parks and public recreational facilities;
 - (3) Regulate and administer recreational programs;
 - (4) Establish times for opening and closing of particular parks, park facilities and public recreational facilities to public use and/or for entry or use by motor vehicles.
- (b) Any civil infraction notice issued by the director or his or her designee may be appealed to a hearing officer pursuant to the provisions of section 101-199. The provisions of sections 101-134 through 101-143 shall apply when an appeal has been filed. Any ticket issued by a law enforcement officer may be appealed through the appropriate local judicial court systems.

Sec. 42-26. - Compliance with the rules and regulations of the city parks and recreation department.

- (a) No person shall fail or refuse to comply with any reasonable order or any other lawful order given by any parks and recreation department employee or law enforcement officer, or willfully resist, obstruct or abuse any parks and recreation department employee or law enforcement officer in the execution of his or her office.
- (b) No person shall resist, obstruct, abuse or address in a profane or obscene manner any parks and recreation department employee or law enforcement officer or agent of the city.

- (c) No person shall knowingly make a false statement or knowingly swear or affirm the truth of a false statement previously made to a parks and recreation employee or law enforcement officer or agent of the city, when the statement is made in any official proceeding, the statement is made with purpose to incriminate another, the statement is made with purpose to mislead a public official in performing his or her official function, or the statement is in writing on or in connection with a report or return which is required or authorized by law. When the offender makes contradictory statements relating to the same fact within the period of the statute of limitations for falsification, it is not necessary for the prosecution to prove which statement was false, but only that one or the other was false.

The majority of the Parks and Playgrounds in the City of Coral Gables are not supervised but are periodically monitored through daily visits from the assigned park rangers, weekly visits from the park's maintenance crews and periodic site visits by the City's Code Enforcement personnel.

B. Vandalism and Theft

All public facilities with heavy use must be supervised by full time personnel any time the facility is operational and open to the general public. All personnel in supervision must be vigilant in preventing vandalism. Any person caught vandalizing any facility or equipment should be turned over to a Supervisor. The Supervisor will determine whether the CGPD should be called however, if the damage is not great in estimation by the Supervisor the proper disciplinary measures will be decided by the Supervisor.

When theft occurs, it is important to determine the approximate value of the stolen property. Depending upon the value, the CGPD will be called in to take over the case. A general rule of thumb is if the item stolen is over \$50.00 the CGPD should be called. However, if the facility patron would like to inform the CGPD for a theft below the amount then the facility staff will call CGPD. Staff will decide disciplinary measures if the offense is of a small scale.

In order to prevent theft, certain measures should be taken:

- All exterior doors to the facilities and offices should be closed and locked when the facility or office is not in use.
- All equipment and/or supplies should be kept in a locked or supervised storage.
- All funds or money within a facility should be kept in locked back bags and in a secure safe.
- Cash registers when in use should have either locks or adequate supervision.
- Facility entrances and service desks should be designed for optimum surveillance of all facility patrons. While it is impossible to have full surveillance, no barriers or facades should block the view of most of the facility. In addition, entrances should be easily seen and accessible.
- Facility rooms and areas with valuable items should be closely supervised by personnel and Supervisory staff should take measures to assure that all areas are properly supervised.

The following article in the City's Code refers to the ordinances associated with the defacement of property:

Sec. 42-27. - Defacement, destruction, removal or disturbance of property, equipment and natural features.

- (a) No person shall injure, deface, destroy, disturb, graffiti, or remove any part of a park or building, sign, equipment or other property found therein, nor shall any tree, flower, shrub, or other vegetation, or fruit or seed thereof, or soil, or rock, or mineral be removed, injured or destroyed, or disturbed without specific written permission from the director.

- (b) Within the parks, recreation and open space facilities, no person shall, without lawful authority or privilege to do so, recklessly cut down, destroy, girdle, or injure a vine, bush, shrub, sapling, tree, or crop standing or growing therein, or sever, injure or destroy a product standing or growing therein or other thing attached thereto.
- (c) No person in a park, except city employees or its agents, shall carry on or about his or her person a container capable of propelling paint by means of a gaseous charge, or any paint markers of any kind.
- (d) No person shall climb any tree or walk, stand or sit upon monuments, vases, fountains, railings, fences or upon any other property not designated or customarily used for such purpose.
- (e) Violations of this section may be written as a misdemeanor violation and enforced accordingly.

C. Littering and Dumping

The following article in the City’s Code refers to the ordinances associated with the littering and or dumping in parks and public park facilities:

Sec. 42-29. - Littering, dumping, garbage, sewage and noxious material, air pollution and/or damages.

- (a) No person, without the specific written consent of the director, shall bring into, leave behind, or dump any material of any kind in a park except the refuse, garbage, and other material resulting from a park picnic or other permitted activity and such material shall be deposited in receptacles or areas provided for such purposes. No material shall be left or deposited near a park so as to pollute the land, water, or air coursing through or over the park or otherwise to interfere with the proper use and enjoyment of a park. No bottles, cans, refuse, or foreign material of any description shall be deposited or thrown into any of the waterways, located in or adjacent to any park.
- (b) No person shall, within or outside of the park, place or permit to be placed in any waterway, any noxious or deleterious material which may render park waters harmful or inimical to the public health, or to animal, or aquatic life, or which may prevent, limit, or interfere with the use of such waters for domestic, industrial, or agricultural purposes, or which may lessen to an unreasonable degree the use and enjoyment of such waters for recreation or other park uses.
- (c) No person, occupant, owner or person in charge, by himself or herself, his or her agent, or employee, shall cause, suffer, or allow burning of garbage, waste material, trash, refuse, vehicles or any part thereof or other combustibles within or adjacent to the park so as to cause smoke, odor, sparks, dust, dirt, etc., to come upon, pass through, or over the park which would cause air pollution, nuisance or damage.
- (d) Violations of this section may be written as a misdemeanor violation and enforced accordingly.

D. Expulsion from Parks and Facilities

The following article in the City’s Code refers to the ordinances associated with expulsions from parks and public park facilities:

Sec. 42-28. - Expulsion from parks, recreation and open space facilities.

- (a) The director may order the expulsion of any person from any park, recreation or open space facility for a period of one to seven days if he/she observes such person:
 - (1) Using abusive or disruptive language or engaging in conduct which disrupts a facility program;
 - (2) Directing racially offensive remarks at another person;
 - (3) Using tobacco products in an unauthorized area or facility;
 - (4) Causing injury or risk of injury to another person;
 - (5) Causing damage or risk of damage to city property;
 - (6) Violating any provision of this article.
- (b) The director may order the expulsion of any person from any park, recreation or open space facility for a period of seven days to one year if such person:
 - (1) Has been expelled from any park or public facility two or more times in any 30-day period;
 - (2) Caused injury to another person;
 - (3) Sells, possesses or uses illegal drugs or alcohol;
 - (4) Unlawfully possesses or uses any weapon;
 - (5) Commits more than one violation of this article in any 30-day period.
- (c) Any order of expulsion under this section shall be in writing and contain the following information:
 - (1) A description of the reason for the expulsion;
 - (2) A description of the premises from which the person is expelled;
 - (3) The duration of the expulsion;
 - (4) A statement advising the person that failure to comply with the order may result in arrest and prosecution for criminal trespass; and
 - (5) A statement that an order of expulsion with duration greater than seven days may be appealed to the city manager's office within ten calendar days of the date the order is issued.

Expulsion orders shall be sent by certified mail to the person expelled at his or her last known address unless personally served upon the expelled person by the director or law enforcement officer.
- (d) Any person who enters any park or public facility during a period of expulsion under subsection (a) or (b) of this section shall be guilty of a misdemeanor.
- (e) Police officers or the director may issue trespass warnings.
- (f) Any person expelled from any park may be subject to further legal action depending on the city's civil codes or other ordinances or statutes pertaining to the improper action.

E. Disorderly Conduct

The following article in the City's Code refers to the ordinances associated with disorderly conduct in parks and public park facilities:

Sec. 42-33. - Disorderly conduct.

- (a) The intended use of city parks is recreational.
- (b) The city's noise ordinance must be compiled within all city parks.
- (c) No organized events are allowed in city parks except as permitted through the city's special events permit process.

- (d) No person shall play games of chance within a park or engage in schemes of chance or any other form of gambling.
- (e) No sale or consumption of alcohol is permitted in city parks except in designated areas or in accordance with a city-issued permit.
- (f) Incidents and violations of this section may also be violations of state statutes and will be enforced accordingly.

III. Law Enforcement

The Community Recreation Department has an established good working relationship with the City of Coral Gables Police Department (CGPD). Under the CGPD directive, any incidents or accidents that are the result of any criminal activity or any injuries that are the result of violent behavior must be reported to the CGPD immediately. No staff member should try to intercede in any violent or dangerous incidents.

A. YOUTH CRIME AND DELINQUENCY

The Community Recreation Department works closely with the Police Department's Youth Resources division on any safety matters and partners with their team on various special events. The Youth Resource Division office is located on the second floor of the War Memorial Youth Center, which is also the home for the Police Athletic League program. The Department notes that youth crime within its facilities is very low, and the presence of the Youth Resources division is a contributing factor.

The Community Recreation Department also strives to assist the Youth Resources division in curtailing truancy. Any staff member observing children at a facility during school hours should question the child of their presence at the facility. In situations where a parent contact for the child can be located through the registration software, the parent should be informed of the child's attendance at the facility. If parents cannot be contacted, the Youth Resource Division should be contacted to handle the situation.

B. THREAT & VULNERABILITY ASSESSMENT

The Community Recreation Department requires that each Division Supervisor develops their unique security plan and emergency action plans to address and reduce vulnerabilities to threats to their buildings, staff and patrons. An annual assessment of all existing security and emergency plans is conducted as part of the Strategic Leadership meetings and trainings.

Assessments should address the following vulnerabilities as focus areas:

- (a) Prevention of Attacks
- (b) Mass Casualty Events
- (c) Open Access
- (d) Perimeter Threats
- (e) Vehicle Access Controls
- (f) Control of Vendor & Contractor Personnel
- (g) Disease Control and Prevention
- (h) Unprotected Utilities
- (i) Routine Inspections

The security practices developed should target the identified treats and be included in all personnel and parent orientations and regular in-service trainings.

C. POTENTIAL ATTACK INDICATORS

Attack indicators are observable behaviors that may precede an attack. Such indicators may include witnessing a potential perpetrator engaged in suspicious surveillance, training, or other pre-attack planning activities. Potential indicators can be grouped into the following categories: individual behavior indicators, surveillance indicators, imminent attack indicators, and surrounding area indicators.

(1) Individual Behavior Indicators:

- Socially isolated,
- Threats of violence against others,
- Unsolicited focus on dangerous weapons,
- Unstable emotional responses,
- Intense anger and hostility,
- Loss of significant relationships,
- Feeling either arrogant and supreme, or powerless,
- Expressions of paranoia or depression,
- Increased use of alcohol or drugs,
- Depression or withdrawal,
- Talk of suicide,
- Increased absenteeism.

(2) Surveillance Indicators:

- Persons attempting to gain access into the facility or who are located in the building with no legitimate purpose,
- Persons using or carrying video/camera/observation equipment in or near the facility over an extended period,
- Persons parking, standing, or loitering in the same area over a multiple-day period with no apparent reasonable explanation,
- Persons excessively inquiring about practices pertaining to the facility and its operations,
- Persons observed or reported to be observing facility receipts or deliveries,
- Threats by telephone, mail, or e-mail and/or increase in reports of threats from known reliable sources,
- A noted pattern of false alarms requiring a response by law enforcement or emergency services.

(3) Imminent Attack Indicators:

- Reports from staff about a coworker threatening violence that includes specific dates/times/locations/targets,
- Suspicious persons in crowded areas wearing unusually bulky clothing that might conceal explosives,
- Unexpected or unfamiliar delivery trucks arriving at the facility,
- Unattended packages (e.g., backpacks, briefcases, boxes) or suspicious packages and/or letters received by mail,
- Vehicles approaching the facility at an unusually high speed or steering around barriers and traffic controls.

(4) Surrounding Area Indicators:

- An increase in reporting of buildings being left unsecured or doors left unlocked, when they are normally secured and locked at all times,
- Theft or unauthorized possession of employee identification cards, uniforms, or security communications,
- Unfamiliar contract workers attempting to access unauthorized areas,
- Unusual or unexpected maintenance activities (e.g., road repairs) near the facility,
- Sudden increases in power outages designed to test the backup systems or recovery times.

D. “SEE SOMETHING, SAY SOMETHING”

All facilities should initiate “See Something, Say Something” protocols for staff and patrons. The “See Something, Say Something” campaign benefits everyone by bringing suspicious behavior to the attention of law enforcement.

Reporting suspicious behavior could potentially stop the next terrorist incident. “Even if you think your observation is not important, it may be a piece of a larger puzzle.”

Participants are provided with parent handbooks that include safety protocol and prevention information so that they are included as part of the security team.

E. FIRST RESPONDER & AFTER-HOURS ACCESS TO THE FACILITY

The Coral Gables Police and Fire Departments have 24-hour access to all facilities in the event of an emergency. For after-hours emergencies all buildings are equipped with a KnoxBox, which is a small wall mounted safe (placed near the main entrance of the building) that holds all building keys for the Fire Department or Police to retrieve in case of an emergency.

It is the objective of all facility buildings to have a master and sub-master set of keys to limit the amount of keys to each building. The master key should be placed inside the Knox Box to provide complete access to any room/closet within the building.

F. EMERGENCY NOTIFICATION & COMMUNICATION TOOLS


All facilities should have an emergency notification system to effectively communicate with parents/patrons in the event of a critical incident.

These tools may also be used to keep parents updated on relevant and important information but should not be overused to avoid patrons and parents disregarding critical information.

- (a) IN-TELLIGENT APP - By downloading and registering with the In-telligent app, users will receive public safety alerts from the Coral Gables Police Department. The app can be downloaded from the Apple iTunes Store or Google Play Store.
- (b) PROCARE APP – Should be utilized to track the sign-in and sign-out of all registered minors in the care of City personnel and may be used to send emergency notifications via app, text and email.

G. ACTIVE SHOOTER TRAINING & DRILLS

Active shooter training is included in all employee handbooks and on-boarding / employee orientations for full-time, part-time, seasonal, contracted and volunteer personnel. All facilities are to conduct active shooter drills at least as often as other emergency drills, but never less than once a year.

HOW TO RESPOND	HOW TO RESPOND	COPING	PROFILE
WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY	WHEN LAW ENFORCEMENT ARRIVES	WITH AN ACTIVE SHOOTER SITUATION	OF AN ACTIVE SHOOTER
<p>1. EVACUATE</p> <ul style="list-style-type: none"> • Have an escape route and plan in mind • Leave your belongings behind • Keep your hands visible <p>2. HIDE OUT</p> <ul style="list-style-type: none"> • Hide in an area out of the shooter's view • Block entry to your hiding place and lock the doors • Silence your cell phone and/or pager <p>3. TAKE ACTION</p> <ul style="list-style-type: none"> • As a last resort and only when your life is in imminent danger • Attempt to incapacitate the shooter • Act with physical aggression and throw items at the active shooter <p>CALL 911 WHEN IT IS SAFE TO DO SO</p>	<ul style="list-style-type: none"> • Remain calm and follow instructions • Put down any items in your hands (i.e., bags, jackets) • Raise hands and spread fingers • Keep hands visible at all times • Avoid quick movements toward officers such as holding on to them for safety • Avoid pointing, screaming or yelling • Do not stop to ask officers for help or direction when evacuating <p>INFORMATION</p> <p>YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR</p> <ul style="list-style-type: none"> • Location of the active shooter • Number of shooters • Physical description of shooters • Number and type of weapons held by shooters • Number of potential victims at the location 	<ul style="list-style-type: none"> • Be aware of your environment and any possible dangers • Take note of the two nearest exits in any facility you visit • If you are in an office, stay there and secure the door • Attempt to take the active shooter down as a last resort <p><i>Contact your building management or human resources department for more information and training on active shooter response in your workplace.</i></p> <p>CALL 911 WHEN IT IS SAFE TO DO SO</p>	<p>An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.</p> <p>CHARACTERISTICS</p> <p>OF AN ACTIVE SHOOTER SITUATION</p> <ul style="list-style-type: none"> • Victims are selected at random • The event is unpredictable and evolves quickly • Law enforcement is usually required to end an active shooter situation 

H. DEFIBRILLATOR AND “STOP THE BLEED” KIT(S)

All facilities are equipped with a defibrillator (AED) and “Stop the Bleed” kits. These items should be placed together in a visible area and be available to everyone. Equipment is to be inspected at a minimum monthly if not daily. Records of inspections are to be kept by each facility. All staff is to be CPR certified and properly trained in the use of a defibrillator and “Stop the Bleed” kit(s).

I. FIGHTING

The Community Recreation Department does not condone fighting of any kind. In altercations between adult participants, the preferred action is to notify police. Staff is not permitted to intervene or place themselves between two individuals in a fight. In cases of children fighting, the supervisor on duty should attempt to stop the fight. Police may be called if incident is particularly violent or if fight is out of control (example: teens). The factor to remember is that no employee should endanger themselves. The Police Department will handle all criminal matters, and they should be called in any case of adult violent behavior.

J. ARMED ROBBERY

In the event of armed robbery, all the assets in the facility combined would not equal the safety of a customer or staff member. Do not attempt to be a hero! The best thing to do is to be a good witness and take charge once the incident has ended:

1. Call 911 and direct aid to any injured individuals.
2. Contact a supervisor if one is not in the facility.
3. Lock the doors.
4. Protect any evidence that may be valuable and direct another staff member to meet the police as they arrive.
5. Do not talk to media. Refer all media requests to the Community Recreation Director & Public Affairs.

K. HOSTILE SITUATIONS

- (a) **Altercations:** In the event of a physical altercation within the facility 911 should be called immediately and a full time Supervisor should be notified. No staff member is permitted to attempt to stop the altercation by coming in between the two parties. Anyone who puts himself or herself in harm's way may be terminated.
- (b) **Weapons:** If a weapon is presented to any staff member 911 should be called immediately and a full time Supervisor should be notified. No staff member is permitted to put themselves in harm's way at any time. Cooperate fully with the person holding the weapon and try to remain calm.
- (c) **Emergency Medical Services:** If emergency medical services (EMS) are needed, the Supervisor will direct personnel to call 911. The information below will need to be available and relayed to the dispatcher.
 - Your name.
 - Facility name.
 - Facility address.
 - Facility phone number .
 - Type of injury and any information you have on the injury.
 - Medical History.
 - Gender and approximate age of injured party.Stay on the phone until all information has been communicated and the dispatcher has disconnected.

L. BASIC INCIDENT RECOVERY

- (1) Assemble a Crisis Intervention Team (CIT) and assess emotional needs of staff, students, facilities, and responders.
- (2) Keep students, families, and the media informed.
- (3) Return to business as quickly as possible
- (4) Provide stress management as needed
- (5) Restore infrastructure
- Evaluate & make recommended changes

M. ON-BOARDING, ORIENTATIONS & IN-SERVICE TRAINING

All full-time employees are to receive this plan as part of their orientation. In addition, supervisors are to make this plan available to part-time personnel. In addition to this plan and the facility policy manuals and regularly scheduled in-service trainings training opportunities may also be provided by the Labor Relations Department, Risk Management and Human Resources. Topics include: Sexual Harassment, Crisis Management Training and Customer Service. The trainings are offered to all employees and are sometimes made mandatory.

Furthermore, safety and security measures are discussed in monthly Supervisor meetings and presented in the annual meeting held each November as well as in summer staff orientations. Employees are also selected to attend several association conferences that include sessions for security and crime prevention.

IV. General Security Measures

A. DEPARTMENT & FACILITY SAFETY PLANS

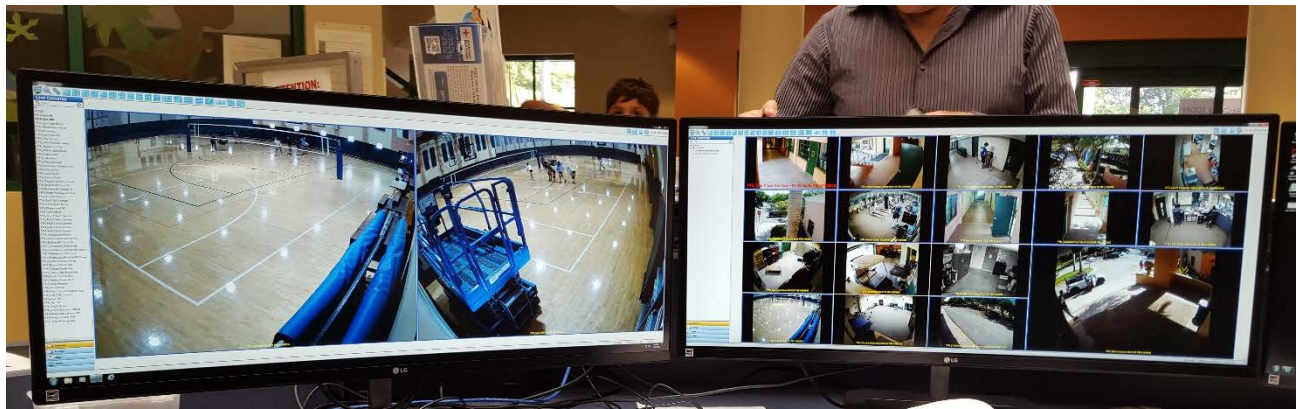
All park facilities that are open to the public are required to have their own independent facility safety plan which addresses their unique building and operations.

B. FACILITY BUILDING PLANS

All park facilities that are open to the public are required to have their own independent facility building plans to identify entry and exit points with the objective of providing single points of entry and multiple emergency exits for safe and rapid evacuation in case of fire or bomb threats.

C. MONITOR ENTRY & EXIT POINTS

All park facilities are to have measures in place to keep doors looked from exterior access in the case of an emergency. All entry points that remain open and unlocked during general operations are to be staffed appropriately with systems in place to screen/check-in participants and visitors.



D. CAMERA SURVEILLANCE

All public facilities should be equipped with camera surveillance equipment and at a minimum monitor any area where monetary transactions are being processed. Additional areas that should be monitored should include parking lots, entrance and exit points and public interior and exterior spaces. Surveillance cameras should be accessible to a centralized surveillance hub where a staff member is able to monitor footage in real time. All camera feeds are required to be recorded and should be accessible to Police to retrieve in any active investigation. Public parks should be updated with security cameras when feasible.

E. INTERCOM COMMUNICATION SYSTEMS

All facilities should be equipped with an emergency button as well as a landline phone to alert the administrative office and/or Police department of a critical incident. All facilities should also be equipped with a PA Intercom System to ensure communication with the public for general announcements as well as for emergency instructions and drills. Each facility should be equipped with their specific PA announcement language/copy to allow staff to provide accurate and professional communication to the public.

F. IDENTIFICATION BADGES

It is advisable that all staff and guests wear picture identification badges. Badges should be visible at all times. A guest screening and pass system should be in place in any facility that provides childcare services.

G. GENERAL EMERGENCY CODES & SAFETY DRILLS

All Divisions and facilities should follow the same general Emergency Codes and colors for consistency across the Department, personnel and patrons to provide clear communication and direction in emergency situations.



CODE BLACK - General Power Failure – EVACUATION



CODE BROWN - General Evacuation Procedure – EVACUATION



CODE RED - General Fire Procedure – EVACUATION



CODE ORANGE - General Bomb Threat Procedure – EVACUATION



CODE PURPLE - ASSIST - Disorderly Person or Emergency Assistance – LOCKDOWN



CODE BLUE - Medical Emergency



CODE GREEN - All Clear following any incident

All Divisions and facilities should follow the same general Emergency Procedures and Drills for consistency across the Department and to provide clear direction in emergency situations. Each facility will have additional measures that may apply to their unique facility or operations.



CODE BLACK - General Power Failure - EVACUATION

1. All staff will utilize flashlights and assist in making sure all are safe.
2. Staff will immediately check on unattended patrons or in an unsupervised area and provide assistance.
3. All patrons must cease activities that require light for safety reasons, (i.e. fitness center and indoor gymnasium)
4. All corridors and exit lights are equipped with secondary power and will remain lit in the event of power failure.
5. The Supervisors will designate someone to call the electric company to determine approximate length of the power failure and determine if patrons need to be evacuated.
6. In the event of a power failure and/or emergency situation requiring evacuation, the Supervisors will use a bull horn to notify the staff and patrons of the emergency situation and how to proceed.



CODE BROWN - General Evacuation Procedure - EVACUATION

PLAN OF ACTION:

1. The staff and patrons of the facility will immediately evacuate the building if a potentially dangerous situation should occur.
2. Any staff working with disabled patrons will offer assistance to ensure a timely and safe evacuation.

EVACUATION ROUTES:

1. Each facility as part of their unique plan will have their evacuation procedures to include emergency exit routes and maps.

EVACUATION PLAN:

1. If all of the exits are blocked or determined unsafe, then alternative exits will be the closest accessible window. If individuals must exit through windows, staff will calmly assist patrons in exiting.
2. In case of fire or power failure, do not use elevator for evacuation.

Code RED			
Fire Evacuation Checklist			
ALL STAFF MUST MAINTAIN A MINIMUM 1:10 COUNSELOR TO CAMPER RATIO AT ALL TIMES			
1	Activate Code Red in case of fire or smoke by pulling the nearest Fire pull station: <input type="checkbox"/>	60 sec.	COMPLETE FREQUENT HEAD COUNTS & ROLL CALLS
2	Once all Campers are secured for roll call commence evacuation: <input type="checkbox"/>	5 min.	
3	Exit building through nearest exit away from fire and secure participants on field or parking lot away from fire: <input type="checkbox"/>		
	Call for 911 and notify Police and Emergency Services: <input type="checkbox"/>		
4	Complete additional roll call and activate Code Amber if a missing child is reported: <input type="checkbox"/>	3 min.	
5	Keep participants away from building until cleared by Police and Supervisor: <input type="checkbox"/>	Do not enter building until ALL CLEAR!	
6	Once cleared return to area, complete head count & roll call and resume activity: <input type="checkbox"/>		



CODE RED - General Fire Procedure - EVACUATION

FIRE IS REPORTED:

1. In case of fire, pull the nearest fire pull station to activate the alarm system, close the door to the area and evacuate. Dial 9-911.
2. Notify the front office staff of the location of fire. The front office staff will calmly notify all at the location, by intercom or traveling room to room with: Attention, code red (and location) three (3) times. Example: "ATTENTION CODE RED, GYM".
3. Only staff trained to use fire extinguishers may be dispatched and attempt to extinguish the fire. Do not endanger your life or the lives of others. If the fire appears life threatening: DIAL 9-911 and notify fire department of the location of fire. Assist others in evacuation of the building.

- All patrons will be instructed to evacuate the building through the appropriate exits and not use elevators. Please review the evacuation plan.

FIRE ALARM IS ACTIVATED:

- In the event of a fire alarm going off, staff will begin directing patrons to the nearest appropriate exits.
- A staff member will be dispatched to the fire location according to the fire alarm panel to confirm if fire or smoke is present. Staff member will use extreme caution when checking facility for fire or smoke.
- All participants in registered programs will exit the facility and proceed outdoors. Upon arrival head counts and roll calls will be taken. All participants must be accounted for.
- **If children are missing from roll calls, a Code Amber is initiated
- If a false alarm is reported and confirmed, supervisory staff may silence alarm and notify 9-1-1 of the false alarm and await instructions before notifying patrons to re-enter facility.
- When it is determined the facility is safe to re-enter, supervisory staff will initiate the all-clear procedures:
- Staff will use the emergency intercom system and staff radios and announce 3 times, “Code Green all clear”.
- Staff will escort patrons back into the facility.
- Staff will conduct head counts and roll calls for all participants in registered programs.
- **If children are missing from roll calls, Code Amber is initiated

Code ORANGE		
Bomb Threat Checklist		
ALL STAFF MUST MAINTAIN A MINIMUM 1:10 COUNSELOR TO CAMPER RATIO AT ALL TIMES		
1	Activate Code Orange if a bomb threat is received / report suspicious items: <input type="checkbox"/>	60 sec.
2	Once all Campers are secured for roll call commence evacuation: <input type="checkbox"/>	5 min.
3	Exit building through nearest exit and secure participants on field or parking lot clear from building: <input type="checkbox"/> Call for 911 and notify Police and Emergency Services: <input type="checkbox"/>	
4	Complete additional roll call and activate Code Amber if a missing child is reported: <input type="checkbox"/>	3 min.
5	Keep participants away from building until cleared by Police and Supervisor: <input type="checkbox"/>	Do not enter building until ALL CLEAR!
6	Once cleared return to area, complete head count & roll call and resume activity: <input type="checkbox"/>	

COMPLETE FREQUENT HEAD COUNTS & ROLL CALLS



CODE ORANGE - General Bomb Threat Procedure - EVACUATION

PLAN OF ACTION – RECEIPT OF A BOMB THREAT:

- If a bomb threat is received by phone, staff member will signal another staff member without interfering with the caller. Remember, Delay! Ask where, when, what type and why?
- When a bomb threat is received staff will notify first available Supervisor.

3. Supervisor will initiate an evacuation and immediately call 9-911.
4. The facility staff and patrons will evacuate the facility in a calm and orderly fashion. Staff will ensure that any disabled patrons will be offered assistance in order to insure a timely evacuation. Evacuation will proceed according to Evacuation Procedure. Please review Evacuation Procedure.
5. The Supervisor is responsible for assisting Emergency Personnel in a systematic search.
6. If a suspicious package or object is discovered, the staff will notify the authorities.
7. Staff and patrons are to remain off the premises until The Facility Supervisor will notify staff of an ALL CLEAR.

BOMB SEARCH TECHNIQUE:

1. Ideally, the person who assists in a search of an area of the facility should be familiar with the area being searched.
2. Items that seem out of place or strange should be noted. It is extremely important that persons conducting a bomb search do not touch or move any strange or suspicious items. A bomb can be in any form. For example, a letter bomb or pipe bomb.

Code AMBER			
Lost Child Checklist			
ALL STAFF MUST MAINTAIN A MINIMUM 1:10 COUNSELOR TO CAMPER RATIO AT ALL TIMES			
1	Missing Child recognized within 60 seconds: <i>Activate Code Amber</i>	<input type="checkbox"/>	60 sec.
2	All Campers secured for roll call / lockdown within 3 minutes:	<input type="checkbox"/>	5 min. DRILL MUST BE COMPLETED AND CHILD FOUND WITHIN 8 MIN. OF RECOGNITION TIME
3	Missing Child reported to Coordinator & Supervisor within 5 minutes:	<input type="checkbox"/>	
	Lifeguards alerted if attending a waterpark within 5 minutes of recognition time:	<input type="checkbox"/>	
4	Missing Child located within 3 minutes of start of facility search:	<input type="checkbox"/>	3 min.
5	Call for 911 & Police notified if child not found: (staff will continue search)	<input type="checkbox"/>	Wait for ALL CLEAR!



CODE AMBER - General Lost Child

Participant safety and security will always be the foremost concern and priority in addressing emergency situations.

PREVENTATIVE MEASURES & DISCIPLINARY ACTIONS FOR UNSUPERVISED CHILDREN:

1. Staff will have an accurate and up-to-date class list of the participants under their care.
2. All staff will follow procedures regarding the management of their program participants. Roll calls and head counts will be performed upon the arrival to and the departure from an activity

area. During transport of the group from one area to another, staff should maintain position at both ends of the transport line to account for all the program participants.

3. All program participants should be identifiable through established identification measures including clothing and/or wristbands.
4. All staff must be aware of their surroundings as they move through the facility. If at any time, a child with identifiable clothing or wristbands is seen away from their program group please approach that child immediately and ask which group they are with and why they are not with their group.
5. After child is approached, staff will escort child to the Supervisor on Duty.
6. The Supervisor on Duty will return child to program group and will complete an incident report.
7. The Supervisor-on-Duty will then notify the Director who will examine the incident video (if available) and complete the necessary follow-up with participant or the participant's parent.
8. After a review of the incident, proper disciplinary measures will be taken with staff/contractors responsible.

CHILD IS REPORTED MISSING:

1. Once a child is reported missing or a staff member realizes that a child is potentially missing, they will have 60 seconds to be able to confirm that the child is not in the immediate area and who the missing child is along with identifiable clothing, etc.
2. Once a child is confirmed missing staff will secure the remainder of the group in a safe location with appropriate number of staff: participants (per the required minimum activity ratios). Staff will complete a head count, roll call of all remaining participants and simultaneously notify facility supervisory staff within 3 minutes of missing child confirmation.
3. Facility supervisory staff will follow the listed position chain of command:
 - a. Facility supervisor, assistant supervisor, recreation specialists
 - b. Program assistants, office manager, office staff, reception staff
4. Facility supervisory staff will then initiate the "Code Amber" by calling over the Fire Alarm / Emergency PA Announcement system: "Attention Facility Patrons and Staff. We are initiating a Code Amber; all additional staff please report to the reception area. Staff will repeat this message in its entirety 3 times.
5. All supervisors, coordinators and facility personnel that do not have direct child supervision tasks will report to the reception area. The facility supervisor on duty will then give staff a description of the child and assign areas to search. This primary search will last no longer than 5 minutes. Once the primary search of the assigned areas is completed, staff will return to the reception area for further instructions.
6. If the child is not located within the primary search, a secondary search (slower, more deliberate search of the area) will be initiated along with activation of the emergency response system.
7. If child is not located within eight minutes the City's emergency response team (9-1-1, police, fire, facility supervisors, etc.) should be immediately notified to assist with and expand the perimeter search beyond that of the facility.
8. If the child is found, staff must notify the City's emergency response team (9-1-1, police, fire, facility supervisors, etc.) The office staff will announce over the paging system "Code Amber – all clear" 3 times.

Code ASSIST		
Disorderly Person Checklist		
ALL STAFF MUST MAINTAIN A MINIMUM 1:10 COUNSELOR TO CAMPER RATIO AT ALL TIMES		
1	Activate Code Assist if a disorderly or threatening person is encountered: <input type="checkbox"/>	60 sec.
2	All Campers secured for roll call / lockdown within 3 minutes: <input type="checkbox"/>	5 min.
3	Disorderly person reported to Coordinator & Supervisor: <input type="checkbox"/>	
	If person responds violently lock down building and keep participants in secured area: <input type="checkbox"/>	
4	Call for 911 and notify Police and Emergency Services: <input type="checkbox"/>	Do not open the door until ALL CLEAR!
5	Building remains on lockdown until cleared by Police and Supervisor: <input type="checkbox"/>	

RUN - HIDE - FIGHT



CODE PURPLE - ASSIST - Disorderly Person or Emergency Assistance - LOCKDOWN

DISORDERLY PERSON IN FACILITY:

1. If a person/persons are acting in a disorderly or threatening manner, the facility staff shall notify the Supervisor who will make their presence known and ask them, calmly, to leave the facility.
2. The Supervisor will determine whether the Coral Gables Police Department should be notified.
3. If the person refuses to leave and offers resistance the Supervisor will attempt to contain the person in an area which will not interfere with normal operations until law enforcement arrives.
4. If violence erupts, do not place yourself in jeopardy. Remove yourself from the scene and initiate a facility lock down.
5. Await the arrival of Police in a safe location.
6. The Supervisor initially in contact with the disorderly person will complete an incident report immediately.

CALLING FOR EMERGENCY ASSISTANCE:

1. If a staff member requires physical assistance with a patron, they are to notify all staff with a page of "Attention, Emergency Assistance/Code Assist" and the location of where physical assistance is required. This page will be announced three (3) times. Example: "Attention, Emergency Assist in the gym, Attention, Emergency Assist in the gym, Attention, Emergency Assist in the gym."
2. The Supervisor and staff will immediately respond to the area to provide assistance, reporting in a calm and orderly fashion.
3. Involved personnel will determine if medical assistance is required and phone for emergency assistance.
4. If medical assistance is required, involved personnel will stabilize the patron, making them as comfortable as possible until qualified emergency assistance has arrived.

5. The Supervisor will complete an incident report immediately and follow-up appropriately.

OFF-PREMISES DISORDER – should an off-premise situation involving violence be observed by staff member and patron:

1. Staff and patrons are to remain in the building or secure area.
2. If the disturbance moves onto the premises:
 - a. Lock all Doors (if applicable)
 - b. Do not permit entrance into area by unknown persons.
 - c. Call the police then, notify supervisor and facility staff.

 **CODE BLUE - Medical Emergency**

 **CODE GREEN - All Clear following any incident**



ALL CONCUSSIONS ARE SERIOUS.

IF YOU THINK YOU HAVE A CONCUSSION:

- ✓ **DON'T HIDE IT.**
- ✓ **REPORT IT.**
- ✓ **TAKE TIME TO RECOVER.**

CONCUSSION SYMPTOMS:

- Headache or "pressure" in head
- Nausea or vomiting
- Balance problems or dizziness
- Double or blurry vision
- Sensitivity to light or noise
- Feeling sluggish, hazy, foggy, or groggy
- Concentration or memory problems
- Confusion
- Just not "feeling right" or "feeling down"

▶ **"IT'S BETTER TO MISS ONE GAME THAN THE WHOLE SEASON."**

General Concussion Policy

Any program participant who exhibits signs, symptoms or behaviors consistent with a concussion must be removed from the program, event, activity, game or practice immediately and shall not return to play until cleared by an appropriate health care professional.

ROLE OF STAFF, VOLUNTEERS, PARENTS, COACHES OR OFFICIALS:

Staff, volunteers, parents, coaches or officials will not be expected to diagnose a concussion. However, they will be asked to use their best judgement when observing the signs, symptoms and behaviors associated with concussions.

COURSE OF ACTION:

1. STEP 1: Educate Staff, Volunteers, Parents, Coaches or Officials
2. STEP 2: Remove Participant from Play – Complete an accident / incident form & contact Emergency Services 911.
3. STEP 3: Obtain Permission to Return to Play
4. Any participant removed from activity in accordance with the Program Participant Concussion Policy must be evaluated by a physician and medically cleared before returning to participation.

General Child Abuse and Neglect Policy

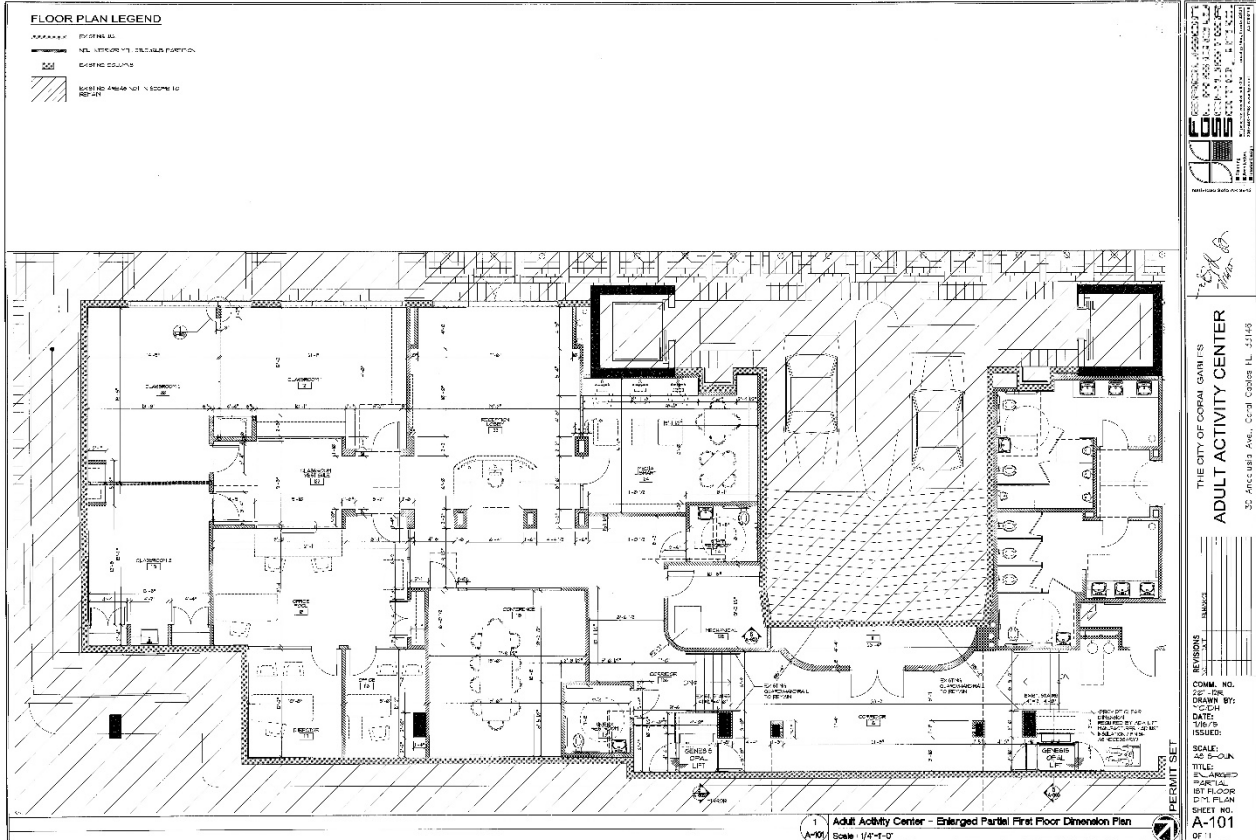
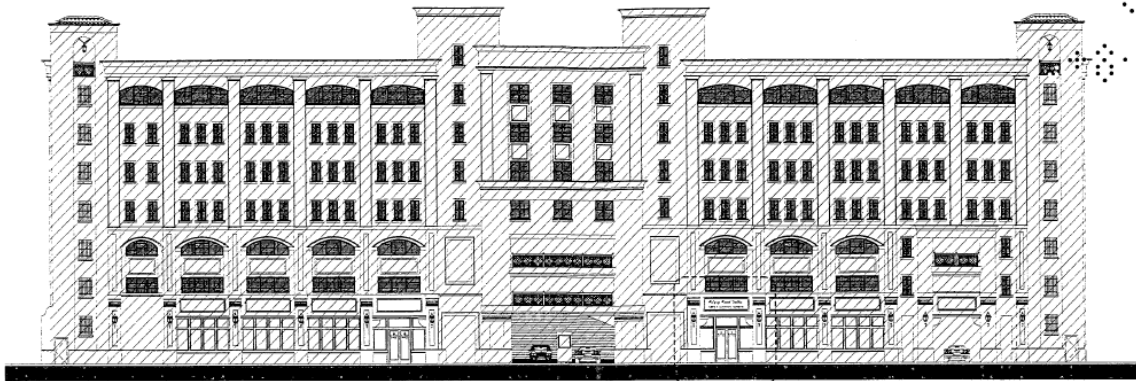
1. Staff member who suspects child abuse or neglect shall complete an incident/accident form, which can be found in the main office.
2. Staff member is to report information to supervisor promptly for action.
3. Staff Supervisor will review report with Parks and Recreation Director for signature.
4. Supervisor will contact the Coral Gables Police Youth Resource Unit and the Department of Children and Families (DCF) promptly for investigation.
5. Additional instructions will be followed if provided by authorities.

Conclusion

The Community Recreation Department is committed to providing a proper security plan for all its employees. Although this plan does not encounter all specific security measures, it is a proper outline for employee and participant safety. Also, it is imperative for all employees to remember that the Police Department is solely responsible for all crime and special event security matters.



CITY OF CORAL GABLES
COMMUNITY RECREATION DEPARTMENT
 Adult Activity Center



I. Locking key systems and associated assignments:

- a. There are three ways to access the Adult Activity Center.
 - o The use of an employee ID badge as a swipe card to enter the facility and various interior doors.
 - o A master key which unlocks all exterior and interior doors.
 - o A sub-master key which has access to all interior doors within the facility except for the Supervisor and Assistant Supervisor offices
 - *Sub-master Key access:* all interior doors
 - *Master Key access:* all interior and exterior keys
- b. The Adult Activity Center Supervisors, Administration Team, Public Works and part-time maintenance staff have access to the master keys.
- c. The sub-master key is used to facilitate operations. They are given to the guest service representatives and cleaning staff. The keys are kept by each employee and returned upon leaving their position.
- d. All staff members of the Adult Activity Center as well as key personnel within the City of Coral Gables have swipe access to the facility which will allow them to enter the facility as needed.

II. Alarm System Procedure:

- a. The Adult Activity Center has an alarm system that sounds loudly throughout the facility.
 - o All staff members of the Adult Activity Center including the Community Recreation Administration team and the cleaning staff the have their own alarm access code.
 - o If an employee no longer works for the City their alarm code is deactivated.

III. Opening and Closing Procedures:

- a. Opening Procedure:
 - o Supervisor or staff will open the facility for staff and patrons.
 - o Open front office to give personnel key access to facility.
 - o Open and inspect restrooms.
 - o Walk facility to ensure rooms are set up
 - o Inspect the facility.
 - o Open facility to the public.
- b. Closing Procedure:
 - o Registration office closes 1 hour prior to facility
 - o Check all classrooms and restrooms for patrons
 - o Lock doors
 - o Set facility alarm

IV. Fire alarm and fire suppression systems:

- a. The facility has a fire alarm system
- b. There are ___ fire extinguishers in the facility
- c. There are two AEDs within the facility; one on each side of the facility

V. Emergency evacuation procedures:

- a. *Bomb Threat:* All bomb threats are treated as a serious matter. Everyone should be urged to exit the building immediately, leaving behind personal items if not readily accessible. 911

and full time Supervisor should be called immediately. All staff, including should meet in front of the main entrance across the street. No staff member is permitted to leave the premises until directed to do so by a supervisor. No one is permitted to re-enter the facility until police officials have given the all clear.

- c. *Fire:* If there is a fire in any of part of the building 911 should be called immediately. All staff should then start clearing all parts of the buildings. Patrons should be asked to exit the building through the nearest exit. Once all patrons have been cleared staff should exit, meeting in front of the main entrance across the street. No one is permitted to re-enter the facility until officials have given the all clear.
- d. *Power Failure:* All staff will utilize flashlights and assist in making sure everyone is safe. Staff will immediately check on patrons unattended or in an unsupervised area and provide assistance. Supervisors will designate someone to call the electric company to determine the approximate length of the power failure and determine if patrons need to be evacuated. In the event of a power failure and/or emergency requiring evacuation, the Supervisor will notify staff and patrons of the emergency situation and how to proceed.

VI. Critical incident procedures:

- a. *Altercations:* In the event of a physical altercation within the facility 911 should be called immediately and a full time Supervisor should be notified. No staff member is permitted to attempt to stop the altercation by coming in between the 2 parties. According to the City of Coral Gables regulations, anyone who puts himself or herself in harm's way may be terminated.
- b. *Weapons:* If a weapon is presented to any staff member 911 should be called immediately and a full time Supervisor should be notified. No staff member is permitted to put themselves in harm's way at any time. Cooperate fully with the person holding the weapon and try to remain calm.

In the event that emergency medical services (EMS) are needed, the Supervisor will direct personnel to call 911. The information below will need to be available and relayed to the dispatcher.

- Your name
- Facility name – Adult Activity Center
- Facility address- 2 Andalusia Ave.
- Facility phone # 305-461-6765
- Incident and relevant information regarding the injury.
- Gender and approximate age of injured party.

Stay on the phone until all information has been communicated and the dispatcher has disconnected.

VII. Security Camera System

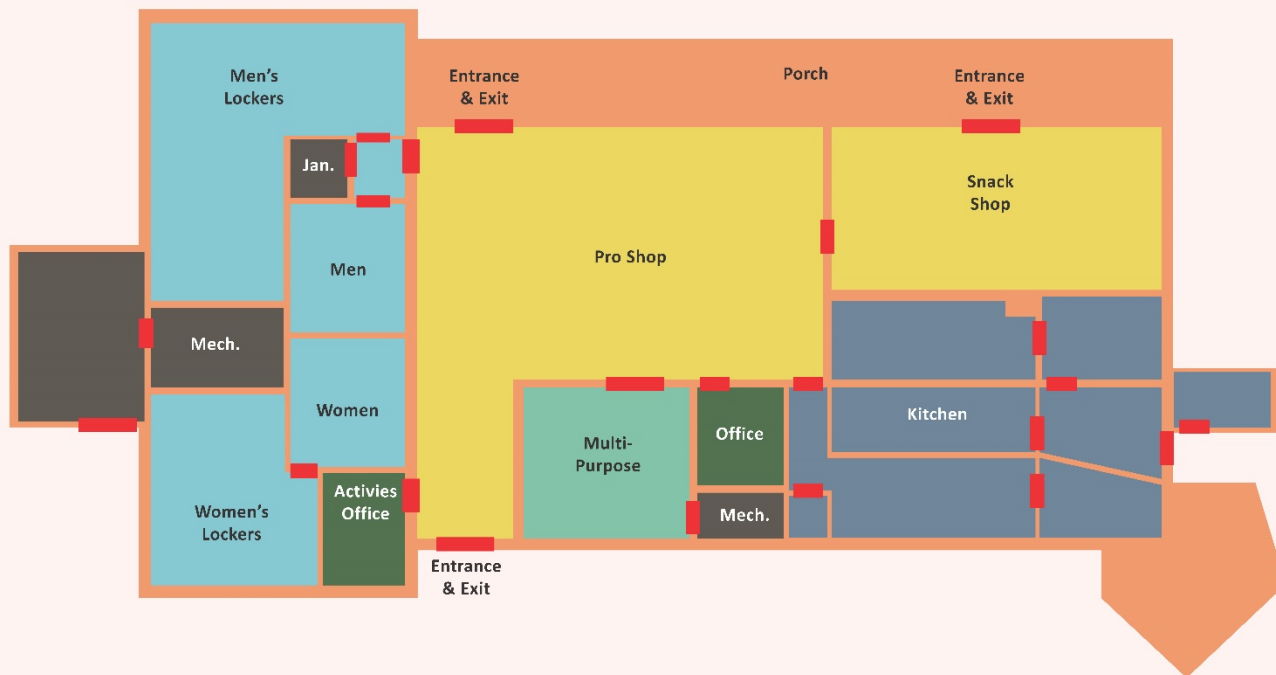
- a. There are twenty-four security cameras at the Adult Activity Center. The cameras are there to monitor cash handling transactions, the facility, patrons, and classrooms. The cameras are also there for reference in case of altercations or security issues.
- b. The Supervisory staff, Administration and one computer in the registration office has camera access on their computer through the Exacq Vision Client system.



CITY OF CORAL GABLES
COMMUNITY RECREATION DEPARTMENT
Granada Golf Pro Shop



Granada Golf Course Pro Shop



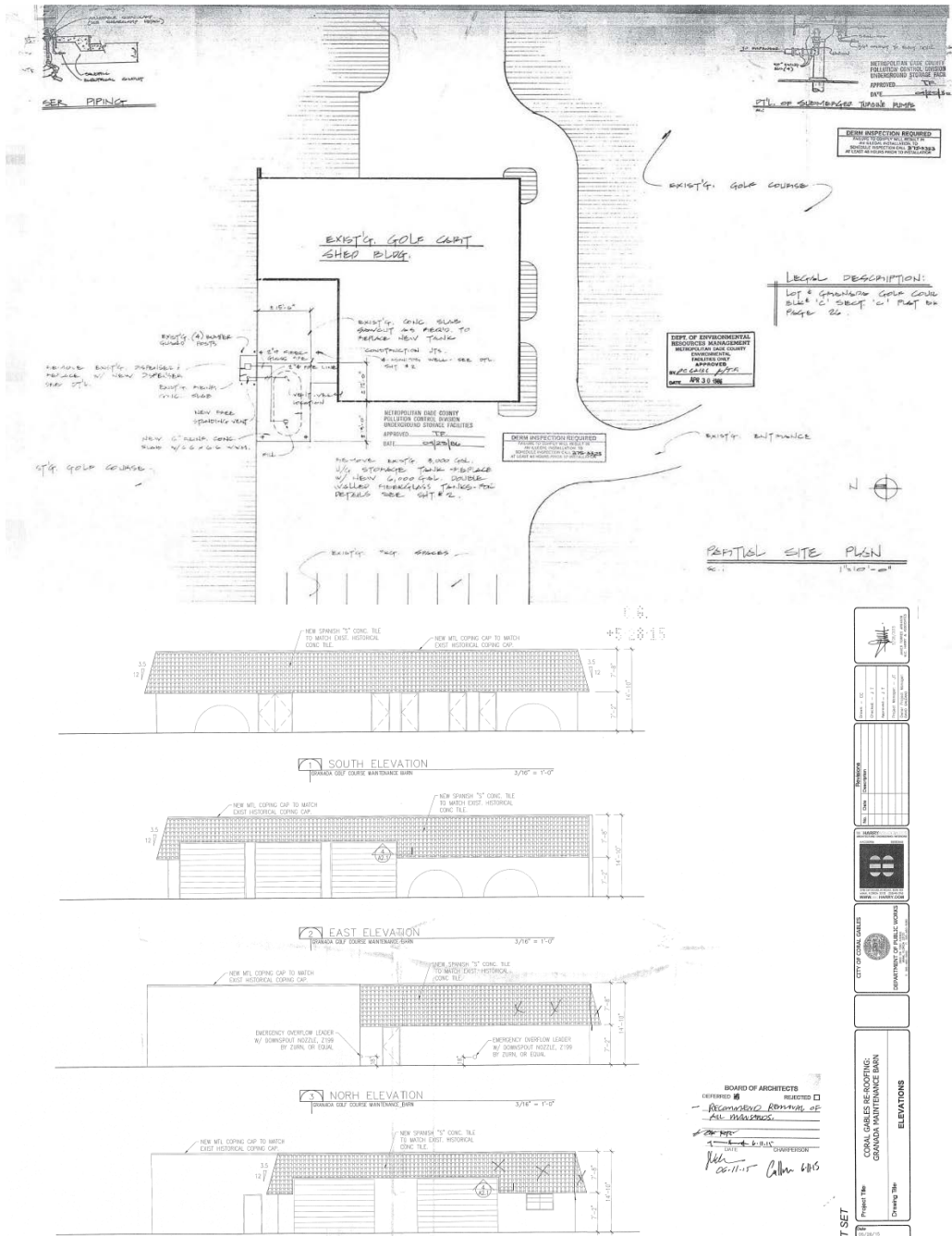
Legend:

- Entrance/Exit Door
- Activity Rooms
- Recreational Areas
- Offices
- Bathrooms
- Storage
- Mechanical/Electrical





**CITY OF CORAL GABLES
COMMUNITY RECREATION DEPARTMENT
Granada Maintenance Shop**



I. Locking key systems and associated assignments:

- a. There are two locked doors to access the main area of the Granada Maintenance Shop.
 - o The use of a key will unlock either of the two doors to enter the main shop.
 - o The Superintendent, Assistant Superintendent, Mechanic, Foremen, Public Works, and 3 other key personnel have keys to enter the main shop area.
 - o There is one locked cage for storing the small engine equipment, but no offices.
 - Superintendent, Assistant Superintendent, Mechanic and Foremen have a key.
- b. The golf cart storage room that is locked by a pull-down garage door and locked back door exit.
 - o The Superintendent, Assistant Superintendent, Mechanic, and two key personnel that clean and store the golf carts away at night have keys to access the area.
- c. The chemical storage area can be accessed using a key.
 - o The Superintendent, Assistant Superintendent and Mechanic have keys to this area.
- d. The bathrooms outside have separate door entrances for men and women and are locked and unlocked with a key.
 - o The Superintendent, Assistant Superintendent, Mechanic and two key personnel that clean and store the golf carts at night have keys to these bathrooms.
- e. There is a closet with outside access used to store supplies for park rangers.
 - o The Superintendent, Assistant Superintendent, Mechanic and all Park Rangers have a key to access this area.

II. Alarm System Procedure:

- b. The Granada Maintenance Shop has an alarm system in place for the main shop area and for the golf cart storage area. The chemical storage area, bathrooms and Park Ranger supply closet do not have alarm protection.
 - o The Superintendent, Assistant Superintendent, Mechanic, Foremen and two key personnel have access codes for these areas.
 - o There is a separate alarm code for each of these two areas and The Superintendent chooses the code.
 - o If an employee with alarm code access no longer works for the department, The Superintendent will change the alarm codes.

III. Opening and Closing Procedures:

- e. Opening Procedure:
 - o Supervisor or staff that arrives first at the facility in the morning will unlock it using their key and use their alarm code to shut of the alarm.
 - o The shop is open every day of the year and gets a daily morning inspection
 - o Open and inspect the bathrooms.
- f. Closing Procedure:
 - o Lock small engine equipment cage
 - o Turn off all interior lights
 - o Close and lock all doors
 - o Set facility alarm

IV. Emergency evacuation procedures:

- a. *Bomb Threat:* All bomb threats are treated as a serious matter. Everyone should be urged to exit the building immediately, leaving behind personal items if not readily accessible. 911 and full time Supervisor should be called immediately. All staff should keep a distance of at least 100 ft. from the building after exiting. No staff member is permitted to leave the premises until directed to do so by a supervisor. No one is permitted to re-enter the facility until police officials have given the all clear.
- g. *Fire: There is no fire alarm system* at The Granada Maintenance Shop. There are a total of seven fire extinguishers in The Granada Maintenance Shop. There are five in the main shop area and two in the golf cart storage room. All staff has been instructed how to use a fire extinguisher from fire safety training. If the fire is small and can be contained with a fire extinguisher, then staff should put it out and notify the Superintendent immediately. If there is a fire in any of part of the building that cannot be contained using a fire extinguisher, then 911 should be called immediately. All staff should then exit the building staying at least 100 ft. from it. No one is permitted to re-enter the facility until officials have given the all clear.
- h. *Power Failure:* In the event of a power failure, staff will immediately notify The Superintendent and exit the building until power is restored. Nobody is to re-enter the building until power is restored or without direct permission from The Superintendent.

V. Critical incident procedures:

- a. *Altercations:* In the event of a physical altercation within the facility 911 should be called immediately and a full time Supervisor should be notified. No staff member is permitted to attempt to stop the altercation by coming in between the 2 parties. According to the City of Coral Gables regulations, anyone who puts himself or herself in harm's way may be terminated.
- b. *Weapons:* If a weapon is presented to any staff member 911 should be called immediately and a full time Supervisor should be notified. No staff member is permitted to put themselves in harm's way at any time. Cooperate fully with the person holding the weapon and try to remain calm.

In the event that emergency medical services (EMS) are needed, the Supervisor will direct personnel to call 911. The information below will need to be available and relayed to the dispatcher.

- Your name
- Facility name – Granada Maintenance Shop
- Facility address- 1101 S. Greenway Drive
- Facility phone # (305)-962-0310
- Incident and relevant information regarding the injury.
- Gender and approximate age of injured party.

Stay on the phone until all information has been communicated and the dispatcher has disconnected.

VI. Security Camera System

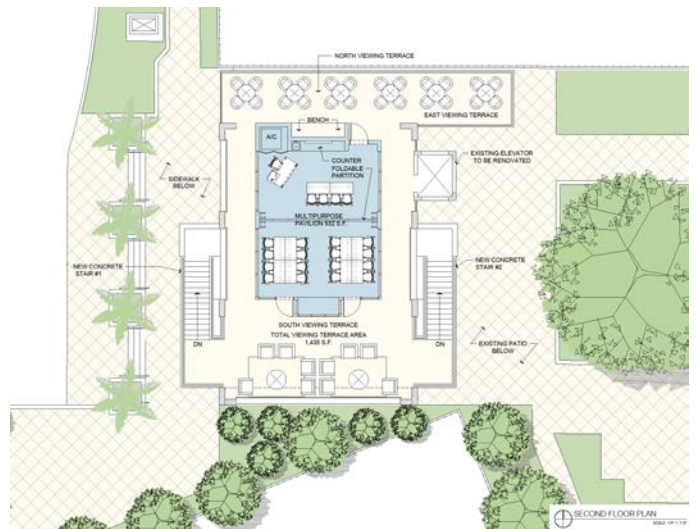
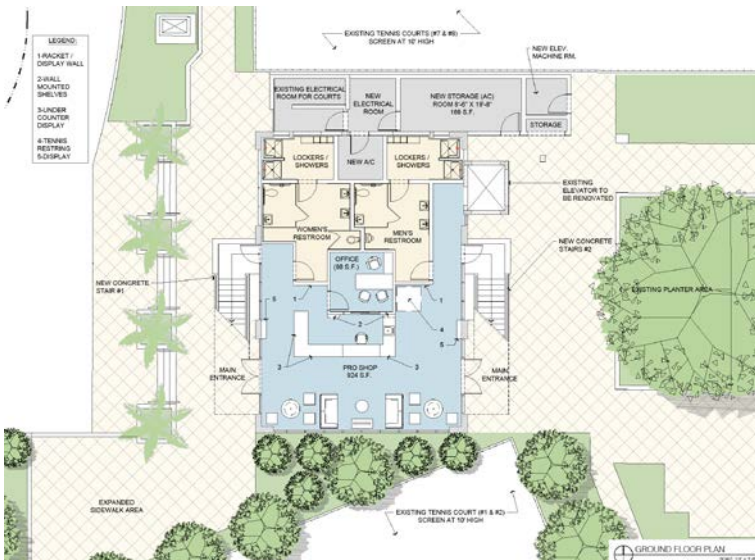
- a. There are eight security cameras at the Granada Maintenance Shop. There are six cameras outside the building and two cameras inside the building. The cameras are to prevent theft and vandalism as well as to monitor the building and surrounding area in case of emergency. The cameras are also there for reference in case of altercations or accidents.

- b. The Director of Parks and Recreation, The Assistant Director of Parks and Recreation, The Golf and Parks Superintendent, and the Information Technology Department have access to these cameras using their iPhone or computer.

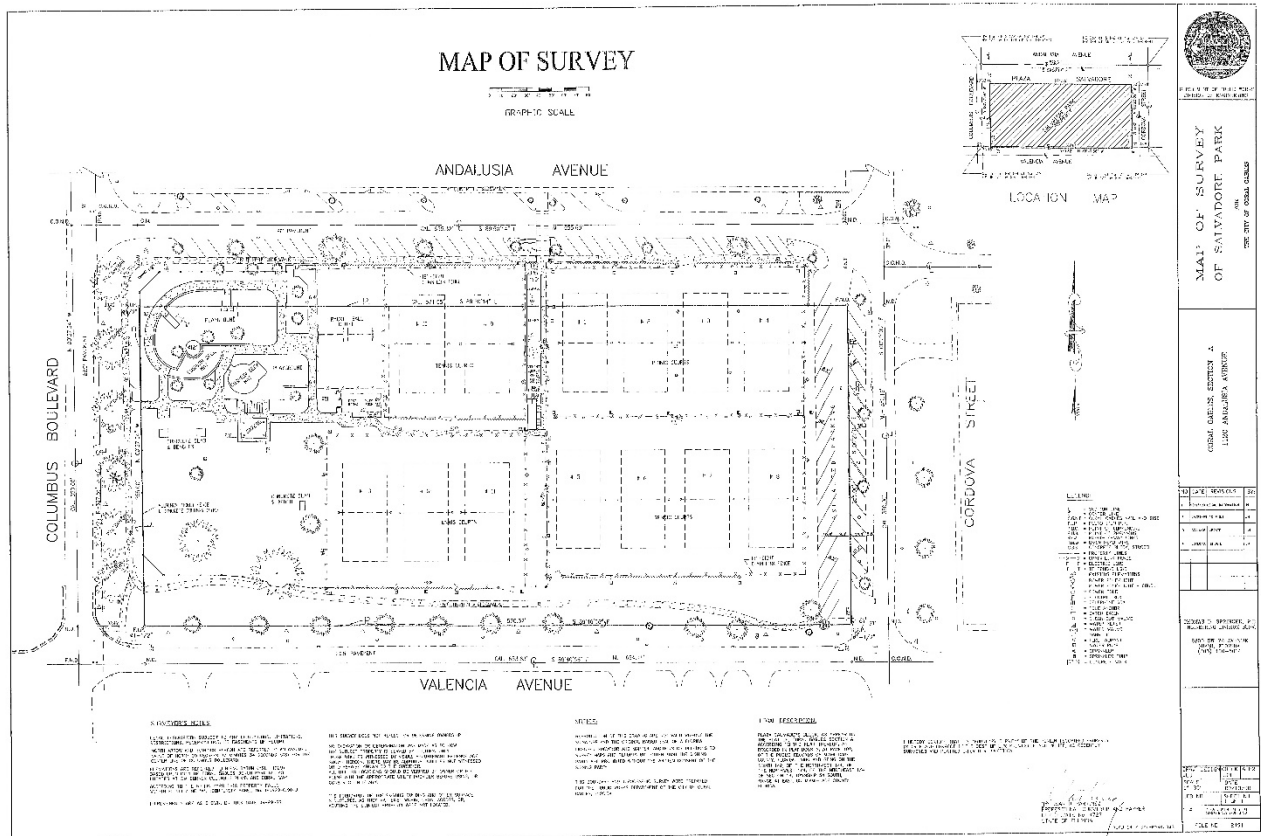


CITY OF CORAL GABLES
COMMUNITY RECREATION DEPARTMENT
 Kerdyk Biltmore & Salvadore
 Tennis Centers General Security Plan

Biltmore Tennis



Salvadore Tennis



I. Locking key systems and associated assignments:

- a. The gates at the tennis center are all pad locks with a master key at each center. Each office has its own deadbolt key.
 - o *Master Key access:* all tennis gates.
 - o *Individual Key Access:* Front doors (office), storage rooms and bathrooms
- b. The Tennis Center’s part-time and full-time has access to the master key. They are the ones with access to open and close the facility.

II. Alarm System Procedure:

- a. The tennis centers have motion detecting alarms that sound loudly and notify the Coral Gables Police Department.
 - o *Pro Shop:* Purpose is to prevent unauthorized guests from entering the facility.

III. Opening and Closing Procedures:

- a. Opening Procedure:
 - o Maintenance staff will arrive and prepare the facility for use.
 - o Full-time or part-time office staff will open the front gate for patron use.
 - o Maintenance or office staff open and inspect restrooms.
 - o Inspect the facility as a whole.
- b. Closing Procedure:
 - o Hose down walkway at Salvadore Park and remove debris from walkways at both facilities.
 - o Inspect restrooms for cleanliness, hidden guests, or unidentified items.
 - o Once all guests have left facility we close the front gates.
 - o Walk perimeter of facility and ensure all tennis gates are locked.
 - o Inspect the facility as a whole.
 - o Take down flags at the Tennis Centers

IV. Fire alarm and fire suppression systems:

- a. The offices at the tennis centers have one fire extinguisher each. There is an additional fire extinguisher in the storage rooms and utility rooms at each facility.
- b. *Bomb Threat:* All bomb threats are treated as a serious matter. Everyone should be urged to exit the facility immediately, leaving behind personal items if not readily accessible. 911 and full time Supervisors should be called immediately. All staff should exit the building and meet in the parking lot across the street towards the very back of the lot. No staff member is permitted to leave the premises until directed to do so by a supervisor. No one is permitted to re-enter the facility until police officials have given the all clear.
- c. *Fire:* If there is a fire in any of the main buildings, 911 should be called immediately. All staff should then start clearing all parts of the buildings and tennis courts. Patrons should be asked to exit the facility through the nearest exit. Once all guests have been cleared staff should exit, meeting in the parking lot across the street from the main entrance.
- d. *Heavy Rain:* During times of heavy rain staff has the discretion to clear the courts. Once rain has stopped and the courts are dry, staff may allow players to resume play.
- e. *Lightning/Thunder:* We use the Venetian Pool Thor Guard Lighting Prediction System will sound ONE 15 second blast of the horn signaling suspension of all activities. Patrons should immediately seek an appropriate safe shelter. Play will resume only after THREE 5 second blasts of the horn are sounded and courts are not wet and safe to play.

V. Critical incident procedures:

- a. *Altercations*: In the event of a physical altercation within the facility 911 should be called immediately and a full time Supervisor should be notified. No staff member is permitted to attempt to stop the altercation by coming in between the 2 parties. According to the City of Coral Gables regulations, anyone who puts himself or herself in harm's way may be terminated.
- b. *Weapons*: If a weapon is presented to any staff member 911 should be called immediately and a full time Supervisor should be notified. No staff member is permitted to put themselves in harm's way at any time. Cooperate fully with the person holding the weapon and try to remain calm.

In the event that emergency medical services (EMS) are needed, the Supervisor will direct personnel to call 911. The information below will need to be available and relayed to the dispatcher.

- Your name
- Facility name – Kerdyk Biltmore or Salvadore Park Tennis Center
- Facility address- 1150 Anastasia Ave or 1120 Andalusia Ave
- Facility phone # 305-460-5360 or 460-5333
- Incident and relevant information regarding the injury.
- Gender and approximate age of injured party.

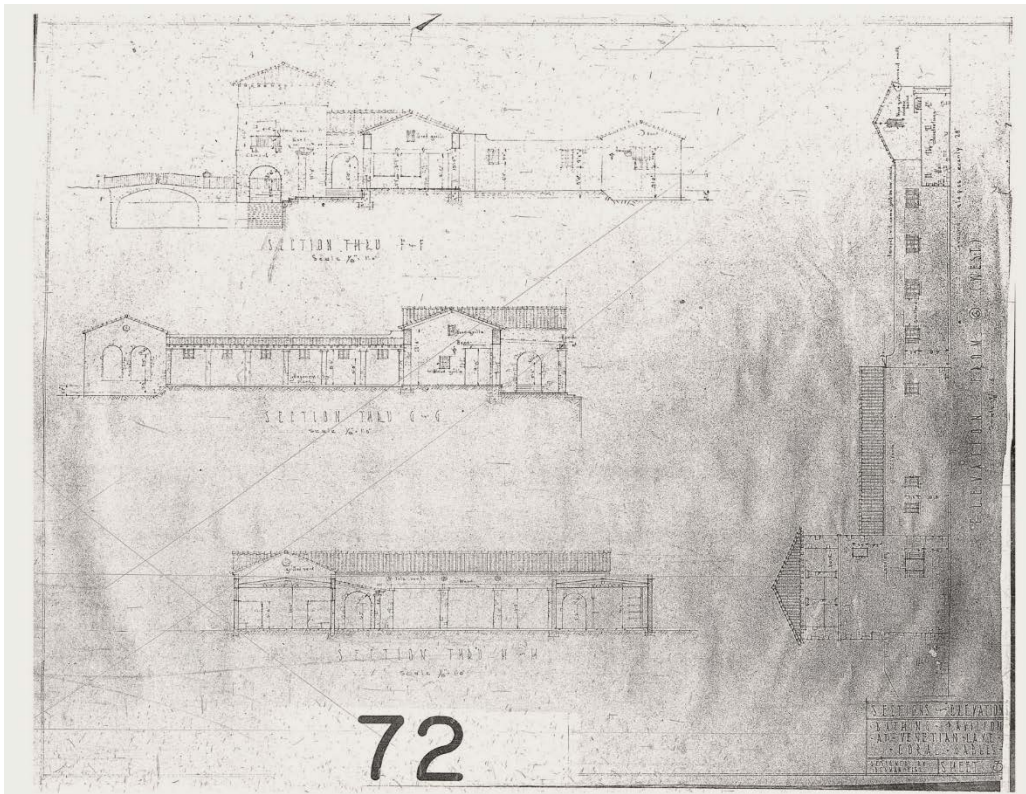
Stay on the phone until all information has been communicated and the dispatcher has disconnected.

VI. Security Camera System

- a. There are twenty-six security cameras at the Kerdyk Biltmore Tennis Center. They are there to monitor cash handling transactions, the facility, guests, and pro shop. They are also there for reference in case of altercations or security issues.
- b. Full-time staff and most part-time staff have camera access on their desktops through the Exacq Vision Client system.



CITY OF CORAL GABLES
COMMUNITY RECREATION DEPARTMENT
Venetian Pool General Security Plan



I. Locking key systems and associated assignments:

- a. There are two types of keys at the Venetian Pool. There is a sub-master key which has access to most doors and locks in the facility and there is a master key which unlocks all doors and locks.
 - o *Sub-master Key access:* front gate, chemical room, side entrance door, front office, perimeter gates, maintenance room, restrooms, meeting room, back classroom, and storage shed.
 - o *Master Key access:* all of the above, west tower office, east tower office, and concession stand.
- b. The Venetian Pool Supervisors and full-time maintenance staff have access to the master keys. They are the ones with access to open and close the facility.
- c. The sub-master key is used to facilitate operations. They are given to the head lifeguard, the head concession person, the front desk person, the cleaning person, and the drain staff. It is returned to the front office before the end of the employee's shift.

II. Security Camera System

- a. There are two security cameras at the Venetian Pool. They are located at the front admission office and in the concession stand. They are there to monitor cash handling transactions and reference if there are any altercations or security issues.

III. Alarm System Procedure:

- a. The Venetian Pool has an alarm system that sounds loudly throughout the facility. It is tied to the pump room and the front office.
 - o *Pump Room:* Purpose is to alert of problems arising during the drain and fill process. The staff is required to silence the alarm and respond to the error. If the problem persists they then turn off the fills/ drains to reset the system. If the problem still persists then it is policy to call a Venetian Pool Supervisor.
 - o *Front Office:* Purpose is to prevent unauthorized guests from entering the facility. There is a small switch under the table in the front office that makes the alarm sound. This is used to prevent guests from walking past the entrance gate.

IV. Opening and Closing Procedures:

- a. Opening Procedure:
 - o Supervisor/Maintenance staff will open the side entrance for staff access.
 - o Open front office to give personnel key access to facility.
 - o Open and inspect restrooms.
 - o Walk perimeter of facility and ensure the gates are locked.
 - o Inspect the facility as a whole.
 - o Inspect water safety: Opening bottom scan, check AED condition, determine the safety levels of the pool chemicals, and ensure lifeguards have completed their checklists.
 - o Inspect food safety: Inspect food conditions, temperatures of fridges, spoiling of food, and ensure staff has completed the concession's checklist.
 - i. *Lifeguard Checklist:* check guard stands, opening bottom scan, turn on waterfalls, put flags up, open entrance gate, facility walk-through, check AED, check oxygen bag, check hip packs, check three-minute drill bags, check first aid box, check lightning detection system (Thor Guard), and scoop and debris in the pool.

- ii. *Concession's Checklist:* log fridge temperatures, count bank, lock bottom lock of rear door, turn on lights, turn on exhaust fan, turn on fryer, turn on pizza ovens, set up sanitizing sink, check walk-in fridge and cooler, check utensils, check condiments, check napkins, and wash hands.
 - o Once staff has set up the facility, we then open the large blue gate for public access.
- b. Closing Procedure:
 - o Closing announcements: 30/15/5 minutes prior to closing.
 - o Clean decks and remove trash from walkways.
 - o Inspect restrooms for cleanliness, hidden guests, or unidentified items.
 - o Once all guests have left facility we close the big blue gates.
 - o Walk perimeter of facility and ensure all gates are locked.
 - o Inspect the facility as a whole.
 - o Collect necessary keys from staff.
 - o Inspect water safety: closing bottom scan, lock all gates, review daily chemical levels, and ensure lifeguards have completed their closing checklists.
 - o Inspect concessions area: inspect food conditions, temperatures of fridges, spoiling of food, overall cleanliness, and ensure staff has completed the concession's closing checklist.
 - iii. *Lifeguard Checklist:* check chemical levels, pump log sheet, check guard stand conditions, put away walkies, closing bottom scan, turn off waterfalls, take down flags, close all gates, facility walk-through, clean staff room, lock and cover lounge chairs, check locker rooms, lock away oxygen bag and AED.
 - iv. *Concession's Checklist:* lock front doors, collect and clean trays, close patio umbrellas, close out bank, turn off fryer, turn off and clean grill top, turn off and clean pizza ovens, wipe all counters, count bank and deposit, re-stock necessary inventory, clean and sanitize dishes, turn off exhaust fan, hose down mats, sweep all floors, mop all floors, remove all garbage, lock back door and turn off lights.

V. Fire alarm and fire suppression systems:

- a. The concession stand has a fire alarm that shuts off the air conditioning when it is activated. This is to prevent the fire from growing. The alarm is located in the rear closet of the concession stand and must be reset once it is activated.
- b. Our fire suppression system is also located in the concession stand. It is above the fryer, grill, and stove top. It can be activated by breaking a seal near the sink.
- c. There is a total of ten fire extinguishers near all major access points in the facility.

VI. Emergency evacuation procedures:

- a. *Water Contamination:* In the event of water contamination due to vomit or formed stool, the on-deck supervisor will advise the lifeguards to clear the pool. The supervisor will then instruct lifeguards to remove solid material from water. Shock will then be delivered directly to water where contamination happened. Guests are not permitted to re-enter the water until the on deck supervisor has given the all clear.
- c. *Missing or Lost person:* When an individual reports another person missing in their party a supervisor needs to be informed immediately before activating 3-minute drill. Supervisor will then accompany the reporting party to the front desk to make 2 announcements calling the missing person to the bridge. If on the second announcement they have not reported to the bridge, the bridge lifeguard will activate the 3-minute drill. **See attached appendices.**

- i. **Process:** Bridge lifeguard stays on stand scanning the entire pool throughout the entire drill. Cave lifeguard waits until his/her zone has cleared followed by the deck supervisor's approval. Lifeguard enters water and performs bottom search of caves and wall along deep end. Deep lifeguard waits until his/her zone has cleared followed by the deck supervisor's approval. Lifeguard enters water with flippers, snorkel and mask searching underneath waterfall and bottom of deep end, searching specifically the blind spots. All lifeguards involved with the search in water will continue searching until the missing person has been found. One lifeguard will be assigned to turn off waterfalls, after which they will climb on waterfall and search the pool for the missing person. Supervisor will remain on deck during search; all other lifeguards will be assigned to search the entire facility including bathrooms, café, meeting room, parking lot, towers and closets. Drill must be completed within 3 minutes. Guests will not be permitted to re-enter water until the missing person has been located.
- d. **Bomb Threat:** All bomb threats are treated as a serious matter. Everyone should be urged to exit the building immediately, leaving behind personal items if not readily accessible. 911 and full time Supervisor should be called immediately. All staff, including the on deck supervisor should exit the building and meet in the parking lot across the street towards the very back of the lot. No staff member is permitted to leave the premises until directed to do so by a supervisor. The on deck supervisor will then take a head count to ensure all staff is present and accounted for. No one is permitted to re-enter the facility until police officials have given the all clear. All guests will not be able to re-enter the water until lifeguards are up on stand.
- e. **Fire:** If there is a fire in any of the main buildings i.e. concession stand, towers, meeting room, lifeguard office, 911 should be called immediately. All staff should then start clearing all parts of the buildings and water. Guests should be asked to exit the building through the nearest exit. Once all guests have been cleared staff should exit, meeting in the parking lot across the street from the main entrance. No one is permitted to re-enter the facility until officials have given the all clear. All guests will not be able to re-enter the water until lifeguards are up on stand.
- f. **Heavy Rain:** During times of heavy rain lifeguards have the discretion to clear the pool based on their visibility. This is done by one long whistle blast and waving one arm in a circle above their head. Once rain has slowed or stopped lifeguards may allow guests to re-enter.
- g. **Lightning/Thunder:** Our Thor Guard Lighting Prediction System will sound ONE 15 second blast of the horn signaling suspension of all activities. Patrons should immediately seek an appropriate safe shelter. Lifeguards on stands will clear the pool upon hearing horn blast. Activities will resume only after THREE 5 second blasts of the horn are sounded. Guests may then re-enter the water once all lifeguards are back on stand and have given the all clear.
- h. **Power Failure:** All staff will utilize flashlights and assist in making sure everyone is safe. Staff will immediately check on patrons unattended or in an unsupervised area and provide assistance. Supervisors will designate someone to call the electric company to determine the approximate length of the power failure and determine if patrons need to be evacuated. In the event of a power failure and/or emergency situation requiring evacuation, the Supervisor will notify staff and patrons of the emergency situation and how to proceed.

VII. Critical incident procedures:

- a. EMERGENCY ACTION PLAN

- i. The primary lifeguard aware of an incident initiates the emergency action plan by blowing two long whistles and immediately provides care to the guest.
- ii. The primary lifeguard or fellow staff member needs to call for 911, backboard, Oxygen and AED to be brought to the scene.
- iii. If necessary, the pool is cleared by announcing "Please Exit the Water!", blowing a long whistle, and using the PA system and an arm is waved in circles in the air to signal fellow lifeguard staff. Once all zones have been cleared all guards on stand, with exception to the bridge guard, will close down their stand and respond to assist with the emergency. The bridge guard will remain on stand for the duration of the emergency to continue to monitor the water and public.
- iv. If there is a need for EMS, the primary lifeguard instructs a fellow lifeguard or supervisor on the scene to call 911. Someone on the scene should have access to a cell phone to relay important information to the 911 operator. At no point in time should the guest be left unattended. EMS personnel should be directed to the entrance on Sevilla Avenue.
- v. The primary responder and additional staff must remove the guest in distress from the water or from the area of danger to a location he/she will be easily assessed and transported by EMS. An available staff member unlocks the nearest gate and awaits the arrival of EMS. Once on site they will direct EMS to the scene.
- vi. The rescue staff will provide rescue care and/or assessment as needed until EMS arrives and relieves them of their duties.
- vii. All patrons are asked to be removed from the general scene and from the transport path for EMS. The immediate family member may remain at the scene to answer important questions regarding the guest's health and medical history.
- viii. After the guest has been transported off site by EMS, staff will be required to:
 - ix. Complete an Accident/Incident report and get the CASE NUMBER from police or fire rescue.
 - x. Complete a lifeguard rescue report.
 - xi. Announce that the pool will be closed for the remainder of the day due to unforeseen circumstances. Rain checks for complimentary re-entry on another day will be issued. Refunds will not be issued on site but may be requested afterwards by completing a refund request form.
 - xii. All staff and direct witnesses will be required to write a FACTS ONLY statement detailing the event describing WHO, WHAT, WHEN & WHERE. They are not permitted to discuss the incident with other staff members or guests until the statement has been completed.
 - xiii. Staff directly involved with rendering care will be asked to provide their statement first; secondary staff will be used to secure the facility and will then provide their personal statements.
 - xiv. Staff is not permitted to disclose any information to the media and should direct all requests to the Venetian Pool Aquatics Supervisor.
 - xv. Each staff member's emergency contact should be contacted and informed that an incident occurred. It should be explained to them to be alert and attentive to the needs of the staff member as they may be experiencing emotional after-shocks following the traumatic event.

- xvi. Following the incident, the Aquatics Supervisor (if not on site), Parks & Recreation Director, Public Affairs Director, Public Safety Director, Human Resources Director, and Risk Manager must be contacted.
- xvii. A detailed unbiased report summarizing the event using all compiled statements and FACTS is to be completed and sent together with the witness statements, accident/incident and rescue report to the P&R Director and Risk Manager.
- xviii. Jeff Ellis & Associates must be notified via their emergency line (1-800-742-8720) any time a backboard is used, AR, CPR is performed, AED or Oxygen equipment is utilized, or EMS is used. Caller will be prompted to leave a message containing the following: 1. Client Name (Coral Gables Park & Recreation – Venetian Pool) 2. Contact Person (Caller's Name) 3. Direct phone number to reach caller as well as cell phone number of the caller. 4. Brief description of incident.
- xix. A brief defusing with all involved staff must be held immediately following the event and a Critical Incident Stress Management Informational Guide distributed to staff and family members.
- xx. The Venetian Pool Aquatics Supervisor will follow up with all affected staff members. Any staff member emotionally affected by the incident should not be scheduled to work until cleared to return to work.
- xxi. A Crisis Management Briefing should be held with all staff the following day to review the incident and disseminate information.
- xxii. All affected staff is required to attend a debriefing with a Mental Health Professional within seven days of the incident. Affected staff is not required to participate but must attend. Strict confidentiality must be enforced between staff and the Mental Health Professional during the debriefing session.
- xxiii. Follow up care is to be provided as needed.
- xxiv.
- b. *Altercations:* In the event of a physical altercation within the facility 911 should be called immediately and a full time Supervisor should be notified. No staff member is permitted to attempt to stop the altercation by coming in between the 2 parties. According to the City of Coral Gables regulations, anyone who puts himself or herself in harm's way may be terminated.
- c. *Weapons:* If a weapon is presented to any staff member 911 should be called immediately and a full time Supervisor should be notified. No staff member is permitted to put themselves in harm's way at any time. Cooperate fully with the person holding the weapon and try to remain calm.
- d. In the event that emergency medical services (EMS) are needed, the Supervisor will direct personnel to call 911. The information below will need to be available and relayed to the dispatcher.
 - Your name
 - Facility name – Venetian Pool
 - Facility address- 2701 Desoto Blvd
 - Facility phone # 305-460-5306
 - Incident and relevant information regarding the injury.
 - Gender and approximate age of injured party.

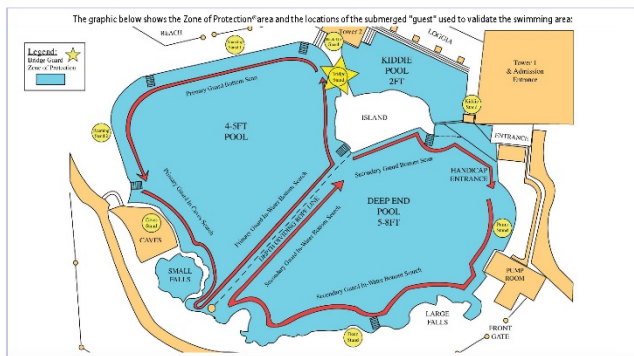
Stay on the phone until all information has been communicated and the dispatcher has disconnected.

Open Water Zone Validation® Summary

The picture below depicts a Zone of Protection® area for a designated Open Water Swimming area. This Zone of Protection® area allows for a complete bottom search of the identified zone within 3 minutes using the lowest lifeguard staffing level at the location identified below. Zone of Protection® areas must be properly demarcated to allow for clear swimmer communication of approved swimming areas. This Zone of Protection® area is required to be validated every three weeks to confirm continued validation. The information below provides a summary of the results of the Zone Validation® process.



Organization & Aquatic Facility Names:	City of Coral Gables - Venetian Pool	Date of Validation	
Attraction Name:	Venetian Pool	Times of Validation	
Programming:	3 Minute Drill Min. of 2 Lifeguards	Number of rescuers used to determine validation:	2



Briefly describe how the zone is to be searched:
 The bridge guard will be replaced by the down supervisor, who will remain on stand throughout the search. The primary guard and secondary guard will be conducting a bottom/perimeter search wearing fins and goggles. The primary guard will conduct their search in the shallow side of the pool while the secondary guard will conduct their search in the deep end of the pool. The admissions personnel will turn off the falls and search the rest rooms and other areas until the missing person is found.

Briefly describe the zone as well as the required position and behavior of the lifeguard during regular scanning:
 The primary guard will perform a bottom scan on their way to the small caves entrance, and then enter the pool there to conduct an underwater search. This lifeguard will search the caves and follow the perimeter of the pool around the small falls and continue down the rope line. The secondary guard will enter the pool off the island entering the water at the handicap ramp and conducting an underwater search towards the large falls and continue down the rope line until they reach the island and back to the handicap entrance. Both guards are to continue circling their area until the missing person is found.

Has the Open Water Zone Validation® Process confirmed that the entire bottom can be searched within 3 minutes? YES NO

Guest Rules that should be enforced and/or other requirements to further assist the lifeguard at this location?
 Non-swimmers are not to be permitted across the rope line to swim in the deep end unless accompanied by a strong swimmer and wearing a US Coast Guard approved life-jacket. A 3:1 child to adult ratio must be maintained while swimming in the deep end of the pool. The deep-end ladder is for exit only.

Validation Completed by: _____
 Position / Title: _____

© Jeff Ellis & Associates, Inc. | Client Template 5

CITY OF CORAL GABLES Risk Management Division • 2801 S.W. 26th Street, Second Floor • Coral Gables, FL 33134 ACCIDENT-INCIDENT REPORT

LOCATION CODE: 0020 (1)
 THIS ACCIDENT RESULTED IN:
 BODILY INJURY
 PROPERTY DAMAGE (2)

TYPE OF ACCIDENT / INCIDENT: LIABILITY, INS. CARRIES, STUDENT, SCHOOL, PROPERTY, NOTIFIED, EMPLOYEE, DEPT., VEHICLE, SENT, CITIZEN, DIV.

(1) **ACCIDENT / INCIDENT (A):** Slip & Fall - Fountain Room Stairs To Kiddee Pool

DATE OF INCIDENT: (6) TIME: (7) AM (8) PM **LOCATION OF ACCIDENT / INCIDENT:** Venetian Pool - 2701 De Soto Blvd. Coral Gables, FL 33134 - Staircase

PERSONS CALLED TO SCENE: POLICE INSURANCE & SAFETY FIRE RESCUE SUPERVISOR AMBULANCE **CASE NUMBER:** (9) XXXXXXX

CITY PROPERTY DAMAGE (A-C-R-O) (4): EMPLOYEE'S NAME (OPERATOR) (11) DRIVERS LICENSE NUMBER (12) DEPT./DIV. (13)
 VEHICLE MAKE/TYPE (14) YEAR (15) CITY TAG (16) VEHICLE NO. (17) DESCRIPTION OF DAMAGE (CITY) (18)

CLAIMANT (PROPERTY DAMAGE) (5): PROPERTY OWNERS NAME (19) DRIVERS NAME (20) TAG NUMBER (21) PROPERTY OWNERS PHONE (22)
 PROPERTY OWNERS ADDRESS (23) CITY (24) STATE (25) ZIP CODE (26) DESCRIBE DAMAGE TO PROPERTY (27)

CLAIMANT (BODILY INJURY) (5): Confusion to lower back and left hip
NAME: (28) Jane Doe **D.O.B.:** (29) XX-XX-XX **NATURE OF INJURY:** (30) Slip & fall onto lower back and left hip
ADDRESS: (31) XXXXXXXXXXXXXXXXXXXX **CITY:** (32) XXXXXXX **STATE:** (33) XX **ZIP CODE:** (34) XXXXX **OCCUPATION:** (35) Student **PHONE:** (36) XXXXXXX

FIRST AID (4): Ice & SAMPLE
 YES NO **IF YES, EXPLAIN TREATMENT BY WHOM AND HOW WAS TAKEN WHILE:** Lifeguard Sofia Villar asked guest to remain still, did a SAMPLE and provided ice

BUSINESSES OR OCCUPANTS OF CITY OR PRIVATE VEHICLES (6): NAME (37) ADDRESS (38) CITY (39) STATE (40) ZIP CODE (41) PHONE (42)
 NAME (43) ADDRESS (44) CITY (45) STATE (46) ZIP CODE (47) PHONE (48)

DESCRIBE THE ACCIDENT (STATE ONLY FACTS, USE ADDITIONAL SHEETS IF NECESSARY) (9):
 Jane Doe claims she was walking down the steps from the fountain room, when she slipped on water after the last step. She reports landing on the steps with her lower back and left hip. Sofia Villar (LG) responded to the scene, asked the guest to remain still until safe to move, completed a SAMPLE and provided ice. Guest refused medical assistance from 911.

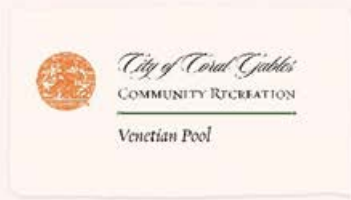
REPORTING SIGNATURE: _____ **Print Name & Sign** _____ **TITLE** _____ **DATE** _____
 I HAVE REVIEWED THIS REPORT WITH THE EMPLOYEE X SUPERVISOR SIGNATURE _____ TITLE _____ DATE _____
 I HAVE REVIEWED THIS REPORT WITH THE SUPERVISOR X DEPARTMENT HEAD SIGNATURE _____ TITLE _____ DATE _____

ORIGINAL - RISK MANAGEMENT DIVISION COPY - DEPARTMENT FILE IF AUTO-ACCIDENT - AUTOMOTIVE

Monthly In-Service Requirements

Nov 2017	5 hour of IST	1 hour of IST	1.5 hours of IST	2 hours of IST	2.5 hours of IST	3 hours of IST	3.5 hours of IST	4 hours of IST	4.5 hours of IST	5 hours of IST	ADULT ANCHORAGE	CHILD ANCHORAGE	INERT ANCHORAGE	Special Management	Water Rescues	First Aid	Job Recognition	Block Moves	Mandating IST	MAI Fall (Active)	MAI Fall (Inactive)	MAI Fall (R/S/B)	MAI Fall (Random)	In-house Audit	CEA Audit	3 Minute Drill	Documentation	2 1/2 yard South	2 minute Trunk	Deep Water Brick	Endurance Training	Other	
Borrito, Allan																																	
Borrito, Ryan																																	
Brennan, Robert																																	
Delgado, Lazaro																																	
Espino, Sarah																																	
Estrada, Eric																																	
Flexman, Madeleine																																	
Gallardo, Martin																																	
Gomez, Matthew																																	
Gonzalez, Alex																																	
Gonzalez, Karla																																	
Gonzalez, Rebecca																																	
Gonzalez, Victoria																																	
Hardy-Howard, Jeremy																																	
Hassan, Alisha																																	
Hassan, Imran																																	
Hernandez, Jenner																																	
Machado, Michael																																	
Martinez, Rodolfo																																	
Moya, Nathalia																																	

Coral Gables Venetian Pool



- Legend:
- Entrance/Exit Door
 - Activity Rooms
 - Recreational Areas
 - Offices
 - Bathrooms
 - Storage
 - Mechanical/Electrical





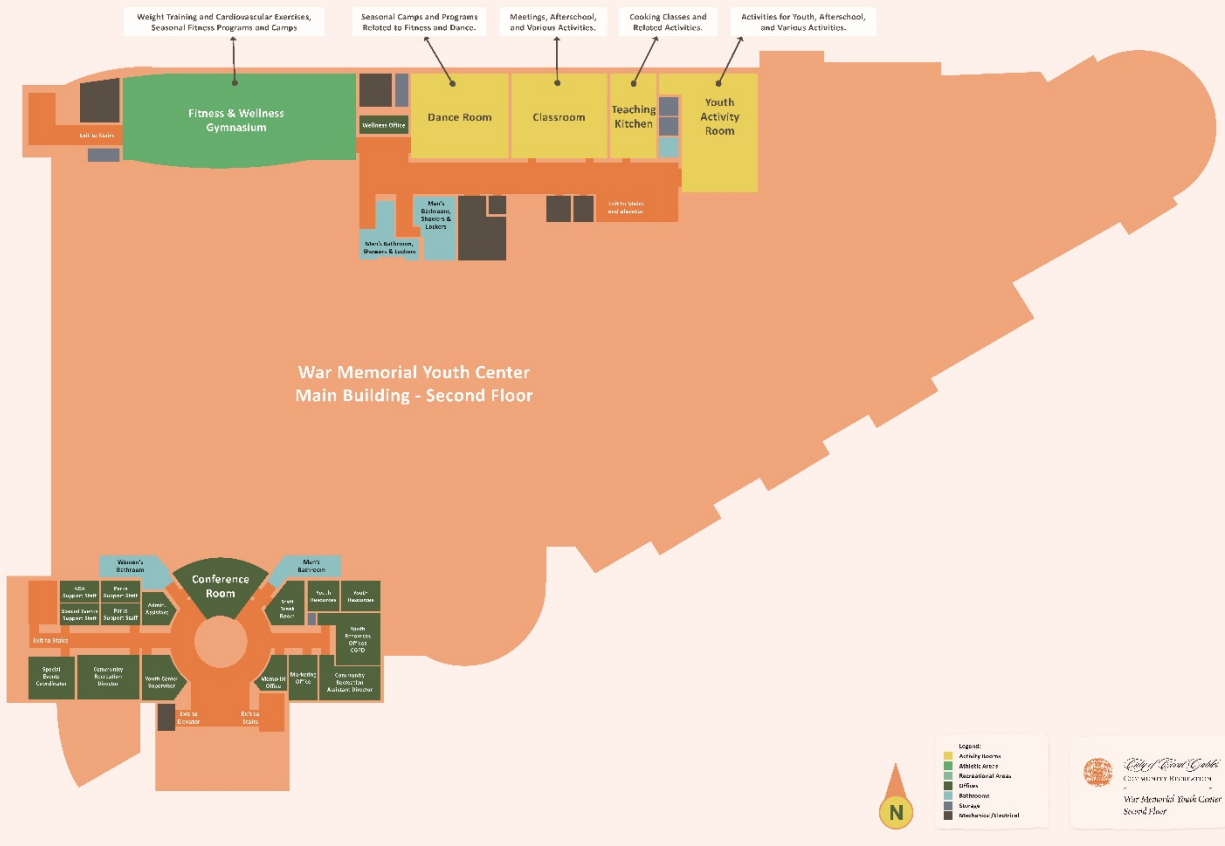
CITY OF CORAL GABLES
COMMUNITY RECREATION DEPARTMENT
War Memorial Youth Center



**War Memorial Youth Center
Main Building - First Floor**



**War Memorial Youth Center
Main Building - Second Floor**



I. Locking key systems and associated assignments:

- a. Youth Center Supervisors, Administration and full-time maintenance staff will have master keys and access to open and close the facility.
- b. Security codes will be given to all employees responsible for opening and closing the facility.
- c. The manager for the contracted cleaning crew will also have a master key and security alarm code.

II. Alarm system and assignment of security codes:

- a. When the security alarm goes off during the non-business hours a supervisor is immediately contacted. Police secures the area and the supervisor then goes in to reset the alarm. The supervisor is to contact the Director immediately after being contacted by the police department. If a break in has occurred, the supervisor is to go through the security cameras with the police to determine the cause and who it was. The Director is to be told in full detail of the whole incident. Then the supervisor is to draw up a full report of the incident.

III. Opening and closing procedures:

- a. Secure and lock maintenance, garage & hallway doors-- starting at 3pm daily (key access only)
- b. Close & lock maintenance area and office & turn off lights
- c. Set-ups- prep for following day- if event has expired remove and store equipment
- d. Close safe room & turn off lights and close file room & turn off lights
- e. Make 1 hour, 30 min, 15 min, and 5 min announcements
- f. Organize patio- remove additional chairs, debris from pavilions and patio area
- g. Make note of any lingering maintenance issues for next day's supervisor
- h. Lock all interior facility doors
- i. Lock all exterior facility doors- arm the alarm doors in basketball gymnasium
- j. Secure main reception entrance and side entrance upon leaving
- k. Chain Yellow gate
- l. Check bathrooms to make sure all parties have exited
- m. Close & lock outdoor basketball courts
- n. Close outdoor vending area and lock side entrance doors (2nd floor access)

IV. Fire alarm and fire suppression systems:

- a. The rear "yellow gate" has been replaced with enhanced security features.
- b. Facility AED and Fire extinguishers are maintained yearly by CGFD.
- c. Fire Safety drills are being held monthly by Y. C. Staff.

- d. Lost Child or "code amber" training and drills are now being held and coordinated by Yanessa Rodriguez at the YC.
- e. The seniors have been relocated to the AAC.
- f. Steps to reduce the interaction of children and non-staff adults have been implemented including designated bathrooms for children only or adult only and all visitors are being routed through the front lobby check point.

V. Emergency evacuation procedures:

- a. **Thor Guard**

- i. You will be warned by our Thor Guard Lighting Prediction System, which sounds ONE 15 second blast of the horn signaling suspension of all activities. You should immediately seek an appropriate safe shelter. You may resume activities only after THREE 5 second blasts of the horn are sounded.
- b. **Fire Drill Evacuation**
 - i. If there is a fire in any of the buildings 911 should be called immediately. All staff should then start clearing all parts of the buildings. Guests should be asked to exit the building through the nearest exit. Once all guests have been cleared staff should exit, meeting in the parking lot across the street from the main entrance. No one is permitted to re-enter the facility until officials have given the all clear.

VI. Critical incident procedures:

- a. **Altercations:**
In the event of a physical altercation within the facility 911 should be called immediately and a full time Supervisor should be notified. No staff member is permitted to attempt to stop the altercation by coming in between the 2 parties. According to the City of Coral Gables regulations, anyone who puts himself or herself in harm's way may be terminated.
- b. **Weapons:**
If a weapon is presented to any staff member 911 should be called immediately and a full time Supervisor should be notified. No staff member is permitted to put themselves in harm's way at any time. Cooperate fully with the person holding the weapon and try to remain calm.
- c. In the event that emergency medical services (EMS) are needed, the Supervisor will direct personnel to call 911. The information below will need to be available and relayed to the dispatcher
 - i. Your name
 - ii. Facility name – Youth Center
 - iii. Facility address- 405 University Drive
 - iv. Facility phone # 305-460-5600
 - v. Type of injury and any information you have on the injury.
 - vi. Gender and approximate age of injured party
 - vii. Stay on the phone until all information has been communicated and the dispatcher has disconnected

VII. Standard Lockdown

- a. When a person reports another person missing in their party a supervisor needs to be informed immediately before activating 3-minute drill.
- b. Supervisor will then accompany the reporting party to the front desk to make 2 announcements calling the missing person to the reception area.
- c. If on the second announcement they have not reported to the reception, the supervisor will activate the lock down.
- d. The Supervisor stays at reception while full-time and part time staff scans the entire facility throughout the lock down.
- e. Guests will not be permitted to re-enter the building until the missing person has been located or the police has been contacted.

- f. Police will be contacted, and security cameras will be checked throughout the whole facility.



CITY OF CORAL GABLES
COMMUNITY RECREATION DEPARTMENT
Special Events Plans

Holiday Tree Lighting Spectacular:

Location: 405 Biltmore Way & Merrick Park

Date & Time: Friday, December 4 from 7-9 p.m. with the lighting of the tree at 7:30 p.m. and opening of the Holiday Park from 8 p.m. to 10 p.m.

Event Summary: This year's Holiday Tree Lighting Spectacular will be a ticketed resident exclusive event with reduced capacity to comply with Covid-19 regulations. The event will focus on a two-hour show with a smaller stage and socially distant spectator pods that consist of four chairs to accommodate a family of four. Santa will drive down Miracle Mile with the Antique Fire Engine to lessen public exposure and reduce the likeliness of a crowd of spectators following him down to City Hall. Santa (wearing a mask) will ascend the stage with a limited amount of City VIP's and light up the tree at 7:30 p.m. The event will conclude with a premiere opening of the Holiday Park limited to 100 max entries until 10 p.m.

Event Capacity: 126 family (4 person max) pods = 504 max attendants (18 rows of 7 pods per row with each pod separated by 6 feet from adjacent pods). See site plan for reference. (Hold for 14 VIP pods)

Ticket Cost: \$20 per family (4 chair) pod. Tickets must be purchased in advance (first come first serve) on playgables.com and is limited to Coral Gables resident Household Accounts only. Residents who do not have a PlayGables Household must create and verify their resident household online prior to being eligible to purchase an event ticket. Tickets will be available online starting Friday, November 27.

Santa Schedule: Antique Ladder Truck Appearance at 7:30p.m. (6pm-9:00pm) Repror

Commission & VIP's: To be confirmed

The VIP area will be located on the balcony outside the Commission Chambers. (Max capacity must be verified)

- Raúl Valdés-Fauli, Mayor + 28 VIP guests
- Vince Lago, Vice Mayor + 4
- Jorge L. Fors, Jr., Commissioner + 3
- Pat Keon, Commissioner
- Michael Mena, Commissioner
- Peter J. Iglesias, City Manager
- Miriam Soler Ramos, City Attorney

- Billy Y. Urquia, City Clerk
- Ed Santamaria, ACM (possibly watching from window)

Event Amenities:

- Hot Chocolate/Coffee Station
- Green Screen Photo Opportunity
- Goodie basket per family pod
- Premier access to the holiday park

Event Resources:

- 25x20 stage with sound system and multiple microphones
- 4 ADA sized portable restrooms
- 4 four light towers
- 2 check-in tents
- 2 photo booth stations/tents
- 2 barista stations/tents
- French interlocking barricades - quantity to be determined
- Parade barricades - quantity to be determined
- 504 chairs + VIP chairs amount to be determined
- 2 touchless hand washing stations
- 4 touchless hand sanitizing stations

Staffing Requirements:

- MC – Fred Couceyro/Rita Verros
- Stage Logistics – Carlos Pichardo
- Event Logistics – Norma Gavarrete & Susan Lainfiesta
- Check-In Tents – 4 staff
- Park Entrances – 2 staff
- Photographer – Fabio Rodriguez & Jamie Jimenez
- Concessions Staff – 3 staff
- Park Security – 1 staff
- Police – staff amount to be determined
- Fire - staff amount to be determined

Covid-19 Requirements:

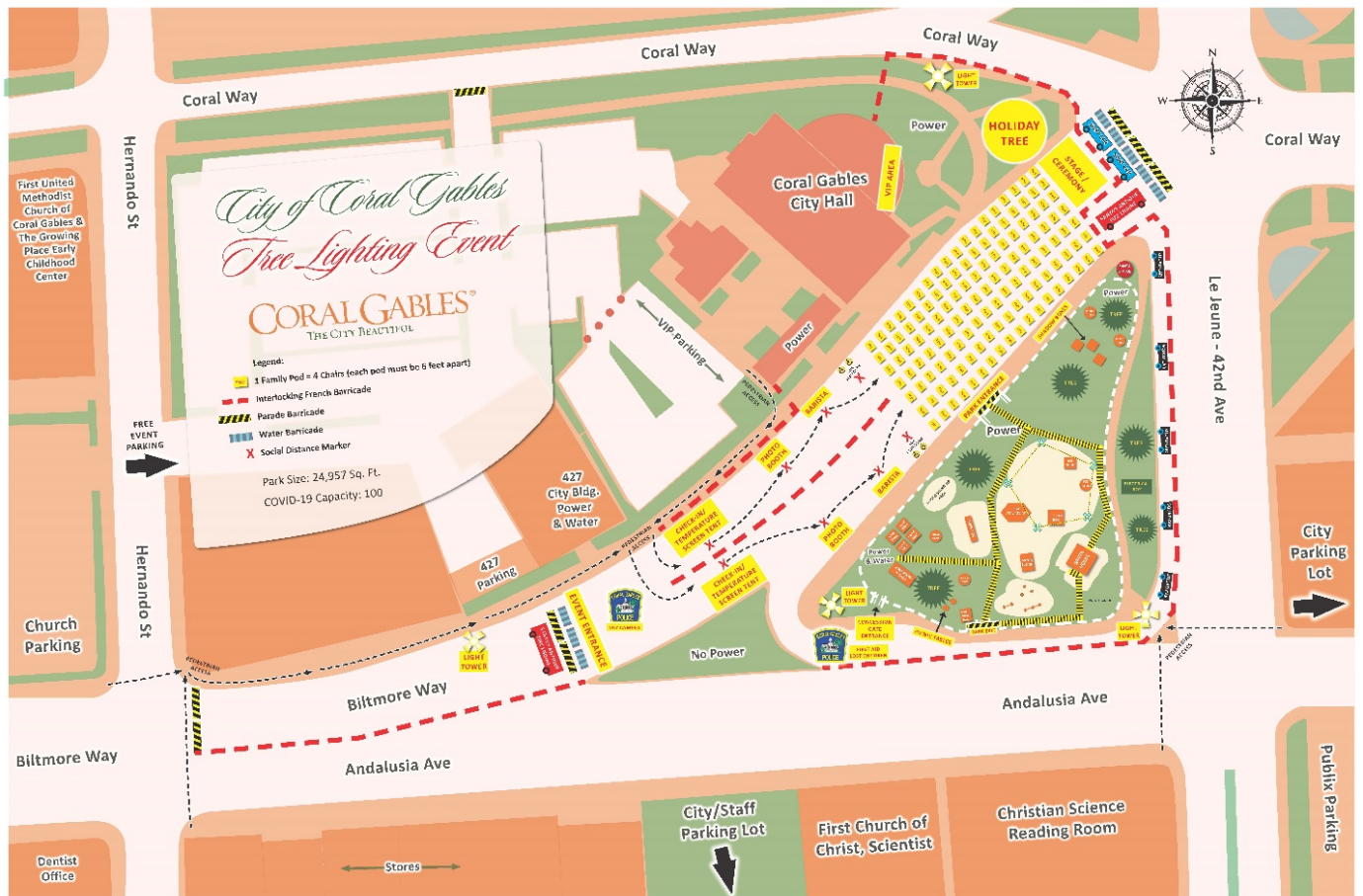
- Masks/face coverings must be worn at all times (exception for those under two years of age and those with health conditions).
- Limit crowding and queues through social distancing markings on the floor for the following areas:
 - Check-in & temperature screening tent
 - Barista station
 - Photo booth station
 - Holiday Park entrance
 - ADA restrooms
- Separate family pods by six feet from one another
- Provide touch free handwashing stations outside portable restrooms
- Provide touch free hand sanitizing stations by check-in area and portable restroom area.
- Temperature screening personnel must wear facemasks and gloves in addition to a mask.

Traditional event amenities that will not be available this year: Due to Covid-19 restrictions, there will be no pictures with Santa, no rides, no vendors, no carnival games.

Holiday Tree Lighting Spectacular Site Plans



Public Viewing Area: Will accommodate 126 family pods



Stage Line-Up: Entertainment & Special Guests

- 7:00 p.m. Event Introductions
- 7:05 p.m. Entertainment – Actors Playhouse
- 7:25 p.m. Greetings from the Coral Gables Commission
 - Mayor Raul Valdes Fauli
 - Vice Mayor Vincent Lago
 - Commissioner Patricia Keon
 - Commissioner Michael Mena
 - Commissioner Jorge Fors
- 7:30 p.m. Arrival of Santa & Lighting of the Tree
- 7:45 p.m. Entertainment - UM/Frost School of Music
- 8:00 p.m. Opening of Holiday Park
- 8:15 p.m. Entertainment - Miami High Senior Choir
- 8:30 p.m. Entertainment - Actors Playhouse
- 9:00 p.m. Closing Announcements & Thank You's

Event Line-Up: Set-Up & Break-Down

- **Thursday, December 3rd:**
 - No Parking Kiosk covers / signs - Norma
 - Water Barricade Delivery – 8 behind fire truck & 12 behind stage
 - Concessions Trolley French Barricades x 4
 - French & Parade Barricade delivery – Juan & Randall (amount to be determined)
 - Message Board – announcing street closure “Road closed December 4”
- **Friday, December 4th:**
 - 6 a.m. Closing of Biltmore Way - Barricades – Juan & Randall
 - 6 a.m. Closing of Biltmore Way - Police (remove any parked vehicles) – CGPD - Alex Escobar
 - 12 noon - Open Biltmore Way for vendor vehicles
 - 12 noon & 1 p.m. - Tent set-up (2 tents/ 504 chairs) – Moes
 - 12 noon & 1 p.m. - Stage (25x20) & Sound set-up – Interface/Ralph
 - 1 p.m. & 3 p.m. - ADA Port-A-Potty set-up (x4) - United
 - Public Service Crew – garbage & recycling cans – palms & poincianas (2 – 3-person crew) (#? of waste/recycling containers)
 - 3 p.m. - Outside Vendors

- Photo Booth
 - Coffee Barista
- 3 p.m. - Set up signage/banners and registration tents
- 4:00 p.m. – Soft Closure off Biltmore Way for vendor vehicles
- 4:00 p.m. - Parks Event Staff Arrival (shirt distribution)
 - 4 x Registration Tents (4 YC staff)
 - 2 x Park Staff (YC staff)
 - 1 x Stage Area (Carlos Pichardo)
 - 4 x Park Concessions (VP staff)
 - 1 x Photographer (Fabio/Jamie)
- 4:30 p.m. – Hard Closure off Biltmore Way for vendor vehicles
- 4:30 p.m. - Triple Redundancy safety set-up ??? – 2 Trolleys & 1 Fire Engine 1 Ladder Truck
- 4:30 p.m. – Fill up water barricades
- 4:30 p.m. – Police Roll Call
- 4:30 p.m. First Aid & Lost Children – Police Command Station
- 5:00 p.m. - Electrical Inspection – PW – Boris Lazo / Development Services - Marino – Computer Electric (outside electrician) (pending confirmation)
- 6 p.m. to 10 p.m. - 2 x Porter staff for City Hall for bathrooms & 2 x ADA portable bathrooms (Staff SFM Janitorial) – PW – Ralph Rodriguez
- 6 p.m. to 10 p.m. - Open up City Hall for VIP's (Staff FPI Security Guard) – Police – Krizia McGraw
- 6:30 p.m. - MC – review stage script – CGTV – Rita Verreos???
- 7:00 p.m. – 10:00 p.m. Event Hours
- 10:00 p.m. - Event & Vendor Breakdown
- 10:30 p.m. - Street reopened for breakdown - Police
- 11:00 p.m. - Street open for regular traffic - Police
- 12:00 midnight – Street Sweeper

Movies Under the Gables Moonlight - Movie Series Plan



Location: Alternate Park locations in North, Central and South Gables.

- Philips Park - 90 Menores Ave.
- William H. Kerdyk Jr. & Family Park – 6611 Yumuri Street
- Youth Center Athletic Field – 405 University Drive

Date & Time: Every third Saturday of the month from November 2020 through April 2021 at 6p.m.

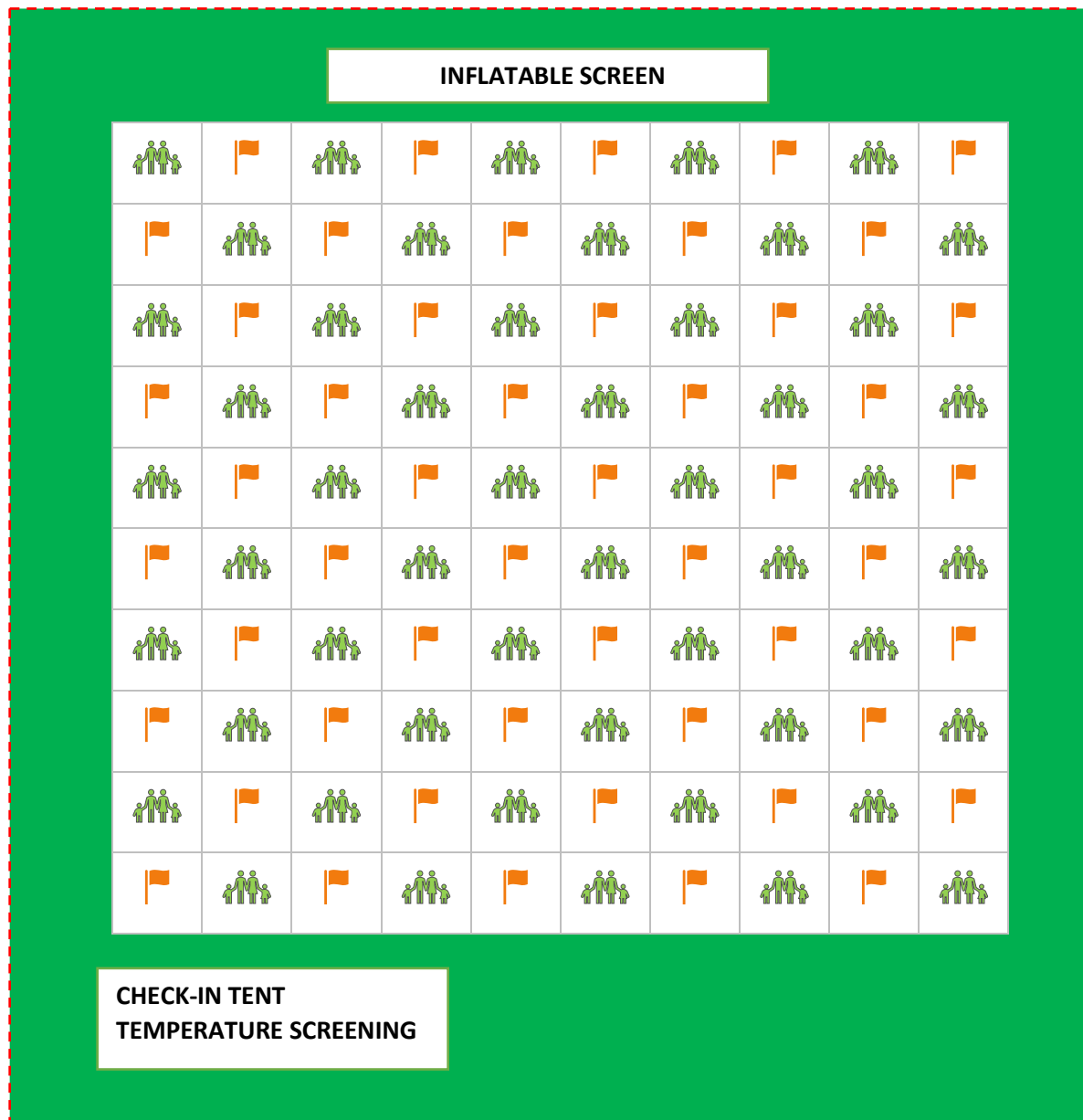
- Saturday, November 21, 2020 at 6p.m. – Moana @ Phillips Park
- Saturday, December 19, 2020 at 6p.m. – The Santa Clause @ Kerdyk Park
- Saturday, January 16, 2021 at 6p.m. – Frozen 1 @ Philips Park
- Saturday, February 20, 2021 at 6p.m. – Toy Story 4 @ Kerdyk Park
- Saturday, March 20, 2021 at 6p.m. – Beauty & the Beast (Animated) @ Philips Park
- Saturday, April 17, 2021 at 6p.m. – Jurassic Park - @ Youth Center

Event Summary:

This year's outdoor movie series will be a ticketed resident exclusive event with reduced capacity to comply with Covid-19 regulations. The objective of the event series is to activate parks and neighborhoods throughout Coral Gables by providing programming in the North, Central and South of the City. Each month's movie will feature a different movie and neighborhood park to service that immediate neighborhood and community. The event will focus on a two-hour movie with socially distant spectator pods that accommodate a family of four. Each pod (square) will measure 10ft x 10ft.

Event Capacity: 50 family (4 person max) pods = 200 max attendants (10 rows of 10 pods per row with each pod measuring 10ftx10ft and every other pod being left vacant to allow for physical

distancing). Vacant pods will be marked with flags to prevent families from sitting in the buffer pods. See site plan for reference.



Ticket Cost: \$10 per family (4 chair) pod. Tickets must be purchased in advance (first come first serve) on playgables.com and is limited to Coral Gables resident Household Accounts only. Residents who do not have a PlayGables Household must create and verify their resident household online prior to being eligible to purchase an event ticket.

VIP's: Sponsoring Partner – Coral Gables Art Cinema

Event Amenities: Picnic blanket per family pod

Event Resources:

- Inflatable screen
- Soundsystem – provided by Art Cinema
- Projector – provided by Art Cinema
- 1 City branded check-in tent
- French interlocking barricades for perimeter - quantity to be determined
- 2 touchless hand sanitizing stations
- 50 picnic blankets
- 2 x touchless thermometers

Staffing Requirements:

- Event Logistics – Norma Gavarrete
- Check-In Tents – Susan Lainfiesta
- Movie Technician – provided by Art Cinema
- City Electrician – Boris Lazo
- Photographer – Fabio Rodriguez & Jamie Jimenez
- Park Security – 1 FPI staff contracted

Covid-19 Requirements:

- Masks/face coverings must be worn at all times outside family pod (exception for those under two years of age and those with health conditions).
- Limit crowding and queues through social distancing markings on the floor for the following areas:
 - Check-in & temperature screening tent
- Separate family pods by filling in every other square – see site plan
- Provide touch free hand sanitizing stations.
- Temperature screening personnel must wear facemasks and gloves.
- Staff must wear masks/face coverings at all times.

Traditional event amenities that will not be available this year: Free popcorn and concession amenities. Families may bring their own family picnics.

Event Line-Up: Set-Up & Break-Down

- **Friday**
 - Park Closure Signs
 - French Barricade delivery – (amount to be determined)
- **Saturday**
 - 6:00 p.m. – Open check-in
 - 6:25 p.m. – Announcements
 - 6:30 p.m. – Commence Movie

Movies Under the Gables Moonlight

Public Viewing Area: Will accommodate 50 family pods

