Staying Safe and Responding to Emergencies...

A brief overview of common safety procedures at The Wild Center.
During your time at The Wild Center, it’s possible that you will encounter a variety of working environments and potential emergency situations.

While true emergencies are rare, it is important to provide an overview of the procedures in the case that they do arise.

A full copy of TWC Health & Safety Manual is available upon request. If you have any questions or would like to learn more, please contact the volunteer coordinator or the health and safety officer.

**Safety Basics**
• Dress appropriately for your position, including proper footwear
• Familiarize yourself with the facility exits
• Practice safe lifting strategies
• Use appropriate equipment for the job
• Do not perform tasks or use equipment you are not trained for
• Notify staff of any safety issues you see and of any injuries that occur on the job

Keep Yourself Safe
Staff and volunteers should always wait until they are trained before using any equipment or entering secure areas of the museum.

When in doubt, ask!
Not trained? Not sure how to do something? Never used that tool before?

Prevention is Key
The Wild Center has staff trained in First Aid/CPR, in handling animal emergencies, and in basic emergency response specific to our site.

Volunteers/Interns are asked not to “dive into action” when responding to issues or emergencies, but to follow the procedures/steps outlined here and await assignments from the responding staff.

In General...
The emergency # here is 911.

You do not need to dial any special numbers on TWC’s phones. Simply dial 911 and the call will go through.

Our address is:

45 Museum Drive
Tupper Lake, NY 12976
In the next few slides, test your response knowledge and learn more about expectations for volunteers/interns

What would you do?
Situation 1: “Mom?”

You are working at the Plan Your Visit desk when a crying child comes up and tells you he has lost his mom.

What do you do?

1) Take his hand and walk him on a loop around the museum to see if you can spot Mom.
2) Take him over to admissions and alert staff right away.
3) Keep him with you at the PYV desk until his mom comes and finds him.
Correct Answer:

2) Take him to admissions and alert staff right away.

TWC staff have procedures in place to locate a missing person. Taking the person who has lost their party to admissions will start this process (alternately, find any staff member and report the situation if not near admissions). The Wild Walk kiosk is also used as a reporting spot in the summer if the missing persons are outside.

(continued on next slide)
What happens then?

Staff will coordinate a “CODE 5,” a missing person(s) search across the entire campus using radios and the phone paging system. If you hear that a Code 5 is in progress and would like to help, head to the Admissions desk or kiosk (summer season only) for an assignment from the Manager on Duty.

Situation 1: “Mom?”
Situation 2: “Fire!”

While working a shift in Planet Adirondack, you happen to smell smoke. Suddenly, flames start coming out of one of the projectors.

What do you do?

1) Leave any visitors in the room and run to get a staff member.
2) Try to find a fire extinguisher.
3) Move any visitors towards safe emergency exits and call for a staff member.
Correct Answer:

3) Move any visitors towards safe emergency exits and call for a staff member.

The safety of our visitors is our first priority. Get them heading to safety and alert staff or pull a fire alarm as soon as possible – trust us, someone will come running if they hear “Fire!” Volunteers should take themselves and any visitors with them out the nearest safe exit and head to the back/eco-paver section of the parking lot.

Situation 2: “Fire!”
Situation 3: Duck on the Run

You are stationed by Clarence (the moose) and working as an exhibit guide when, in a flutter of wings and quacking, one of the wood ducks makes a break for it.

What do you do?

1) Ask visitors to give the runaway some room and send someone to alert the Front Desk.

2) Try to corral the duck in a corner and keep it there until Animal Care comes.

3) Snag the duck yourself and put it back in; no problem here!
Correct Answer:

1) Ask visitors to give the runaway some room and send someone to alert the Front Desk.

Never try to deal with a runaway animal yourself! Staff are trained to handle animals on the loose. Alert the staff and keep an eye on the animal until Facilities, Animal Care, or another staff member arrives to take care of the situation. Animal escapees will be addressed on the radio as a “Code 3” – if you hear this please move away from the area unless the responding staff ask for assistance.

Situation 3: Duck on the Run
Situation 4: Ouch!

On the way to Wild Walk, you come across a mother and her young daughter. The daughter has fallen from the tree stumps and clearly injured her arm.

What do you do?

1) Put the arm in a sling – you know how to treat this kind of thing – and give the mother directions to a medical center.

2) Go back to the Kiosk to alert a staff member to the medical incident and let the staff decide on the next steps to take.

3) Call 911 and stay with the mother and daughter until the ambulance arrives, then report to your regular shift.
Correct Answer:

2) Alert the staff and let them decide on the next steps to take.

Unless a life-threatening emergency is taking place, alerting staff should be your first priority after reassuring the injured visitor(s). Staff will call a “Code 2” so that staff with first aid training can respond to the situation. The responders will also have medical kits. If urgent medical treatment is needed, they can coordinate with the emergency responders.

If an emergency is underway, call 911 first and alert the staff as soon as possible.

**Situation 4: Ouch!**
Situation 5: “Who’s in Charge Here?”

A visitor is angrily giving you a piece of his mind because he believes his experience wasn’t worth the admission price. You’ve tried being respectful and polite, and nothing is working. He’s driving you up a wall!

*What do you do?*

1. Tell them you don’t have any authority and send them to the front desk.
2. Call 911.
3. Call the Ghostbusters.
4. Call the Manager on Duty (MOD).
Correct Answer:

4) Call the Manager on Duty (MOD.)

There is always someone in charge in case of incidents, minor or major. You can ask for the MOD at the Admissions desk.

No matter how small or large the situation is that you’re dealing with, you should always feel that you can ask the MOD for assistance.

Situation 5: “Who’s in Charge Here?”
Situation 6: You Can Drive My Car

You’re starting your shift at TWC when you realize you forgot to bring your props for your program about moose. You walked to TWC and your program is in fifteen minutes; surely you can just borrow TWC’s work truck to run home, right?

Which is true?

1. Vehicles can be used only after you’ve received training from the Facilities department.
2. Vehicles can be used by anyone/anytime.
3. Vehicles can never be used by volunteers.
Correct Answer:

1) Vehicles can be used only after you’ve received training from the Facilities department.

To be on the safe side, we require all volunteers who need to use TWC’s vehicles to go through a brief training with our staff and have their license on file. If you think you will need to use a vehicle in the future, talk with the volunteer coordinator to arrange your training.

The above also applies to tools, golf carts, etc.

Situation 6: You Can Drive My Car
Situation 7: Violence in the Workplace

It’s a normal day at TWC – until it isn’t. Without warning you hear gunshots by the Trout Pool.

What do you do?

1. Fight the shooter if you have to.
2. Run to a safe place away from the violence.
3. Hide if you can’t run away.
All of these could be correct answers. In order, you should:

1) Run to a safe place away from the violence, using the nearest safe exit.
2) Hide if you can’t run away, preferably behind a door and in an area with no windows. Try to be out of sight.
3) Fight only if you have to.

While extremely rare, we would be remiss if we didn’t provide a procedure for violence issues, known by radio “Code 1” at The Wild Center. In case of a violent action, your first priority is your own safety. Then call for help when/if you safely can.

Run.Hide.Fight Training Video

Situation 7: Violence in the Workplace
And, to end on a lighter note…

It’s been snowing for the past 48 hours. The plow trucks are on strike and the roads by your house look like the Olympic ice rinks in Lake Placid. But TWC is always open – should you come in for your shift?

*What do you do?*

1. Break out the ice skates; it’s just a normal winter.
2. Stay safe and stay home.
3. Hop on your snowmobile so you can pick up the volunteer coordinator on your way in!
Correct Answer:

2) Stay safe and stay home.

If you’re concerned about traveling in bad conditions, stay safe, stay home! Give TWC or Tracy a call to let us know you’re not coming in. We promise we’ll understand!

If the museum closes due to weather, an announcement will be on our main voicemail. Call (518) 359-7800 to check if you have any questions.

(It hasn’t happened yet. 😊)

Situation 8: Winter Commuting
I hereby acknowledge that I have read and understood the ‘In the Event of an Emergency’ briefing. I am comfortable with basic emergency procedures and am aware that a copy of the complete safety manual is available to me upon request.

_________________________
(Name)

_________________________  ____________
Signature                     Date

Acknowledgement of Briefing