



# EMERGENCY PROCEDURES AND HEALTH CARE PLAN 6/24-5/25

This document covers all Whispering Winds' Programs and Retreats.  
Rental guest groups are required to have their own emergency plan.

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# 1. EMERGENCY PHONE NUMBERS

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**In case of an Emergency, call 911**

**Whispering Winds Camp**

**17606 Harrison Park Road, Julian, CA 92036**

**Fire Info, Campfire Permission, Propane Emergency**

Cal Fire San Diego Station 51 (Cuyamaca)	760-765-0085
San Diego County Julian Fire Station 56	760-765-2885
San Diego County Fire Station 50	760-765-0511
Amerigas, Propane Supplier	760-765-0130

**Medical Assistance, Non-emergency**

Julian Medical Center (Julian Family Medicine)

Monday-Friday 8:30 am to 5:00 pm

760-765-1223 - Call to make an appointment

2721 Washington Street, Julian Ca 92036

Palomar Medical Center, 2185 Citracado Parkway	442-281-5000
Grossmont Hospital, 5555 Grossmont Center Dr, La Mesa	619-740-6000
Poison Control	800-222-1222

**Law Enforcement**

Julian Sheriff Department	760-765-4718
Highway Patrol, Border Division	858-650-3600

### **Camp Leadership Phone Numbers**

Rosy Woodruff, Camp Director	619-536-2090
Cory Reynolds, Director of Food Service	619-455-1953
John Tobin, Facilities Manager	760-715-2274
Rigoberto R. Gonzalez, Grounds lead	619-701-2528
Andy Scholl, Facilities Lead	760-504-6716
Martin Rosales, Executive Director	619-916-9559
Paula Bott, Director of Programs and Marketing	619-985-3050
Julian Camp Office	760-765-1600
Julian After Hours Emergency Phone	619-913-8815
San Diego Corporate Office	619-464-1479

# Fire Plan

911 is our direct link to Fire and Law Enforcement. In an emergency, one person will call 911 from a cell phone while a second person will call 911 from the nearest landline. Landlines are located outside the west side of the Dining Hall and in the Welcome Center. This ensures both a rapid response time and clear communication in case the cell call loses communication. After calling 911, camp staff will be notified of the emergency via the Emergency On-Call Phone (619-913-8815) so that the Director of Operations or appointed camp staff can meet the Fire Department and/or ambulances as they arrive and direct them to the site of the emergency.

## 1. **EMERGENCY ALERT SYSTEM: FIRE BELL – LOCATED NEAR MEADOW**

Emergency procedures are posted in each guest room and in guest room binders; each post clearly indicates the room and building number, as well as the camp address. In addition to posted instructions, all groups receive a camp orientation at their first meeting, at which point they are informed of the Emergency Alert System. The Emergency Alert System begins when a member of camp staff rings the emergency bell in 5-minute intervals until all guests have arrived in Founders Hall. Group Leaders are to immediately begin checking in their group until all guests are accounted for. Group leaders will receive information and instructions from the Director of Operations or appointed camp staff. Camp staff will assist the group in carrying out instructions.

## 2. **COMMUNICATIONS AT CAMP**

- In the event of an evacuation, mobile phones will be the primary source of communication once landlines either fail or are no longer accessible. Texting may be more reliable than voice calls.
- In the event that mobile communications become compromised, we will transition to hand-held radios. There are always two fully charged walkie-talkies on hand for emergency use in the Welcome Center. All or most Operations staff are equipped with walkie-talkies.
- To maximize efficiency and keep “airwaves” clear, walkie-talkies will be limited to the Director of Operations or appointed camp staff as they orchestrate and communicate the appropriate plan of action.

## 3. **FIRE EMERGENCY PROCEDURES**

- The emergency bell is rung continually in 5-minute intervals until all guests are in Founder’s Hall.
- Staff and guests will gather in Founders Hall.
- A headcount will be conducted by group leaders. Camp Staff will bring guest rosters from the Welcome Center to Founder’s Hall to verify the information.
- An evacuation and/or activity plan will be directed by camp staff. In the event of an imminent evacuation, staff will be appointed to open any locked gate in the assigned evacuation route and turn off the gas in the camp.

### **Situation 1 – Fire at Camp**

If there is a fire at camp that is too large for camp staff to extinguish, follow all camp **Emergency Procedures**. In the event that Founder's Hall is on fire, guests will be redirected by staff to the Dining Hall to await further instructions.

### **Situation 2 – Fast-Moving Fire: Less than 1-hour notice of evacuation**

Follow all camp **Emergency Procedures**.

### **Situation 3 – Intermediate Evacuation: 1 to 3-hour notice**

When a fire is nearby, and we have several hours of evacuation notice, we will arrange for campers to be picked up by their family members. Children in a WW Program such as a Kid's Camp, Confirmation Retreat, or CCA program must be signed out. Campers who cannot be picked up immediately will be transported to a safe location where pick-up will be arranged. This decision will be made by the on site camp leadership.

### **Situation 4 – Regional Fire Evacuation**

In this common scenario, a large fire is developing somewhere in the backcountry area. Oftentimes this situation can be multiplied by Santa Ana winds. In this scenario, Julian and SD staff remain in communication and will stay in touch with fire officials. Staff will follow the news, weather predictions, and CalFire on Twitter to remain current on the fire's status.

- The Camp Director or appointed camp staff will continue to keep guest leaders up to date on current fire information.
- At camp, all available staff and camp vehicles will be assembled in the treehouse parking lot facing out and ready to evacuate.
- The Camp Director or appointed camp staff will coordinate with guest group leaders to ensure a plan is in place that includes enough seats to evacuate all present guests.

## 4. EVACUATION OPTIONS

If Fire or Law-Enforcement officials initiate an evacuation, we will follow their direction. The Facility Manager, in conjunction with the Executive Director, may initiate evacuation as well.

Depending on which evacuation situation we are facing, these emergency procedures will be followed:

- **Shelter-in-Place** – If we have to shelter-in-place, fire officials have stated that the best place to be during a fire is inside a fire-resistant building. Once inside a building, close all windows, curtains, and doors. Appointed staff will coordinate with program leaders to designate which camper groups – whether a WW program or rental group - are assigned to which shelter areas. Keep the campers calm and assure them they are safe.

Whispering Winds shelter-in-place locations

- Caster Family Dining Hall
- Founders Hall
- Shepherds Hall
- Welcome Center
- Disciples Lodge (lower floor)

**Short-Term Evacuation**—In the event that the camp population must be evacuated for a short amount of time, campers and staff will evacuate to the Julian Library (1850 CA-78, Julian, CA 92036). Directions to the Julian Library are included in the Attachment Section of the binder. The Director of Operations or appointed camp staff will coordinate with group leaders to make sure staff and all guests are present at the evacuation site.

**Fast Evacuation Option** – In a fast evacuation situation, when outside help is not available, WW Programs campers will be shuttled in private staff-owned and camp-owned vehicles. Rental groups are informed in their rental contract that we do not provide evacuation transportation, and they are responsible for having an emergency contingency plan. If evacuation is activated during a WW program and there is enough time, parents will be called to pick up their children. If there is no time for parents to pick up their children, under the direction of the Facility Manager in conjunction with the Camp Director, or appointed camp staff, we will shuttle children with all available vehicles to one of our evacuation sites (either Julian Library or St. Therese Parish in San Diego) based on location and speed of the fire toward the camp. The Director of Programs will assess at the beginning of each program that there are enough vehicles to safely evacuate WW Program guests if need be.

## 5. **EVACUATION ROUTES**—MAPS AND DIRECTIONS ARE INCLUDED AT THE END OF THIS DOCUMENT

There are many possible evacuation scenarios. Scenarios for fast-moving fires on windy days, large regional fires that are heading toward camp, and fires from north-south-east-west. Each factor will be considered when determining evacuation routes.

- Evacuation Route A
  - For fires approaching from the Southwest or Southeast, our primary route is Northbound Hwy 79 towards Julian (Turn left onto Hwy 79).
- Evacuation Route B
  - For fires approaching from the Northwest or Northeast, our primary route is Southbound Hwy 79 towards Hwy 8 (Turn right onto Hwy 79).
- Evacuation Route C
  - If a fire is approaching from the East and Hwy 79 is not an option, our route is Julian Estates Road, through Julian Estates, into William Heise Park, to Pine Hills Road northbound to Hwy 78 westbound towards Romana.
- If a fire is approaching directly from the West, the Camp Director will confer with fire officials to determine if it is best to exit via Hwy 79 North or South.

## 6. **EVACUATION DESTINATIONS**

Short-Term Evacuation:            Julian Library            1850 CA-78, Julian, CA 92036  
**760-765-0370**

Long-Term Evacuation:            St. Therese Parish            6400 St. Therese Way, San Diego, CA 92120  
**619-582-3716**

## 7. **TRANSPORTING CAMPERS**

- Load the vehicle within the passenger limit established by the vehicle manufacturer.
- All passengers must wear a seat belt.
- All passengers must remain seated while the vehicle is moving.
- Vehicles traveling in a convoy must stay together—if one car stops, all cars are to stop.
- A list of individuals in each car must be in the vehicle and with the Facility Manager or Manager on Duty. The Facility Manager or Manager on duty having a photo on their phone of the car list is acceptable.
- Wheelchair-bound persons will be appropriately secured, either in their wheelchairs, with wheels in the locked position and secured to vehicles when applicable, or persons may be transferred to vehicle seating and their wheelchairs transported separately.



## 8. EVACUATION RESPONSIBILITIES

- **San Diego Office**
  - Answer phones and serve as a communication center.
  - Staff will keep the phone lines open by shortening routine business calls. Sample script:  
*“Thank you for calling Whispering Winds. We are currently in an emergency stand-by. Please call back tomorrow or email the person you are trying to reach. Thank you for understanding.”*
  - Utilize the official talking points from the Executive Director or appointed staff.
  - During an evacuation, San Diego staff may be asked to work outside of normal business hours to serve as the Communication Center representative.
  
- **Julian Staff—Operations, Food Service, Camp Experience, and Summer Support Staff**
  - Our first priority is protecting human lives.
  - All staff report to the Facility Manager or Manager on duty or appointed camp staff for further assignments.
  - Assist in the evacuation process.
  - Shut off utilities: propane first, then electric.
  - Close all windows and doors.
  - If an evacuation is ordered, the Camp Administrator or appointed camp staff will change the camp voicemail message to indicate, *“We are in the process of evacuating the camp. Please call our San Diego office at (619) 464-1479 for more information.”*
  - Staff evacuation is to follow immediately after camp guest evacuation unless directed by fire or law enforcement officials. Under no circumstances are staff members required to stay once conditions are deemed unsafe.
  - WW camp staff members are required to check in with the WW San Diego office, at 619-464-1479, immediately upon evacuation; staff must report their location and how they may be reached. Extended evacuations require 9:00 a.m. daily check-ins.
  - WW management will provide updates on return-to-work status if the camp is closed due to a fire or natural disaster.

- **Programs**

- The program leader is required to have a master roster of all campers and staff with them at all times. They will take a roll call to ensure all guests are present and report to the Facility Manager, or Manager on duty if a search is needed to locate any missing campers or staff.
- Direct children to either an indoor shelter or to their evacuation transportation point.
- Appointed staff will be tasked with the critical responsibility of keeping children occupied, calm, and accounted for.
- Roll call to be conducted before evacuating and again immediately upon arrival.
- Load campers into evacuation vehicles by sleeping assignment (when possible). Record, in writing, which campers/staff/cabin groups are traveling in which vehicle. Staff are responsible for the campers in their group.
- When picked up from the evacuation site, parents/guardians must sign their child out with the appointed staff.

## 2. EMERGENCY PROCEDURES

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These emergency procedures are written to support the programs that are facilitated by Whispering Winds staff:

- Whispering Winds Women's Auxiliary Retreat
- Family Camps
- Senior Moment Retreat
- Camp Jack
- Diocesan Confirmation Retreat
- 6th Grade Camp

Rental groups that use our facility **are required to** have their own emergency procedure policies. We, at Whispering Winds, activate OUR emergency procedures during a rental group retreat. Our staff will coordinate with the rental group for their safety and that of our staff. We will communicate with the fire department, law enforcement, media, and other interested parties.

### 1. MISSING WW PROGRAM GUEST

- If a camper misses a scheduled meal without prior notification of a group leader, they are to be considered missing. Treat all reports of lost persons seriously. Determine by a quick search if the camper is actually missing.
- When reasonably certain that a person is missing, arrange for a search to begin following these steps:
  - Notify the Facility Manager or Manager on duty, Program Director, or the Camp Director of who is missing, where and when he/she was last seen, what small group he/she is in, and any other pertinent information.
  - Stay calm so that other campers are not frightened.
  - The Facility Manager or Manager on duty will create the search plan. Multiple staff may be necessary to conduct the search.
  - Inquire about the camper's state of mind. Were they angry, depressed or threatening to run away? Did they fall behind on a hike or leave to visit a friend in another group? A camper who does not wish to be found will require a wider and more careful search.
  - Search the immediate area with available staff.
  - Ask nearby campers and staff if they have seen or know where the camper is.
  - Ask their friends where they last saw the camper.
  - Check all bathrooms, Dining Hall, sleeping quarters, and their friends' sleeping quarters.
  - The Facility Manager or Manager on duty may decide to use the Welcome Center loudspeaker to communicate directly with the missing person: "\_\_\_\_\_, please report to the Welcome Center or nearest WW staff member."
  - If the camper is not found within 20 minutes, the camper will be presumed lost.
  - The Facility Manager or Manager on duty will institute a public search that will include contacting the sheriff's department, camp office, and the camper's parents.
  - Provide activities to the remaining campers. Be calm and positive. Acknowledge their fears while communicating that there is staff working through procedures. Do NOT make promises or get into specific details about the search.
  - Complete an incident report and any other reports requested.

## 2. INTRUDERS

- DO NOT ALLOW ANYONE (stranger or known) TO REMOVE A CAMPER FROM CAMP without communicating with the Facility Manager or Manager on duty, Program Director, or Camp Director.
- Immediately notify the Facility Manager or Manager on duty , Program Director, or Camp Director if he/she is unreachable, dial the emergency on-call phone at 619-913-8815 and notify the responding manager.
- Do not approach an intruder if you do not feel comfortable.
- Unfamiliar persons on the camp property may range from someone lost and looking for directions to a person with the intent to do harm to persons or property.
- Be observant as to the make, model, and license plate number of the car.
- Ask the person who they are and if you can help them.
- Be polite and give assistance if possible.
- If you feel comfortable, ask them to leave by informing them that this is private property and not open to the public. Watch to make sure that the person leaves camp.
- If the person seems threatening in any way, do not approach them.
- Notify On-call staff or Camp Director immediately if you see or suspect an intruder at camp at night.
- The On-call staff or Camp Director may notify other staff members at his/her discretion. It may be appropriate to check all camper sleeping areas with a headcount.
- In order to prevent false intruder alarms and unnecessary fright, please wear your name badges, carry a flashlight, and identify yourself if asked when walking in the camp at night.
- Complete an incident report if requested by camp leadership.

## 3. VIOLENT INTRUDER

In the event of a violent intruder or shooter, you have the option to respond in one of three ways. It is up to each staff member to choose the best response according to the scenario.

- **Run** – If there is an accessible escape path and it is safe to do so, your preferred action may be to run from the building or scene. Be calm but act quickly to distance yourself from the shooter. Help others escape if you can but run regardless of whether others agree to follow. Do not attempt to move wounded people. Call 911 when it is safe to do so.
- **Hide** – If it is not safe to run, you may choose to find a safe hiding spot where you can help others if possible. Keep in mind that hiding spots may need to change if a situation progresses. Find a place where the shooter is less likely to find you, with something between you and the shooter that could potentially protect you if shots were fired in your direction. Remain silent when hiding, and make sure you silence your cell phone. Call 911 if it is safe to do so. Remain in place until you are given an “all clear” by identifiable law enforcement.
- **Fight** – Sometimes, ensuring the safety of ourselves and others means we can choose to fight an intruder. Do everything you can to disrupt or incapacitate the shooter. Find anything that can be used as a weapon, such as chairs, fire extinguishers, brooms, etc. Act as aggressively as possible against the shooter. Sometimes even simply throwing things at an intruder can cause enough distraction to allow someone else to neutralize the threat. Commit to your actions.

- **Lockdown procedures**

Close and lock doors if possible.

Try to deny access to the violent intruder.

Communicate with staff and guests on two-way radios, loudspeakers, and cellphones (call or text) "Code Silver" followed by the location of the violent intruder if known. \*Only use a loudspeaker if you deem it safe to do so.

- **When law enforcement arrives**

- It is the officers' goal to secure the scene, then help the injured.
- Follow the officers' instructions.
- Keep your hands visible and avoid making quick movements toward officers.
- You may be asked to provide this information:
  - Location of the active shooter(s)
  - Number of shooters
  - Physical description of the shooter(s)
  - Number and type of weapons held by the shooter(s)
  - Number of potential victims at the location

#### **4. KIDNAPPING**

- IMMEDIATELY notify the Program Director, Camp Director, or Facility Manager if a camper is taken from camp without the express and direct approval of the Program Director, Camp Director, or Facility Manager.
- Write down detailed descriptions of all persons involved: hair color, height, weight, clothing, race, identifying marks, birthmarks, tattoos, piercings, make/model of car, and license plate number.
- All visitors not wearing a Visitor Badge will be redirected to check-in at the Welcome Center or asked to vacate the premises.
- Campers will only be released to authorized individuals whose name has been listed by a parent/guardian on the check-in date.
- All early check-outs require verification by the Program Director, Camp Director, or appointed staff.

## 5. UTILITY FAILURE

- **Water**

Our camp has a self-contained water system that consists of two wells and a water storage tank. Immediately notify the Facility Manager if the following happens:

- Loss of pressure or unusually rusty-looking water
- If you see a water leak or broken pipe
- No hot water flowing from a faucet/shower

- **Electrical**

A power loss may occur from sources inside or outside the camp, planned outages will be addressed in advance. Electrical fires must be immediately and safely extinguished. This includes taking steps to turn off power to the area affected and using a fire extinguisher or baking soda to put out the fire. The biggest consideration is keeping all people (including yourself) safe. If you are not confident in your ability to extinguish the fire, please notify the Facility manager, or call 911 as soon as possible.

Electrical wires and electrical equipment substations, and large green transformer boxes are dangerous and off-limits to camp staff and guests. Immediately notify the Facility Manager if the following happens:

- Lack of Power: The Facility Manager or appointed staff will check the circuit breakers. A “tripped” breaker will be positioned midway between on and off and may have some red showing. To reset, turn the breaker off and then back on again.
- Electrical Fire: Use a fire extinguisher or baking soda to extinguish the fire. **NEVER USE WATER to extinguish an electrical fire.** Call 911 if the fire is not quickly extinguished or if there is reason to believe that the fire may be in the walls of a building. If it is safe, turn off the circuit breaker to the affected area.
- Downed power lines: Retreat to a safe distance and shut off power if it is safe to do so. Contact with live wires or conductors, such as energized lines, appliances, and even other persons, may be fatal.
- In case of a power outage, the Facility Manager will report the incident to SDG&E. Camp activities can continue as usual. Limit opening refrigerators. The Facilities Manager and camp staff will dispense flashlights to staff, guests, and in rooms if need be.

If you see a person come into contact with indoor, low-voltage electricity, do not touch the person. If possible, attempt to switch the power off. If you cannot shut off the power and it is safe to do so, use a non-conductor (rubber, dry wood, rope, board, broom handle) to separate the person from the current.

If the person has come into contact with high-voltage outdoor wires, call 911 and then the power company immediately. Do not attempt to touch the person or to try to free the person from the wires. Stay at least 100 feet away from any downed wires at all times. Stay clear until all the electricity has been turned off and is verified by personnel.

After the person has been separated from the electrical source, you should:

- Check his/her breathing and heartbeat. If the person is not breathing, begin mouth-to-mouth resuscitation. If the person's heart has stopped beating, start CPR if you're trained to do so.
- Treat the victim for shock. Keep him/her lying down. If the victim is unconscious, lie on their side to allow drainage of fluids. Cover the person enough to maintain body heat.
- Do not move the victim if you suspect neck or spine injury.
- Treat burns by immersing in cold water. Do not apply grease or oil. For severe burns, cut away loose clothing and cover the burned area with a sterile dressing.

## **Hazardous Materials**

### **Propane**

Propane also referred to as liquefied petroleum gas, LP gas or LPG, is an alternative fuel that's a byproduct of natural gas processing and petroleum refining, used at camp for cooking and heating.

A smell like rotten eggs or skunk spray indicates a propane leak. A suspected gas leak—even if you're not sure—is always to be taken seriously. Immediate action must be taken for the safety of our campers and our camp....Report It!

At a safe distance from the building or tank with the gas leak, call our supplier, All State Propane 760-244-9160. If you can't reach them, call 911 or our local fire station at 760-765-2885.

Immediately put out all smoking materials and other open flames. Do not operate lights, appliances, telephones, or cell phones. Flames or sparks from these sources can trigger an explosion or a fire.

Get everyone out of the building or area where you suspect gas is leaking. Do not return until All State has confirmed that it's safe.

### **Carbon Dioxide**

Carbon dioxide, also known as CO<sub>2</sub>, is a colorless, odorless, non-flammable, and slightly acidic liquefied gas. It is sold commercially worldwide under pressure in steel cylinders or bottles called tanks.

CO<sub>2</sub> tanks can be used for a variety of things, including paintball.

CO2 tanks need to be hydro-tested every five years, and the test date should be noted on the top of the canister. CO2 tanks need to be taken to a DOT certified hydro-testing facility if they need filling. Once certified, the certification number is stamped onto the tank.

CO2 is the cheapest noncombustible pressurized gas and is frequently used in the game of paintball. Paintball CO2 tanks are usually small and are filled from a larger CO2 tank.

Even though CO2 is noncombustible, you should still take certain precautions with a CO2 tank. Be sure to never throw or drop a CO2 tank. Keep the CO2 tanks away from extreme heat. Always secure the tank in an upright position. If there has been a leakage from the tank, make sure you ventilate after the leak is contained; then immediately take the tank to a DOT certified testing facility. Tanks should be stored in the coolest place possible, ideally in an area that is around 70 degrees Fahrenheit. Most importantly, keep an eye on the fill date printed on the top of the canister. The best practice is not to use the tank at all if the date is five years or more in the past.

CO2 tank usage, testing, discharging, and refilling should not be taken lightly. They are very dangerous if mishandled.



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**WHISPERING WINDS**

# Camp Map

**Legend:**

- Emergency Phone
- First Aid
- Parking
- Restrooms

**Map Features:**

- Kube Point
- Maintenance Building
- Stations of the Cross Hike
- Mary's Grotto
- Staff Residence (P9)
- Leader Lodge (P10)
- Disciples Lodge (P6)
- The Cottage (VIP) Dorm Village (P5)
- Future Picnic Area
- Water Tower Hike
- Zip Lines
- Challenge Course Low Elements
- Horseshoes
- Pool
- Prayer Garden & Master Teacher Statues
- Archery Range
- Fire Ring
- Water Tower Hike
- Stations of the Cross Hike
- Shepherd's Hall
- Shed
- Welcome Center
- Labyrinth
- Camp Entrance
- To Highway 78 >>
- Hansen Park Road

## **6. SEVERE WEATHER**

### **Extreme cold, heat, heavy rain, high wind, thunder, and lightning**

- Upon determination of severe weather, the Facility Manager, Camp Director, or Manager on duty will direct the camp to take shelter in Founders Hall until the severe weather passes.
- Stay away from windows and take refuge under tables if necessary.
- Due to the altitude and location of Whispering Winds, summer temperatures in the afternoon can be hot. At times, it may be necessary to reduce activities, play quiet games and increase water intake.
- The camp leadership team will inform staff, campers & guests when activities will be reduced due to extreme heat. If/when the need arises, the Facility Manager, Program Director, or Camp Director will announce a reduction in activities due to heat via two-way radios, text messages, or phone calls to the entire on-site camp staff.
- When Camp Staff receive this message, they are required to respond to receipt of the text/phone call. Camp staff will then follow the instructions provided to decrease activities and keep themselves, campers, and guests comfortable and safe.
- During times of extreme heat, cold, heavy rain, and heavy wind, outdoor activities will be limited. The Camp Director or appointed Camp Staff will decide if the pool and challenge course activities will be postponed or rescheduled.
- Whispering Winds will use a lightning meter or phone to determine the distance of lightning strikes. If any lightning registers within a 10-mile radius of camp, the Facility Manager, Camp Director or appointed Camp Staff will close down the swimming pool and challenge course. The secondary option is for Whispering Winds staff to use the 30/30 Rule for lightning safety:
  - When you see lightning, count the seconds until you hear thunder. If it is 30 seconds or less, the storm is within 6 miles of the camp—the swimming pool and challenge course activities will be shut down.
  - When there is no thunder for 30 minutes, the Director of Operations will decide if the activities can resume.

## **7. WILDLIFE**

Always travel in groups of three at camp. Call the Facility Manager or Manager on duty immediately if you see a snake or mountain lion!

- **Snakes**

Snakes are nature's way of controlling rodents, and many are native to Whispering Winds. California Diamondback, Mojave Green, and the Timber Rattler are the three types of snakes that are found in this area. The following precautions are to be followed:

  - Be cautious and alert at all times. Be mindful of where you put your hands and feet. 90% of snake bites occur on the hands, arms, legs, and feet. Wear closed-toed shoes at all times.

- When walking or hiking, step onto lying logs and large rocks, NOT over them. Be careful around tall weeds and woodpiles. Make noise while traveling, such as singing songs. If you see a snake, **IMMEDIATELY STOP!** While keeping the snake in sight, instruct the campers to walk around or away from the area into a safety zone. If you cannot walk 15 feet around the snake, turn the group around and go another way to your destination.
- If you see a snake at camp, call the Facility Manager or a Manager on Duty to assist you. Group leaders should keep the snake in sight. If, after positive identification and only if necessary, appointed staff will use a shovel to behead the rattlesnake.
- Rattlesnake Disposal: Bury the head and body a minimum of 8" underground.
- In the event of a rattlesnake bite: Call 911, and follow their directions. Do not hang up the phone until the 911 operator instructs you to do so. They may request that you transport the bitten person to the nearest hospital. Follow the Facility Manager, Program Director, Camp Director, or Health Care Provider's directives if any guest or staff needs to leave the property due to a snake bite. Keep the bitten person calm and quiet, remain calm yourself. There are maps and directions to the nearest hospitals attached and in the Welcome Center.
- Be aware of baby snakes. They are more dangerous than adult or mature rattlers.

- **Mountain Lions or Bobcats**



### 3. HEALTH CARE PLAN FOR MEDICAL EMERGENCIES

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In case of emergency, dial 911 from the Welcome Center landline, a mobile phone, or the emergency phone on the main roadside of the Red Dining Hall building.

#### 1. HEALTHCARE SUPERVISOR DEFINITION

- The health, safety, and welfare of all staff and guests is always a top priority for all WW staff.
- The WW Healthcare Supervisor, when hired for our programs, is the designated staff primarily responsible for the health care of our guests.
- The Healthcare Supervisor is responsible for receiving and dispensing medicine to campers aged 17 and under for WW programs, i.e., Family Camp CCAs, Kids or Middle School campers, and Confirmation Retreat campers.
- The Healthcare Supervisor will meet the state requirements for this position.
- Staff that are housed with campers aged 17 and under must also provide their medication to the Healthcare Supervisor for dispensing.
- The Healthcare Supervisor will have keys to use and lock up the nurse's station located in the Welcome Center.

#### 2. RESPONSIBILITIES

- When emergency responders are called to camp, the staff member in charge of the incident must dispatch camp staff or appointed guests, in cars or golf carts, to meet Emergency Service vehicles at the camp entrance. One person will lead each group of Emergency Service Vehicles to the incident location. This staff member must also contact the Executive Director anytime emergency vehicles have entered the property. The Facility Manager or Manager on duty will contact the appropriate staff and board members.
- Camp staff will be notified of the special needs of campers that are in their care on a need-to-know basis. This information is confidential and must not be discussed with other staff members.
- The CCA Coordinator must always be contacted with health concerns related to CCAs.
- The Healthcare Supervisor and all staff that are certified in CPR and First Aid are authorized to administer first aid to any patient.
- The Healthcare Supervisor will review and update (if necessary) each camper's Health History Form for CCAs, Kids or Middle School Camp, 6th Grade Camp, and the Diocesan Confirmation Retreat. Current medical treatments, health issues, medication, allergies, or dietary restrictions will be identified.
- Per the American Camp Association, all camper medication is required to be in original containers with clear instructions as to dosage and times of medication administration. All medications will be stored in a locked container or locked room.

### **3. POLICIES FOR CAMP HEALTHCARE**

- In the event of an injury or illness, administer first aid to the patient at the location of the injury. If a patient cannot be moved, send a runner for the Healthcare Coordinator or other camp staff.
- The Healthcare Supervisor will administer further first aid to the extent of their training. If medical attention is required, the Healthcare Supervisor, in consultation with the Director of Operations, will determine further steps, which may include:
  - Requesting transportation from emergency service.
  - Calling the on-call physician IF ONE IS DESIGNATED BY THE FAMILY IN ADVANCE. They may also call the camp's on-call physician.
  - The Healthcare Supervisor will call the parent/guardian of the patient if their child wants to speak with them in case of homesickness, broken bones, abnormal or extensive bleeding, a head injury, or any medical need that necessitates calling 911.
- The Healthcare Supervisor, with the help of the Welcome Center staff, will assemble the following packet and provide it to the person transporting the patient or a medical professional if requested:
  - Patient's Whispering Winds Medical History and Release Form
  - Medical evaluation and information from the medical log
  - Map to outside medical facility
- If the patient leaves and returns to camp, the driver and patient must report to the Healthcare Supervisor what care was given before returning to camp activities.
- All medical emergencies and incident reports must be reported to the Whispering Winds Business Department via the Camp Administrator.

### **4. RECORD KEEPING**

- The Healthcare Supervisor and camp staff will keep a written log of any patient receiving first aid or who has a medical complaint.
- The log shall include
  - Name and age of the patient.
  - Date and time of first contact with the patient.
  - Description of injury or complaint.
  - Initials of the Healthcare Supervisor confirming that the patient's WW Medical History and Release Form has been read.
  - Any treatment given.
  - Name and dose of any medication administered.
  - Time medication was administered.
  - The Healthcare Supervisor's logs will be placed in the program folder and sent to the San Diego Office via the Document Transport Box after each session.

## **5. PROVISION AND MAINTENANCE OF HEALTH SUPPLIES AND EQUIPMENT**

- The Health Care Supervisor will purchase, store, and inventory all medication, supplies, and equipment using American Red Cross and American Camp Association guidelines. The Welcome Center staff will check the expiration dates of all medication and supplies and replace them when necessary.
- **First Aid Kits:**
  - Procedure: Rental groups that use our facility are responsible for providing their own first aid kits. Whispering Winds may provide first aid supplies to rental groups as a courtesy.
  - First Aid Kits are housed in the following locations:
    - Mama Ghio's Kitchen
    - Pool Maintenance Closet (June-Aug only)
    - Welcome Center
  - All guest First Aid Kits are stocked in the Nurse's Station located inside of the Welcome Center and will be stocked on a regular basis by assigned camp staff.
- **AED Units:**
  - There will be an AED located at the Welcome Center (Nurses Station), near the west entrance (the side where the road is) of the Dining Hall year-round. There will be an AED located near the entrance to the pool seasonally from June through August and inside Founders Hall (September-May).

## **6. POTENTIAL HEALTH ISSUES AT CAMP**

- **Dehydration/Heat Stroke**
  - Prevention: Camp staff and guests should drink at least one cup of water every hour and rest when needed. During high temperatures, avoid prolonged exposure to the sun or high-impact sports/activities.
  - Signs/symptoms: Headache, thirst, drowsiness, dry and sticky mouth, dizziness or lightheadedness, fatigue, bad mood, difficulty with urination (that lasts 8 hours or more).
  - Clear or light-colored urine means you're well-hydrated, whereas dark yellow or amber urine is usually a sign of dehydration.
  - Treatment: If you believe you are experiencing heatstroke, seek immediate emergency care. Otherwise, drink more fluids like water or a sports drink and rest.
- **Sunburn**
  - Prevention: Wear sunscreen and re-apply every hour or after swimming, wear light clothing and a hat that covers your skin, limit sun exposure from 11:00 AM to 1:00 PM when the sun is at its hottest, do activities in the shade when possible.
  - Signs/symptoms: Red, painful skin that feels hot to the touch — usually appears within a few hours after sun exposure and may take several days or longer to fade.

- Treatment: Take a cool shower. You may also apply a clean towel dampened with cool water. Apply an aloe vera or moisturizing lotion several times a day. Leave blisters intact to speed healing and avoid infection. If they burst on their own, apply an antibacterial ointment to the open areas. If needed, take an over-the-counter pain reliever such as aspirin, ibuprofen (Advil, Motrin, etc.), naproxen (Aleve), or acetaminophen (Tylenol). All pain relievers are kept behind the counter in the Welcome Center and are NEVER to be given directly to a minor. Staff may give appropriate amounts to an adult responsible for minors.
- If your sunburn begins to blister or if you experience immediate complications, such as rash, itching, or fever, see your doctor.
- **Colds/Flu**
  - Prevention: Wash your hands after using the restroom, before handling food, after camp activities, and anytime thereafter. Stay hydrated and sleep at least 7 hours a night.
  - Signs/symptoms: Runny or stuffy nose, itchy or sore throat, cough, congestion, slight body aches or a mild headache, sneezing, watery eyes, low-grade fever, mild fatigue.
  - Treatment: Drink water, juice, clear broth, or warm lemon water with honey to help loosen congestion and prevent dehydration. Avoid alcohol, coffee, and caffeinated sodas. Gargle with salt water to relieve a sore or scratchy throat, and use over-the-counter cold and cough medications.
- **Falls/Cuts/Bruises**
  - Prevention: Walk, don't run on uneven surfaces, and wear closed-toed shoes that are appropriate for the activity that you are doing.
  - Signs/symptoms: A skin abrasion with or without blood present.
  - Treatment: Always wear gloves when treating a patient, clean the wound with soap and water or an antiseptic wipe, apply an antibiotic cream, and apply a bandage. Apply a clean bandage when needed.
- **Insects/Bites**
  - Prevention: Wear insect repellent, do not wear perfumes that may attract insects, and shower daily with soap and water.
  - Signs/symptoms: An itchy bump or bumps on the skin.
  - Treatment: Wash with soap and water. A non-itch solution such as Calamine lotion can be applied for the patient's comfort.
- **Sprained Ankle**
  - Prevention: Wear sturdy, closed-toed shoes at all times, except when going to the pool.
  - Signs/symptoms: Pain and/or swelling in the ankle
  - Treatment: Rest, ice, elevate, take ibuprofen or Tylenol to ease the pain, and wrap in an ankle brace for stability.
- **Bloody Nose**
  - Prevention: Be careful when blowing your nose.
  - Treatment: Sit up straight and tip your head slightly forward, use your thumb and forefinger to firmly pinch the soft part of your nose shut, and apply an ice pack to the nose and cheeks,

keep pinching for a full 10 minutes, check to see if the nose is still bleeding after 10 minutes, if yes, continue holding the nose together. Add more tissue/towels to the nose if needed. Do not remove the bloody tissue/towel—this will negatively affect the clot that is forming.

## **PREVENTING THE SPREAD OF DISEASE**

- If any patient is suspected of having an infectious disease, such as the flu, persons performing First Aid will follow these guidelines:
  - Move the patient to the designated nurse station.
  - Bring in all of the patient's personal items.
  - Clean the patient's bedding and bathroom that was being used.
  - Everyone in contact with the patient, including roommates, counselors, and group members are to wash their hands.
  - Monitor other campers for symptoms.

\*In the event of a local, state, national, or worldwide pandemic, Whispering Winds will create a specific set of protocols for a safe response that will be guided by directives from state and local authorities and by using CDC and ACA standards. All staff will be given updated protocols from the Executive Director in this scenario.\*

## **7. MAJOR INJURIES AND ACCIDENTS**

- If you are the primary staff member at the scene in camp:
  - Count to ten and evaluate the overall situation. Do not rush or panic.
  - Take charge. Be firm and clear with your instructions to campers and staff. Use a calm tone of voice.
  - The staff member with the highest level of appropriate certification will delegate the responsibility to aid the injured party. Give priority attention to caring for the needs of the victim. The person rendering first aid must enter the information in the camp health log within 12 hours of the incident. They must also fill out an incident form located in the Welcome Center within 24 hours.
  - Delegate another staff member to ensure the safety of other campers by taking them away from the immediate scene and organizing singing, games, or other activities. Retain one staff member at the scene of the accident with the victim.
  - Contact the Healthcare Supervisor as soon as possible. Provide a clear description of the emergency and your location.
  - Begin collecting the facts. What happened? How? When? Where? Witnesses? Where were the staff? Campers? What could the victim have done to prevent the injury?
  - Once the Healthcare Supervisor arrives at the scene, summarize the situation and answer questions. The Healthcare Supervisor will then take the lead.
  - Depending on the severity of the accident or emergency, the parent or guardians will be notified as soon as it is possible by the Healthcare Supervisor.
  - In case of an accident or emergency, at no time should any staff member release any information to the media or any other bystanders. They should refer all questions to the Healthcare Supervisor, Facility Manager, or Director of Programs.



- In the case of a critical accident, serious injury, harm, or fatality: Keep a responsible adult at the scene of the accident or emergency situation to see that nothing is disturbed until medical aid or the law-enforcement authorities arrive.
  
- If you are a secondary staff member at the scene: Campers' safety comes first!
  - Quickly and quietly follow the directions of the person in charge of the situation.
  - Do not panic. You set an example for the campers at the scene.
  - Offer advice only if you are more knowledgeable about the incident or if you are asked.
  - Do not discuss or allow campers to discuss the situation with anyone other than camp personnel or law-enforcement officials.
  - Assist in preparing reports as needed.

## 4. UNIVERSAL PRECAUTIONS

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- As part of an overall exposure control plan, mandated by the OSHA Bloodborne Pathogens Standard, "universal precautions" are part of infection-control practices. They are specific guidelines that must be followed to provide every person protection from diseases that are carried in the blood. Since blood can carry all types of infectious diseases, even when a person does not look or feel ill, knowledge of universal precautions is essential for anyone who might come into contact with blood or other body fluids.
- The following are sample guidelines recommended by the Centers for Disease Control to prevent cross-contamination from bloodborne pathogens:
  - All healthcare providers should use appropriate barrier precautions to prevent skin and mucous membrane exposure when contact with blood or body fluid of any person is anticipated. Personal protective equipment such as latex or vinyl disposable gloves should be readily available in healthcare, housekeeping, and maintenance areas, in all first-aid kits, and in vehicles.
  - Any person giving first aid should **always** wear latex or vinyl disposable gloves if blood is visible on the skin, inside the mouth, or if there is an open cut on the victim. Gloves should be changed after contact with each person.
  - Gloves should **always** be worn when handling items or surfaces soiled with blood or bloody fluids. Such areas (floor, counter, etc.) should be flooded with a bleach solution (1 part bleach to 10 parts water), alcohol, or a dry, sanitary absorbent agent. However, routine cleaning practices are all that is needed if blood is not visible or likely to be present.
  - Remove gloves properly – pulling inside out. Place gloves in a bag with waste. Hands and other skin surfaces should be thoroughly washed with soap and water immediately if contaminated with blood or other body fluids.
  - Masks, protective eyewear, gowns, or aprons should be worn during procedures that are likely to generate droplets or splashes of blood or other body fluids.
  - Do not recap needles or purposely bend or break by hand. After use, disposable syringes, needles, and other sharp items will be placed in a "sharps" container for disposal.
  - Mouthpieces, resuscitation bags, or other ventilation devices should be available for use in areas in which the need for resuscitation is predictable.

## 5. INCIDENT REPORTS

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Any time 911 is called, Camp Leadership, or appointed camp staff handling the situation will call the Executive Director, who will then communicate important information to the appropriate people. All incidents (including those where 911 isn't called) will follow this process:

- An incident report is generated by the staff member who was at the scene of the incident with the help of the person involved and nearby witnesses. This needs to be completed no later than 24 hours after the incident occurred.
- The Camp Administrator will email a copy of the incident report to the Executive Administrator. The Director of Guest Services should be included if the incident occurred with rental groups.
- Follow up with the camper and provide the Executive Administrator with an update:
  - For rental guest groups, the Camp Director will place a call to the camper.
  - For programs, the Director of Programs will place a call to the camper.
- The Executive Administrator will forward the report to Risk Management to review and will also provide an update on the camper.
- Risk Management will do a courtesy review and notify us if there are any “red flags.”
- The Executive Administrator will file the report in the incident report binder found in the Business Department.



Date

Name of Person Involved

Last

First

Middle

Age

Sex

☐ Camper

☐ Staff

☐ Visitor

Address

Street & Number

City

State

Zip

Phone

Area/Number

Name of Parent/Guardian (if minor)

Address

Street & Number

City

State

Zip

Phone

Area/Number

Name/Address/Phone Number of Witnesses (You may wish to attach signed statements.)

1.

2.

Type of Incident ☐ Behavioral ☐ Accident ☐ Epidemic Illness ☐ Other (describe)

Date of Incident/Accident

Day of Week

Month

Day

Year

Hour

☐ AM

☐ PM

Where occurred? (Specify location, including location of injured and witnesses. Use diagram to locate persons/objects.)

Was injured participating in an activity at time of injury? ☐ Yes ☐ No If so, what activity?

Any equipment involved in accident? ☐ Yes ☐ No If so, what kind?

Describe the sequence of activity in detail including what the (injured) person was doing at the time.

What could have done to prevent the incident?

Emergency procedures followed at the time of incident:

Emergency procedures completed by whom?

Injured Signature

Date

Report Prepared by

Position

Date

Time

Submitted by

Position

Date

Phone

Staff Incident: Date claim form was provided to staff member:

Whispering Winds Mgmt Review

Date

Workers Comp/ Insurance Notification ☐ Yes ☐ No

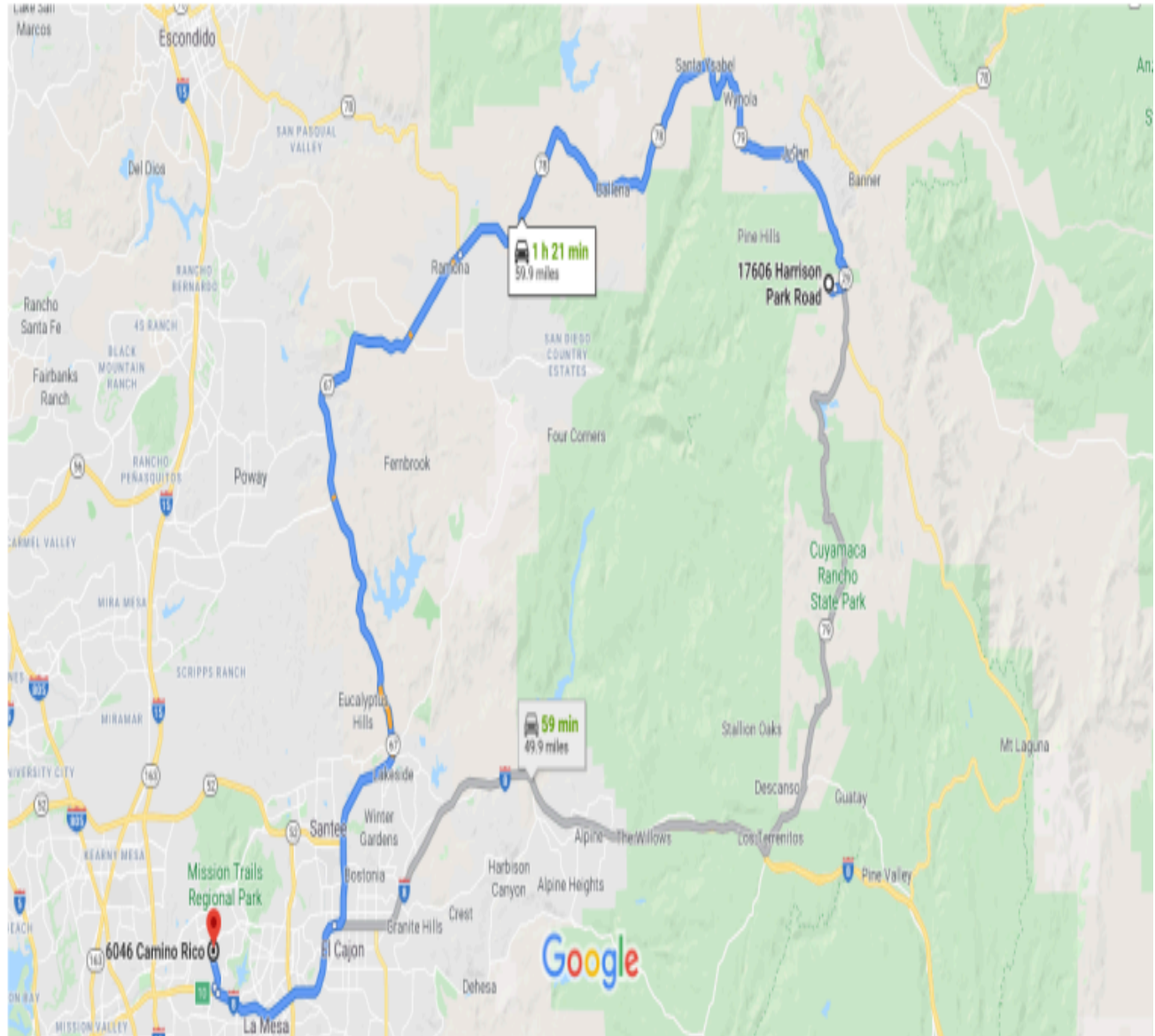
## 6. COMMUNICATING EMERGENCIES

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- The Executive Director will designate a spokesperson at the San Diego Office who will answer calls and communicate via other avenues as directed.
- The Executive Director will release the facts of the emergency/fire and information regarding the sheltering situation to necessary constituents.
- Key messages to the media will include information on the safety status of guests and staff. Camp staff are discouraged from speaking to the media unless at the request of the Executive Director.
- Parents will be encouraged to stay tuned to their social media, email and television stations for updates.
- The Executive Director will determine if a newsletter will be sent and how the website and social media will be handled. The Director of Marketing will monitor social media posts by our constituents and reply as needed.
- The Executive Director will follow @calfiresandiego on X (formally Twitter), for info directly from CAL-FIRE. All camp staff are strongly encouraged to do so as well.
- Basic script when communicating with a violent intruder. This can be modified depending on the emergency:
  - *“We have a violent intruder at camp. The authorities <have been notified/are onsite/have the intruder in custody>. We have implemented lockdown procedures. We will post updates on <these platforms> as soon as possible.”*

## 7. EVACUATION ROUTES

### ROUTE A



**ROUTE A**- For fires approaching from SW or SE our primary route is Northbound HWY 79 towards Julian.

**DIRECTIONS:** Leave camp via the main entrance

Turn Left on Harrison Park Road (0.9 miles)

Turn right onto CA-79 (4.4 miles)

**Short-Term EVAC- Julian Library (1850 CA-78, CA 92036):** Turn right on CA-78 (Banner Rd.) Library on left.

**Long Term EVAC - St. Therese Parish (6400 St. Therese Way, San Diego, CA 92120 )**

Turn left onto CA-78 (Main St.) into Julian (0.3 miles)

Turn left on CA-79 towards Ramona (22 miles)

Turn Right onto Lakeside Ave (18 miles)

Turn Right onto Lakeside Ave (0.5 miles)

Turn left onto Riverford Rd (1.2 miles)

Turn right onto N Woodside Ave (0.3 miles)

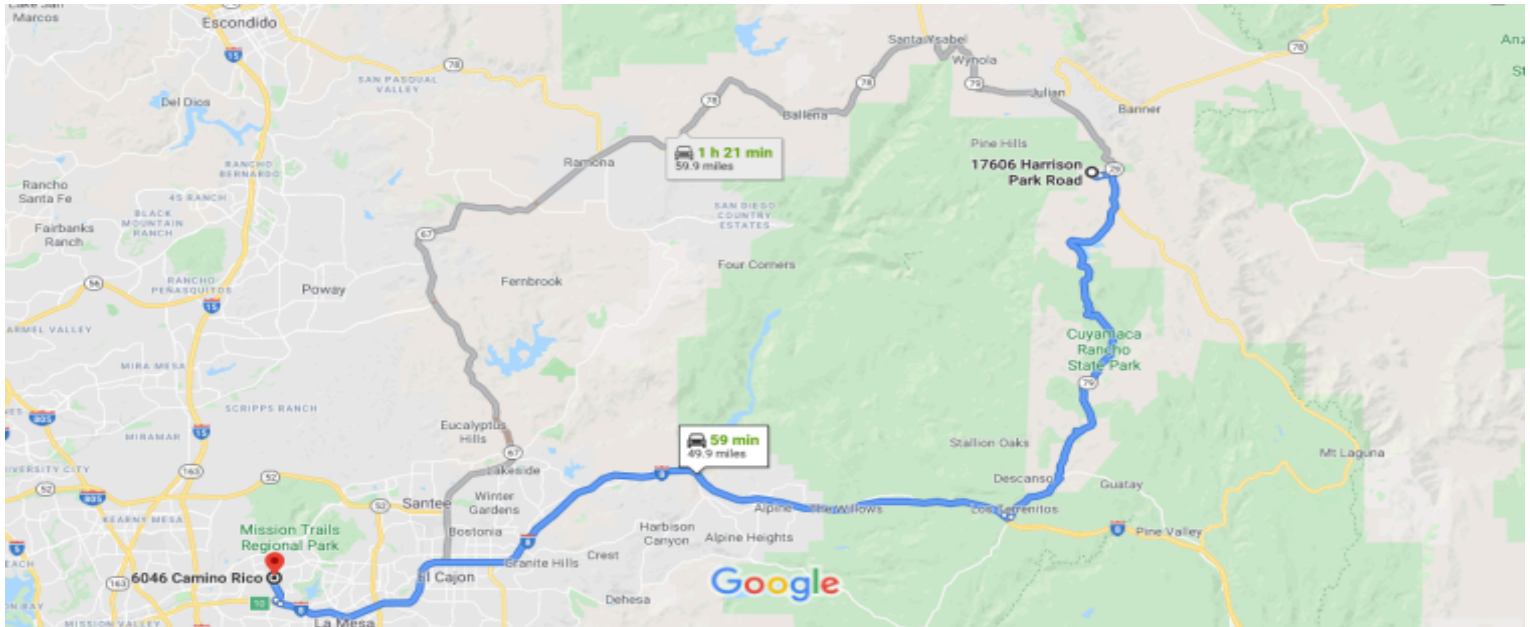
Turn right onto Woodside Ave (1.3 miles)

Turn left onto Jackson Dr (6.6 miles)

Turn right onto Navajo Rd (1.2 miles)

Turn left into parking lot (1.3 miles) -ARRIVED

## ROUTE B

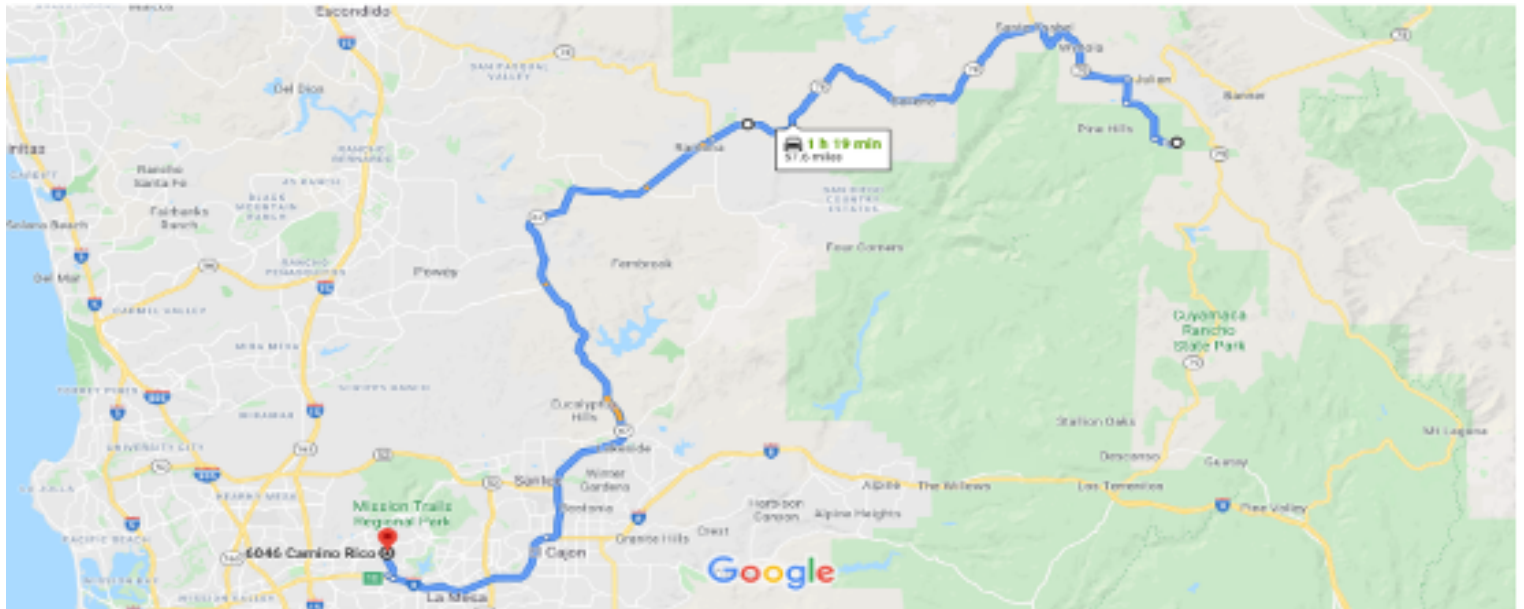


**ROUTE B** – For fires approaching from the NW or NE our primary route is south (turn right) on CA-79 towards Hwy. 8

**DIRECTIONS:** Leave Camp via the main entrance  
Turn Left on Harrison Park Road (0.9 miles)  
Turn right onto CA-79 (16 miles)  
Take a slight right turn to merge onto I-8 West towards San Diego (2.5 miles)  
Take Exit 10 onto College Ave (29 miles)  
Keep right onto College Ave North (900 ft)  
Turn right onto Navajo Rd (1.1 miles)  
Turn right into the parking lot (0.2 miles)  
Arrive at **St. Therese Parish (6400 St. Therese Way, San Diego, CA 92120 )**



## ROUTE C



**ROUTE C** – For fires approaching from the East where CA-79 is not an option, follow this long-term evacuation route to St. Therese Parish through Julian estates and William Heise County Park.

**DIRECTIONS:** Leave Camp via back entrance across from Leaders Lodge (WW gate lock is 9552)  
Turn immediately right onto Julian Estates Road (0.2 miles)  
Turn left onto Toyon Mountain Rd (0.4 miles)  
Follow Toyon Mountain Road left as it becomes W Incense Cedar Rd (0.6 miles)  
Enter William Heise Park through emergency gate (Julian Estates gate lock is 8888)  
Follow exit arrows out of William Heise County Park  
Merge onto Frisiius Dr (0.4 miles)  
Turn right onto Deer Lake Park Rd (2.1 miles)  
Turn right onto Pine Hills Rd (1.0 miles)  
Turn left onto CA-78 W (CA-79N) towards Santa Ysabel/Ramona (21.1 miles)  
Continue onto CA-67 S (24.1 miles)  
Merge onto I-8 W (6.8 miles)  
Take Exit 10 for College Ave (0.2 miles)  
Keep right at fork/follow signs for College Ave N (1.2 miles)  
**Arrive at St. Therese Parish (6400 St. Therese Way, San Diego, CA 92120 )**

## Resources

The Salvation Army Camp Quick Reference Guide, "Intruders."

CCCA video: How to Prepare for and Respond to an Active Shooter

Church Mutual Congregation, "Active Shooter" module

CCCA 2012 National Conference Active Shooter (audio)

Lost Timber Bible Camp Violent Intruder Policy/Procedure

California Conference of Directors of Environmental Health Organized Camp Emergency Procedures Plan

<https://www.srpnet.com/safety/emergency.aspx> - Procedures when someone touches a live wire

American Camping Association ACA