



PORTLAND PARKS & RECREATIONSM

Healthy Parks, Healthy Portland

PP&R Emergency Action Plans “RED BOOK”



Read it before you need it



PORTLAND PARKS & RECREATION

Healthy Parks, Healthy Portland

1120 SW 5th Ave., Suite 1302
Portland, OR 97204
www.PortlandParks.org



Commissioner Amanda Fritz
Director Mike Abbate

Completion Date: October, 24, 2017

Sustaining a healthy park and recreation system to make Portland a great place to live, work and play.

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Site-Specific Information



Fire

Police

Medical

If calling from City landline, dial (9) 911.

Police Non-Emergency: 503-823-3333

Poison Control: 800-222-1222

Site Name: _____

Site Address: _____

First Aid Kit Location: _____

AED Location (Automated External Defibrillator): _____

To ensure the rapid provision of medical care to our employees with major illness or injuries, we are posting this information to assist you in obtaining medical services. This plan must be posted conspicuously at each place of employment and all employees shall be knowledgeable concerning the first aid requirements and the emergency medical plan in order to comply with Oregon Administrative Rules (OAR 437-002-0161).

Fatalities and catastrophes must be reported to Oregon OSHA within 8 hours. Immediately at the time of incident notify PP&R Safety Manager at 503-823-5478.

Emergency Calling Procedures

To report an emergency situation:

- Call 911.
- From most City landlines, call 9 911

Tell the 911 dispatcher the following:

- You are a City employee
- Your name and the bureau you work for
- Your location
- What is happening
- Any other requested information

Do **NOT** hang up until the dispatcher tells you to. Continue to update the dispatcher with information.

For building maintenance emergencies:
see next page



When is it appropriate to call 911?

- When you see a crime in progress.
- When you or another person is in immediate need of police, fire or medical assistance.
- When you are a victim of a crime.

Building Maintenance Emergencies

EMERGENCY: A situation that poses danger to staff, the public or the structure; everything else is an inconvenience. For example, emergency = water leak or exposed wire; inconvenience = burned-out light bulb.

Call these numbers first based on the time of day you are calling:

503-823-1600

Monday-Friday, 7:00am-3:30pm

503-823-8641

Monday-Thursday, 3:30-11:00pm

Saturday, 7:00am-3:30pm

Sunday, 11:00am-7:30pm

If the phone is not answered by a real, live person, do not leave a message. Instead call the appropriate person listed in the After Hours List on the next page.

The most current information will be on ParkNet/Redbook.



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Maintenance Requests – Hours of Operation & After Hour Emergency Phone Listings

Operating Hours: Monday – Friday, 7:00am - 3:30pm

Submit Work Orders online <http://www.parks.city/WebRequest/WRnew.aspx>

OR submit work orders via phone by calling 503-823-1600

*Urban Forestry work requests via phone only by calling 503-823-8733 (TREE)

After Hours: Weekdays before 7:00am and after 3:30pm; Weekends all day

EMERGENCY use only – use phone number listing below

*Urban Forestry work requests via phone only by calling 503-823-8733 (TREE)

Structural, Lock Sites & Alarms		Parks, Grounds & Irrigation	
Don Joughin	503-593-6137	Earl Straley	503-823-8389 503-233-3111
Don Athey	503-593-6136	Mike Carr	503-793-9906
Joshua Green	503-367-9505		
Plumbing, Heating & Electrical		Urban Forestry	
Darryl Brooks	503-312-5817	Stanton Yard	503-823-1700
Joshua Green	503-367-9505	Larry Maginnis	503-823-8366 503-718-4588
Playgrounds, Welding & Paint		East Lands	
Don Athey	503-593-6136	Lynn Barlow	503-823-8649 503-238-2442
Joshua Green	503-367-9505	André Ashley	971-998-2424
Pools/Fountains		West Lands	
Nancy Roth	503-593-6139	Kendra Petersen-Morgan	503-823-6225 971-727-6959
Andy Amato	503-953-9053	Rachel Felice	503-823-1233 503-953-6161
Safety Manager		Security Manager - Disaster Response	
Barbara Aguon	503-720-1153	Galina Burley	503-849-6441
Vehicles		Park Ranger Supervisors	
Erik Harrison	971-803-8042	Vicente Harrison	503-314-6224
Media Relations		Rhonan Eshoo	971-263-4085
Mark Ross	503-823-6634 503-719-2959		

CITY FLEET:

Monday – Friday, 6:30am – 11:00pm Kerby Shop 503-823-1806

Other Times J.C. Udey 971-275-0332 OR Scott Robberson 503-784-0518

IF UNABLE TO CONTACT FLEET:

Flat Tires* - Call the closest Les Schwab (ask invoice to be sent to COP, City Fleet – give vehicle #)

Jump Start, Locked Out, Towing* - 24/7 call 503-528-7468 (give vehicle #)

Non-Emergency Phone Numbers

Blood/Body Fluids Exposure Hotline	503-823-1440
Child Abuse Hotline	503-731-3100
City Occupational Health Nurse	503-823-5238
City of Portland, Fleet Body Shop	503-823-1834
City of Portland Maintenance Bureau	503-823-1700
City of Portland, Office of Equity and Human Rights	503-823-4433
City of Portland Water Bureau	503-823-7770
City/County Information Hotline	503-823-4000
Multnomah County Animal Control	503 988-PETS
NW Natural Gas	800-882-3377
Park Operations	503-823-1600
Parks Security Call Center	503-823-1637
Poison Control	800-222-1222
Police/Fire/Medical Non-Emergency	503-823-3333
Portland General Electric	800-542-8818
Portland Police Bias Crimes Investigation	503-823-0400
PP&L Pacific Power & Light	888-221-7070
PP&R Media Liaison	503-823-5300
PP&R Safety Manager	503-823-5478 / 503-720-1153 - cell
PP&R Security Manager	503-823-5459 / 503-849-6441 - cell
Urban Forestry	503-823-8733 (TREE)



When is it appropriate to call non emergency 503-823-3333?

- When there is no immediate need for fire, medical or police attention.

Safety/Security Forms

Usage and Procedures

These forms are routinely updated. Please discard old forms and use the new versions. Hard copies are available from the PP&R Safety Manager, 503-823-5478.

Form Name	When to Use (each form has specific instructions)
Damage Report	An employee or equipment has damaged resident-owned property or equipment
Guest Accident Report	A guest is injured or becomes ill
Occupational Injury/ Near-Miss Report	An employee is injured or becomes ill on the job but DOES NOT require emergency medical attention or a visit to the doctor
Report of Vehicle Collision or Loss	Vehicle is involved in a collision is damaged
Rescue Report	An aquatic rescue occurs (specific to Aquatics). Request from Aquatics Manager
Safety Tailgate Report	Document monthly Safety Tailgate meetings. Request from Safety Manager
Security Incident Report	Use this form to report an incident that you've reported to police (parks.city/wca/security/incident_report/output/tblIncident_add.asp)
State of Oregon Public Swimming Pool Accident/ Drowning Report	EMS transports victim to a hospital (specific to Aquatics). Request from Aquatics Manager
Unconscious Victim Report	A victim has become unconscious (specific to Aquatics)
Workers' Compensation Forms	<p>When an employee is injured or becomes ill on the job and DOES require emergency medical attention or a visit to the doctor.</p> <p>If a white envelope/packet is not available at the time of the emergency, tell the physician that the illness or injury is work-related. Then, as soon as possible, the employee should obtain a packet from their supervisor, send completed forms to the Safety Manager and City Risk Management.</p>

Fire Emergencies

All fires must be reported to Portland Fire & Rescue

If there is fire or smoke:

- Activate the alarm.
- Call 911.
- Immediately evacuate the building.
- Account for and keep all children and/or guests together.
- Administer emergency first aid as needed.
- Do not re-enter the building until Fire Bureau personnel indicates it is safe.

If somebody's clothing catches on fire:

- **Stop, Drop & Roll.** Instruct the victim to “Stop, drop, and roll - cover your face with your hands.”
 1. **Stop** the person from running; this will fan the fire. If available, wrap the person in heavy fabric (e.g., coat, rug, or curtain) to smother the fire.
 2. **Drop** the person to the ground.
 3. **Roll** the person on the ground to extinguish the flame.
- Call 911.
- Provide first aid as needed.

All Victims Of Serious Burns Should Seek Medical Attention Quickly!



If you think the fire may be arson:

- Treat area as a crime scene.
- Secure the area.
- Do not touch anything.
- Identify potential witnesses and provide them with “Witness Statement” forms.

First Aid for Burns

- **First Degree:** Flush with cool running water. Apply moist dressings and bandage loosely.
- **Second Degree:** Apply dry dressings and bandage loosely. Do not use water as it may increase risk of shock.
- **Third Degree:** Same treatment as second degree.

Classification of Burns

- **First Degree:** The least severe. Characterized by redness or discoloration, mild swelling, and pain.
- **Second Degree:** More serious. They are deeper than first degree burns, look red or mottled and have blisters. They may also involve loss of fluids through the damaged skin.
- **Third Degree:** Most serious. They may look white or charred and extend through all skin layers. Victims of third degree burns may have severe pain – or no pain at all if the nerve endings are destroyed.

Medical Emergencies

Employee is injured or ill:

- Provide first aid treatment.
- Call 911 if emergency medical services are needed.
- Notify supervisor.
- Notify PP&R Safety Manager, 503-823-5478. (Contact immediately if employee is transported to hospital via ambulance. If paging: at the beep, please input the call-back number followed by 911 to indicate serious injury.)
- Secure the scene for incident analysis.
- Take photos of the scene.
- Complete an *Occupational Injury/Near-Miss Report* if medical treatment is not pursued.

If employee seeks medical treatment for an on-the-job injury or illness:

- Employee and supervisor complete an 801 *First Report of Occupational Injury/Illness* to file a Workers' Compensation claim (white envelope).
 - Supervisor completes Employer's Section.
 - Employee completes Worker's Section.
- Send completed forms to PP&R Safety Manager, 106/1302 and City Risk Management, 106/709.

Employee is involved in a non-injury incident:

- Complete an *Occupational Injury/Near-Miss Report*.

Guest or volunteer is injured or ill:

- Provide first aid.
- Call 911 if emergency medical services are needed.
- Notify supervisor.
- Notify PP&R Safety Manager, 503-823-5478, if 911 is called.
- If employees are exposed to blood, follow Occupational Bloodborne Pathogen Exposure Reporting Protocol.
- Secure the scene for incident analysis.
- Complete a *Guest Accident Report*.

AED (Automated External Defibrillator) is used:

- Turn the AED off after use and secure. Do NOT turn the machine on again.
- Notify PP&R Safety Manager immediately, 503-823-5478; further instructions will be provided.

Several people suddenly become ill:

- If people need emergency medical care, if symptoms match or in the event of a deliberate act, call 911.
- Notify supervisor.
- Notify PP&R Safety Manager, 503-823-5478. Please leave a message with information on how to get back to you.
- Follow instructions of doctors and other public health officials.
- If the disease is contagious, people should expect to receive medical evaluation and treatment. They may be advised to stay away from others or may be deliberately quarantined.



OCCUPATIONAL INJURY/NEAR-MISS REPORT Near-Miss First Aid Only

Note to Supervisor: For cases in which medical treatment was required or time loss occurred, please report the items marked with an asterisk (*) to 503-823-5478 as soon as possible.

EMPLOYEE SECTION

*Name: _____ Date of Birth: _____ Home Phone: _____

*Event Date: _____ Event Time: _____ am pm Job Title: _____

*Working Shift: from _____ am pm to _____ am pm

*Was time off required due to the incident? Yes No If yes, how many days/hours? _____

*Supervisor Name: _____

Regular Job Site: _____ Incident Job Site: _____

Specifically, where did the event occur? _____

Describe any equipment involved: _____

Indicate experience at task (days/months/years): _____

List names of witnesses: _____

Please describe the event:

*What body part was affected? Left side Right side

- Head Abdomen Ankle
- Face Arm Foot
- Eye(s) Hand Toe
- Neck Finger Chest
- Back Leg Knee
- Other _____

Indicate event type (direct cause):

- Struck by Overexertion
- Struck against Contact with
- Caught in Fall to below
- Caught on Fall to same level
- Caught between Chronic Exposure

*Indicate the nature of the injury:

- Abrasion Bruise Burn, Chemical Burn, Thermal Electrocution
- Sprain Fracture Laceration Puncture Foreign body
- Other _____

Employee Signature: _____ Date: _____

SUPERVISOR SECTION

*What date/time were you first notified of the event? _____ am pm

*Was first aid administered? Yes No If yes, describe: _____

*Did injured person lose consciousness? Yes No If yes, for how long? _____

*Was injured person sent to hospital/clinic? Yes No If yes, indicate hospital, doctor's name, and how the injured person was transported: _____

*Did the injured person leave work before the end of shift? Yes No If yes, departure time: _____

*Did the injured person return to work during the same shift? Yes No If yes, return time: _____

*Did the injured person return to work during his/her next shift? Yes No If yes, return time: _____

Supervisor Investigation Summary: (use additional paper if necessary):

Please list immediate corrective action taken to prevent recurrence of this type of event:

BASIC CAUSES

- Unsafe design
- Lack of or incorrect procedures
- Lack of knowledge, skill, experience
- Supervision
- Improper motivation
- Procurement
- Personnel practices
- Physical factors
- Mental factors
- Other _____

INDIRECT CAUSES

- Unsafe Conditions (if any)*
- Inadequate or missing guards
 - Defective tools or equipment
 - Excessive exposure
 - Housekeeping/organization/storage
 - Environmental hazards
 - Improperly reported/maintained
 - Other _____

Unsafe Acts (if any)

- Operating without authority
- Failure to warn/secure
- Unsafe operation
- Improper use/maintenance
- Improper selection of PPE
- Failure to observe standards
- Other _____

Recommended additional corrections needed to prevent recurrence:

Supervisor: _____ Date: _____ (Please route to Department Manager)

Manager: _____ Date: _____ (Please route to Safety Office)

Safety Committee Review Date _____

Instructions for Completing the Guest Accident Report Form

Site Name or Address: Provide the name of the community center or school, park, pool, etc.

Exact Accident Location: Indicate exactly where the accident occurred; for example: pool deck, swing set, preschool room, north side of gym.

Date, Time, Day of Week: Indicate the time, check AM or PM, and check the appropriate Day of the Week.

Name of Injured Guest, Gender, DOB, Age, Phone, Street Address, City/State/Zip: Provide the requested information and check or complete appropriate boxes.

Emergency Contact Name, Relationship, Phone Number: Provide the contact name, how that person is known to the Injured Guest (parent, spouse, sibling, friend, etc.), and the contact person's phone number.

Body Part Affected, Possible Nature of Injury: Based on your observations and input from the injured guest, check the appropriate boxes. This is not a diagnosis.

Describe How Injury Occurred: Paint a picture with words. Include information about equipment, people, machines, etc. so the reader can figure out "what happened."

"Was Parent Notified", and other emergency response questions: Check the appropriate boxes, and if applicable, fill in the names of persons who provided care and cleaning.

Describe Actions Taken/First Aid Given: Summarize emergency response actions.

Released: Check appropriate boxes. If applicable, provide off-site facility name.

Remarks: Provide any relevant information about the incident that was not included in the above sections, including but not limited to, equipment failures, lighting, weather conditions, flooring composition, additional witnesses.

Form Completed By, Phone, Witness Name, Phone: Provide this information for follow-up purposes.

Name of Supervisor, Signature, Date, Phone: Completion indicates incident has been reviewed.

Routing Information: The person completing this form should give it to the site/program manager. The manager should review the form, initial the "Mgr" box, and forward the form to the Safety Office. The Safety Office will route the form to the Safety Committee, who will review, then initial and date the "SC" box.

If Assistance with Language is Deemed Useful: Follow the instructions bellow to Access an Interpreter. Language Line: Dial **1-866-874-3972**, Provide **Client ID 542880**, Indicate Language.

Exposure To Blood & Bodily Fluids / Needlestick Injuries

Body Fluid/Blood Cleanup

- When possible avoid contact with body fluids.
- Isolate the area if possible.
- Get a spill clean-up kit and follow the directions on the kit to clean up the area. Use disposable gloves and appropriate personal protective equipment (include splash goggles and possibly a disposable apron or Tyvek covering).
- If a spill clean-up kit is not available, soak up body fluid spill with disposable, absorbent towels (disposable diapers work great). Prepare a plastic garbage bag (set open to toss in soiled towels). Carefully gather the soiled materials and place in the garbage bag.
- Scrub hard surfaces with a fresh bleach solution (1 part bleach to 10 parts water) using disposable, absorbent towel.
- Wipe the area with disinfectant provided in spill clean-up kit; allow disinfectant to work for five minutes, or as directed on the can/bottle.
- Wipe up solution with disposable towels.
- Place all soiled materials in garbage bag.
- Remove disposable gloves, turning inside out during removal, and place in garbage bag with other soiled materials.
- Tie the top of the bag and place garbage bag in receptacle.
- Wash hands thoroughly with warm soapy water.

If an employee gets in a situation where there is a suspected exposure to blood or other potentially infectious material:

- Wash and/or flush the exposed area immediately.
- Report the incident to supervisor.
- Call for exposure assessment (see below).

Occupational Bloodborne Pathogen Exposure Reporting Protocol

Responsibilities after an exposure incident include:

- Assess the exposure.
- Document the incident using the Exposure Incident Report.
- Call the Post-Exposure hotline at 503-823-1440. This line is available 24 hours per day, 7 days a week. The answering service will page the occupational nurse on call: identify yourself as a City of Portland employee; give a call-back number and any other pertinent information.
- Wait 20 minutes for call-back to report exposure. Recommendations for treatment and a referral may be given at this time.
- The employee retains the right to seek medical treatment from a physician of their choice.
- The occupational infectious disease nurse must be notified of any exposure incidents requiring medical attention.



PORTLAND PARKS & RECREATION

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EXPOSURE INCIDENT REPORT

This form is for employees to record the occurrence of any exposure incident. An exposure incident is defined as a specific eye, mouth, other mucous membrane, non-intact skin or parenteral (e.g., needlestick) contact with blood or other potentially infectious materials that results from the performance of an employee's duties.

Employee name: _____ Exposure date/time: _____

Bureau: _____ Department: _____ Supervisor: _____

Description of exposure incident: _____

Source name: _____ Location: _____
(if known)

Recommended actions: _____

Employee signature: _____ Date: _____

City of Portland
Bloodborne Pathogen Exposure Control Plan

Vehicle Collisions

Vehicle Collision with Injuries

- Call 911 if emergency medical services are needed. Also request police response for investigation of collision involving City vehicle.
- Provide first aid/medical treatment.
- Notify supervisor.
- Take photos of collision scene.
- Exchange information (packet in vehicle).
- Secure the scene for incident analysis.
- Have estimate of repairs completed by Fleet Body Shop.
- Review Medical Emergencies.

Vehicle Collision, Non-Injury

- Call Police Non-Emergency, 503-823-3333.
- Notify supervisor.
- Exchange information (packet in vehicle).
- Secure scene for incident analysis.
- Take photos of collision scene.
- If the police do not arrive within 30 minutes, and the vehicle is safely operable, call Police Non-Emergency to report you are leaving the scene and an officer has not responded yet.
- Have estimate of repairs completed by Fleet Body Shop.



Fleet Body Shop

810 N Graham Street, 97227
503-823-1834

Property Damaged by a City Vehicle

- Complete *Report of Vehicle Collision or Loss*.
- Take photos to document damage.
- Send to PP&R Safety Manager, 106/1302.
- Send completed form along with photos & estimate of repairs to PP&R Safety Manager.

Complete the DMV Oregon Traffic Accident & Insurance Report in addition to the Report of Vehicle Collision in the case of reaching DMV's criteria.



Instructions: Within 72 hours of collision or loss, send the following to PP&R Safety, 106/1302:

- Photos of collision scene
Completed Report of Vehicle Collision or

REPORT OF VEHICLE COLLISION OR LOSS

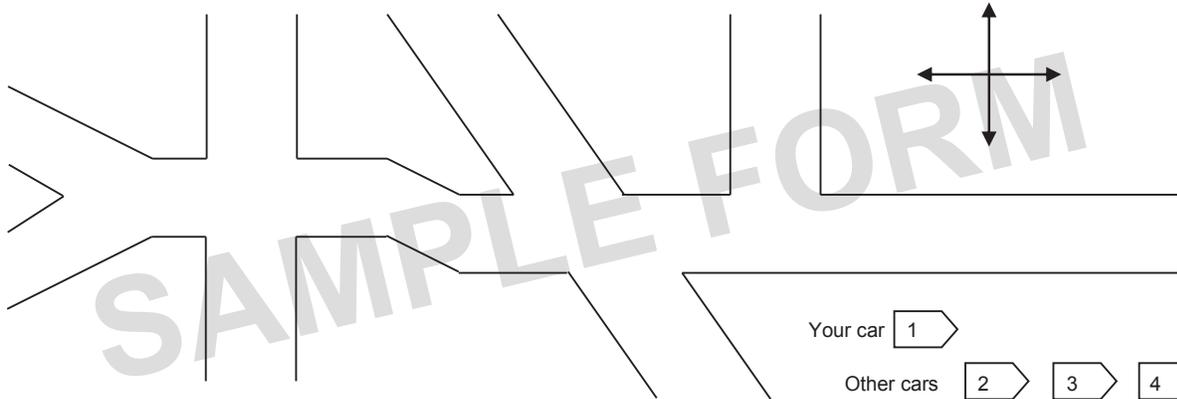
Table with 7 columns: License No., Make/Model, Year, Body Type, Inventory #, Bureau, Permission to Drive. Includes checkboxes for Yes/No.

CITY DRIVER INFORMATION

Name: Date of Birth:
Driver License #: Work Unit:
Collision Location: Collision Date: Time: a.m. p.m.

INJURIES (no matter how minor)

Name: Address: Nature of Injury: Age:
Name: Address: Nature of Injury: Age:
Name: Address: Nature of Injury: Age:



DESCRIPTION OF COLLISION

On what street were you driving? Direction: Speed:
On what street was the other car driving? Direction: Speed:
What traffic controls? Who had right of way?
Which driver violated traffic ordinance? Police on scene?
Describe in your own words how collision happened:

Was any driver using a mobile communication device at time of collision? (please specify, i.e., phone, MDT, radio, etc)

DAMAGE TO PROPERTY OF OTHERS

Kind of car or property: License #: Rough estimate of damage:
Part of vehicle damaged:
Owner Name: Address: Phone:
Driver Name: Driver License #: Address: Phone:
Is car insured? Insurance Company Name:

PASSENGERS IN YOUR CAR

Name: Address:
Name: Address:
Name: Address:

OTHER CAR

Name: Address:
Name: Address:
Name: Address:

WITNESSES

Name: Address: Where was witness:
Name: Address: Where was witness:
Name: Address: Where was witness:

City Driver Signature: Supervisor Signature:
Date: Printed Name: Date:

Property Damage

City property is damaged:

- Notify supervisor.
- Call Police Non-Emergency, 503-823-3333.
- Take photos and complete a *Security Incident Report*
- If the damage created an unsafe situation, make necessary repairs up to and including cordoning off the area.
- Call in work order for repairs; indicate the work order is due to vandalism.

Property is damaged by work activities: (not involving a City vehicle)

- Notify supervisor.
- Complete a *Damage Report*.

Guest's or volunteer's property is lost or damaged:

- Complete a *Security Incident Report*.
- If you think the owner will file a claim, call PP&R Safety Manager, 503-823-5478. PP&R is generally not responsible for personal property of our guests and staff.
- When there is intentional vehicle damage, follow procedures above.



DAMAGE REPORT

Please use this report to record details of events in which Portland Parks & Recreation (PP&R) employees may have been involved or have knowledge of damage occurring to resident-owned property or equipment. Please keep a copy of this report in your files and forward a copy to the Safety Manager, 106/1302, where it will be used for documentation purposes if the resident files a general liability claim against the City.

Employee Name: _____ Work Unit: _____

Resident Name: _____ Date: _____

Witness Name: _____ Date Damage Occurred: _____

What was damaged? Please include vehicle or equipment ID numbers.

Provide a detailed description of the damage.

SAMPLE FORM

Provide a detailed description of how the damage occurred.

What could have been done to prevent this from happening?

Supervisor Name: _____ Date: _____

Police or Risk Management Involved: Yes No

Additional Reports Needed: Yes No

Photos Taken: Yes No

Hazardous Materials (Haz Mat)

Sudden release of hazardous material inside the building

- Remain calm and evacuate the area.
- Call 911.
- Notify supervisor. Determine if you need to shut off HVAC system.
- Account for all persons.
- Do not try to clean the spill/release unless you are trained and properly equipped to do so.
- Review the Safety Data Sheet (SDS) for specific instructions regarding personal protective equipment and hazards associated with the chemical. (SDS will be available if the chemical is approved for use by staff.)
- Avoid direct contact with the material; keep everyone away from it.
- Isolate and care for individuals that could have been exposed to or contaminated by the spill/release. They may experience difficulty breathing, seeing, etc. Instruct them to wash contaminated skin with water for 15 minutes.
- Wait for emergency personnel to arrive and follow their instructions exactly.

Exposure to liquid or solid chemical

- Determine extent of exposure and if necessary, call 911.
- Notify supervisor.
- Remove clothing if it has any chemical on it. Clothing should be cut off rather than being pulled over the head.
- If you are helping other people, avoid touching any chemicals.

- Wash any chemicals from your skin with large amounts of soap and cool water.
- If your eyes are burning or your vision is blurred, rinse your eyes with cool water for 10 to 15 minutes (remove contact lenses).
- Place contaminated clothing inside a plastic bag. Label bag with name of owner and list of contents if possible. Avoid touching contaminated areas of the clothing. Wear rubber gloves or use tongs or similar objects. Seal the bag, then seal it inside another plastic bag. Place label on the outside of the bag.
- When the emergency personnel arrive, tell them what you did with the clothing; they will arrange for further disposal.

Airborne contamination outside the building

- Go inside as quickly as possible.
- Call 911.
- Notify supervisor.
- If there is time, shut and lock all exterior doors and windows. Turn off building ventilation (HVAC) system and all fans. Close any place that air can come in from outside. Place towels, jackets or other available material along bottom of doors to prevent incoming airflow.
- Go to a “Shelter in Place” room and shut the door (refer to Building Emergency section).
- Turn on radio to check for emergency broadcasts. Keep a phone close at hand, but don’t use it unless there is a serious emergency.

Hazardous Materials (Haz Mat) (cont.)

- Tape plastic over windows in the room. Use duct tape around windows and doors and tape over any vents or other openings.
- Wait for radio announcement indicating that it is safe to leave the shelter.
- Wait for emergency personnel to arrive and follow their instructions exactly.

Hazardous or unknown materials found

- Secure and isolate the immediate area around the hazardous material.
- Call 911.
- Notify supervisor.
- If you or a guest has been exposed, isolate the contaminated person and wash exposed skin with cool water for 15 minutes.
- Provide medical attention as needed.
- Wait for emergency personnel and follow their instructions.

Clean-up of hazardous materials

- Do not attempt to clean the spill.
- Secure the area.
- Call 911.
- Notify supervisor.

Building Emergencies

Alarm Signal/ Warning Systems: Fire Alarm Procedures

- Follow Fire Emergency Procedures.
- Activate the alarm.
- Call 911.
- Immediately evacuate the building to the predetermined area.
- Assign staff to meet and guide emergency responders.
- Administer first aid as needed.
- Notify supervisor.
- Notify Facilities Maintenance 503-823-1600.

Threat Warning Codes: Two-way Radio Codes

Radio codes are used so staff can indicate the type of situation and activate staff emergency action plan without alarming or informing guests. Staff should state code color and the location of the problem. If there is any confusion or if more information is needed, use plain language.

- **Code Red** = violence involving weapons
- **Code Orange** = violence without weapons (fights, assaults)
- **Code Yellow** = threat of violence (potentially violent groups)

Building Evacuation

- Follow building evacuation routes/ instructions and get at least one block away from the building.
- Assist others as needed.
- Account for and keep children together.
- Do not go back into the building until the official announcement is given that it is safe to re-enter.

Lockdown (intruder or threat is in the building)

- Call 911
- Bring all guests to designated area.
- Gather in an area that affords the maximum protection and concealment from windows; stay quiet and still.
- Close and lock the interior door(s) and windows to prevent anyone from entering the room, being careful not to expose yourself to danger.
- Close window shades or drapes if available.
- Do not allow anyone to leave the room.

Building Emergencies (cont.)

Lockout (intruder or threat is outside the building)

- Call 911.
- If it can be done safely, close, lock, and monitor the building entry.
- Bring all guests into a designated location (see Safe Room below).
- Gather in an area of the room that affords maximum protection and concealment from windows.
- Close and lock doors and windows.
- Do not allow anyone to leave the room.

Shelter in Place

“Shelter in place” means to make a shelter in the place you are in. It is a way for you to make the building as safe as possible to protect yourself until help arrives. You should not try to shelter in a vehicle unless you have no other choice. Every emergency is different and during any emergency people may have to evacuate or shelter in place depending on the specific emergency situation.

- Notify supervisor that Shelter in Place protocol is necessary.
- Supervisor will call 911.
- Shut off ventilation system if deemed appropriate. Refer to site specific map(s).
- Go to a designated room, preferably a room with a phone and bathrooms.
- Shut and seal windows and doors with duct tape and/or towels.

Safe Room

A “safe room” is a pre-selected room that can be locked from the inside and where an employee can go for temporary protection from a hostile or threatening person until police arrive. Preferably, a safe room will have a telephone.

Utilities Emergencies

Water Leaks

- Take immediate action to minimize damage (i.e., shut off water to the fixture).
- Notify Facilities Maintenance.



PP&R Facilities Maintenance

503-823-1600.

Natural Gas Leaks

If you smell a strong odor of natural gas (rotten eggs):

- Remain calm and proceed with building evacuation procedures.
- Call 911.
- Notify Facilities Maintenance.

Electrical Problems

- Turn off power to the equipment: unplug, turn off switch or turn off power at the circuit breaker.
- Secure area and keep people away.
- Put a “DANGER DO NOT USE” sign on the faulty equipment if possible.
- Notify Facilities Maintenance.
- For downed power lines, call 911.
- For power outages, call the local electrical company: Portland General Electric, 1-800-542-8818.

Telephone/Computer Network Outage

- Notify supervisor.
- For computer problems, contact BTS Helpdesk at 503-823-5199.



In case of a natural gas leak, avoid creating a source of ignition!

- Don't use your telephone near gas area. This includes cellular phones and all types of portable communication and electronic devices that have a battery.
- Don't light matches or create any other source of ignition.
- Don't turn a light on or off; don't operate ANY electrical switches.

In case of an electrical fire:

- Call 911 immediately.
- Don't try to extinguish the fire with water; use an appropriate extinguisher (Type A-B-C).

Bomb Emergencies

Although the vast majority of bomb threats are hoaxes, bombings can occur and every bomb threat is treated as real until information indicates otherwise. Efforts to prevent bombings include control of access to the building and work areas, following building security procedures, good housekeeping, and alert employees who recognize and report problems. Calm, quick reporting of bomb threats is essential for the safe handling of these incidents.

NOTE: If a bomb threat is communicated by email, in writing or by other means, it should be carefully saved as evidence.



**IF YOU THINK IT'S A BOMB,
DON'T TOUCH IT!**

Letter or Mail Bomb

Mail bombs are rare, but they do occur. The vast majorities of mail bombs do not come through the mail, but are hand delivered. Most mail bombs are not activated by timer, but by opening. Be alert for letters or packages that may be suspicious. If you think a parcel or letter may be a mail bomb:

- DO NOT OPEN IT.
- Get away from it and keep others away.
- Notify supervisor immediately.
- Write down exactly what made you consider the article suspicious.
- Do not discuss the incident with anyone except authorized personnel.

Suspicious Device or Object Found

A bomb can look like anything, so be aware of any items – such as packages, boxes, briefcases or large envelopes – that look out of place or do not belong in an area. Be especially alert to unattended parcels in public areas, hallways, office lobbies, restrooms, trash cans or planters. Employees know what does or does not belong in a particular work area; their attention is important.

If a suspicious device or object is found:

- DO NOT TOUCH IT.
- Get away from it and keep others away.
- Call 911 from at least 300 ft away from it.
- Notify supervisor immediately.



Examples of Suspicious Packages

- Rigid or bulky letter
- Excessive postage stamps
- Oil stains on package
- Lopsided address badly typed or written
- Threatening information on wrapper
- No return address or doesn't match postmark
- Restrictive – marked “personal” or “open here”

Bomb Emergencies (cont.)

Explosion

- Call 911.
- Notify supervisor.
- Evacuate the building or area.
- Assist others and account for employees and guests.

Telephone bomb threat

- Use *Bomb Threat Telephone Report* to guide you.
- Be calm, listen, and keep caller talking.
- Signal coworkers to notify supervisor.
- Record the exact words of the caller and note other information.

Ask these questions in order:

- Where is the bomb right now? Exactly?
- When is it going to explode?
- What does it look like?
- What kind of a bomb is it?
- How do you know so much about the bomb?
- Why was the bomb placed?
- Do you know the bomb may kill or injure innocent people?
- Where are you now? What is your name and address?

Try to determine:

- Type of call – local, long distance, cellular, internal, unsure?
- Did the caller seem familiar with the building? With the organization?
- Characteristics of the caller's voice: clear, slurred, etc.
- Background noise such as music, tools, equipment, vehicles or anything that might identify the location of the caller.

Action to take immediately after call:

- Call 911.
- Notify supervisor.
- Do not discuss the incident with anyone except authorized personnel.

Security Incident Report

Available online at parks.city/wca/security/incident_report/output/tblIncident_add.asp

Please use this online form to report criminal event where you called 911.

If you need or want to file a police report about an incident that is not an emergency, please consider using the Portland Police Bureau online reporting form portlandoregon.gov/police/cor/

This completed form will be sent to the PP&R Security Manager, Safety Manager and Park Ranger Supervisors.

In cases of property damage/loss, please refer to Property Damage section.

Fights, Violence, Threats

All fights, violence, and threats should be reported to the police!

Fights or Violence without Weapons (Radio Code Orange)

- Call 911.
- All available staff report to location and clear area of bystanders who are not involved in the fight.
- Do NOT intervene physically or try to break up a fight.
- Intervene verbally: say something like: “Stop it, it’s over... police have been called.”
- Keep a safe distance when verbally engaging; have a good escape route.
- Don’t argue or lecture them; tell them to either leave or wait for police.
- Assist police as needed.
- Attempt to identify the assailants by name and physical description.
- Secure witnesses and get contact information.

Violence involving Weapons (Radio Code Red)

Active Shooter Preparedness and Response

In an active shooter situation, all involved persons should quickly determine the most reasonable way to protect their own lives

Recommended actions, in order, are:

1. **CALL 911 WHEN IT IS SAFE TO DO SO!**
2. **Run:** If there is an accessible escape path, attempt to evacuate the premises.
3. **Hide:** If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
4. **Fight:** As a last resort, and if your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter.

Because most incidents are over within minutes, we must be prepared to deal with the situation until law enforcement personnel arrive. Preparedness and awareness are the keys to helping protect our employees, our guests, and ourselves.

Preparedness includes:

- Be aware of your environment and any possible dangers.
- Take note of the two nearest exits in any facility you visit.
- Identify potential evacuation destinations, or places to hide. If you are in an office, stay there and secure the door. If you are in a hallway, get into a room and secure the door.
- Expect to be detained by law enforcement until the situation is under control and they are able to process all people on the scene, and all witnesses have been identified and questioned. No one should leave the safe location or assembly point until law enforcement authorities tell them they are cleared to leave.

Fights, Violence, Threats (cont.)

- PP&R staff are required to contact their supervisor as soon as it is safe. The supervisor is required to notify their manager and Security and Safety Managers.
- After the incident, staff will need to complete a security incident report.

Inside the Building

- If safe to do so, call 911 at earliest opportunity.
- Take immediate action to protect yourself, children, and others.
- All available staff begin Lockdown and Shelter in Place procedures:
 - Lay flat on the floor, get behind solid objects, stay out of sight of the armed subject.
 - Close doors to your area (lock but do not chain or barricade doors).
 - Remain aware of the location of the armed subject; emergencies involving violence can be volatile and fast moving.
 - Stay sheltered in place; move only if it is more dangerous to stay where you are. Wait for and follow instructions of police or others leading evacuation of the building.

Outside the Building

- Call 911: indicate what kind of weapon(s) was seen and if it has been used.
- Activate Lock Down procedures:
 - Lock exterior doors; stand by the front door if safe to do so.
 - Shelter in place: keep program participants together, be ready to move.
 - Evacuate only if it is more dangerous to stay where you are.
 - Wait for police, then follow their instructions immediately and exactly.

If you or your group are taken hostage

- Stay calm: don't be a "hero."
- Follow instructions of captor.
- Cooperate, be pleasant, don't argue or antagonize the captor or other hostages.
- Inform captor of medical or other special needs.
- Be prepared to wait; elapsed time is a good sign.
- Don't try to escape and don't try to resolve situation by force or otherwise.
- Be observant and remember everything you see or hear.
- When police arrive, follow their directions and try to stay calm

Fights, Violence, Threats (cont.)

Post-incident follow-up

- Provide first aid and other immediate care; call for additional help.
- Notify supervisor.
- Assist emergency responders.
- Account for all persons: staff, children, and other guests.
- Facilitate reunification of minors with their parents/guardians.
- Organize facility clean-up, order repairs.
- Write reports as needed, including witness statements.
- Conduct a post-incident follow-up review.

Threats

Threats of Violence by Phone

- Call Police Non-Emergency, 503-823-3333.
- Write down the exact words of the suspect. If received by means other than telephone, carefully save evidence and preserve fingerprints.
- Notify supervisor.
- Standby to assist investigators

Threats of Violence - Potentially Violent Groups (Radio Code Yellow)

- Alert staff and supervisor (by two-way radio) and call 911.
- Monitor the situation closely from safe place.
- Be ready to activate proactive steps for staff and guests: Lock Down, Shelter in Place or evacuation as required.
- Assist police as needed.



Ask these questions in order:

- Who or what are you talking about?
- Why are you making these comments?
- Is there any other way to help you?
- What is your name and telephone number?
- Are you really threatening someone?

Note the following:

- Estimated age
- Speech pattern or voice characteristics: clear, slurred, etc.
- Background noises

Fights, Violence, Threats (cont.)

Harassment

- Report it immediately to Police Non-Emergency, 503-823-3333.
- If it is an emergency, call 911.
- You can also report problems to:
 - Your immediate supervisor or manager
 - Building security
 - Human resource manager
 - Employee Assistance Program (EAP)
 - Your union, if you are a union member

Problem with another person (coworker, volunteer, guest)

- Early warning signs almost always precede serious incidents of workplace violence. Incidents often play out because the early warning signs were not communicated to those who could help prevent the tragedy. Any employee who is assaulted, threatened, harassed or intimidated by any means or who witnesses or learns of problems that may result in violence should report it immediately to their supervisor and/or manager.
- If a coworker or other person known to you is having serious problems or is so depressed that you believe they might hurt themselves or others, report it immediately. You may decide to talk to the person yourself and suggest they contact Employee Assistance Provider or get professional help elsewhere. The main thing is to act upon (don't ignore) early signs of problems.

Domestic violence and abusive relationships

If you are a victim of domestic/family violence, contact one or more of the following:

- Call 911, if violence is imminent or has occurred.
- Tell a trusted coworker, supervisor, manager, and ask for help.
- Contact Domestic Violence Hotline or other resources listed in Non-Emergency Phone Numbers.

If you are a perpetrator of domestic violence:

- Stop the violence – immediately!
- Tell a trusted coworker or manager, and ask for help.
- Contact resources listed in Non-Emergency Phone Numbers (section 3).

Restraining Orders

A Petitioner is a person *protected* by a restraining order.

A Respondent is a person *restrained* by the restraining order.

If a respondent breaches the restraining order:

- Notify supervisor.
- Do not disclose any information about the petitioner.
- If there is an immediate need for police, call 911.

Fights, Violence, Threats (cont.)

Assaults / Bias Crimes

If you have been the victim of a bias crime, assault, or person crime, call 911.

If you have been the victim of a property bias crime, such as vandalism or graffiti, call the non-emergency line at 503-823-3333.

Bias crimes resources:

- Portland Police Bias Crimes
Investigations: 503-823-0400
- City of Portland, Office of Equity and
Human Rights: 503-823-4433

Animal Emergencies

If you or your group are confronted by an aggressive dog:

- Give a stern command with a voice and gesture: “No. Go home...”
- Have an object in your hand that you can put up in front of you for the dog to bite.
- If you have nothing to put in front of you, turn your back side to the dog.
- If you need to strike the dog, go for the legs.

If you are attacked by a dog:

- Do not run from, pull away, struggle or scream.
- If the skin is broken, wash thoroughly – then seek medical attention immediately.
- If you are knocked to the ground, curl up in a ball and put your hand over your ears.

How to Report Dog Emergencies

- To report serious dog attacks or emergencies: call 911.
- For non-emergency, please call PP&R Rangers at 503-823-1637.

How to Report Other Animal Emergencies

Call Multnomah County Animal Control if you observe any of the following:

- Dead, injured or ill animals
- Lost or abandoned animals
- Incidents of animal abuse, cruelty to animals



Multnomah County Animal Control
503-988-PETS

Civil Disturbance And Protests

If there is a protest demonstration:

- Remain calm and professional and maintain a low profile.
- Avoid contact with protestors; use alternate entrances and exits.
- Secure offices; be ready to move if necessary.
- Do not confront or argue with protester; stay neutral.
- Be ready to follow special instructions of police, security or others in charge of the situation.

If there is a riot or a protest demonstration becomes disorderly or dangerous:

- Call 911.
- Secure your work area if possible.
- Be ready to evacuate or stay in your office as instructed.
- If you are trapped in an area, call 911 if possible.
- Be ready to follow special instructions of police, security or others in charge of the situation.

Child & Elder Abuse/Missing Child



As a City of Portland employee, you are a Mandatory Reporter!

- If a PP&R employee reasonably suspects, observes signs of or becomes aware of any form(s) of child abuse, they must report their observations to the Child Abuse Hotline, 503-731-3100.
- Under no circumstances should an employee contact the parents of the child about whom a report has been made. The Portland Police Bureau or Department of Human Services is responsible for contacting the parents.
- In an emergency situation, call 911, otherwise call Police Non-Emergency, 503-823-3333.
- **Neglect:** negligent treatment or maltreatment of a child includes, but is not limited to, failure to provide adequate food, clothing, shelter or medical care.
- **Emotional abuse:** excessive, aggressive or unreasonable demands that place expectations on a child beyond their capacity; constant criticizing, belittling, insulting, rejecting and teasing are some of the forms these verbal attacks can take.
- **Threat of harm.**

Forms of Child Abuse

- **Physical abuse (with or without injuries):** inflicting a non-accidental physical injury.
 - **Sexual abuse:** sexual touching and fondling of a child; forcing a child to touch the abuser's genitals or perform oral sexual acts on the abuser; forced or unforced vaginal or anal sexual intercourse with a child.
 - **Sexual exploitation:** exposure to adult sexual activity or pornographic movies or photos having a child pose, undress or perform in a sexual manner; spying on a child while they are in a bathroom or bedroom.
- Sexual Predators (pedophiles, child molesters)**
- If you suspect a sexual predator is an immediate threat call 911. If threat is not immediate or you are unsure, contact your supervisor, police or the Child Abuse Hotline, 503-731-3100.
 - Trust your instincts.
 - Write down details of the suspected person and exactly what they did or said.

Child & Elder Abuse/Missing Child (cont.)

Missing Child (abduction)

- Determine when and where the child was last seen.
- Develop a physical description of the child and the child's clothing.
- Contact the Portland Police Bureau.
- If the child returns to the area, immediately contact the Portland Police Bureau to report the child's return.

Unattended Child

- Notify supervisor.
- Determine if the child was dropped off or if the parent is located in the facility. If child was dropped off, call parent immediately.
- If unable to reach parent, check child's records and call emergency contacts.
- If child is left for an extended period of time; and no parent or guardian can be contacted:
- Call Police Non-Emergency, 503-823-3333.
- Complete a *Security Incident Form* (section 14).

Runaway/Walkaway Child

- If a child walks or runs away from a supervised group, the person responsible for the group should:
- Notify supervisor or other staff who can help.
- Do not leave the group.

- Get a detailed description of the child, what the child was wearing, where the child was last located, and direction of travel.
- Call 911.

Child & Elder Abuse Guidelines

- Notify supervisor when you report child or elder abuse.
- **All Portland Parks & Recreation employees are mandatory reporters.**
- Reporters in good faith are granted immunity.
- Reportable incidents: physical abuse, mental abuse, sexual abuse.
- Physical Abuse: apparent, non-accidental injuries, visible (i.e., cuts, bruises, burns, etc.)
- The child or elder's verbal response about the injury is very important to the investigation.
- Emergency situation: you SHOULD call "911," not "Services to Children and Families."
- Non-Emergency Police, (Multnomah County) - call 503-823-3333.
- Abuse Hotline (for Mandatory Reporters) - call 503-731-3100.

Send completed form to Margaret Evans and Galina Burley. Find online form at parks.city/wca/child_abuse/output/tblChild_Abuse_add.asp

News Media Communications

If a reporter or news media crew appears at your facility:

- Notify supervisor.
- Contact PP&R Media Liaison, 503-823-5300, for assistance (if unavailable, follow guidelines below).

If you receive a call from the news media:

- Direct all calls from the media immediately to the PP&R Media Liaison for coordination of interviews, logging of calls, and follow-up. An appropriate response to the media would be, “I’m sorry I don’t have the full information regarding that issue. I will give your request to my Department Manager (or the PP&R Media Liaison) who will respond to you as soon as they are available.” Please obtain the reporter’s name, phone number (cell phone, if applicable), the topic of story, and deadline.
- Respond to inquiry if it is your field of expertise and you are the one with the history and details on the subject. Otherwise, refer the reporter to the PP&R Media Liaison for assistance.
- Contact the Media Liaison after hearing from the reporter and let them know of the media inquiry. Let the Media Liaison know of your availability for interviews or follow-up.

Role of PP&R staff responding to media inquiries:

- Managers and staff who are most knowledgeable on the subject may be asked to speak to the media. Employees who are uncomfortable in this role can decline; no employee is required to talk to the media.
- Employees should understand that their comments on PP&R or City of Portland issues could be interpreted as the official point of view.
- Do not make any personal statements; City employee personal points of view may conflict with the City’s official policy.

News Releases

- All PP&R news releases are to be reviewed by the PP&R Media Liaison. News releases are to be sent to the media by the Media Liaison, not individual departments.
- If required, a news release may be posted to the PP&R website.
- Inform the PP&R Media Liaison when the following issues or opportunities present themselves:
 - Public and employee safety and security issues.
 - Current topics of interest, e.g., health & fitness benefits, sustainable practices.
 - Profiles of parks, gardens, and facilities and activities at these sites.
 - Administration, budget, finance, leadership, and planning (master plans, future parks, skate parks) – especially cost-saving measures or innovative strategies and projects.
- Photos or photo opportunities of activities.

Weather Emergencies, Natural Disasters, National Emergencies

Weather Emergencies

Floods

- Listen to the radio to determine flood procedures.
- Know how to shut off electricity, gas, and water at main switches and valves.
- Stay away from floodwaters; they could be contaminated.
- Do not walk through moving water.
- Do not drive in flooded areas.
- Have an alternate route planned when leaving the workplace
- In the case of a flash flood that may affect your workspace, attempt to get to higher ground in the building or nearby building, if safe enough to do so.
- Be prepared to shelter in place at your workspace if necessary.
- In preparation for any emergency, check emergency supplies and carry an emergency kit with you at all times

Lightning/Wind Storms

- In the event that a storm strikes without warning, stay inside for safety.
- Move guests away from large panes of glass or areas with large trees, poles or electrical wires.
- When the storm has passed and if safe to do so, conduct an initial assessment of the outside area surrounding the building for downed power lines and trees. Alert proper authorities if exits and thoroughfares are blocked.
- Prepare to shelter in place if necessary.

Severe Winter Storm

- Listen to radio or television for weather reports, emergency information, and park and community center closures.
- Your supervisor will notify you when it is safe to leave the facility.
- Have proper clothing with you or at your workspace. It could be likely that your route home could be on foot if public transportation is inoperable or if commuter routes are down.
- Access your emergency kit for hand warmers and other needs if necessary.
- Prepare to shelter in place if unable to leave.
- Notify your supervisor when you reach your destination.

Natural Disasters

Earthquake

- Everyone inside the building should “drop, cover, and hold.” (Drop to crouched position with head towards knees, hands clasped behind the neck, arms against ears, eyes closed, back towards the windows.) The safest places are under desks or tables, or along inside walls or other protected places away from cabinets or bookshelves.
- Wait until shaking stops.
- If outside, move away from buildings and overhead objects; crouch low to the ground and protect head.

Weather Emergencies, Natural Disasters, National Emergencies (cont.)

- At the first sign of a tremor, immediately get underneath a desk or sturdy horizontal area like a table. Hold on tight and keep hands and feet protected.
- Wait until the shaking stops to emerge from your safe area, after conducting a visual assessment of your workspace.
- Additional aftershocks may follow; try to exit your building, keeping away from debris, trees, power line and glass. Take your emergency kit, cell phone, water and other items that will aid in your safety.
- Find a safe, open area and wait; try to communicate with your supervisor or subordinates; monitor damage reports to determine if you are able to leave the area.
- If you are unable to leave your building, gather what you can and head to an area that is not damaged or unstable. Shelter in place for as long as necessary. Utilize emergency supplies in your building or on your floor.
- If the event is catastrophic, do not rely on 1st responder support unless you are badly injured; if so, call 911 immediately.

Volcanic Ash

- Stay inside.
- Close all windows, doors, and air vents.
- Turn off circulating air systems (HVAC).
- If traveling on a school bus or other vehicle, close all air vents and windows.
- Use dust masks and/or goggles as needed.
- Rinse eyes with clean water as needed.

Heat Wave

- Carry a full water bottle during a heat wave. Make sure to drink 64 ounces throughout the day.
- When commuting on foot, walk at a leisurely pace; take breaks when necessary.
- If you cannot catch your breath or have stopped sweating, sit down and breathe slowly and deliberately.
- Do not over consume water; try to find a building with air conditioning to rest in.
- Do not attempt to keep walking until your body has cooled down sufficiently.
- Notify your supervisor if necessary.



To get information during a disaster:

- Turn a television or radio to a local station. Use battery-operated radio (or car radio) if electrical power is out.
- Watch for emergency personnel in the area providing emergency direction or triaging for damage and casualties.

Weather Emergencies, Natural Disasters, National Emergencies (cont.)

Terrorist Attack

If the building is under attack by an individual or organized group:

- Follow existing emergency instructions for the type of attack, such as shootings, bombings, fire, chemical or biological attack, hostage survival, etc.
- Be prepared to receive instruction to stay in place, close up your office or evacuate the area.
- Be ready to follow special instructions of police, security or building management.

Chemical/Biological Threats

- Call 911.
- Notify supervisor.
- Write down the exact wording of the threat, how the threat was communicated, and any other details known.
- Wait for emergency personnel to arrive and follow their instructions exactly.

If you receive a suspicious letter/ email:

- Call 911.
- Notify supervisor
- Do not destroy the letter or delete the email.
- Remain calm and wait for other instructions.

If person sprays or deposits liquid or powder in area:

- Quickly get away.
- Call 911.
- Notify supervisor.
- Protect yourself: cover your mouth and nose with layers of fabric that can filter the air, but still allow breathing (e.g., two to three layers of cotton such as a T-shirt, handkerchief or towel, or several layers of tissue or paper towels may help).
- Wash with soap and water.
- Watch TV, listen to the radio, or check the Internet for official news and information including what the signs and symptoms of the disease are, if medications or vaccinations are being distributed, and where you should seek medical attention if you become sick.

If several people suddenly become ill:

- If people need emergency care, call 911.
- Notify supervisor and PP&R Safety Manager, 503-823-5478.
- If people in the group have symptoms similar to those associated with biological contamination, and you are, or were, in the group considered at risk, immediately call 911.
- Follow instructions of doctors and other public health officials.
- If the disease is contagious, expect to receive medical evaluation and treatment. You may be advised to stay away from others or may be deliberately quarantined.

FAQ - Summary - Security Reporting

When to call 911?

Use 911 to save a life, report a fire, stop a crime. 911 is the right number to call in an emergency when a prompt response is needed. There could be a fight or an assault occurring right now, a fire burning, or a medical problem occurring now which could be life threatening. For more information - portlandoregon.gov/911/article/4884

When to call Police non-emergency 503-823-3333?

- Additional property information (for a previously filed report)
- Lost property
- Suspicious activity within the last day
- Theft (from a publicly accessible place)
- Theft from a vehicle
- Vandalism (excluding graffiti)
- Vandalism to a motor vehicle

Where to complete a police report online?

portlandoregon.gov/police/cor/

Where to complete PP&R incident report?

parks.city/wca/security/incident_report/output/tblIncident_list.asp

After you called 911 or to document a non-emergency police issue-Any criminal incident where 911 or non-emergency were called to our property by our staff or park users witnessed by our staff

When to report child or elder abuse?

ALWAYS

If you become aware of such abuse, you are required to report it to 503-731-3100 and submit an internal abuse form.

parks.city/wca/child_abuse/output/tblChild_Abuse_add.asp

Where to report graffiti?

503-823-4824

When to call PP&R Security (aka Park Rangers/Parks Customer Service)?

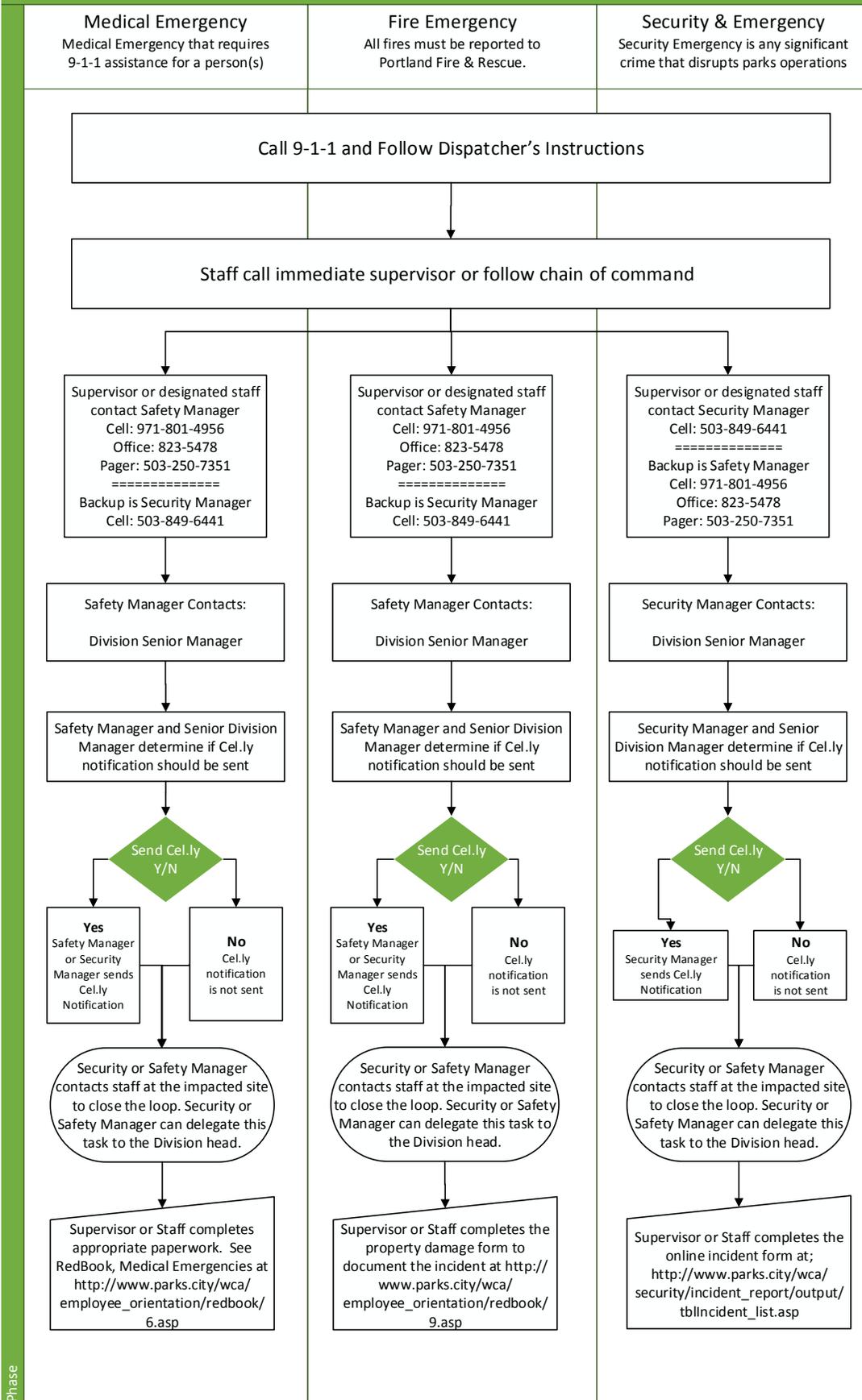
- Report violations of park rules to 503-823-1637
- Send an email for less urgent issues to RangerCallCenter@portlandoregon.gov (email is checked weekly)
 - Unpermitted events
 - Dogs off-leash violations
 - Drinking or smoking violations
 - Remote-controlled vehicles
 - Possession of weapons
 - Additional Title 20 PP&R rules - portlandoregon.gov/citycode/28627
 - Please do NOT report maintenance issues such as trash, broken outlets, etc. to this number

NOTE: PP&R has 11-13 rangers on daily duty for 200+ parks. Due to limited Ranger capacity, not all calls are responded to, but all calls are logged and reviewed.

Where to report camping on parks property?

- Every first-time camp you see needs to be reported to One Point: portlandoregon.gov/69333. One Point has a PDX reporter app as well for reporting camps. If you use PDX reporter app, you can submit every first encounter that way.
- When you Post, Clean, Inventory a camp, you are required to use our internal database for legal compliance reasons, parks.city/working/pdxparks/rangers/camps/output/Camps_list.asp (you are also required to update the record).
- You can still call the rangers at x31637 to report camps, but only concurrent with the first two steps as applicable. You might be on hold, in which case, you can send an email to rangercallcenter@portlandoregon.gov (email is checked weekly).

NOTE: Not all camping complaints will result in action by the City. There are low-level behaviors that will continue, as the City must marshal its resources strategically. For more information, visit the Homelessness Toolkit, portlandoregon.gov/toolkit/ — a single resource for information on City homelessness initiatives, to volunteer opportunities.



Phase