

# **ICE** IN PARADISE

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# 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 in Paradise, 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 in Paradise property
- Weapon sighting and/or hostage situation
- Smoke, fire or other internal disaster
- Auto accident in parking lot with personal injuries
- Bomb threat

**Management**

*Call down list in order*

Breanne Walsh, General Manager

Wayne Gustafson, Operations Manager

Josh Callahan, SFC Vice President

John Ewasiuk, Board President

**Cell Phone**

805-432-6970

805-340-6277

804-310-4444

805-680-4448

**Local Authorities**

Santa Barbara Sheriff's Department-Non-Emergency

805-681-4100

SC Edison

800-655-4555

Goleta Fire Station

805-681-5511

## 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. In case of a power outage, emergency lights will come on for safe exiting of the building.

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.

## FACILITY EVACUATION

The facility should be evacuated safely and calmly for any of, but not limited to the examples below.

### 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. In the event of an ammonia alarm, exit via the front lobby doors.

Upon evacuation, staff should congregate in the front parking lot. The Manager on Duty should do a full check of staff and compare it to the schedule to be sure all are accounted for. If possible avoiding any danger, Manager should make a sweep of the building to assure all patrons are evacuated.

## LOCKDOWN

If a "lockdown" is warranted due to dangerous or life-threatening occurrences, occupants of the facility are 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 violence.
- 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.

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. The closest place for the front desk is in the manager's office or skate sharpening room. Close the door and barricade it with the desk if necessary.

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.

## Missing Child Reported

If a patron or coach notifies us of a missing child, follow the steps below.

- Do an immediate lockdown
- Get a detailed description of the child
- Name
- Age
- Hair color

- Eye color
- Approximate height & weight
- Clothing
- Photo, if available
- Manager can view the cameras from the last known location of the child
- Monitor entrances/exits and note any useful information
- Employees search any likely hiding places for the missing child
- Call local law authorities
- Once child has been found, lift the lockdown

## **MEDICAL EMERGENCIES**

An AED is located on the wall of the NHL Rink next to the doors that lead to the Studio Rink. First Aid Kit is located behind the front desk.

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 Hospitals:

Goleta Valley Cottage Hospital 351 S. Patterson Ave  
Goleta Ca 93117  
805 967-3411

Urgent Care  
Jackson Medical Group 220 Pacific Oaks Rd.  
Goleta Ca 93117  
805 979-4646

In all instances an incident report should be filled out in entirety. Incident reports are located on the wall to the left of the front office counter.

**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** (Printed form on clipboard by register)

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.

Emergency lighting will be provided by battery backup.

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

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.

## **AMMONIA GAS LEAK**

Emergency Response for an Ammonia Leak: Since only emergency situations are considered here, it is assumed the leak has exceeded safe levels.

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 the front lobby doors.

If safe to do so, check all washrooms, change rooms, first aid rooms.

Contact General Manager and Operations Manager and inform of situation.

Consult with Fire Department upon arrival.

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.
- Stay away from hazardous chemicals that may spill.

## **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 is the only person allowed to speak to the media.

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.

1 EXIT PLAN  
EP1 1/32" = 1'-0"

