

ICE SKATE
MEMORIAL CITY

EMERGENCY ACTION PLAN



OBJECTIVE

To prepare for a situation that poses a threat to the safety of individuals in the facility
To provide a systematic method of evacuation for the facility, or areas within the facility, in a safe and orderly manner.

To be used as an educational tool for informing staff and patrons of Ice Skate Memorial City/Memorial City Carousel of the procedures to follow if a hazardous incident were to occur.

EMERGENCY TELEPHONE NUMBERS

In a true emergency, **911 should be the first call**. Once proper authorities have been notified, a call to management, as listed below should be made.

Appropriate reasons to call 911:

- Serious or life threatening injury
- Assault or threat of assault on a person by another person on Ice Skat Memorial City/ Memorial City carousel property
- Weapon sighting and/or hostage situation
- Smoke, fire or other internal disaster
- Auto accident in parking lot with personal injuries
- Bomb threat

Management

Cell Phone

Call down list in order

Travis Adams, General Manager
Randy Ross, Operations Manager

832-339-5158
281-889-4859

Local Authorities

Houston Police Department
Memorial City Security
Houston Fire Department
Cimco - Chris

713-884-3131
713-464-7744
713-468-7941
469-502-8157

FACILITY EVACUATION

The facility should be evacuated safely and calmly for any of but not limited to the examples below. We have installed an “all page” system located at the front desk for such use. Pick up the microphone and push the button to talk:

Fire Alarm
In the event of fire, smoke, chemical leak
Bomb Threat

Potential shooter, if time allows, if not, a lockdown is the back up.

In the event of an evacuation, all exit doors should be utilized. Guests and staff should proceed to the NEAREST safe exit door. All exit doors are marked with back lit exit signs, noted below.

Upon evacuation, staff should congregate in the far “additional lot” out front, or near the Cheesecake Factory if exiting the rear of the building. The Manager on Duty should do a full check of staff and compare it to the schedule to be sure all are accounted for. Staff should then check with the Coaches to account for all students accountability. Unaccounted for staff members should be immediately communicated to emergency personnel, as well as the Manager on Duty.

LOCKDOWN

If a “lockdown” is warranted due to weapons on campus or other dangerous or life threatening occurrences, requires occupants of the facility to implement lockdown procedures. Managers on duty will lock all exterior doors immediately and restrict any further entrances or exits to the facility. Once the incident is in progress, a lockdown can minimize the threat to the safety of all staff and guests and reduce casualties and injuries. All staff are to comply with lockdowns at all times. A lockdown may occur in these instances:

Active Shooter and/or Gunfire
Threat of extreme violence on campus
Imminent danger in the community
Hostage situations

If you are the first person to recognize a threat in our facility or community, do not approach the offending party or put yourself in danger.

Notify the Manager on Duty and call 911 if you are in a secure place to do so.

If it safe to do so, initiate an “all page” to notify staff and guests inside the facility.

When it is safe to do so, find a room, closet or other safe space to hide. Lock doors, close blinds, turn off lights, get low and stay quiet. Silence phones.

Do not leave or allow others with you to leave unless instructed to do so by law enforcement. Do not open doors for anyone once they are locked.

Once it is safe to emerge, law enforcement will direct the scene.

POWER OUTAGE

In the event of a power outage, notify the General Manager and/or Operations Manager. Evacuate the ice surfaces to preserve energy to keep the ice. The emergency generator powers some lights for safe exiting of the building, it does not power the ice plant.

In the event of an extended period of power outage, steps will be taken to try to preserve the ice surfaces from melting. Managers will request your assistance if necessary.

Missing Child

If a patron or coach notifies us of a missing child:

Do an immediate lockdown
Get a detailed description of the child
Name
Age
Hair color
Eye color
Approximate height & weight
Clothing
Photo, if available
Call Mall security.

MEDICAL EMERGENCIES

An AED is located inside the first aid room. First Aid Kit is located behind the front desk and first aid room.

In the case of a medical emergency, assess the situation.
Call 911 if the injury is life threatening, that may include bleeding, loss of consciousness, breathing emergencies, stroke, seizure, or if the injured party asks for one.

Any trained personnel in the facility can respond to the medical emergency with first aid kits and AED.

When approaching an injured party, first identify yourself and that you are trained to assist if they would like you to. Assess the injuries, contact 911 if necessary, and begin an incident report.

If you suspect a serious head or spine injury, call 911 immediately. Do NOT move the injured party. Provide a blanket or coats if they are on the ice until emergency medical arrives. Encourage them to stay as still as possible. If the injured stops breathing, begin CPR, but do not tilt the head back, move the jaw forward. When EMS arrives, turn it over to them.

Symptoms of head/spine injury:
Inability to move limbs
Pain, pressure and stiffness in neck and/or head
Numbness/tingling in extremities
Unconsciousness
Signs of Shock

Nearest Hospital:

921 Gessner Rd,
Houston, TX 77024
713-242-3000

In all instances an incident report should be filled out in entirety.

SKATING INCIDENT REPORT

Name of Rink: _____ Person completing report: _____

Rink Address: _____ Date: _____

COMPLETE IN FULL			
Date of accident:	Day:	Time: am / pm	
Name of injured:	Age:	Sex: Male / Female	
Address:			
City:	State:	Zip:	Phone:
If minor, were parents notified: Yes No		If minor, were parents present: Yes No	
Event taking place on ice at time of accident:			
Name of person notified:		Relationship:	
Address:			
City:	State:	Zip:	Phone:

COMPLETE IN ALL CASES	
How did accident occur? (Describe fully in patron's words)	
Please Mark with an "X" where the accident occurred	
Ice Resurface Time: _____ am / pm	Type of Cut: _____ Wet _____ Dry
Type of Skate Used: _____ Own _____ Rental	Were skates inspected? _____ Yes _____ No
Inspector Signature: _____	Was ice surface at point of fall inspected?: _____ Yes _____ No
Description of Injury:	
Type of Aid given:	Administered by:
Was injured person taken to hospital? _____ Yes _____ No	If yes, what hospital?
If injured person was not taken to hospital, what action was taken?	

IF PUBLIC SKATING:

Location of Monitors at time of incident: _____ <small>Indicate their location using an "M" on the Risk Diagram on front page.</small>	Name of Monitors: _____
# of Monitors in attendance: _____	
Approximate attendance: _____	
Name of person causing incident, if applicable: _____	

Use this space if additional information is required on any of the items on the front page:

WITNESSES:

Name: _____ Relationship: _____

Address: _____

Phone: _____ Comments: _____

Name: _____ Relationship: _____

Address: _____

Phone: _____ Comments: _____

Signature of person who administered first aid: _____ Signature of Manager: _____

BOMB THREAT

If a bomb threat is called in and you are the receptionist, stay calm and try to get as much information as possible. Keep the caller engaged and talking. Be polite, do not interrupt the caller.

BOMB THREAT RESPONSE FORM

Try to obtain answers to as many questions as possible – remain calm and courteous – do not hang up until the caller has. Fill out as soon as possible after the call is completed.

Exact wording of threat: _____

Check call display for phone number _____

After call has ended, trace call (if possible) _____

Time: _____ Date: _____

Length of Call: _____ Call Received by: _____

Describe the caller:

Age _____ Child, Teen, Adult, Senior: _____

Gender _____ Number where call received: _____

Describe voice: (check all that apply)

- | | | | | |
|-------------|----------|------------|-----------------|----------------|
| Calm | Nasal | Loud | Clearing Throat | Angry |
| Well Spoken | Laughter | Lisp | Crying | Cracking Voice |
| Excited | Normal | Irrational | Slow | Raspy |
| Disguised | Rapid | Deep | Distinct | Incoherent |
| Accent | Soft | Ragged | Slurred | Whisper |
| Familiar | Foul | Stutter | | |

Background sounds: (check all that apply)

Street	Party Sounds	Office Noises	Train/Airplane	Other Voices
Animals	PA System	Static	Taped Message Read	Other
Local Music	Motors	House Noise	Long distance	

Questions to Ask – Circumstances permitting

- When is the bomb going to explode?
- Where is it right now?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb?
- Where did you put the bomb in the building?
- What is your address
- What is your name?

Make determinations from your conversation about the caller, are they male/female, adult, teen, child, what type of voice and speech, what state of mind (angry, sad). Note any background noises.

All bomb threats must be taken seriously. Once the threat is realized, the manager will initiate a building evacuation, and call 911. Once the facility is evacuated, see facility evacuation steps of action.

If you see a suspicious device in or around the facility, notify authorities immediately. Do not go near the device. If inside, evacuate the facility. Allow law enforcement to perform their duties and do not resume activities until they decide it is safe to do so.

FIRE

In the event of an actual fire:

Portable fire extinguishers are located throughout the facility and inspected regularly.

There is a manual release for the fryer and it is tagged.

The main electrical panels are located upstairs above the compressor room.

Emergency lighting will be provided by the generator.

The fire alarm and/or extinguishers will automatically be triggered.

Stay away from the engine room and zam room in the event of fire.

Evacuate the facility in an orderly fashion.

Follow evacuation protocols.

Do not return to the facility until local authorities deem it safe to do so.

NOXIOUS GAS LEAK

Emergency Response for a Noxious Gas Leak: Since only emergency situations are considered here, it is assumed the leak has exceeded level 1 and 2 criteria for safe entry procedures, and we are at level 3.

- A leak has occurred where you cannot enter the room without using a self-contained breathing apparatus. No one should enter the room to attempt to isolate the problem unless accompanied by a firefighter.
- Ensure the fire alarm is activated – Dial 911.
- Evacuate the building. Ensure patrons are moving toward marked exits. Assists persons with disabilities.
- If safe to do so, check all washrooms, change rooms, first aid rooms. Close but **DO NOT LOCK DOORS BEHIND YOU**.
- Start the rooms ventilation system if not already started automatically.
- Contact Cimco (Chirs 469-502-8157)
- Consult with Fire Department upon arrival.
- Open exterior doors to the room.
- If possible, isolate heat, vent, and air conditioning systems to keep the gas from contaminating other areas.
- Shut down necessary equipment following correct shutdown procedures.
- Do not enter the room or any contaminated areas unless you have necessary personal protective equipment and are accompanied by a fully equipped fire fighter.

EARTHQUAKE

The following are recommended procedures:

- Remain calm.
- **TAKE COVER** under the desks or tables.
- **FACE AWAY** from windows.
- Assume “crash” position on knees, head down, hands clasped on back of neck or head covered with book or jacket.
- Count aloud to 60 – Earthquakes rarely last longer than 60 seconds.
- Review evacuation procedures
- Where appropriate: order evacuation
- Move away from windows, shelves, and heavy objects.
- Take cover under a table or desk, in a corner or doorway.
- In halls, stairways, and other areas where no cover is available, move to an interior wall; kneel with back to wall; place head close to knees; clasps hands behind neck; and cover side of head with arms.
- In areas where there is a risk of items falling, (example: bookshelves), take cover away from such risks. Stay inside – usually the most dangerous place is just outside where building debris may fall, exit only after shaking has stopped.
- Turn off all running equipment, turn off gas lines.
- Stay away from hazardous chemicals that may spill.

NATURAL GAS / PROPANE LEAK

Natural Gas

Natural Gas may be used in recreation facilities as a heating fuel and as a fuel for ice resurfacing equipment. In addition it may be used in cooking.

A Natural Gas leak can be identified by odor (rotten egg smell) of Mercaptan, which is added to the gas for that purpose. Natural gas is lighter than air, and therefore will rise to the top of an enclosed area.

Emergency Procedures for Natural Gas Leak

If, on entering the facility, you detect or think you detect the odor of Natural Gas:

- Remain calm
- **Do Not Touch any Electrical Switches**
- Immediately phone Memorial security.
- Fire Department dial Local Emergency 911
- Evacuate the building; make sure patrons are moving toward marked exits. Assist person with a disability.
- If safe to do so, check all change rooms, offices, washrooms.
- Consult with fire department personnel upon arrival
- Do not admit anyone other than fire department and gas service personnel back into the facility, until advised by them it is safe to do so.
- Fill out Incident Report

Propane

Propane gas is 15 times heavier than air, and therefore tends to accumulate at the lowest levels in the building. In an enclosed area, the gas will tend to fill up the room from the lowest point upward, and if the source of ignition is reached, can explode and cause fire. Propane can be detected by the odor (rotten egg smell) of the ethyl mercaptan which is added to it for leak detection purposes.

Emergency Procedures for Propane Leak

If, on entering the facilities, you detect the smell of propane:

- Remain calm
- **Do Not Touch any Electrical Switches**
- Put on appropriate personal protective equipment
- If possible, ventilate area by means of natural ventilation (doors, windows)
- When the room has been ventilated, check for source of the leak using soapy water on valves, fittings, etc.
- If the faulty equipment cannot be removed from the building, or the leak cannot be controlled, evacuate the building
- Fire Department dial Local Emergency 911
- Ensure patrons move toward marked exits. Assist person with a disability.
- If safe to do so, check all change rooms, offices, washrooms.
- Consult with fire department personnel upon arrival
- Do not admit anyone other than fire department and gas service personnel back into the facility, until advised by them it is safe to do so.
- Fill out Incident Report

ROBBERY

Your safety and that of your patrons are your main concern, both during & following a robbery:

- Remain calm
- Follow the robber's instructions to the best of your ability without endangering your or patrons' safety
- Do not argue or attempt to withhold cash from the robber
- Try to get a good look at the robber's face and clothing – look for any distinctive marks or characteristics; estimate their height
- After the robber leaves, if possible without endangerment to anyone, check their escape route – on foot; type of vehicle, color, condition, license plate; direction & speed
- Call the police – 911. Give your name, location, details of the robbery.

- Obtain witnesses and ask them to remain until the police arrive. If they are unable to remain, ask for names, addresses, phone numbers.
- Try to preserve the scene of the crime until police arrive. Keep people away from the area.
- Consult with the police upon their arrival.

MEDIA COMMUNICATIONS

Radio, Television, Newspapers, Internet. We have all seen the pictures, whether live or in print – the unfortunate, beleaguered facility worker with one or a battery of microphones droved upon him while he struggles to answer the aggressive questioning of reporters on the scene of a disaster.

The answer to that situation? Do not offer the answers if you're not the facilities spokesperson. In the case of an emergency, do not release any information to the media. The General Manager, his designate, or the person appointed, and duty authorized by Ice Skate Memorial City to handle public relations and media releases is the only person allowed to speak on their behalf.

Remember: REMAIN CALM IN DEALING WITH ANY EMERGENCY

IN ALL CASES OF EMERGENCY, THE FOLLOWING GUIDELINES SHOULD BE FOLLOWED:

As the person in charge of the facilities at the time, you and your subordinate staff:

- Will remain calm, be courteous.
- Inform the media that you are not authorized to permit their entry into the facility until you have consulted with your supervisor. The facility should be secured to prevent unauthorized entry.
- Do not release information or admit liability to anyone. Do not provide details of the emergency,
- Refer all questions to the person authorized by the owner of the facility to act as their spokesperson.