

FARMERS MARKET

EMERGENCY PREPAREDNESS & SAFETY PLAN

GENERAL CONSIDERATIONS:

1. The Glencoe Farmers Market Headquarters is located at 1104 Ridge Rd Highland Park ,IL. 60035. It can be reached by phone 847 -579-9080. The staff and their phone numbers are as follows:
Ed Kugler -Manager - 847 579-9080 glencoe_fm@gmail.com
Peggy Malacki -volunteer /paid 847-858-3697 peggy@nachicago.com
Roxanne Junge -Volunteer/paid -847 -962-4073 rmjunge@aol.com
2. First Aid: The Glencoe Farmers Market has a first aid kit at MARKET INFORMATION BOOTH with the ability & supplies to handle only very minor injuries. In any major emergency, immediately call 911 and then contact MARKET MANAGEMENT.
3. News Media Contact - will be handled by MARKET MANAGER ONLY. Should the media approach any STAFF during the event, instruct them to contact the MARKET MANGER. It is crucial for media accounts to be accurate and consistent and the designated individual be the only contact. Instruct all STAFF to not converse or comment with any media, regardless of how minor the question.
4. Money/cash boxes – MANAGER will be responsible for picking up all monies and/or cash boxes. Do not turn monies over to anyone other than the MANAGER. Do not leave unattended and secure all monies in any emergency.

CRISIS MANAGEMENT TEAM AND DUTIES:

MARKET INFORMATION BOOTH	General Information, event assistance, and charged with weather monitoring and notification of staff/volunteers as necessary in case of an emergency. Also, the crisis center for media and information dissemination.
MARKET MANAGER	Decision-maker with staff for event closures or any market day issues from either vendors or customers.. In case of emergency, the Market Manager will proceed directly to the MARKET INFORMATION Booth to prepare for a briefing.
MARKET STAFF	Decision maker for emergencies with assistance from MARKET MANAGER for possible event closures. STAFF will immediately contact MARKET MANAGER in case of any emergency; they will be responsible for determining the extent of the emergency and notification of any agencies (Police, Fire) for the MARKET MANAGER will contact the Police/Fire for any emergency actions as necessary.
MARKET VOLUNTEER LIAISON	VOLUNTEER LIAISONS - In case of emergency, their responsibility is to notify all vendors , volunteers and customers of any possible shut down or any unusual circumstances to the area after advice from MARKET MANAGER.

POLICE ,FIRE & NON EMERGENCY CONTACT NUMBERS

GLENCOE POLICE	# <u>847 835-4112</u> vehicle removal & help
GLENCOE FIRE(DEPT OF PUBLIC SAFETY) -	# <u>847 835-4112</u> for emergency(located next to market)
COMMUNICATION MANAGER -SAMMY HANZEL	# <u>847 461-1104</u> contact person for village
GLENCOE FIRE(DEPT OF PUBLIC SAFETY) -	# <u>847 835-4112</u> issues with street

GENERAL GUIDELINES FOR SECURITY (for staff and volunteers):

In light of recent incidents, specific common-sense guidelines will be followed. Your assistance in following these guidelines will be most helpful.

UNIDENTIFIED PACKAGE:

1. Check the area when you arrive; remove any empty boxes, bags, or containers that are not clearly labeled. Keep the area as clean and clear as possible.
2. Do not allow people to wander into work areas that are not properly identified as staff, volunteers, vendors, sponsors, etc.
3. If you see an unattended bag or backpack, feel free to inquire if it belongs to someone.
4. If you find an item, which has been lost or abandoned, contact the MARKET MANAGER. Identify yourself, the problem – state only "unidentified object" and your exact location. Be specific and concise. MARKET MANAGER will come directly to your location.
5. Do not touch the package or try to do anything yourself. Do not allow anyone to touch the item. Do not draw attention to the item. Our job is to keep patrons and vendors safe and calm.
6. MARKET MANAGER will contact the Police Department or advise what actions to take.
7. Monitor your phone for further instructions.
8. NEVER PUT YOURSELF IN HARMS WAY. Make sure you are safe before doing anything.
9. Cooperate with and assist those Police units responding as directed.
10. Document any incident.
11. Again, NEVER PUT YOURSELF IN HARMS WAY.

ACCIDENT OR INJURY:

1. If you come upon an accident or injured person - ascertain the injured person's apparent condition and symptoms.
2. Contact MARKET MANAGER with basic information, or if appropriate, call 911.
3. Do not leave the injured party.
4. MARKET MANAGER will proceed to the area. Do not leave the area until the Accident Report Form is completed.
5. If a person refuses to stay in the area, contact MARKET MANAGER. Advise description of person, apparent condition, symptoms, and direction of travel. Try to get the person's name and make any notes about the incident. Stay in the area until the MARKET MANAGER contacts you for paperwork.
6. Blank accident report forms are available at the MARKET MANAGER tent. Give completed forms to the MARKET MANAGER.

FIRE:

1. Ensure proper separation and placement of booths, tents, and vehicles to allow access for emergency responders and unobstructed public ways for proper escape and egress.
2. Determine if fire or smoke exists. If needed, call 911.
3. Use a fire extinguisher if available and the situation warrants it. Do not, under any circumstances, attempt to fight a fire, which cannot be controlled.
3. After the situation is controlled, and after advice from the Fire and/or Police Departments, MARKET MANAGER will notify STAFF with an ALL CLEAR when the evacuated area will resume business or if it will remain closed.

LOST CHILD (child found without guardian):

1. Do not leave the child or remove the child from the immediate area where they were found unless circumstances dictate otherwise.
2. Contact the MARKET MANAGER of the situation.
3. Obtain the child's name, parent's name, where they last saw their parents, description of parents.
4. NEVER MENTION CHILD'S NAME. UNTIL GUARDIAN OR PARENT(S) SAY IT FIRST .

LOST CHILD (reported by a guardian):

1. Keep the guardian with you. Determine who they are. Name, age, and description of the child.
2. Contact MARKET MANAGER.
3. Determination of how to proceed will be given by MARKET MANAGER and whether to contact Police.
4. Stay with the guardian at the exact location until MARKET MANAGER and Police arrive.
5. NEVER MENTION CHILD'S NAME. UNTIL GUARDIAN OR PARENT(S) SAY IT FIRST .

PUBLIC DISTURBANCE:

1. If you are comfortable doing so, politely request that the individual is making a disturbance to leave.
2. If you are uncomfortable or the individual does not cooperate, call for Police assistance and notify the MARKET MANAGEMENT of the incident. **ROBBERY (from Vendor/Volunteer): During attempted robbery:**
1. Stay as calm as possible and OFFER NO RESISTANCE. Money or items are not as important to the market as your safety.
2. Inform the robber that you will cooperate. Describe each move that you will take before you take it (for example, "I am reaching down to get the money now.")
3. You should not try to stop the robbery or apprehend the suspect. Anyone observing the robbery attempt should not attempt to stop the robbery or apprehend the suspect.
4. Try to remember the robber as much as possible and estimate what was taken. Look for any observers who could give information.
5. As soon as it is safe to do so, notify MARKET MANAGER. They will immediately contact the Police Department who will take appropriate action.
6. Do not touch anything in the area.
7. Stay at the location until a Police Officer has had a chance to get information from you.
8. Make sure an incident report is completed by MARKET MANAGER.

THEFT (from patron):

1. Contact MARKET MANAGER immediately.
2. You should not try to stop the robbery or apprehend the suspect. Anyone observing the attempt should not attempt to stop the theft or apprehend the suspect.
3. Let MARKET MANAGER determine what actions to take and if Police need to be called.
4. Get any details possible (physical description of the thief, a description of what was taken).
5. If the suspect is seen, do not approach. Notify MARKET MANAGER.
6. Stay with patrons until Police & MARKET MANAGER arrive.
7. Make sure an incident report is completed with MARKET MANAGER.

BOMB THREAT:

If the bomb threat comes directly to the Police:

1. If a bomb threat is made against any portion of the market, the Police will be notified immediately and notify MARKET MANAGER.
2. The Police, MARKET MANAGER, will meet, assess the nature of the threat, and decide how to proceed.
3. If a search is necessary or an actual or suspected device is located, the surrounding area will immediately be shut down and evacuated by the Police. It will be done not to create panic or stampede but as quickly as possible. Police officers will be posted at the perimeter to assure no entry to the area.
5. Any portion of the market closed down will resume only after it is felt that it is reasonably safe to do so. Consideration may be given to closing the entire event due to the potential for secondary or additional devices.

If the bomb threat comes directly to the market:

1. If a patron or volunteer believes that there is a bomb threat or device, they should immediately contact a POLICE OFFICER & MARKET MANAGER/STAFF

SEVERE WEATHER:

1. MARKET MANAGER or staff will listen to broadcasts periodically, especially if weather changes and indicate the need. In severe weather, MARKET STAFF & VOLUNTEERS will be notified about how to proceed.
2. MARKET MANAGER will notify VENDORS when appropriate and how to proceed. In the case of high winds, tents should be lowered or collapsed immediately, and any signage or other items.
3. The decision to continue the market will be made by MARKET MANAGER.
4. MARKET MANAGER may need to begin advising people of impending weather conditions and/or event closure depending on conditions.

MARKET CLOSURE:

1. The decision as to the market continuing will be made by MARKET MANAGER.
2. In the event of Market closure, MARKET MANAGER will give notification to vendors, volunteers, and patrons.
3. MARKET MANAGER will be responsible as follows:
 - a. will notify all vendors, volunteers /staff, musicians and patrons.
 - b. will collect money .
 - c. will prepare any necessary announcements and media briefings if necessary.

Severe Weather Response

LEVEL 1: WEATHER ALERT

This means that the **National Weather Service** has issued a severe weather watch for the area or that we have received information that a weather event is likely to occur and involve the Market grounds.

MARKET MANAGER will regularly monitor the weather in our area and ascertain the estimated arrival, duration, and intensity of the predicted weather event.

MARKET MANAGER will contact the STAFF & VOLUNTEERS of the impending weather situation.

NO Volunteer or Public announcement will be made if the storm is further than 45 minutes away!

LEVEL 2: WEATHER ALERT

The National Weather Service has issued a severe weather warning for the area.

MARKET MANAGEMENT will regularly monitor the weather in our area and ascertain the estimated arrival, duration, and intensity of the predicted weather event.

MARKET MANAGEMENT will contact the **STAFF & VOLUNTEERS** of the impending weather situation.

The MARKET MANAGER will decide to shut the market down.

Approximately 45 minutes before the anticipated arrival of the weather event, the following courses of action must be initiated!

***The MARKET MANAGER will notify the OPERATIONS STAFF to complete the YELLOW, GREEN, or RED Weather Announcement with the appropriate information and with or without the closing clause.**

VOLUNTEER LIAISON will notify all vendors and volunteers of the impending weather and suggest how to proceed.

Approximately 30 minutes before the anticipated arrival of the weather event, the following courses of action must be initiated!

MARKET MANAGER will notify the **MARKET STAFF/VOLUNTEERS** of any updated information and the plans to either shut down the market or remain open. At this time, the STAFF will follow the **Definitions for Severe Weather**.

VOLUNTEER **LIAISON** will notify all Vendors and Misc. Booths to close and prepare until further notice. All areas will be secured, tents lowered, and any umbrellas, tables, or other items that may cause damage will be secured.

Approximately 15 minutes before the anticipated arrival of the weather event, the following courses of action must be initiated!

*** The MARKET MANAGER will notify the OPERATIONS to complete and read the YELLOW, GREEN, or RED Weather Announcement with the appropriate information.**

After the weather event, the following courses of action should be initiated!

MARKET MANAGER & MARKET STAFF should return to their designated areas to assess the conditions for reopening the market and report them to the **MARKET MANAGER**. **MARKET MANAGEMENT** will determine and notify that the market can resume normal operation.

YELLOW

WEATHER ANNOUNCEMENT

We have been advised by the National Weather Service that a

MODERATE / SEVERE

A weather situation is approaching the area. These storms are expected to begin at approximately

_____A.M. / P.M. and last until _____A.M. / P.M.

***Read below ONLY when directed
by MARKET MANAGER***

GREEN

WEATHER ANNOUNCEMENT

The National Weather Service has issued a

SEVERE THUNDERSTORM WARNING / TORNADO WARNING

For _____ & _____ COUNTIES

We will be closing the Farmers Market to take weather-related precautions.

This will enable us to reopen everything as soon as possible.

Thank you for your cooperation and understanding.

RED

MARKET SHUT DOWN ANNOUNCEMENT

We regret to inform you that the FARMERS MARKET is closed to patrons due to circumstances beyond our control. We ask that you assist our staff by leaving through the nearest exit at this time. We appreciate your cooperation and understanding.

Lightning Emergency Action Plan

1. **Weather Watcher:** Designate a person or persons to monitor lightning and severe weather each day - Weather watcher reviews available forecasts. NWS Advisories, Watches, and Warnings can be monitored at <http://www.weather.gov/> (*insert local office identifier*).

Thunderstorm and severe weather forecasts are also online at <http://www.spc.noaa.gov>.

- A "Watch" indicates that conditions are favorable for severe weather to develop.
- A "Warning" means that severe weather has been detected and may be imminent to the locale. ○

Contact the National Weather Service in (*insert local office*) at (*insert office phone number*). - Weather watcher notifies staff of predicted weather hazards, and the staff informs the public of weather forecast - Weather watcher notifies staff when hazardous weather is imminent

- Weather watcher and other staff use available tools to monitor the weather
 - NOAA weather radio, on-site lightning detector, a smartphone application

Flash-to-bang rule: The observer begins counting once sighting a lightning flash. Counting is stopped at the sound of related thunder. The count is then divided by five (5) to determine the proximity in miles of the lightning strike. (5 seconds = 1 mile; 50 seconds = 10 miles, etc.).

2. **Threat Level 1: Lightning detected within 20 miles**

- Weather watcher notifies management and staff - If it appears the thunderstorm is moving toward the site, or if a more organized thunderstorm or cluster of thunderstorms are headed for the site, a 30-minute lead time or more is needed for protective actions. The weather watcher should attempt to estimate the storm movement's speed and direction to determine when it will enter a 10-mile radius of the location.

- **Protective actions**

- Consider closing the market
- Notify the public of the lightning threat and recommended actions:
 - Prepare to leave and find shelter.
 - Consider initiating predetermined evacuation plans
 - Ensure staff takes action to protect themselves

3. **Threat Level 2: Lightning detected within 15 miles**

- Weather watcher notifies management and staff

- **Protective actions**

- Consider closing the market
- Notify the public of the lightning threat
 - Prepare to leave and find shelter
 - Consider initiating predetermined evacuation plans
 - Ensure staff takes action to protect themselves

4. **Threat Level 3: Lightning detected within 10 miles**

- Weather watcher notifies management and staff

- **Protective actions**

- Close the market
- Notify the public of the imminent threat
- Leave and find shelter (*identify appropriate shelter*).
 - No place outside is safe if lightning is in the vicinity. If a substantial building is not available, fully-enclosed motor vehicles can provide shelter as long as occupants do not touch the thunderstorm's metal framework.
- Implement predetermined evacuation plans
- Ensure staff takes action to protect themselves

5. **All Clear:** The weather watcher will continue to monitor thunderstorms' proximity and utilize local observations to make an informed decision, determining the appropriate time to recommend reopening outdoor facilities. Management may then allow for normal activities to resume after 30 minutes of no detected lightning strikes within a 10 mile radius of the site. Notify the public that outdoor activities can resume.

Farmers Market

ACCIDENT/INCIDENT REPORT FORM

(Complete a separate form for each person)



Incident Location: _____ (Be specific)

Incident Address: _____ City: _____ St: _____ ZIP: _____

Date of incident: _____ Time: _____ A.M. / P.M. Male _____ Female _____

Details of incident: _____

Name of injured person: _____ Date of birth: _____

Address: _____ City: _____ St: _____ ZIP: _____

Home Phone: _____ Cell: _____ Work: _____

Type of injury: _____

Injury requires physician/hospital visit/attention? Yes ___ No ___ Transported by? _____

Name of physician & hospital: _____

Address: _____ Phone: _____

Signature of injured party _____ Date: _____

Incident Witness(es): Name(s): _____

Phone: _____ Email: _____

Incident Witness(es): Name(s): _____

Phone: _____ Email: _____



Any follow up required: _____

Person Completing Form: Name: _____

Phone: _____ Email: _____

Return this form to the Market Manager within 24 hours of the incident.