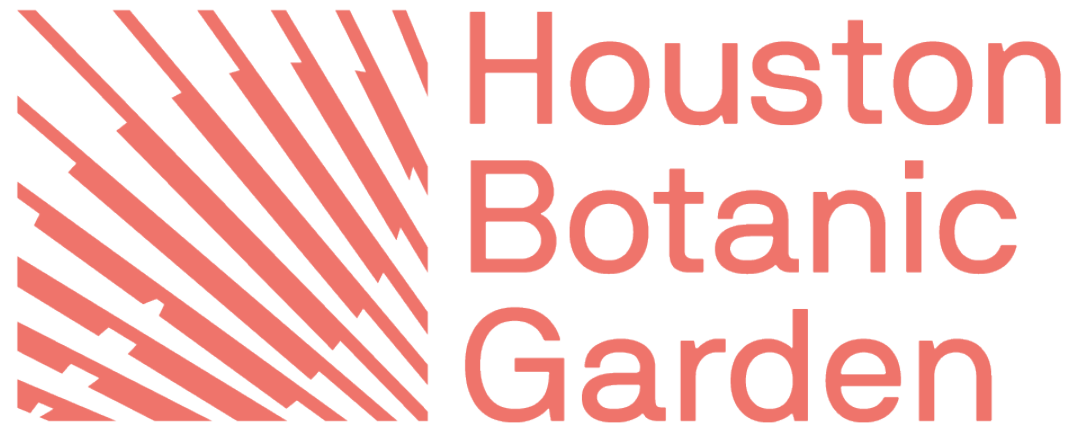


Preparedness Quick Guide



Department of Operations – Updated Aug 2024

Preparedness Quick Guide



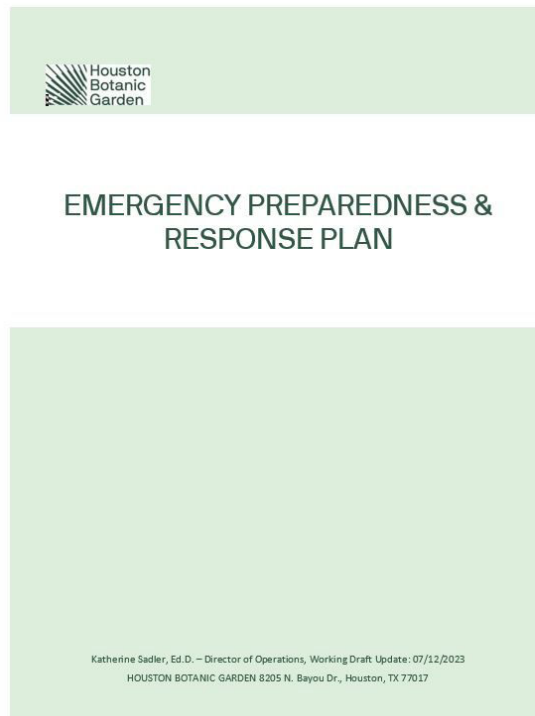
Awareness - Safety - Resilience



Preparedness Quick Guide



N Drive > Standard Operating Procedures > EMERGENCY PREP > SOP ALL STAFF EMEGENCY RESPONSE



Emergency Response

CONTENTS

| | |
|---|----|
| FIGURES | 2 |
| TABLES | 2 |
| GENERAL EMERGENCY PROCEDURES | 3 |
| Order of Operations | 4 |
| CONTACT INFORMATION | 5 |
| External Communications | 6 |
| Internal Communications | 6 |
| INCIDENT REPORTING | 8 |
| MISSING PERSON – EMERGENCY PROCEDURE | 9 |
| SOURCES OF INFORMATION FOR EMERGENCY CONDITIONS | 12 |
| EVACUATION/SHELTER IN PLACE | 13 |
| ACTIVE SHOOTER INCIDENT – RECOMMENDED PROTOCOL | 15 |
| WEATHER EVENT INFORMATION | 17 |
| ANIMAL CONTROL INCIDENT | 22 |
| NAMED STORM PREPAREDNESS | 24 |
| Garden Order of Operations | 24 |
| Personal Action Checklist | 25 |
| HORTICULTURE CONTACTS IN THE EVENT OF EMERGENCY/INCLEMENT WEATHER | 27 |
| EMERGENCY RESPONSE TEAM – EMERGENCY PROCEDURE | 28 |
| COLLECTIONS EMERGENCY RESPONSE TEAM – EMERGENCY PROCEDURE | 29 |
| WORKERS’ COMPENSATION – CHRONIC INJURY OR ILLNESS | 31 |

Preparedness Quick Guide



- Assess the situation: Look, Listen, Smell!
- Attend to personal safety **FIRST**
- **IF you need Law Enforcement ASAP contact 911 or Constable directly**
- Contact Operations Staff for Immediate Assistance – Channel 1 by Radio
- Operations will coordinate further assistance.
- Operations will contact the **Emergency Contact** with Details
- When able to email safely, send incident report to operations@hbg.org

Preparedness Quick Guide



Emergency Numbers

| | |
|--------------|---|
| 911 | All Emergency Services |
| 713-477-2766 | Harris County Constable Precinct 2 |
| 713-884-3131 | Houston Police Department Non-Emergency |
| 800-222-1222 | National Poison Help Hotline |
| 832-935-5918 | Katherine Sadler, Deputy Director of Operations |

Preparedness Quick Guide



Operations Staff Schedules

Katherine: Mon-Fri

John: Wed-Sun

Fernando: Mon-Fri

Bri: Mon-Fri (Wed Remote)

Tammy: Wed-Sat

Emily: Sun-Thu

Adriana: Mon-Fri

Evacuation/Shelter in Place

ALWAYS FOLLOW GARDEN STAFF INSTRUCTIONS

A Severe Weather Alert is posted by the National Weather Service covering this zip code.

Lightning

Damaging winds causing large trees to sway or healthy leaves to be ripped off trees (40+ mph sustained winds).

Fire or explosion.

Gas or Chemical leak.

Violent Incident such as bomb threat, mass shooter event, vehicular assault.



Extreme Weather

All Lightning events trigger temporary shelter in place protocols. Staff and visitors should be directed to take cover when a lightning alert is received by text and the lightning siren sounds – one long blast of the siren. The shelter in place is in effect until the all clear alert sounds – three blasts of the siren in short succession.

Note:

Trees DO NOT provide appropriate shelter during lightning events.

Golf carts DO NOT provide appropriate shelter during lightning events.

Closure:

All Garden wide decisions and phases of preparation and recovery are directed by the Emergency Response Team (ERT). In the event that a member of the Emergency Response Team is not able to participate in the decision making process, another member of senior staff may be asked to fill in.



Heat

| Heat Exhaustion | Heat Stroke |
|--|--|
| ACT FAST <ul style="list-style-type: none">• Move to a cooler area• Loosen clothing• Sip cool water• Seek medical help if symptoms don't improve | ACT FAST CALL 911 <ul style="list-style-type: none">• Move person to a cooler area• Loosen clothing and remove extra layers• Cool with water or ice |
| <i>Dizziness</i> <i>Thirst</i> <i>Heavy Sweating</i> <i>Nausea</i> <i>Weakness</i> | <i>Confusion</i> <i>Dizziness</i> <i>Becomes Unconscious</i> |
| <i>Heat exhaustion can lead to heat stroke.</i> | <i>Heat stroke can cause death or permanent disability if emergency treatment is not given.</i> |

Stay Cool, Stay Hydrated, Stay Informed!

In the event of an extreme wet bulb and heat index temperature warnings, the Garden will likely stay open, but volunteers should attend to personal cooling measures, drinking water, staying in shade, taking breaks inside. Staff will be watching for signs of heat illness in volunteers and visitors. Tents and the Welcome Pavilion can serve as cooling stations.

Active Killer

RUN: Evacuate If Possible

Leave your belongings behind.

Keep your hands visible to law enforcement.

Take others with you, but do not stay behind because others will not go.

Call 911 when it is safe to do so.

HIDE: Hide silently in as safe a place as possible

If the shooter is in close proximity and you cannot evacuate safely, hide in an area out of the armed person's view.

Turn off lights

Silence phones and turn off other electronics.

Remain in place until you receive an "all clear" signal from the Manager on Duty or Law Enforcement.

FIGHT: Take action to disrupt or incapacitate the attacker

As a last resort, fight. If you cannot evacuate or hide safely and only when your life is in imminent danger, take action.

Immediately after an incident:

Wait for Local Law Enforcement officers to assist you out of the building, if inside.

When law enforcement arrives, visitors and employees must display empty hands with open palms.

Wildlife Encounter

You may be startled yourself to encounter unexpected wildlife. But startling the wildlife could provoke further defensive behavior.

Being afraid is OK.

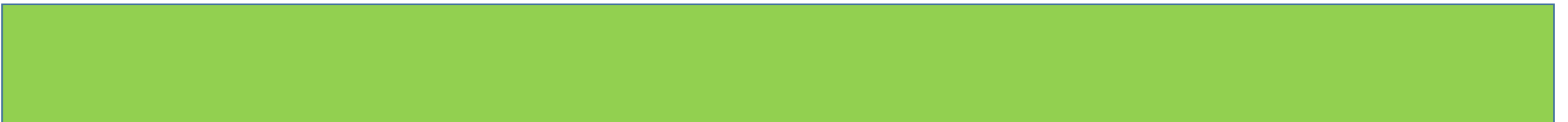
Breathe and slow your actions down. You may have to counteract the fight, flight, freeze response.

Attending to your personal safety does come first.

But, Personal safety is always supported by moving away from the animal.

Do not attempt to move or incapacitate an animal on your own.

Initiate the Order of Operations by contacting a member of Operations Staff.



Volunteers Insurance

Who was involved


What happened

How you responded

Who else among garden staff responded.

Were emergency services contacted?

The items in the incident report form are included to provide insurers the information necessary to proceed with claims:

- Weather Conditions
 - Footwear
 - Path/Ground Conditions
 - Part of the body affected
- 

First Aid

First Aid Kits:

On all carts

Club House: In staff break room area, next to the mail box + AED Device

WP: in ticket window inner office, next to Garden Shop Check Out + AED Device

Eye Wash Stations: North and South O&M

Blood Kits:

Club House: next to the mail box

Horticulture: to be taken on carts when working in the field

Visitors: Offer First Aid supplies for self administration. For children in education programs, consent may be obtained in advance, and staff may proceed accordingly, but you **MUST** be clear about who has signed consent prior to administering aid.

If you are certified in First Aid/CPR and a visitor is incapacitated, you may assume implied consent and render direct aid. If the visitor is a child and incapacitated, obtain consent from their adult if present.

Staff: If you are certified in first aid and have consent you may render direct aid. If you are certified in First Aid and a staff member is incapacitated, you may assume implied consent and render direct aid.

Missing Person

If a Missing Child or Vulnerable Adult is Reported to Staff:

PERSONAL, IDENTIFYING INFORMATION SHOULD NOT be passed over radio channels

- Police should be contacted after 15 minutes of a person being reported missing in all circumstances – **immediately if considered vulnerable.**
- **Contact Garden Staff who will implement next steps**
- Operations staff will close all Garden exits until thorough search is carried out and missing person found.
- Operations staff will assess preventing any vehicles leaving the Garden before law enforcement can arrive to search.
- No staff member should engage in a search alone.

If a Missing Child or Vulnerable Adult is Located by Staff:

- Children should not be left in the sole care of one person.
- No food or drink, except plain water should be given to children/vulnerable adults in case of allergies.
- Garden Staff along with law enforcement may determine whether a child or vulnerable adult can be released into the care of a competent adult.

Facilities Services

Contact a member of staff in the Welcome Pavilion to report the following:

- Custodial
- More Water for Dispenser
- Bathroom issues
- HVAC
- Furniture Repair
- Pest Control
- Electrical Systems
- Tent Repair

