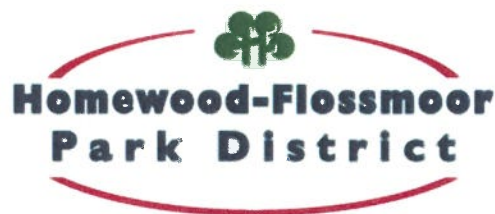


Homewood -Flossmoor Park District

Crisis Management Plan

A step-by-step Guide to Managing A Crisis Situation...
So that the Situation Doesn't Manage You!



Compiled with assistance from the
Park District Risk Management Agency

Revised and Approved:

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Brent Bachus, Board President

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Homewood-Flossmoor Park District Crisis Management Plan

What is a Crisis?

A crisis is a situation or event that causes, or has the potential to cause, public or media concern. It could be, among other things, accidental drowning, allegations of abuse, a severe vehicle accident, or a criminal act that occurred on agency property. The potential crisis list is endless. **If you know of a situation or event that could be of concern to the public or media, please contact the head of the Crisis Team immediately.** The Homewood-Flossmoor Park District has appointed the Executive Director, Doug Boehm, as head of its Crisis Team. This person will decide whether the crisis plan needs to be implemented or whether the situation needs to be monitored and handled carefully. If the head of the Crisis Team is not available, a potential or immediate crisis should be reported to any Department Head. Do not report a crisis situation via voicemail, text, social media, or email as time may be of the essence, and you should communicate directly to an authorized person about a potential crisis situation.

Crisis Team/Chain of Responsibility

In the event that the designated Crisis Team Head is absent, the following chain of responsibility will be followed in descending order. The first available staff position listed below will take temporary responsibility for implementing the agency's crisis communication plan. All decisions and public responses should come through a consensus of the Crisis Team members.

The following is a list of the Crisis Team members and the chain of responsibility order for Crisis Team Head, which will depend on who is available and the location of the crisis.

1. Executive Director
2. Marketing & PR Manager
3. Superintendent of Recreation*
 - Ice Arena Manager*
 - Superintendent of Finance & Administration*
 - Superintendent of Parks & Planning*
 - Racquet & Fitness Club Manager*
 - Manager of Irons Oaks*
 - Superintendent of Coyote Run*
 - Coyote Run Manager*
4. Human Resources Manager

* Position 3 members float depending on the location of the crisis incident.

A chain of responsibility must be established for designated spokespersons. Spokespersons will be responsible for making official statements to the media of behalf of the Crisis Team and coordinating the dissemination of public information via social media and the Park District website. All listed spokespersons should review their duties on a periodic basis to help ensure their preparedness in the event of an unexpected crisis.

The following is a chain of responsibility list for agency spokespersons:

1. Executive Director
2. Department Head in charge of facility where crisis occurs.
3. Superintendent of Finance & Administration
4. Marketing & PR Manager

General Action Steps to Take When a Crisis Occurs

1. Whenever a crisis occurs that involves injury or property damage, the first responsibility of the Crisis Team is to ensure that the agency's emergency response plan is implemented, local EMS services are contacted, and any other actions are taken to minimize further loss. It is not recommended that any statements be made to the media until the Crisis Team has had time to fully assess the crisis and its impact on those involved.
2. Stay calm and in control. Notify employees that a crisis exists and that all information about the crisis needs to be immediately communicated to the Crisis Management Team. Notify the head of the Crisis Team at once and provide all known details. The head of the Crisis Team will direct actions depending on the severity of the crisis, the need for immediate information, and the time of day. If contacted, members of a Crisis Team must report to the administration building or other designated location immediately.
3. PDRMA and the Agency Attorney, Steve Adams, should be immediately contacted in all crisis or potential crisis situations. If applicable, an Accident Report Form should be submitted to PDRMA within 24 hours.
4. Depending upon the situation, contact the governing Board President to make him/her aware of the situation, followed by notifying other available Board members.
5. Continue to obtain and compile accurate information as quickly as possible so the Crisis Team can disseminate accurate information to the media, if warranted. PDRMA must be involved in the investigation. Document all events surrounding the crisis. Staff should be assigned to monitor (and videotape if possible) television news reports. In addition, local news radio stations should be monitored to gather facts being reported. Any staff directly involved should be interviewed by the Crisis Team as soon as possible. The Crisis Team may appoint fact gatherers to verify all facts necessary for the preparation of written press/media releases, an official meeting with the press, meeting with relatives, and other affected parties. Once a statement has been approved by the Crisis Team the PR Manager will post on the website, Facebook and other social media if appropriate.
6. Establish a Clerical Team to answer phone calls and emails, monitor social media outlets, and relay any pertinent information to the Crisis Team. The Clerical Team, as well as the entire Crisis Management Team, should document all information received: who called, their title, time of call, return phone number, or email address.
7. The designated spokesperson may address the media after a statement has been prepared by PDRMA and the Crisis Team. The designated spokesperson should speak on behalf of the agency and fault should not be discussed. (In certain instances, the Crisis Team should not disseminate information to the press or make a public statement.)
8. Depending upon the type of crisis, a press release may be prepared by the Crisis Team and presented to the media and posted on website, Facebook, etc.

Specific Action Steps for Crisis Team

During a crisis, it can be difficult for the Crisis Team to know where to start in the information gathering process. The following is a list of questions that should be addressed in order to begin the process of responding to a crisis. Depending upon the circumstances, there may be much more information to gather.

1. When appropriate, have the proper authorities been notified? (Police, fire, poison control, EPA, utility companies, etc.)
2. Have the agency attorney and board members been notified?
3. Has PDRMA been notified?
4. Have victim's families been contacted?
5. What outside parties should be notified? (i.e. - Vendors, Contractors - anyone involved with the occurrence).
6. Has the crisis situation been fully investigated? What is the potential for a secondary crisis?
7. Are damage estimates accurate?
8. How can the Crisis Team assure the public that the crisis is under control?
9. Will a formal press conference be appropriate and/or necessary? When: Where:
10. Has the spokesperson been updated with current information and tested with anticipated media questions?
11. Will a crisis center need to be established? Where?
12. Have false statements been reported by the media that should be balanced with facts?
13. Have photographs or videotape been taken to document the damage?
14. Is it necessary to contact the EAP or other counseling services for employees or public involved in the crisis?

Members of the Crisis Team and Their Roles:

Agency Executive Director Duties (Executive - Official Spokesperson and Crisis Team Head)

The Agency Executive Director will be responsible for the overall coordination of the agency's crisis management plan. She will be the primary voice of the park district throughout the crisis, but may request that others with more knowledge of the affected department operation also speak to the media.

Department Head Duties (Recreation, Ice Arena, Racquet & Fitness, Parks, Irons Oaks, Coyote Run)

The appropriate Department Head will coordinate the processing of incoming information such as witness statements, employee statements, in-coming phone calls, radio reports, television reports, accident investigation results with the safety coordinator and PDRMA. The Public Relations Manager will assist them in their tasks. Department Heads are responsible for establishing the following:

- Exactly what happened?
- Who was/is involved?
- Where did the incident occur?
- Why did it happen?
- What is currently being done to control or minimize the existing crisis?
- If the answers to the above questions are not known, when will they be known?
- Update the official spokesperson about changes in the situation as they occur.

All staff involved should be moved to a separate area as soon as possible. This is intended to make them feel comfortable and isolate the staff from the press, customers, family, friends, etc. While removed from the crisis, the Department Head can assess what steps should be taken next. Staff statements should be recorded and witnesses identified. The Department head may determine whether the staff will need professional intervention. If at all possible, PDRMA should talk with the staff involved. The Safety Coordinator may assist with this step.

Superintendent of Parks & Planning Duties

The Superintendent of Parks should ensure that the Crisis Management Team has access to the necessary buildings, facilities, and power sources. Depending upon the crisis, the Superintendent will coordinate efforts with the Village Public Works Department, Police Department, Utility Companies, etc.

If directed by the Crisis Team Head, the Superintendent of Parks & Planning will establish a media center. When applicable, the media should be guided to a designated location so they can monitor the crisis and receive the most up-to-date information on the crisis situation. The Superintendent of Parks & Planning will also work with the Public Information Supervisor to obtain any needed audiovisual equipment.

Supervisor Duties (Pool, Camp, Recreation, Ice Arena, Racquet & Fitness Club and Golf Staff)

Agency supervisory staff may be assigned to assist the director, superintendents, Crisis Team, safety coordinator, or clerical staff. Some potential assignments may include:

- Providing specific information on a program or facility.
- Organizing public, staff involved in incident.
- Help assemble accurate information and formulate accurate answers to questions.
- Assist the spokesperson in responding to inquiries as directed.
- Record and date all statements given to the media.
- Social media site information/website updates.

Safety Coordinator Duties (Safety Coordinator and Safety Committee)

- Make initial and immediate contact with PDRMA.
- Assist PDRMA with investigative efforts.
- Coordinate the identification of witnesses and gather contact information.
- Take photographs and preserve any evidence.
- Contact the necessary governmental agencies when applicable (i.e. EPA following chemical spills, Illinois Department of Labor following the death of an employee, etc.)
- Obtain, compile, or present pertinent safety documentation or practices conducted by the agency.
- Complete the Accident/Incident Report Form which should be emailed to PDRMA (newclaims@pdrma.org) within 24 hours. The Safety Coordinator will be responsible for gathering employee statements in a narrative format to supplement the accident report form.
- Review the accident circumstances and causes and decide a course of action to eliminate, or hopefully, prevent a similar situation from occurring in the future. This information will be presented to agency staff after the crisis is controlled.
- Coordinate the dissemination of information to Office Staff Coordinator and others on the Crisis Team.

HR Manager Duties

(In the absence of the HR Manager, to be completed by the Superintendent of Finance & Administration)

- Contact EAP services or other counseling agencies as directed by the Crisis Team Head.
- Work with EAP to coordinate counseling.

Marketing & PR Manager Duties

Marketing & PR Manager ensures consistency in information and efforts at all facilities.

- Provide a script with the most current information.
- Assign staff to monitor and record radio and T.V. broadcasts.
- Monitor incoming calls and visitors.
- Prepare for press conference.
- Refer inquiries to website/Facebook statement.

Office staff may include: Receptionists, secretaries and other service desk staff.

Answers telephone inquiries associated with the emergency and screens reporters, photographers, or others who arrive unannounced at the Administration Building. Before answering any questions, obtain the following information and keep a log of the calls and media visitors:

- Name of the person who is calling or visiting.
- Title and organization.
- Name of the newspaper, radio, or TV station (if applicable).
- Telephone number where the inquirer can be reached.
- Nature of inquiry.
- Reporter's deadline (if applicable).
- Email address of person, if applicable.

Provide only official information that has been approved by the spokesperson. Let the caller know that they will be contacted as quickly as possible with accurate information. If a reporter, photographer, or other interested persons have arrived at the reception desk, notify the official spokesperson after obtaining the above information.

Spokesperson Duties (Executive Director)

The official spokesperson will present official, accurate information to the media on behalf of the agency, when appropriate. The agency is not obligated to share any information with the media. However, the term “no comment” can lead the media to look for unreliable sources of information. In limited circumstances, it may be prudent not to discuss the crisis with the media pending further investigation. The designated spokesperson should have an in-depth knowledge of the organization, be a good public speaker, present oneself in a professional manner, and be trained as a spokesperson

On behalf of the agency and Crisis Team, the spokesperson should present factual information to the media at the crisis location, or at a press conference. It is best to begin any interview by reading a prepared statement to accurately present the agency’s response to a crisis.

The spokesperson should refrain from answering any questions when verified facts are not available. In addition, spokespersons should never:

- Release victim information until family members are notified;
- Speculate on liability, damage costs, causes, etc. (until verified);
- Fix blame on others or mislead;
- Speak off the record.

The spokesperson should admit that a crisis has occurred, and highlight what steps are being taken to control it. The spokesperson should:

- State the facts surrounding the crisis;
- Highlight rescue efforts;
- Highlight positive safety record;
- Use the media to tell the agency’s story;
- Balance any false statements made by the public or others.

An effective means of preparing for a spokesperson’s role is to conduct a simulated press conference.

When a spokesperson is confronted with a difficult question it is best to respond by stating (the question) is still under investigation and that additional information will be released when available. This will give the spokesperson and the Crisis Team additional time to confirm facts, gather additional facts and formulate a specific answer to the difficult question.

The spokesperson would keep agency employees informed regarding the facts of a crisis when appropriate. Failure to inform employees can lead to the release of misinformation, speculation and false rumors.

Role of Board Members and Elected Officials

It is recommended that board members and elected officials not make any statements to the news media until after meeting with the Crisis Team. It is recommended that any statements made to the news media only come through a designated spokesperson.

Role of Employees in Dealing with the News Media

In a crisis situation, all information should be released from members of the Crisis Team through the designated spokesperson for the agency. Reporters may approach employees who are knowledgeable of the event or who are witnesses to the event. Employees would direct reporters and others to the agency spokesperson for their information.

Listed below are some guidelines employees can follow when talking with reporters.

1. If a reporter questions you, you are not required to give an interview. If you are uncomfortable, you can say, "I'm not the best person to answer that question. You may want to discuss this with (state proper person), the agency's official spokesperson."
2. It is acceptable not to know the answer to a question. Just openly admit, "I don't know." Direct the reporter to the spokesperson who may have the answer.
3. It is okay to express sympathy for any persons injured during a crisis. However, employees should direct any specific questions concerning the crisis to the agency's spokesperson.
4. Don't say, "No comment." Reporters may interpret the "no comment" phrase to imply guilt and reluctance to talk with the media. You can say "at this time, it would be premature and speculative to discuss the matter pending further investigation."
5. Don't say anything you don't want to see in print. A negatively phrased "joke" loses its humor in print and can be very embarrassing when read later.
6. Never make an "off-the-record statement." The confidentiality of off-the-record statements cannot be guaranteed.

Media Relations Plan

Through direction of the Crisis Team Head, the spokesperson will coordinate all interactions with the media. In general, it is beneficial to communicate with the media when accurate information is available. In some cases, it may not be prudent to present detailed information on a crisis to the media. The Crisis Team and legal counsel should make this decision. However, in some situations failure to make an official statement to the media or release information may lead to the media seeking alternative and unreliable sources of information.

The spokesperson may designate other individuals to be interviewed as appropriate, and will coordinate these interviews and be present for difficult questions. The agency's legal counsel or PDRMA's General Counsel should also be available to assist in answering certain questions.

After A Crisis - - Working with an Employee Assistance Program

Crisis such as violence, natural disasters, serious illness and fatal accidents are all considered to be critical incidents -- single events with the power to cause unusual psychological distress in healthy people. These kinds of crises can create traumatic emotional responses and dislocations.

After a critical incident, the Park Districts Employee Assistance Program (EAP) counselors can help determine the best course of action. They will assess the Park District's need and the needs of all involved

and determine a plan of action. If appropriate, the EAP will send a trained professional on-site to defuse and debrief the situation with the staff.

There are normally two ways in which a clinical on-site response is delivered, either through Crisis Intervention Management or Critical Incident Debriefing.

Crisis Intervention Management helps to support the victims and affected employees by providing “emotional first aid,” observing behaviors and reactions from the staff, providing reassurance to management, and assessing the needs for a Critical Incident Debriefing (CID).

Critical Incident Debriefing (CID) - a group debriefing process typically occurring within 24 to 72 hours after the crisis, when symptoms have had time to develop. The goal of the CID is for individuals affected by the crisis to be able to “tell their story” and relate their perspective of the incident. CID sessions can be highly effective in helping employees deal appropriately with trauma, and resume a normal work environment as quickly as possible.

In situations where only one or two employees may be affected by an event, individual sessions with an EAP counselor may be the most appropriate route. EAP professionals will help to determine which course of action to take.

Contacting EAP after a Critical Incident

A member of the Crisis Team will be responsible for contacting the EAP. The following steps describe what will occur once the call is made.

1. Contact the EAP at 1-800-448-8326, lifeadvisor.com. Tell the intake counselor that there is an emergency. Tell him/her the nature of the crisis.
2. Inform the intake staff of your name and organization. Your call will be transferred to a crisis specialist or a crisis specialist will be paged.
3. If a crisis specialist is not immediately available, you will receive a call back from a specialist within 20 minutes.
4. The crisis specialist will ask you a series of questions about the incident and whom it has affected. The specialist will discuss with you their assessment of the most appropriate action to take.
5. Between the two of you, it will be determined which of the following three options is the most clinically appropriate:
 - Crisis intervention over the phone with a crisis specialist.
 - Crisis intervention arranged on-site immediately, or
 - Critical Incident Debriefing (CID) scheduled for 24 to 72 hours after the event

Preparing for the Critical Incident Debriefing

The following steps are suggested as you prepare for a Critical Incident Debriefing (CID):

1. The CID meeting needs to be announced to all employees involved in the incident. Be sure to stress the date, time and location. Be sure a meeting room is selected.
2. Confidentiality and privacy of the meeting needs to be stressed. Management may choose not to be present during the session.
3. Be clear and precise about the purpose of the meeting and who is to be included. Sometimes employees who aren't directly affected are still traumatized.
4. If rumors arise prior to the debriefing, arrange a group meeting to tell the specific facts to the employees. This can help aid in reducing further fears or anxiety.
5. In case of serious accident or a violent crime, it is usually better to intervene with the victim individually. Then a formal group debriefing can be held for the others. At a later time, another meeting may be conducted with the victim and the other employees, but only if the victim consents to the meeting.
6. Encourage employees to contact the EAP for their individual needs as well.

SAMPLE INITIAL PRESS RELEASE

The Homewood-Flossmoor Park District has recently been informed that on _____
(date of crisis)

at approximately _____, the following occurred:
(time of crisis)

(briefly describe crisis)

At this time, the specific facts and circumstances surrounding this event have neither been fully substantiated nor confirmed.

We are currently in the process of investigating this matter in full cooperation with:

(identify investigative authorities)

Pending the outcome of our investigation, and in fairness to the families and parties involved, it is premature to discuss this matter at this time.

In the interim, concerned or interested parties may contact _____
for further information or development dates. Information will be posted on our website when available.

If a press conference must be held or the press must be notified

NEWS MEDIA OUTLETS

TELEVISION STATIONS

Chicago Area

WGN	773/528-2311
WLS (ABC)	312/750-7777
WMAQ (NBC)	312/836-5555
WBBM (CBS)	312/899-2200
WFLD (FOX)	312/565-5532

VILLAGES

Village of Homewood	708/798-3000
Antonia Steinmiller	708-206-3375
Communications & Engagement Specialist	pr@homewoodil.gov
Village of Flossmoor	708/798-2300
Stephanie Wright	swright@flossmoor.org
Community Engagement Manager	

PATCH

Lauren Traut	Homewood-Flossmoor@patch.com
	lauren.traut@patch.com

HF CHRONICLE

Eric Crump	ewcrump@hfchronicle.com
Marilyn Thomas	mthomas@hfchronicle.com
	312-894-9229

NEWSPAPERS

Chicago Tribune	312/222-3540
Chicago Sun Times	312/321-3000

RADIO STATIONS

Chicago Area

WBBM AM 780	800/784-6397
WGN AM 720	312/981-7200

Post Crisis Evaluation Form

Attorney/Client Privileged Information

Everyone involved with the crisis situation should complete this questionnaire.

Name: _____ **Date:** _____
Position: _____
Department: _____

1. What was your role?

2. How did you learn of the incident?

3. Were you satisfied with how you were notified?

4. How could notification be improved?

5. Rank how you feel the Park District handled the crisis. (Scale of 1 – 10; 1 = poor, 10 = excellent)

6. How can the Park District improve its Crisis Plan?

7. How could this accident have been prevented?

8. What steps need to be taken to prevent a future incident?

Return this form to Safety Coordinator

Emergency Phone List

Agency Executive Director: Doug Boehm

Time Called _____

Office 708/957-0300

Cell Phone 708/954-7218

Recreation Department Head: **Oralethea Davenport**

Time Called _____

Office 708/957-0300

Cell Phone **773/562-9178**

Parks & Planning Department Head: Patrick McAneney

Time Called _____

Office 708/957-0280

Cell Phone 708/491-8795

Racquet & Fitness Club Department Head: Dan Schafer

Time Called _____

Office 708/799-1323

Cell Phone 630/854-6948

Ice Arena Manager: Jennah Carlson

Time Called _____

Office 708/957-0100

Cell Phone 708/638-0501

Irons Oaks Department Head: Cheryl Vargo

Time Called _____

Office 708/481-2330

Cell Phone 708/340-8325

Safety Coordinator: **Jennah Carlson**

Time Called _____

Office 708/957-0100

Cell Phone **708/638-0501**

Superintendent of Golf: Phil Knight

Time Called _____

Office 708/647-2520

Home 708/799-0895

Cell 708/932-9008

Golf General Manager/Pro: Tom Denklau

Time Called _____

Office 708/957-8700

Cell 630/440-7607

PR & Marketing Manager: Bob Birgel

If Bob Birgel is not available, contact Marketing & PR Coordinator Steve Rab.

Time Called _____

Bob & Steve Office 708/957-0300

Bob Cell 219/484-1511

Steve Cell 708/323-8736

Human Resources Manager: Kelly Rose

Time Called _____

Office 708/957-0300

Cell 312/307-2953

Irwin Center Manager: Andrew Miller

Time Called _____

Office 708/957-7275

Cell 708/710-8395

PDRMA

Time Called _____

Office 630/769-0332

Fax 630/769-0449

PDRMA After Hours – answering machine will give emergency number

Park District Attorney**Steve Adams, Robbins Schwartz**

Time Called _____

Office 312/332-7760

Alternate:**Nicole Karas, Robbins Schwartz**

Time Called _____

Office 630-869-5408

Governing Board President: Brent Bachus

Time Called _____

Cell 708/267-4660

Governing Vice President: Angie Coderre

Time Called _____

Cell 708/612-6048

Board Member: Debbie Dennison

Time Called _____

Cell 708/218-2089

Board Member: R. Erika Schafer

Time Called _____

Cell 773/501-6847

Board Member: Byron Walker

Time Called _____

Cell 708/334-8558

Other Calls Made:

Name	Time
_____	_____
_____	_____
_____	_____

EMERGENCY NUMBERS

Flossmoor Fire Department	708/798-3885
Homewood Fire Department	708/206-3400
Flossmoor Police Department	708/957-4500
Homewood Police Department	708/206-3420
Environmental Protection Agency	800-782-7860 217/782-7860
Illinois Emergency Management Agency Region 4	217/782-2700 (Springfield) 847-294-4717
Poison Control	800/222-1222
Chemtrec Emergency <i>(Immediate action information regarding hazardous material accidents)</i>	800/262-8200
ComEd	800/334-7661
Nicor	888/642-6748
Homewood Public Works Flossmoor Public Works	708/206-3470 708/957-4100
South Suburban Humane Society	708/755-PETS (7387)

1	Agency name	Today's date
2	Date of incident (mm/dd/yyyy)	Time of incident (hh/mm a.m./p.m.)
3	Name of person completing report	Title of person completing report
4	Business phone number	Business email
5	How did the incident occur? (Provide a brief, factual description; do not speculate on fault, etc.)	
6	Name of the location (park, pool, community center; <i>Ex. Smith Pool, Johnson Community Center</i>) or nearest intersection where the incident occurred.	
7	Is there an address for this location? ☐ Yes ☐ No ☐ Unknown	
	If yes, please provide the following:	
	Street address _____	
	City _____	State _____ Zip code _____
8	Location (Specify the exact type of location/facility where injury occurred. <i>Ex. maintenance garage, sports field, aquatic outdoor, golf course, etc.</i>)	
9	Primary location (Specify exact location. <i>Ex. lap pool, cart storage, classroom, pavilion</i>)	

BODILY INJURY

If an employee was injured, please submit the form for an Employee Injury (Form 04) type of incident.

10	Was a person injured? (<i>Ex. patron, citizen, participant, volunteer</i>)	☐ Yes ☐ No ☐ Unknown
11	If yes, please provide the following information:	
	Last name _____	First name _____
	Address _____	
	City _____	State _____ Zip code _____
	Home phone # _____	Work phone # _____ Cell phone # _____
	Age _____	Sex ☐ Male ☐ Female
12	Is injured person an agency volunteer?	☐ Yes ☐ No ☐ Unknown
13	Describe the injury (affected body part and type of injury; <i>Ex. contusion, bruise, laceration, sprain, break, etc.</i>)	
14	Did injured person make any statements?	☐ Yes ☐ No ☐ Unknown
	If yes, what did injured person say? _____	

15 Was first aid administered? ☐ Yes ☐ No ☐ Unknown

Name and position of person who administered first aid _____

What first aid was given? _____

Did first aid involve AED and/or CPR? ☐ Yes ☐ No ☐ Unknown

If yes, please submit a PDRMA post-AED form.

Were paramedic services offered?

Called and refused (at scene by patron) ☐ Yes Offered and called ☐ Yes

Offered and refused ☐ Yes Offered, refused, called by agency anyway ☐ Yes

Unable to respond and called ☐ Yes

Were police called? ☐ Yes If yes, please provide the following information.

Name of police department _____

Name of officer _____

Do you expect this person to submit a claim? ☐ Yes ☐ No ☐ Unknown

PROPERTY DAMAGE

16 Was property damaged as a result of this accident/incident? ☐ Yes ☐ No ☐ Unknown

17 If yes, how was the person involved in the accident/incident?

Owner of property adjacent to park district ☐ Patron ☐

Vehicle owner ☐ Other ☐

18 Last name (or business name) _____ First name (not necessary if business name) _____

Address _____

City _____ State _____ Zip code _____ Phone number _____

Describe the property damage _____

WITNESS INFORMATION

19 If there was a witness(es) to the accident/incident, please provide the following information:

Last name _____ First name _____

Address _____

City _____ State _____ Zip code _____ Phone number _____

20 Did witness make any statements? ☐ Yes ☐ No ☐ Unknown

If yes, what did witness say? _____

21 Where was witness when the accident/incident occurred? _____

Crisis Plan Inquiry Log

Date _____

Time _____

Operator _____

Name of Caller _____

Address _____ Phone Number(s) _____

Affiliation to Park District:

- ☐ Resident
- ☐ PDRMA
- ☐ Media
- ☐ Village
- ☐ Emergency Services
- ☐ Employee
- ☐ Family member of Victim
- ☐ Other: _____

Which _____

Position _____

Branch/Title _____

Department _____

Relationship _____

Questions or Comments

Are they expecting a return call?

Yes ☐

No ☐

Crisis Plan Inquiry Log

Date _____

Time _____

Operator _____

Name of Caller _____

Address _____ Phone Number(s) _____

Affiliation to Park District:

- ☐ Resident
- ☐ PDRMA
- ☐ Media
- ☐ Village
- ☐ Emergency Services
- ☐ Employee
- ☐ Family member of Victim
- ☐ Other: _____

Which _____

Position _____

Branch/Title _____

Department _____

Relationship _____

Questions or Comments

Are they expecting a return call?

Yes ☐

No ☐

Witness Statement

Witness Name: _____

Date of Occurrence _____

Address: _____

Time of Occurrence _____

Phone #: _____

Location of Occurrence _____

Association (check one):

☐ Employee ☐ Resident ☐ Guest ☐ Emergency Services

Other: _____

Describe the Occurrence you Observed

Names and/or Addresses & Phone #'s of Additional Witnesses

Witness Signature _____ Date _____

Statement taken by _____ Date _____

Directory of Government Contacts

July 2026

Village of Flossmoor

2800 Flossmoor Road
Flossmoor, IL 60422
708-798-2300 or 2301
708-798-4016 Fax
www.flossmoor.org

Emails are first initial last name @ flossmoor.org

Mayor:	Michelle Nelson	708-798-2300
Manager:	Bridget Wachtel	
Assistant Village Manager:	Jonathan Bogue	
Community Engagement Mgr:	Stephanie Wright	708-335-5472
Asst to Mgr/Communications:	Nicole Castagna	708-335-5424
Administrative Assistant:	Torria Sparkman	708-335-5410
Police Chief:	Carl Estelle	708-957-4500
Deputy Police Chief:	Douglas Merkle	
Police Admin. Assistant:	Kim Wegmann	
Fire Chief:	Robert Kopec	708-798-3885
Assistant Fire Chief:	Matthew Berk	
Administrative Assistant:	Connie Taylor	
Public Works Director:	John Brunke	708-957-4100
Secretary:	Dawn Lencioni Kortum	
Building & Zoning Administrator:	Scott Bugner	708-957-4101
Secretary:	Jennifer Fisher	

Village of Homewood

2020 Chestnut
Homewood, IL 60430
708-798-3000
www.village.homewood.il.us

Email first initial last name @ homewoodil.gov
Police email PAdmin@homewoodil.gov
Fire email FDAdmin@homewoodil.gov
Public Works email PWAdmin@homewoodil.gov

President:	Rich Hofeld	ManagersOffice@homewoodil.gov
Manager:	Napoleon Haney	708-206-3377
Executive Assistant:	Nancy Adams	
Police Chief:	Tom Johnson	708-206-3420
Fire Chief:	Bob Grabowski	708-206-3400
Director of Public Works:	Joshua Burman	708-206-3470
Events Manager:	Marla Youngblood	events@homewoodil.gov 708-206-3393
Director of Economic & Community Development:	Angela Mesaros	708-206-3387
Communications & Engagement Manager:	Antonia Steinmiller	pr@homewoodil.gov 708-206-3375

Flossmoor Public Library

1000 Sterling Ave.
Flossmoor, IL 60422
708-798-3600
708-798-3585 Fax
www.flossmoorlibrary.org

Library Director:

Jamie Paicely
paicelyj@flossmoorlibrary.org

Homewood Public Library

17917 Dixie Hwy.
Homewood, IL 60430
708-798-0121
708-798-0662
www.homewoodlibrary.org

Administrator:

Colleen Waltman Ext. 214
colleenw@homewoodlibrary.org

School District 233**H-F High School**

999 Kedzie Ave.
Flossmoor, IL 60422
708-799-3000
708-799-9564 Fax
www.hfhighschool.org

Emails are first initial last name @ hf233.org

Principal:	Clinton Alexander	708-335-5540
Assistant Principal:	Jim Schmidt	708-335-5593
Associate Principal:	Craig Fantin	708-335-5604
Superintendent:	Jennifer Norrell	708-335-5500
Exec Asst. to Superintendent:	Suzette Diaz	708-335-5502
Director of Athletics:	Matthew Lyke	708-335-5003

Parochial School**Infant Jesus of Prague School**

1101 Douglas Ave.
Flossmoor, IL 60422
708-799-5200
708-799-5293 Fax
8:30 am - 3:00 pm school hours
7:30 am - 3:30 pm office hours
www.ijpschool.org

Principal:
Director of Operations:
Director of Admissions &
Marketing

Dr. Joseph Francis
Peggy Dull

Diane Klupchak

Flossmoor School District 161

Administration Office

Emails are first initial last name @ sd161.org

Normandy Villa

41 E. Elmwood Drive

Chicago Heights, IL 60411

708-647-7000

708-754-2153 Fax

www.sd161.org

Superintendent:

Terrance Sanders

708-647-7030

Executive Associate:

Courtney Manning

708-647-7030

Associate Superintendent:

Frances Labella

708-647-7001

Flossmoor Hills Elementary

Emails are first initial last name @ sd161.org

(K-5th Grade)

3721 Beech St.

Flossmoor, IL 60422

708-647-7100

708-798-2339 Fax

8:40 am – 3:15 pm school hours

Principal:

Evita McNeil-Dobson

708-647-7104

Administrative Assistant:

Nisa Fonseca

708-647-7102

Heather Hill Elementary

Emails are first initial last name @ sd161.org

(K-5th Grade)

1439 Lawrence Crescent

Flossmoor, IL 60422

708-647-7200

708-206-2749 fax

8:40 am – 3:15 pm school hours

Principal:

Carol Humm

708-647-7200

Assistant Principal:

Seena Purham

708-647-7205

Administrative Assistant:

Emily Blakenship

708-647-7201

Parker Junior High

Emails are first initial last name @ sd161.org

(6-8th Grade)

2810 School Street

Flossmoor, IL 60422

708-647-5400

708-799-9207 Fax

7:45 am – 2:33 pm school hours

Principal:

Ursula Parris

708-647-5406

Assistant Principal:

Michelle Wisniewski

708-647-5489

Administrative Assistants:

Elisheva Cole

708-647-5405

Cynthia Ray

708-647-5402

Serena Hills Elementary

Emails are first initial last name @ sd161.org

(K-5th Grade)

255 Pleasant Drive

Chicago Heights, IL 60411

708-647-7300

708-756-4465 Fax

8:40 am – 3:15 pm school hours

Principal:

Elizabeth Reich

708-647-7300

Administrative Assistants:

Elizabeth Barajas

708-647-7301

Laura Maldonado

708-647-7300

Western Avenue Elementary

Emails are first initial last name @ sd161.org

(K-5th Grade)

940 Western Ave.

Flossmoor, IL 60422

708-647-7400

708-206-2350 Fax

8:40 am – 3:15 pm school hours

Principal:

Mario Ford

708-647-7400

Assistant Principal:

Deborah Dunwoody

708-647-7403

Administrative Assistant:

Alesia Sturdivant

708-647-7402

Homewood School District 153

District Administrative Office

Emails are first name.last name @ hsd153.org

18205 Aberdeen

Homewood, IL 60430

708-799-8721

708-799-1377 Fax

www.hsd153.org

Superintendent:

Dr. Teresa Hill

708-647-2320

Winston Churchill School

Emails are first name.last name @ hsd153.org

(3rd, 4th & 5th Grades)

1300 W. 190th St.

Homewood, IL 60430

708-798-3424

708-798-0417 Fax

8:20 am – 3:15 pm school hours

8:00 am – 4:00 pm office hours

Principal:

Tara Peacock

708-798-3424

Assistant Principal:

Aleasa Williamson

Dean of Students:

Nakia Norman

James Hart School

Emails are first name.last name @ hsd153.org

(6th, 7th & 8th Grades)

18220 Morgan St.

Homewood, IL 60430

708-799-5544

708-799-8360 Fax

7:35 am – 2:30 pm school hours

7:00 am – 3:15 pm office hours

Principal:

Kimberly Johnson

708-647-2380

Assistant Principal:

Laura Ugo

708-647-2260

Dean of Students:

John Ugo

708-647-2290

Willow School

Emails are first name.last name @ hsd153.org

(Pre K – 2nd Grade)

1804 Willow

Homewood, IL 60430

708-798-3720

708-798-4336 Fax

8:00 am – 2:50 pm school hours

7:30 am – 3:30 pm office hours

Principal:

Ryan Jones

708-798-3720

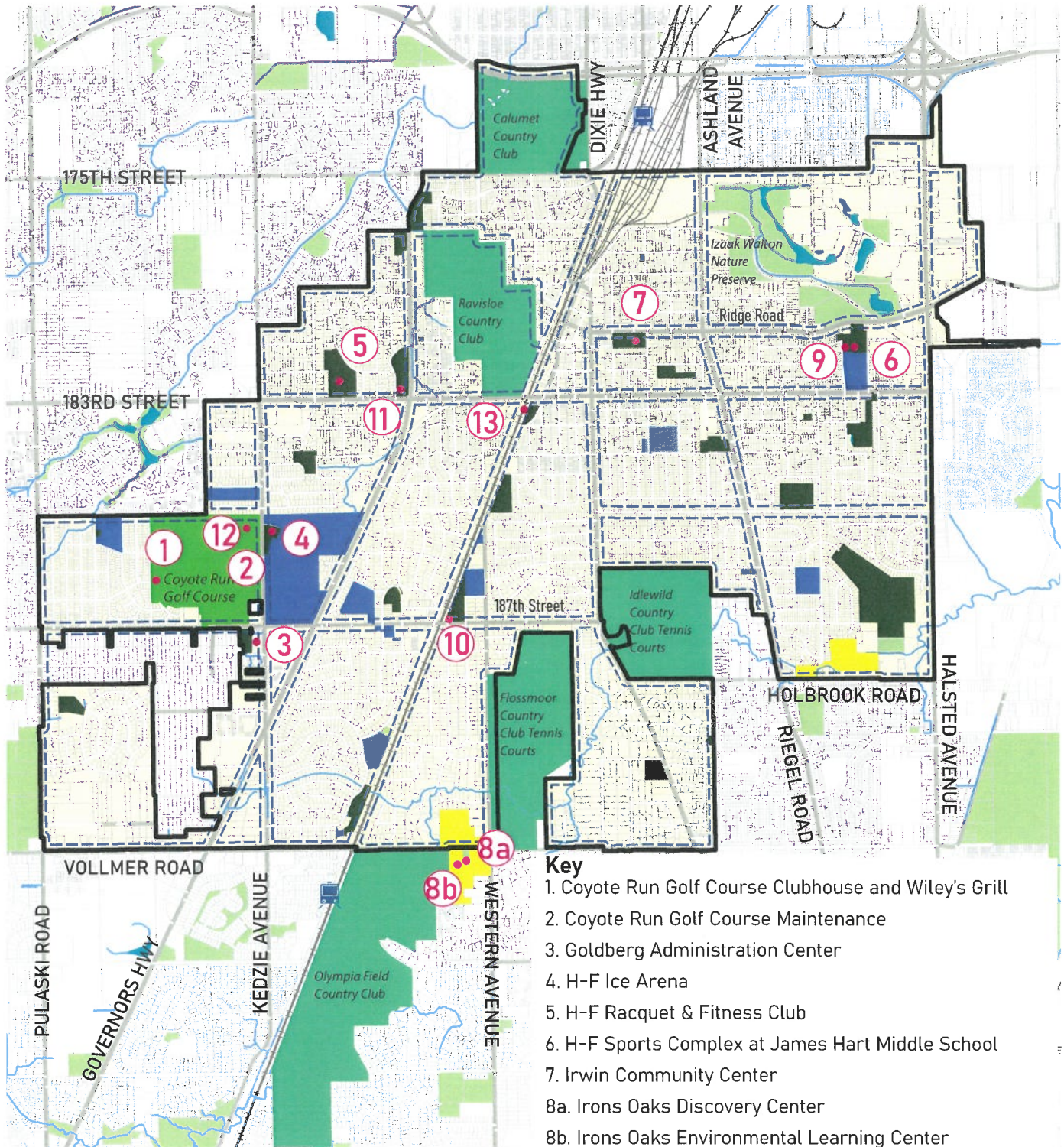
Assistant Principal:

Nancy Wood

Confidential-HFPD Full Time Employee Phone List Updated: July 2026

Commissioners		Blackline Helpdesk	Phone 630.388.1700
Bachus, Brent	708.267.4660	itsupport@blacklineit.com	
Coderre, Angie	708.612.6048		
Dennison, Deborah	708.218.2089		
Schafer, Erika	773.501.6847		
Walker, Byron	708.334.8558		
Attorney	Work 312.332.7760 / Fax 312.332.7768		
Adams, Steve	630.869.5407		
Robbins Schwartz	sadams@robbins-schwartz.com		
55 W. Monroe, Ste 800, Chicago IL 60603-5144			
Treasurer			
Ojode, Steve	773.931.4418		
	steve.ojode@gmail.com		
Executive Director	Phone 708.957.0300 / Fax 708.957.8574		
Boehm, Doug	Ext 1101 / 708.954.7218		
Goldberg - Ext. 1100	Phone 708.957.0300 / Fax 708.957.8574		
Battles, Amanda-Sponsors/Social Media	Ext 1113 / 312.504.9307		
Birgel, Bob-Marketing & PR Manager	Ext 1120 / 219.484.1511		
Brabec, Anne-Executive Secretary	Ext 1119 / 708.935.0239		
Cook, Kayla-Recreation Supervisor	Ext 1104 / 708.663.4949		
Cyranowski, Nicole-Accounting Mgr	Ext 1112 / 630.421.3705		
Davenport, Oralethea-Supt Recreation	Ext 1108 / 773.562.9178		
Diaz, Brandon-Recreation Supervisor	Ext 1105 / 815.909.4423		
Frierson, Ethen-Recreation Supervisor	Ext 1116 / 708.654.8839		
Garrity, Karen-Supt. Finance/Admn	Ext 1110 / 708.228.9773		
Kerby, Zak-Recreation Supervisor	Ext 1106 / 708.250.7119		
Love, Ebony-Receptionist, Accts Payable	Ext 1100 / 708.491.1382		
Rab, Steve-Marketing & PR Coordinator	Ext 1118 / 708.323.8736		
Rose, Kelly-Human Resources Mgr	Ext 1103 / 312.307.2953		
Coyote Run Maintenance	Phone 708.647.2520		
Knight, Phil-Superintendent	Ext 1212 / 708.203.3801		
Lavin, Mike-Equipment Technician	Ext 1213 / 815.469.8144		
Moss, Duncan-Grounds Worker	708.513.8089		
Munroe, Nicole-Asst Superintendent	Ext 1211 / 312.489.0893		
Coyote Run Golf Course - Ext. 1205	Phone 708.957.8700		
Denklau, Tom-General Manager & Pro	Ext 1206 / 630.440.7607		
Gollinger, Dan-Assistant General Mgr	630.746.8555		
Wiley's Grill	Phone 708.957.8774		
Felix, Javier-Lead Cook	708.699.1819		
Grasse, Bill-Cook	708.261.9263		
Grasse, Janice-Catering Chef	708.359.3265		
Ice Arena - Ext. 1130	Phone 708.957.0100 / Fax 708.957.5114		
Carlson, Jennah-Manager	Ext 1132 / 708.638.0501		
Cimoch, Chris-Assistant Manager	Ext 1133 / 708.253.9719		
Green, Zackery-Bldg Maintenance	708.982.9703		
Irons Oaks - Ext. 1226	Phone 708.481.2330 / Fax 708.481.1454		
Lesimple, Crystal-Program Supv	Ext 1229 / 708.275.6544		
Stanfield, Deb-Adventure Center Coor	Ext 1230 / 708.601.2366		
Vargo, Cheryl-Manager	Ext 1231 / 708.340.8325		
Irwin Center - Ext. 1191	Phone 708.957.7275 / Fax 708.957.0267		
Dineen, James-Bldg Maint Supv	Ext 1195 / 708.714.4337		
Freundreis, Devin-Preschool, Seniors	Ext 1192 / 630.536.6419		
Miller, Andrew-Manager	Ext 1194 / 708.710.8395		
Uecker, Rick-Customer Service Leader	Ext 1191 / 773.960.3105		
Parks Department	Phone 708.957.0280 / Fax 708.647.0425		
Cano, Joe-Parks	219.577.5521		
Gacsko, Gabriel-Parks	708.567.9280		
Lade, Tim-Custodian, Accts Payable	510.290.5219		
Lessner, Donald-Parks	708.747.5374		
Lucero, Noel-Parks	708.275.4331		
McAnaney, Patrick-Supt Parks, Planning	Ext 1218 / 708.491.8795		
Morales, Mauricio-Parks	708.543.8862		
Nye, Kenny-Building Maintenance	708.925.6001		
O'Shea, Kyle-Parks	708.595.8517		
Presnak, Andrew-Building Maint	Ext 1219 / 708.280.3349		
Scheutzow, Eric-Shop Foreman	Ext 1217 / 708.466.8275		
Racquet Fitness Club-Ex 1146, 1147	Phone 708.799.1323 / Fax 708.957.4993		
Anhalt, Kelly-Fitness Operations Supv	Ext 1152 / 708.332.7808		
Barton, Jackie-Racquet Sports Supv	Ext 1159 / 502.593.6438		
Feehery, Brenda-Member/Cust Svce Supv	Ext 1160 / 708.516.1499		
Gonzalez, Vicente-Custodian	773.414.9259		
Hrechko, Paul-Custodian	708.673.7697		
Relli, Nick-Custodial Supervisor	Ext 1154 / 708.642.8811		
Schaffer, Dan-Manager	Ext 1148 / 630.854.6948		
Lions Club Pool - Ext 1202	Phone 708.799.2223		

Overall Facility Map



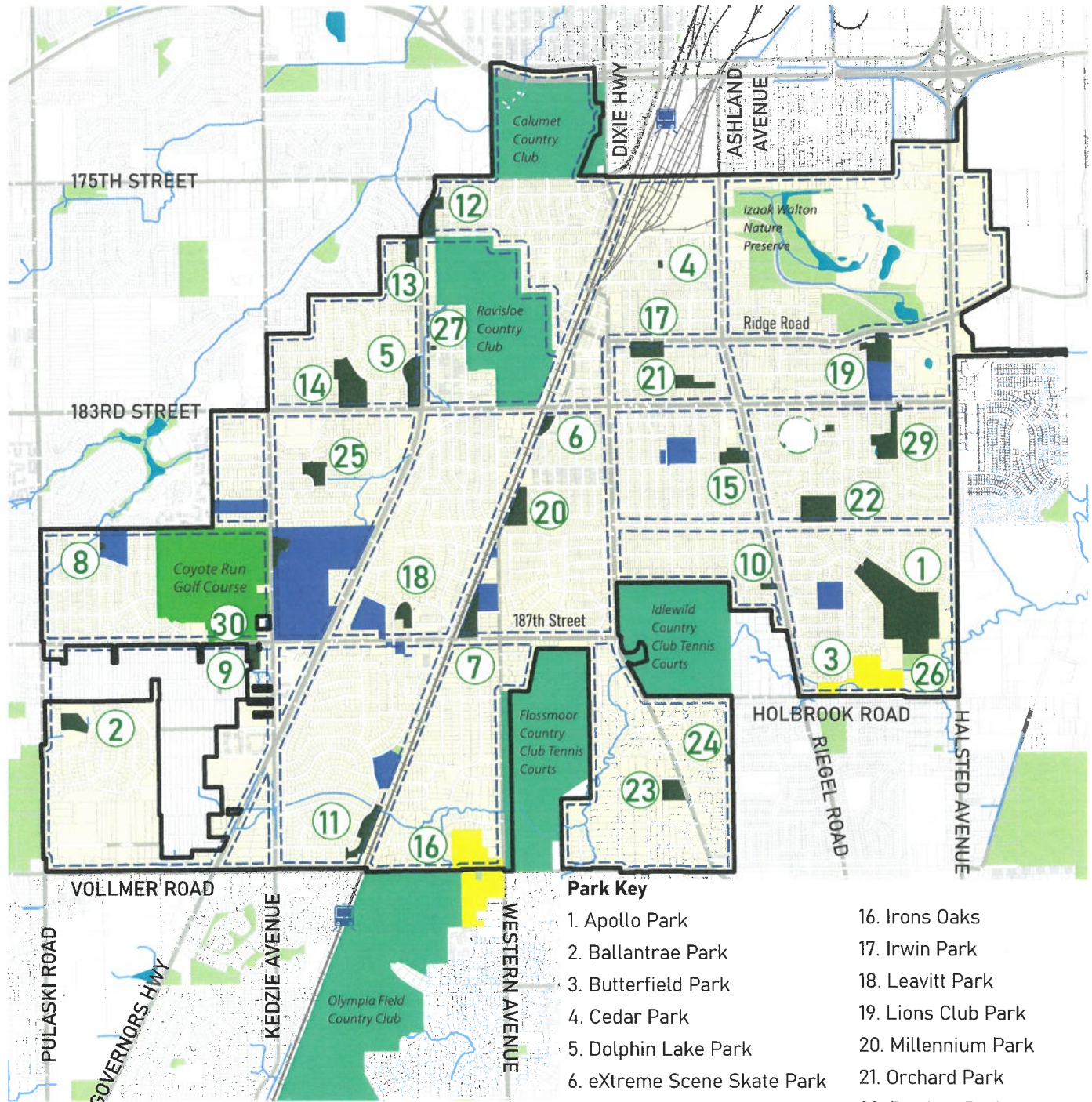
LEGEND

	Park District Boundary		Golf Course (HFPD)
	Planning Areas		Golf Course (Private)
	H-F Facilities		Natural Areas
	Parks		Natural Areas Managed by Others
	Public School		

0 2000 4000 8000
Feet



Overall Park Map



LEGEND

- | | |
|------------------------|---------------------------------|
| Park District Boundary | Golf Course (HFPD) |
| Planning Areas | Golf Course (Private) |
| Parks | Natural Areas |
| Public School | Natural Areas Managed by Others |



Park Key

- | | |
|-----------------------------|----------------------------|
| 1. Apollo Park | 16. Irons Oaks |
| 2. Ballantrae Park | 17. Irwin Park |
| 3. Butterfield Park | 18. Leavitt Park |
| 4. Cedar Park | 19. Lions Club Park |
| 5. Dolphin Lake Park | 20. Millennium Park |
| 6. eXtreme Scene Skate Park | 21. Orchard Park |
| 7. Flossmoor Park | 22. Patriots Park |
| 8. Flossmoor Hills Park | 23. Pheasant Trails Park |
| 9. Goldberg Park | 24. Pinehurst Park |
| 10. Heritage Park | 25. Pinewood Park |
| 11. Highlands Park | 26. Rover's Run Dog Park |
| 12. Hillcrest Park | 27. Scandia Park |
| 13. Hollydale Park | |
| 14. Homewood Estates Park | 29. Woodborough Park |
| 15. Indian Trails Park | 30. Coyote Run Golf Course |

Appendix E – Statements of Admission and Social Media

(To be read or otherwise communicated to staff from Management)

In a tragedy such as the one that has occurred, it is important to remind everyone of the Homewood-Flossmoor Park District's communication policy. It is critical to the reputation of the Park District that all incident-related communications be accurate, appropriate and properly attributed. Only those employees officially designated by the Park District have the authorization to speak on behalf of the Park District. In this matter, Bob Birgel has been designated the Park District Spokesperson. Staff is expected to refer all media inquiries to the Marketing & Public Relations Manager as our Spokesperson. Should anyone from the media contact you, a simple and appropriate response would be: *"Please understand that the Marketing and Public Relations Manager has been designated as the Homewood-Flossmoor Park District Spokesperson. Kindly direct your inquiries to him."* You can then simply walk away, hang up the phone, or close the door. You have no obligation to talk to the media and should not feel pressured to do so.

Staff should be cautious in discussing the incident with family members, friends, residents and other third parties. Your communications may be inaccurate, misunderstood, misperceived, or result in rumors that can negatively impact the image of the Park District and our staff, and compromise our ability to defend potential litigation. Similarly, the Park District recognizes and respects the right of employees to use social networking, personal websites, texting and weblogs as a medium of self-expression. Again, only those employees officially designated by the Park District have the authorization to speak on behalf of the District. It is important to keep in mind that this matter is currently under investigation. Many facts remain unknown, and there is significant information that has yet to be confirmed.

Please be careful to avoid disclosing any information that may compromise the investigation, is confidential, or may violate privacy rights or privacy perceptions. Show proper consideration and respect to coworkers, the victim(s), our patrons and others. While we cannot prevent you from using social media, we strongly recommend you do not use it to discuss the incident or to discuss this incident in an inappropriate or counterproductive manner. Your perceptions or representations may not be accurate, may violate attorney/client privilege, may violate privacy rights, and can later be used against you or the Park District by the media or in a future lawsuit against the Park District. In short, remember that what you post will be around for a long time, so consider the content carefully.

The Park District and its Employee Assistance Program provider are available to you if you should need help coping with the incident. Please talk to your supervisor or the HR Manager if you have questions about this policy.

Things to remember in a crisis:

- A slow news day could turn your minor incident into headline news!
- Crisis can develop many months after an event has occurred.
- What will the agency face following a crisis?
 - Media Frenzy
 - Police Investigation
 - Insurance Investigation
 - Victim's Family
 - Staff Depression
 - Questioned Reputation
- Park District reputation on the line....will it be:
 - The Park District did a "great job in a rough situation"
 - or
 - The Park District "had no plan and people got hurt"
- Loose lips sink ships.
- Board members will be involved!
 - They will be contacted at home (by media, emergency services, etc.)
 - They may have little or no information.
 - They will feel that they must speak.
- Have a deep lineup of media spokespersons; key contacts many not be available.
 - REMEMBER: If the media cannot report the news, it may generate the news.
 - If you don't cooperate with the media, they might:
 - speculate on causes or conditions
 - interview anyone who will talk
 - dig into the park districts past problems
 - highlight the suffering that has been caused
 - imply the park district has something to hide
- If you set up a press conference for a future time, i.e., 1-2 hours later, you might buy some time to gather facts, etc. They may lay off a little until the park district is ready to share information.
- Think Miranda Warning: "Everything you say can and will be used against you."

In a Crisis

Do:

- Stay positive, admit crisis, not guilt or cause
- Only release verified information
- Reinforce rescue efforts, positive safety record, etc.
- Balance public statements with known facts
- Remain poised and professional

Don't:

- Release victim information until family is notified
- Speculate cause, costs, liability, etc.
- Fix blame
- Cover-up or mislead
- Speak "off the record"