

**PSM**  
**ICEHOUSE**

**EMERGENCY  
ACTION PLAN**



PSM Icehouse  
Fort Wayne, Indiana

**EMERGENCY PLANNING AND EVACUATION PROCEDRES**

**EMERGENCY PHONE NUMBERS**

<b>Service</b>	<b>Emergency Number</b>	<b>Non-Emergency Number</b>
Fire	911	
Police	911	
Ambulance	911	
Poison Control	800-222-1222	
Electric Company (AEP)	800-227-2177	
Gas Company (NIPSCO)	800-635-3524	
BCIB Mechanical Services – Billy Baumert	260-431-4845	260-431-4845
Security (VFP/Kpehlinger Kruse)	260-422-8233	260-422-8233
Fire Alarm (Koorsen Fire and Security)		260-247-9947
Propane (Ferrell Gas)		888-337-7355

<b>Name</b>	<b>Position</b>	<b>Contact Information</b>
Kaleigh Schrock	General Manager	260-241-6985
Andrew Clifford	Operations Manager	260-242-0123
Rachel Scully	Front Office Manager	260-494-4450
Megan Isenbarger	Event Coordinator	260-494-2715
Alena Lunin	Skating Supervisor	509-430-2906
Cam Wirick	Hockey Supervisor	260-348-4383
TJ Potchka	Overtime Bar and Grill Manager	260-409-9867
RG Hockey Source	Greg Peckham	260-745-6423 (Work) 260-312-6379 (Cell Phone)

## EMERGENCY PLANNING AND EVACUATION INFORMATION

### 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 drove upon him/her while struggling 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 PSM Icehouse to handle public relations and media releases is the only person allowed to speak on their behalf.

### Emergency Response Team

The size and complexity of the facility, the events in progress, and occupancy load are normally factors that determine the number of staff available to respond to and control emergency situations. The availability of staff along with the safety of equipment available will determine the structure of the facilities emergency response team at any given time.

There must be an organizational structure – someone must be authorized to take charge of the situation, whether on shift by himself or a small facility; or a manager with a full complement of subordinates reporting to them. Each individual in the structure must know his responsibility and be fully trained to carry out their obligations. In most cases the senior person on the shift in the facility will serve as “Captain of the team.” It is imperative that you appoint an individual that will be responsible to carry out their obligations. This should be a senior person on shift at any given time.

Operations Manager: Andrew Clifford – 260-242-0123

Front Office Manager: Rachel Scully – 260-704-0628

Todd Ramsey: 260-438-2483

**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.

### **Objective of the Evacuation Plan**

- To prepare for a situation that poses a threat to the safety of individuals in the facility of PSM Icehouse
- 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 Fort Wayne of the procedures to follow if a hazardous incident were to occur.

### **Definitions**

*For the purpose of this document, the following terms are defined for sure in this emergency evacuation plan.*

#### **An Emergency Situation:**

- Is a situation that may harm an individual due to a fire, explosion, wind, power outage, building instability, chemical spill, or threat if harm (IE: bomb threat)?

#### **Emergency Supervisor – Manager on Duty**

- Manager on duty: an individual employed by PSM Icehouse that has been appointed and trained to ensure the safety of other individuals in the facility by evacuation or other safety measures.

#### **Safe Assembly Area**

- The safe assembly area for this building is the parking lot on the east side of the building. This area is out of the line of traffic from the emergency response vehicles and away from possible chemical spills. In the winter, individual's evacuation building will wait here to be given further instructions.

## **Exits**

- These are passageways that lead to the outside of the building and provide a continuous flow for traffic to leave the building.

## **Person with a disability**

- Any individual that needs assistance to leave the building.

## **Introduction**

This emergency evacuation plan has been developed to assist the employees of the Fort Wayne facility to systematically manage their own safety and the safety of others in an emergency situation.

This emergency evacuation plan has been developed to prevent injury or fatality in the event of an emergency situation.

## **PSM's responsibility to its patrons and staff:**

- To ensure the safety of everyone in the facility.
- To provide responsible persons to administer an emergency evacuation plan.
- To test and maintain an emergency evacuation plan.
- To provide emergency training to its staff.
- To provide emergency evacuation instructions to persons within its facility.

## **When an emergency situation is identified, the following evacuation plans should be implemented:**

- Rinks and change rooms
- Lower level and pro shop
- Upper level, Overtime Bar and Grill, kitchen, banquet room, and dry land training area
- Washrooms: upper and lower level
- Offices: upper and lower level
- Plant and Zamboni rooms

## **General Information**

- The general manager or department manager will appoint emergency supervisors.
- All staff will be trained for emergency situations.
- Fire drills will be held a minimum of once a year.

The manager on duty must know who is on staff and account for them after evacuation.

- Managers on duty must meet at front door area after leaving building to instruct emergency respondent to situation within building and report to supervisor.
- The Emergency Evacuation Plan will be available for all staff to review.

## **Emergency Response Duties of M.O.D**

- To ensure the safety of everyone in the Fort Wayne Facility.
- To follow the emergency plan to the best of their ability.
- To co-operate with emergency respondents.

## **Tournaments**

- Tournament officials must be given a copy of the emergency evacuation plan.

- Coaches must be informed they are responsible to have a list for their team to account for them in the facility.

**Building Description**

The Fort Wayne arena is a two-story building constructed of mainly non-combustible steel and masonry. The building houses 3 ice rinks with 17 changing rooms, along with pro shop, off-ice stick handling area, offices, restaurant, mezzanine, and bar overlooking the rinks. It was designed primarily as an ice hockey rink.

**Occupancy**

The facility contains give general areas of occupancy as follows:

- The majority of this facility is dedicated to ice rinks with average viewing from the bleachers beside each rink. The rinks are arranged in a set of three, which have all been assigned numbers (1,2,3) to identify each rink.
- The core area for occupancy in the building is the main lobby especially during tournaments. The lower level houses the main viewing areas (bleachers for two rinks,) 13 changing rooms, 1 referee change room, 1 figure skating coaches' room, pro shop, and 7 offices.
- Zamboni rooms are located at the south end of the facility. Behind rinks 1 and 3.
- The plant room is located at the south end of the building. This room houses compressors and ammonia for the ice plant.
- **Upper** level houses the Overtime Bar and Grill restaurant, kitchen, bar, banquet room, dry-land training center, upper-level bathrooms, mezzanine overlook, and 4 party rooms.

**Exiting****Ice Rinks:**

There are three exits for each rink, which lead to the outside of the building, rooms exiting to the rinks should use these exits. (See diagrams).

**Main Lower Level:**

All rooms on the lower level should exit out the nearest of three exits to the outside. This would include the lobby, all office spaces, hallways, pro shop, lower-level washrooms, skate rental, referee and figure skating coaches' room, Spacemen locker rooms, and Indiana Tech locker rooms and offices.

**Zamboni Room and Plant:**

Zamboni room 1 should exit using the exit door at west corner behind rink #1. Zamboni room 2 should exit using the exit door at the east side of room. The occupants of the Zamboni room should not wait to open overhead doors to exit the building, use the emergency exits, as these are quicker. The plant room has an exit to the outside on the south side. (door is in the plant room).

**Upper Level:**

Stair well exit leads outside are located at both the each and the west side of the upper level. Stairwell exit leading to lobby and front entrance is located between rinks 1&2. Banquet rooms, party rooms, mezzanine, upper-level training facility, and upper restrooms should use these exits as well.

**Areas of refuse:**

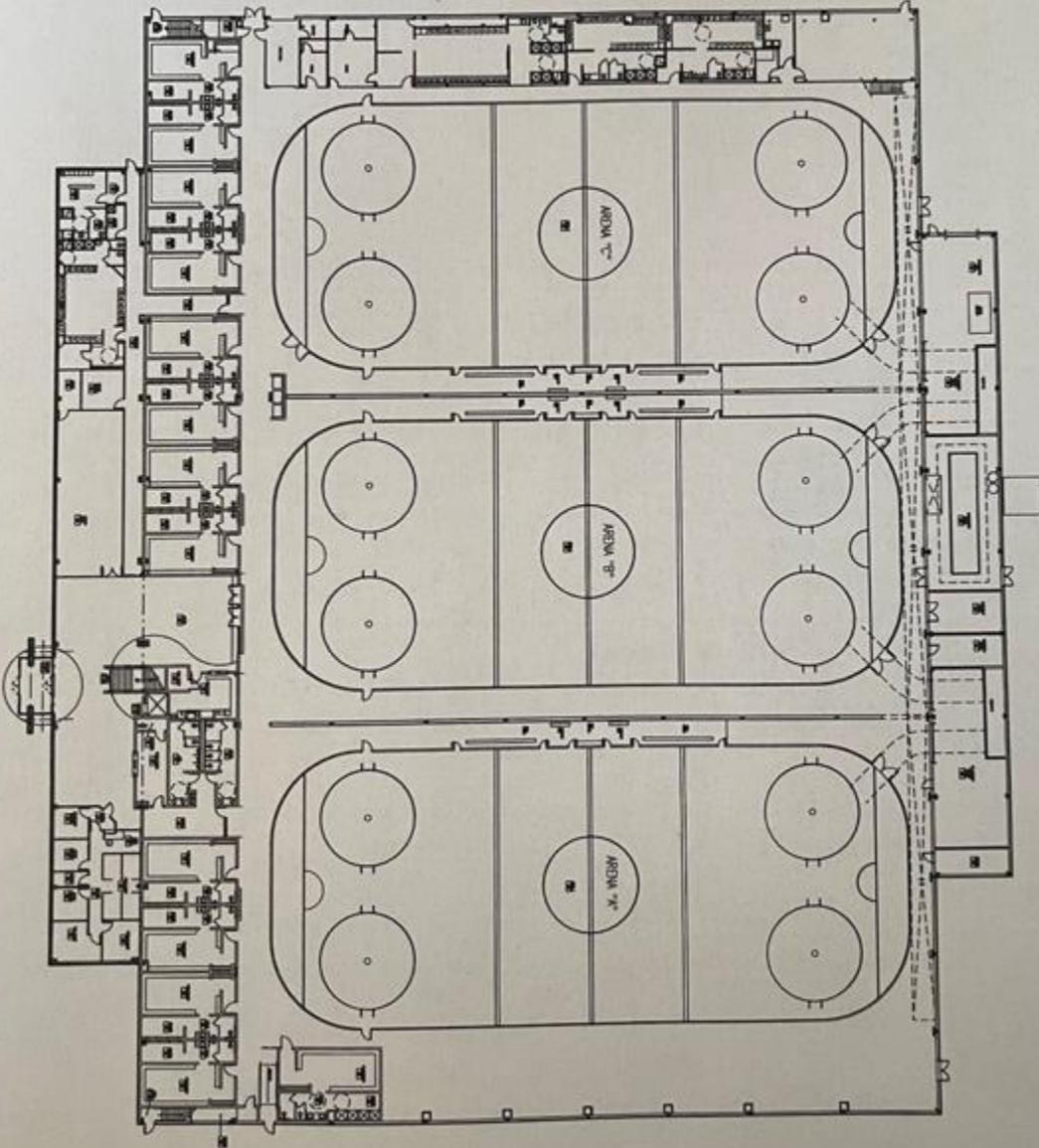
These areas are intended for use in bad weather conditions such as high winds. Areas of refuse are provided in the following areas:

- Locker rooms 5 through 9.



MAIN LEVEL

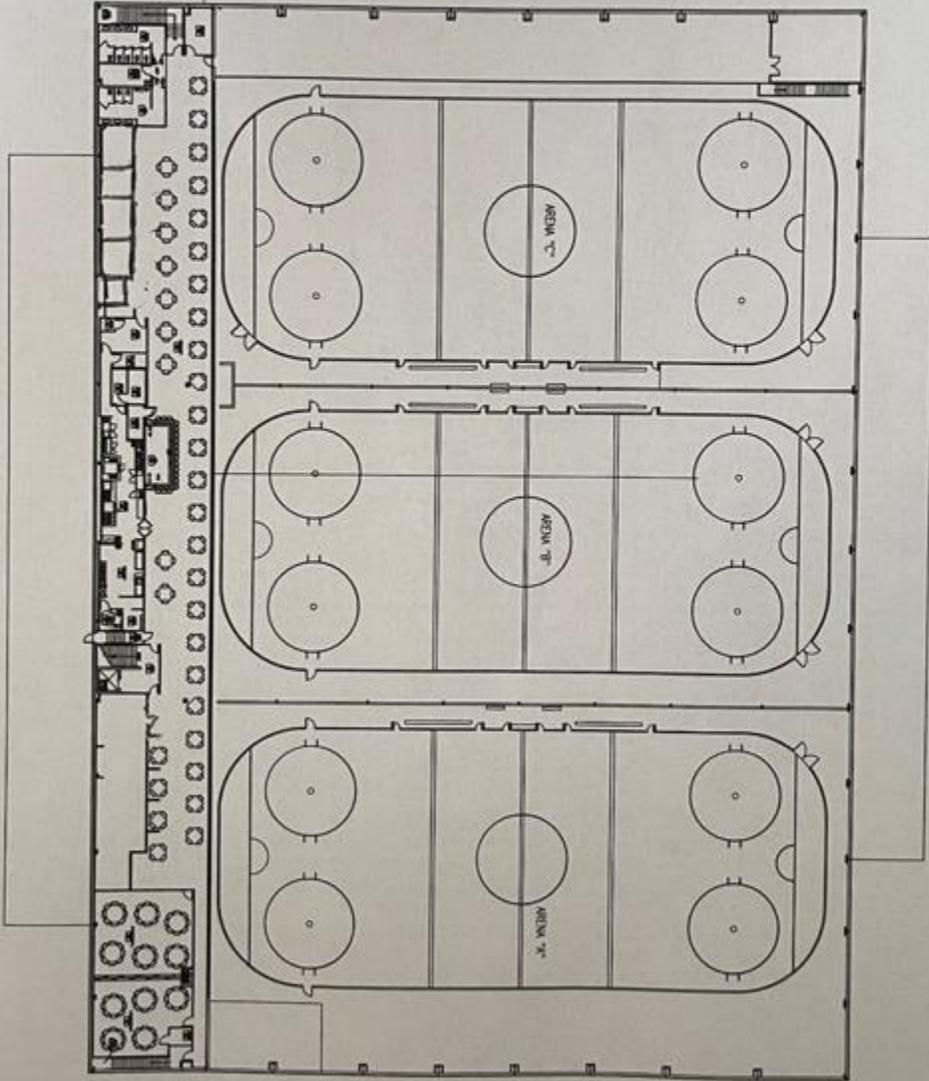
ARENA





UPPER LEVEL

UPSTAIRS/RESTAURANT



## **Fire Extinguishers**

Portable fire extinguishers are located throughout the facility, detail list and diagrams are in the fire section of the manual.

The kitchen is equipped with an automatic extinguishing system in the hood over cooking area. There is a manual release for this system and is located in the kitchen area on the wall behind the ice machine. This system is not monitored by the buildings alarm system.

## **Electrical Power**

The main electrical shut-off switch for the plant is located in the plant room on the south side of the building. The power box for the building is located in the plant room at the south end of the building.

## **Emergency Lighting**

The emergency lighting will automatically initiate in the event of a power failure. The battery packs will supply lighting for 20 minutes continuously. These are in all the hallways, in each rink, in each dressing room, and in the stairwell.

## **Natural Gas Supply**

The shut- off valve is located on the exterior on the south side of the building directly behind rink #1. The gas can only be shut off by NIPSCO.

## **Water Supply**

The city water supply enters the building from the south side of the building. The main water supply can be accessed in sprinkler room.

## **Fire Alarm System**

The fire alarm control panel is located at the front entrance at the north side of the building, just inside the doors. When activated by pulling one of the alarms it automatically alerts Koehlinger Kruse Security, and they notify the fire department. The manual pull stations are located at every emergency exit. The fire department has access to the control panel as well as management. M.O.D also has directions on how to use alarm for evacuation drills.

## **Special Hazards**

These are three areas of the building that warrant special attention:

1. The kitchen is located at the center of the upper level. This area by nature produces high levels of heat and is more likely to be a fire hazard. The hood houses an automatic sprinkler system. The hood should be kept clean to keep in working order to avoid a fire hazard.
2. The plant room is located at the south end of the building on the main level. This room is of special hazard due to the Freon used as the building ice rink refrigerant.

Zamboni rooms – located at south end of building directly behind rinks 1 and 3. These rooms contain propane tanks. Propane is flammable making the threat of explosions more likely.

**Fire Department Access route**

The fire department vehicles can access the building from the main entrance off Ice Way by either Fernhill Avenue or Lima Road.

**Emergencies – Fire**

All through our life we have been taught to respect and fear fire as an enemy that can kill. It is reasonable to assume then, that the public has a basic understanding that when the alarm sounds, there is a problem that requires some attention. They are waiting on you, the responsible person in charge of the facility, for direction. Under the Fire Codes, the operator of the facility is responsible for the establishment and implementation of a fire safety plan. The following measures must be incorporated in the Fire Safety Plan:

- Establishment of emergency procedures to be followed at the time of the emergency.
- Appointment and organization of designated supervisory staff to carry out fire safety duties.
- Instruction of supervisory staff and other occupants so that they are aware of their responsibilities for fire safety.
- Holding of fire drills.
- Control of fire hazards in the building.
- Maintenance of building facilities and equipment provided for safety of the occupants.
- Provision of alternate measures for safety of occupants during shutdown of fire protection equipment.
- Assuring that checks, tests, and inspections are completed on schedule and that records are retained as required by the Fire Code.
- Posting and maintaining a copy of the Fire Safety Plan on each floor area.
- Notification of the Chief Fire Official regarding changes in the Fire Safety Plan.

Prior to preparing a fire safety and emergency procedure plan, an audit of available resources must be conducted. This audit will include the fire safety systems and equipment, and human resources available in the facilities. The plan must be designed around the resources at hand. Only after having evaluated the resources at hand can duties be assigned to groups of or specific personnel.

**Audit of building systems and equipment:**

- Fire alarm systems
- Exit locations.
- Fire department access
- Portable fire extinguishers
- Standpipe and hose systems
- Automatic sprinkler systems
- Automatic fire pumps
- Defibrillators
- Emergency electrical power
- Smoke control measures

**Audit of available human resources:**

- Facility General Manager
- Manager on Duty
- Production / Ice / Janitorial Staff
- Office / Marketing / Programs / League Staff
- Food and Beverage staff
- Other Management personnel
- Building occupants / tenants

## **Fire Emergency Plan**

The emergency plan must be posted on each floor of the facility. This plan will be posted alongside a drawing (floor plan) which clearly shows the location of r exits and fire safety equipment.

### **In Case of Fire**

- Remain calm.
- Upon discovery of fire – Sound the alarm – Use nearest pull station and leave building via nearest exit.
- Upon hearing fire alarm – leave building by nearest exit – phone fire department – dial 911 – give fire location in building.
- Caution – if you encounter smoke in exit or stairway, use alternate exit – shout warning to others.

Evacuation post: Marriott town place suites parking lot – located on north side of hotel Emergency lighting

### **On hearing the fire alarm – duties of person in charge:**

- Determine the location of the fire by immediately checking the Annunciator Panel located: **in the front foyer, west wall near the front doors**
- Ensure the fire department has been called – 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

- Report to the evacuation post. Location: **Marriot Town place Suites parking lot – located on north side of hotel**
- Check to make sure all staff are accounted for
- Consult with Fire Department upon arrival
- Notify your immediate supervisor
- Do not release any information to the media. See media relations – media communications policy
- Refer all questions back to the supervisor
- Do not allow anyone access to the building until the fire department has determined it is safe to do so and has given permission to do so
- Fill out incident report

## **FIRE EXTINGUISHER LOCATIONS:**

Indicated by “red” dots for fire extinguisher placement on Maps of Facility (next pages)

- 1) Main Lobby (R side of foyer)
- 2) Lobby Hallway, near figure skating coaches room
- 3) Second floor, near fire exit doors on the east and west sides of building
- 4) Restaurant: at server stations (2)
- 5) Kitchen: appliance extinguisher
- 6) Rink 1: northwest corner, near fire exit
- 7) Rink 1: west wall, behind bleachers
- 8) Rink 1: south wall, near fire exit
- 9) Rink 2: north wall, near lockers
- 10) Rink 2: north wall, near locker room 6
- 11) Rink 2: west wall, bleacher area
- 12) Rink 2: south wall, near Zamboni door
- 13) Rink 3: north wall, near fire exit
- 14) Rink 3: east wall
- 15) Rink 3: east corner, near fire exit
- 16) Rink 3: south wall, near Zamboni door
- 17) Rink 3: upper mezzanine (above Tech Locker Rooms) 2<sup>nd</sup> Bean and Exit Stairs (South)

## **FIRE PULL STATION LOCATIONS:**

Indicated by “green” dots for fire extinguisher placement on Maps of Facility (next Pages)

- 1) Main Lobby left of the front doors
- 2) Main Lobby right of the front doors
- 3) Hallway, end by the exit door
- 4) Mezzanine, top of the stairs to the right
- 5) Rink 3: under scoreboard, to the left of the double door exits by Zam Room
- 6) Zamboni Room Rink 3: on left wall next to the exit door
- 7) Rink 2: Compressor room to the right of the double door exit
- 8) Rink 1: behind rink, to the right of the double door exit
- 9) Rink 1: exit near locker room 1 & ref room on the right wall going up ramp toward exit
- 10) Top of the stairs to restaurant – to the left of the left side entrance
- 11) Restaurant on rink 3 end – left of emergency exit that is next to electrical room
- 12) Restaurant on rink 1 end – right of emergency exit near banquet room

## **Fire Panel and Fire Panel Reset indicated on the Maps of facility**

- 1) Right side of front doors in the lobby (Fire Panel)

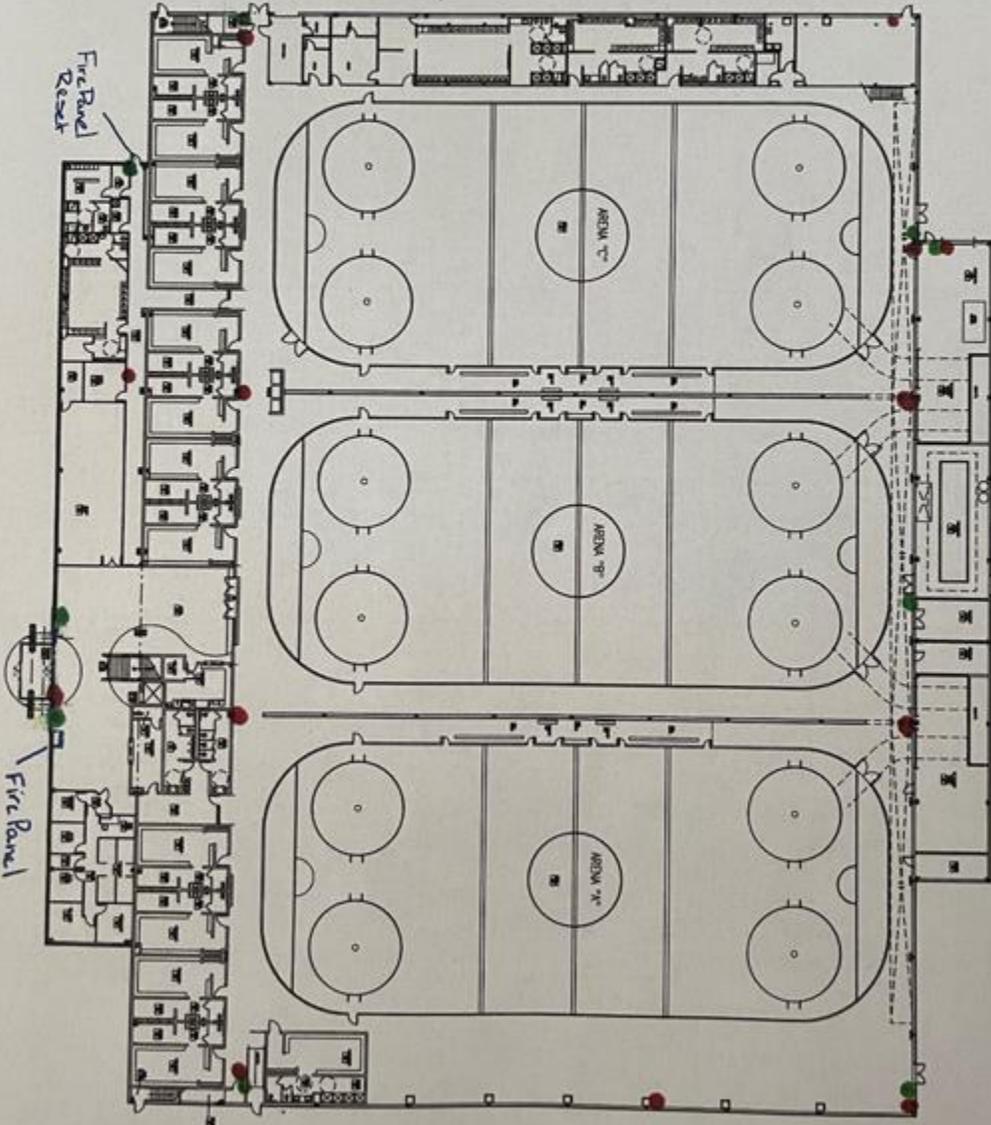
Lobby hallway, left side of exit door (Fire Panel Reset)



# Fire Extinguisher Locations

## MAIN LEVEL

Arena  
Maximum Occupancy: 3120





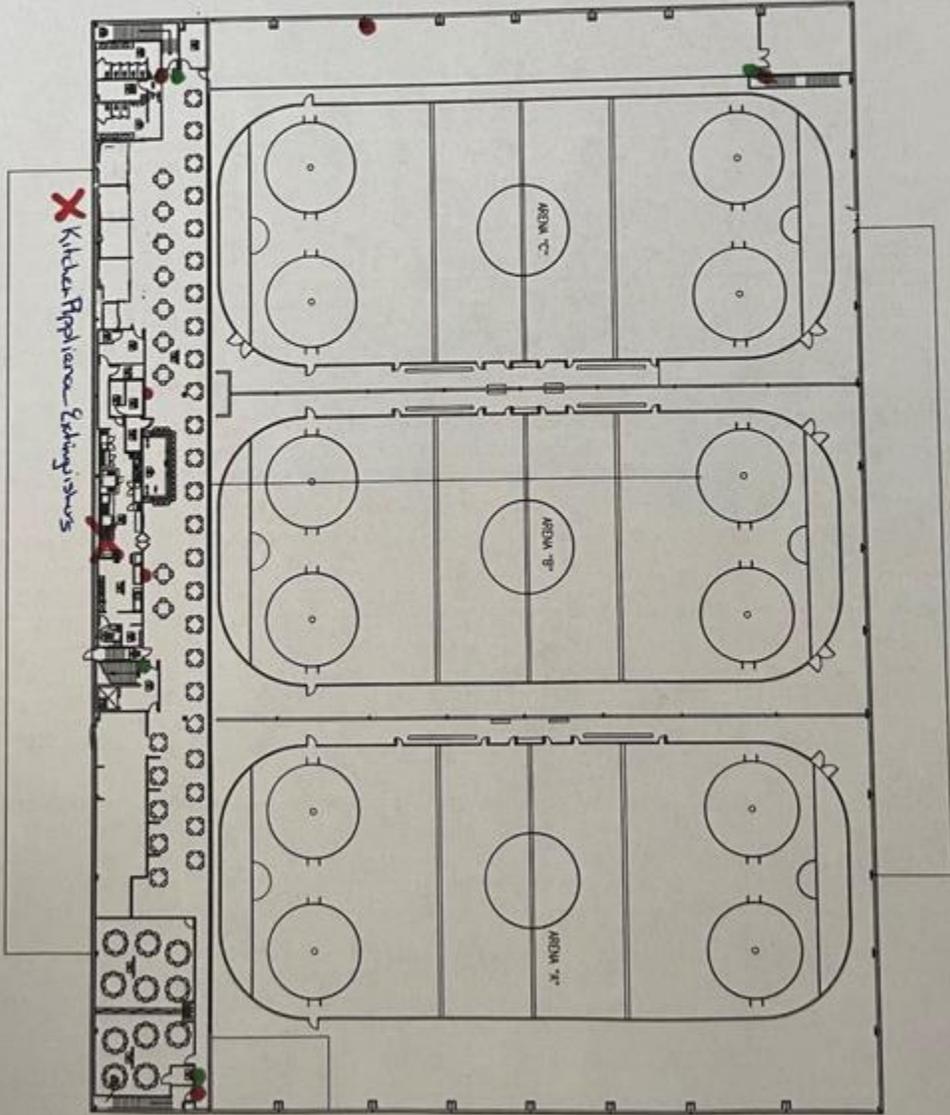
# Fire Extinguisher Locations

## UPPER LEVEL

Ice Mezzanine  
Stands: 499

Restaurant Occupancy  
Tables + Chairs: 595  
Total Occupancy: 1000

Banquet Occupancy  
Tables + Chairs: 110  
Total Occupancy: 235



## B.) 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
- Report to the evacuation post. Location: **Marriot Town place Suite's parking lot – located on north side of hotel**
- Contact Billy Baumert (BCB Mechanical Services) **260-431-4845**
- 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**

- Do not release any information to the media. See media relations – media communications policy
- Refer all questions back to the supervisor
- Do not allow anyone access to the building until the fire department has determined it is safe to do so and has given permission to do so
- Fill out incident report

## Emergency Response beyond the facility

Emergency procedures may be published in the municipal phone book.

Call 911 to have the Emergency Response Team dispatched to the facility.

If fire is likely to cause a violent ammonia to release due to rupture of a vessel or other part of the plant; or if a major leak has already occurred, a competent person may make the decision to release the ammonia in the system to the atmosphere in a controlled manner through the emergency relief valve. Before releasing the ammonia to the atmosphere, all emergency response services must be notified, and the evacuation plan enacted.

Determine wind direction. Do not begin emergency release of ammonia until the evacuation zone downwind has been evacuated to safe areas.

- Notify your immediate supervisor
- Do not release any information to the media. See “Media Relations – Media Communications Policy”
- Refer all questions to the supervisor
- Do not allow anyone access to the building until the fire department has been determined it is safe and has been given permission to do so
- Fill out incident report

## C.) 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

PSM Icehouse Team member, within their area:

- Issue the “take cover” order
- Also take cover for 60 seconds
- Review evacuation procedures
- Where appropriate: order evacuation

In general, at the first sign of a quake, occupants should:

- Move away from windows, shelves, and heavy objects
- Take cover under a table or desk, in a corner or doorway

## **D.) NATURAL GAS / PROPANE LEAK**

### **(i.) 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 NIPSCO TEL: 800 635 3524
- Fire Department dial Local Emergency TEL: 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
- Report to Evacuation Post. Location: Marriott TownPlace Suites parking lot – located on north side of the hotel
- Consult with fire department and NIPSCO 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
- Notify your immediate supervisor
- Do Not Release any information to the Media. Refer to the Owners of the facility
- Refer All questions to Supervisor
- Do not allow anyone access to the building until the Fire Department has determined it is safe and has given permission to do so
- Fill out Incident Report

## **(ii.) 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 TEL: 911
- Ensure patrons move toward marked exits. Assist person with a disability
- If safe to do so, check all change rooms, offices, washrooms
- Report to Evacuation Post. Location: Marriott TownPlace Suites parking lot – located on north side of the hotel
- 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
- Notify your immediate supervisor
- Do Not Release any information to the Media. Refer to the Owners of the facility
- Refer All questions to Supervisor
- Do not allow anyone access to the building until the Fire Department has determined it is safe and has given permission to do so
- Fill out Incident Report

## (e) BOMB THREAT OR SUSPICIOUS PACKAGE

### Considerations:

- Is it from a company or person you don't recognize?
- Was it hand delivered by a person other than normal delivery persons, especially a person using a non-delivery type vehicle?
- Was the package left by someone you have seen before, or someone know to carry a grudge against you, other facility personnel or owners?

Is the outside of the item oily or stained?

### Respond to a Bomb Threat (telephone)

- Listen – Be calm and courteous. Nearly all bomb threats are only threats; however, each one must be taken seriously.
- Do not interrupt the caller
- Do not hang up
- Note exact wording on bomb threat response form (see Appendix 2)
- Do not speak to anyone else unless instructed. Do not say the word “bomb”
- After caller hangs up, trace call (if your telephone service has that feature) or note any information your phone system may have regarding caller ID
- Call the Police (**Tel 911**) and report the threat immediately after the caller has hung up.
- **Decision to evacuate will be made by the Police**
- Call your immediate supervisor
- Fill out incident report

### Response to Suspicious Package or Object:

- Remain calm
- Do not touch it
- Call your immediate supervisor
- While waiting for instructions from your supervisor, clear the area around the object and try to determine ownership (Did anyone see who left this here?)
- Supervisor should call the police immediately. Police will decide whether to evacuate the building or not
- Fill out incident report

### Police Decision TO Evacuate

- Remain calm
- Ensure fire alarm is activated
- Do not stop to search change rooms. If it is safe to do so, check rooms for patrons only and secure
- Report to evacuation post. Location: Marriott TownPlace Suites parking lot – located on north side of Hotel
- Consult with the police upon their arrival
- Notify your immediate supervisor

- Fill out incident report

**Police Decision NOT To Evacuate**

- Ensure your supervisor or alternate has been called
- Consult with police upon arrival. Provide assistance as requested
- Fill out incident report

**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 it 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?

## (f) POWER FAILURE

All facilities must be equipped with emergency lighting systems.

Emergency lighting systems will provide lighting for 20 minutes to allow safe evacuation.

### Emergency Procedures for Power Failure

- Remain calm. Access flashlights.
  - Call AEP: **Tel: 1 800 277 2177**

### If Downtime is estimated to be less than 20 minutes:

- Access the P.A. system (or bull-horn) – announce: “Please remain where you are until power is restored. We expect the power to be restored shortly.”
- Fill out incident report

### If downtime will be more than 20 minutes:

- Access the bull-horn – announce: “Attention! Everyone must evacuate the building immediately. Please leave in an orderly fashion” – repeat the message
- Ensure patrons are moving towards marked exits. Assist persons with a disability
- Check all change rooms, washrooms and first aid rooms, locking all doors behind you
- Ensure your supervisor or alternate has been called
- Do not allow anyone besides trained staff back inside the building until power has been restored
- Secure the building as for unoccupied mode
- Fill out an incident report form

### If downtime will be for an extended period of time:

- Proceed as for interruption exceeding 20 minutes
- Open main electrical disconnects
- Winter months: Initiate procedures for freeze protection of facilities and equipment

## (g) MISSING PERSONS

- Remain calm, polite & reassuring
- Obtain as much information about the person as possible:
  - **Who?** – Name, gender, age, size, color, & length of hair, description of clothing, any physical condition
  - **Where?** – Where was the person last seen, who were they with?
  - **When?** – What time did the person go missing?
- Check the building thoroughly:
  - Every room, **locking door** behind you if possible
  - Every washroom stall – open each door
- Exterior / parking lot check (include the vehicle the person arrived in )
- After all facility checks have been made, if the person has not been found, have the parent / guardian / relative / friend phone the persons home to make sure they are not there

- Access the bull horn. Announce “Missing person (give description and state) If anyone has seen this person or knows his / her whereabouts, please report to the Admin Office”
- Upon locating the missing person, complete an incident report

If foregoing has failed to locate the missing person, notify the police – **Tel 911**

- Upon police arrival, have the individual who reported the missing person meet with them in the Admin Office. Explain the situation

Fill out an incident report

#### (h) **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 – Tel 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
- Notify your immediate supervisor
- Try to preserve the scene of the crime until police arrive. Keep people away from the area.
- Consult with the police upon their arrival
- Do not release any information to the media. See “Media Relations – Media Communication Policy”
- Fill out an incident report

#### (i) **SAFETY PROCEDURES FOR DEALING WITH BLOOD/BODY FLUIDS**

##### CONTACT WITH BLOOD (IN GENERAL):

Any janitor or icemen coming in contact with blood or any other body fluids should follow this procedure;

1. Put on rubber latex gloves to prevent contact and eye protection to prevent splash contact.
2. Clean using a anti-bacterial cleaning agent and treat the area using a sanitizing agent.
3. After the area is clean, properly dispose of the cleaning material (ie: mop-head) to prevent any future contact.

##### CONTACT ON ICE SURFACE:

1. Put on rubber gloves to prevent contact and eye protection to prevent splash contact.
2. Allow the blood or other body fluid to freeze before cleaning.
3. After frozen, use a chipper or other sharp edge to scrape blood/fluid free from the ice surface and remove with shovel.
4. Dispose of contaminated ice shavings appropriately (where they won’t be in contact with any person) and sanitize the equipment used.

## CONTROL PROCEDURES:

Attendants will wear the appropriate personal protective equipment.

### GENERAL TERMS:

**Occupational exposure** – reasonably anticipated harmful contact with blood or other potentially infectious materials (OPIMs) that may result from the performance of a worker's duties.

**Blood borne pathogens** – pathogenic microorganisms present in human blood and OPIMs, that can cause disease in humans. These pathogens include but are not limited to hepatitis B virus (HBV), hepatitis C virus (HCV) and human immunodeficiency virus (HIV).

**Harmful contact – an exposure incident** to blood or OPIMs through:

- Percutaneous injury (injury through the skin from a contaminated sharp item such as a needle)
- Contact with the mucous membranes of the eyes, nose or mouth
- Contact with non-intact skin (healing wound less than 3 days old or lesion causing disruption of outer skin layer)
- Bites

**Other potentially infectious materials (OPIMs)** – other materials (besides blood) that can be sources of blood borne pathogens: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva, any body fluid visibly contaminated with blood, all body fluids in situations where it is difficult to differentiate between body fluids, and tissues.

**Contaminated** – means the presence or the reasonably anticipated presence of blood or OPIMs on an item or surface

### A. Engineering Controls

**Biohazard bags** will be **located by each of the First Aid Kits**. Sharp objects should be wrapped in paper towels as not to pose a risk of injury and placed in a Biohazard bag.

**Pocket masks** with one way valves will be available at **First Aid Kits and Administrative Office**.

### B. Work practice controls and written work procedures

As specified in the First Aid Reference Manual available in the **Administrative Office**, attendants will:

- Follow standard precautions
- Always wear gloves before any contact with guest

- Gloves are ALWAYS ONE USE: Dispose of in Biohazard bags after use
- Use pocket masks with one way valve when performing CPR or AR/Rescue Breathing
- Follow biohazard disposal protocol outlined in the First Aid Reference Manual
- Wash hands after using gloves
- Follow post-exposure health management procedure if there is an exposure incident to blood

### **C. Personal protective equipment**

Waterproof, disposable gloves are available in all **First Aid Kits**. Gloves will be worn as specified in the First Aid Reference Manual.

Eye protection in the form of Safety goggles will be available at the Skate Rental First Aid Kit.

### **D. Housekeeping, laundry and waste**

All reusable first aid equipment and first aid work surfaces will be decontaminated as soon as possible after any use (even if fluids or blood are not visible) as specified in the First Aid Reference Manual. Supplies used to clean these areas will be disposed of in Biohazard Bags.

Laundry and any other non-disposable soft surface soiled with blood or other bodily fluids will be cleaned in accordance with the First Aid Reference Manual procedures.

### **E. Universal Precautions**

Employees will treat all blood and bodily fluids as if they are known to be infected with pathogens and will follow infection control precautions and procedures as specified in the First Aid Reference Manual. This includes:

- Following precautions to prevent injuries from sharp objects
- Wearing and using personal protective equipment
- Following hand washing procedures

**Gassing:**

- Remove affected person(s) from area into fresh air immediately
- Summon Fire Department immediately
- Remove clothing if splashed with liquid or heavy vapor gas
- Keep patient still and warmly wrapped with blankets

**Liquid Splash/Concentrated Vapor:**

- Irrigate eyes immediately (eye wash kit) continually for 15-20 minutes
- Summon Fire Department inhaler and request ambulance transport to hospital immediately

**Burns:**

- Wash immediately (minimum 15-20 minutes) removing clothing
- Summon Fire Department inhaler, transport to hospital immediately

**Health:**

- Contact lenses and beards shall not be worn when exposure to ammonia is possible (Beards WCB 1423-4, Contacts WCB 1421-4)
- Repeated exposure to ammonia can dramatically affect the ability to smell gas

**In the event of a minor ammonia leak (below 35ppm):**

- Ensure outside doors are opened
- Ensure all exhaust fans are on
- Ensure "Buddy" system is used before attempting minor repairs
- Carry breathing apparatus and have available for use
- Make sure eye wash bottle and shower are available for use
- Use litmus test paper or sulfur stick, attempt to locate leak
- If leak is located, attempt repairs using proper tools
- If leak cannot be detected, treat as a major leak

**Preventative Maintenance:**

**Inspection:**

- An inspection log shall be maintained
- Record all temperatures and pressures together with all adjustment, repairs and change

**First Aid Procedures:**

- Training
- Ensure all emergency equipment is readily available and kept in proper operating condition
- Report all variances to Supervisor
- Ensure that all staff trained in use of equipment and treatment procedure (working alone procedure)

**Regulatory levels for ammonia:**

- 25ppm maximum permitted concentration for an 8 hour work day
- 35ppm maximum permitted short term-15 minute exposure
- 500ppm immediately dangerous to life and health

### **Toxic Effects of Ammonia:**

- 2-55ppm – Normal range of odor threshold
- 70ppm – Stinging or burning in the eyes, nose and throat. Can be watering of the eyes, sneezing and coughing
- 300ppm – Severe irritation of eyes, nose or respiratory tract which becomes intolerable after a few minutes
- 500ppm – Difficulty in breathing. Can be burning of the lungs
- 2,000ppm (or more) – Can be fatal after a few breaths

**Note: The concentrations listed in this table do not apply to those who have become desensitized by long term exposure to ammonia.**

### **Draining Chiller;**

#### **Procedure:**

- ALWAYS utilize two staff members, one draining and one by exit door in clear view of person draining
- Open all outer doors to compressor room
- Drain chiller when there is no public in Arena building
- Have respirators out of case and ready for use
- DO NOT open drain valve completely and NEVER leave opened valve unattended

#### **Disposal:**

- Non-emergency disposal shall be carried out by a trained refrigeration mechanic
- Emergency disposal shall be carried out by trained refrigeration mechanic or Fire Department

#### **Storage:**

- No ammonia containers shall be stored in the Arena

#### **Purging:**

- Notify Fire Department when purging to make necessary repairs

### **Accident Investigation:**

#### **THE WCB SAFETY AND HEALTH REGULATIONS REQUIRE THAT:**

- The Occupational Safety and Health Division of the WCB is immediately notified of any major release of toxic substances whether or not any injury occurred. In the case of ammonia
- A major release is any leak: during which respiratory protection is required other than immediately corrected leaks during a cylinder change

A formal investigation of any incident involving a release of ammonia gas shall be undertaken by the employer to determine the root causes of the incident and to detail measures designed to ensure no recurrence of the problem. Copies of the report shall be forwarded to the General Manager who will forward copies to the WCB as well as the applicable safety committee.

### **(k) CRITICAL INJURY OR DEATH**

Critical Injury as defined under the Occupational Health and Safety Act refers to the injuries which may be sustained by an employee at work. The Occupational Health and Safety Act does not apply to patrons using

the facility. The Act and its regulations can be adopted as guidelines in providing an acceptable level of reasonable care in the case of injury to a patron.

**Critical Injury:**

- Places life in jeopardy
- Produces unconsciousness
- Results in substantial loss of blood
- Involves the fracture of a leg or arm, but not a finger or toe
- Involves the amputation of a leg, arm, hand or foot, but not a finger or toe
- Consists of burns to a major portion of the body; or
- Causes the loss of sight in an eye

**Emergency Procedures for Critical Injury or Death:**

- Remain calm. Give first aid if qualified, or ensure injured person receives first aid
- Call the ambulance **Tel 911**
- Preserve the accident scene – except for the purposes of saving a life. Do not allow persons to disturb or alter the scene of the accident until directed to do so by your supervisor
- Call your immediate supervisor
- Do not release information to anyone. See “Media Relations – Media Communication Policy”
- Complete incident report form

**(l) EVACUATION PROCEDURE**

Once the decision has been made to evacuate:

- Remain calm
- Access the bullhorn; make the following announcement – **“We have an emergency. Everyone must leave the building immediately. Proceed to the nearest exit in an orderly fashion.”** – Repeat the announcement.
- Ensure patrons are moving toward marked exits. Assist persons with a disability.
- Ensure assistants guide patrons and move toward marked exits.
- Report to Evacuation Post. Location: **Marriott Towne Place Suites parking lot – located on north side of Hotel.**
- Do not allow anyone to re-enter the building except for properly equipped emergency response personnel.
- Check
  - Has the building been cleared?
  - Are all staff accounted for?
- Consult with fire department and/or other emergency response personnel (advise of any unaccounted persons and their last known location)
- Contact your immediate supervisor
- Do not release any information to the media. See “Media Relations – Media Communication Policy”
- Complete an incident report

Refer to ISFW Emergency Evacuation Plan (see next page).

**(m) TERRORISM**

The DHS Department of Homeland Security is charged with the task of assuring that Indiana is ready to respond to an act of terrorism. Due to the commitment of the members of the Task Force and the ability of the associated agencies to come together in a spirit of cooperation and teamwork, Indiana has in place plans to

prevent acts of terrorism and plans to respond in the event a terrorist attack does occur.

The best way for Indiana residents to prepare for a terrorist event is to be informed, aware and ready to face a variety of threats. Even though it has been several years since the tragedies of Sept 11, 2001, the threat of a terrorist event is ever-present. If you see something suspicious or if something just does not seem right, notify the authorities by calling 9-1-1. The video, [7 Signs of Terrorism](#), illustrates seven signs to be aware of if you suspect a terrorism plot is being planned or under way. The video can help citizens become active participants in maintaining our homeland security.

### **In the Event of a Terrorist Attack**

If a terrorist attack occurs, it is important that you remain calm and follow instructions from local officials and emergency service personnel. You should be aware of your surroundings and watch for additional attacks. Listen to local TV and radio for directions and travel information.

***Any employee that knows someone in the building has a weapon, it should be brought to the MOD immediately. The MOD should investigate the situation and act accordingly. If it is found that someone does have a weapon and the situation is escalating, then the police should be contacted immediately.***

## **EMERGENCY EVACUATION PLAN**

During a fire alarm or at the request of Operations Staff, each department will have the following duties:

**MOD:** MOD will go to fire panel board in main foyer and find the source of the alarm. Follow MOD procedures, give additional directions to staff. Call 911 again if necessary to inform dispatch of the nature of the hazard. NOTE: Prior to 5pm weekdays, MOD will also clear upstairs. Finally, MOD should await arrival of Fire Department/Ambulance/Police and direct them accordingly. MOD will then report to Evacuation Post to give further directions to staff.

**Food and Beverage:** Will do a sweep of the entire upstairs area including upstairs restrooms, while directing patrons to the safest exit to Report to Evacuation Post. Location: Marriot Towne Place Suites parking lot – located on north side of the hotel.

Note: F&B is responsible for clearing the upstairs **except before 5pm weekdays**.

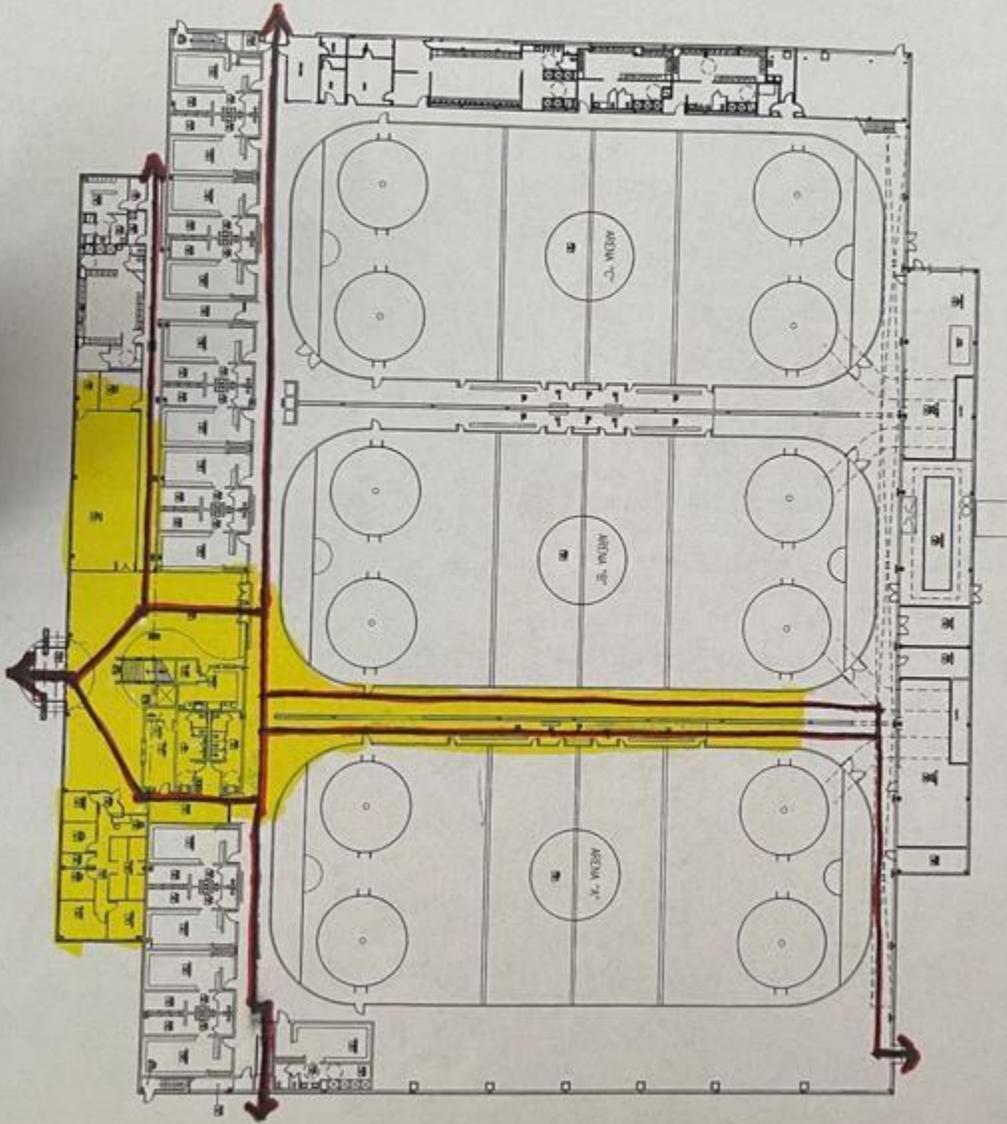
**Operations:** First priority is the plant. If the fire is in another location, they will clear the Zamboni bays, clear ice surfaces, bleachers and all locker rooms, while directing patrons to the safest exit to Report to Evacuation Post. Location: Marriot Towne Place Suites parking lot – located on north side of the hotel.

**Skate Guards:** Will assist operation staff in clearing of the ice surfaces, bleachers and all locker rooms, while directing patrons to the safest exit to Report to Evacuation Post. Location: Marriot Towne Place Suites parking lot – located on north side of the hotel.

**Office/CSR staff:** Clear the lobby, pro shop, concession stand, skate rental, downstairs restrooms, coaches room, referee room, birthday party rooms while directing patrons to the safest exit to Report to Evacuation Post. Location: Marriot Towne Place Suites parking lot – located on north side of the hotel

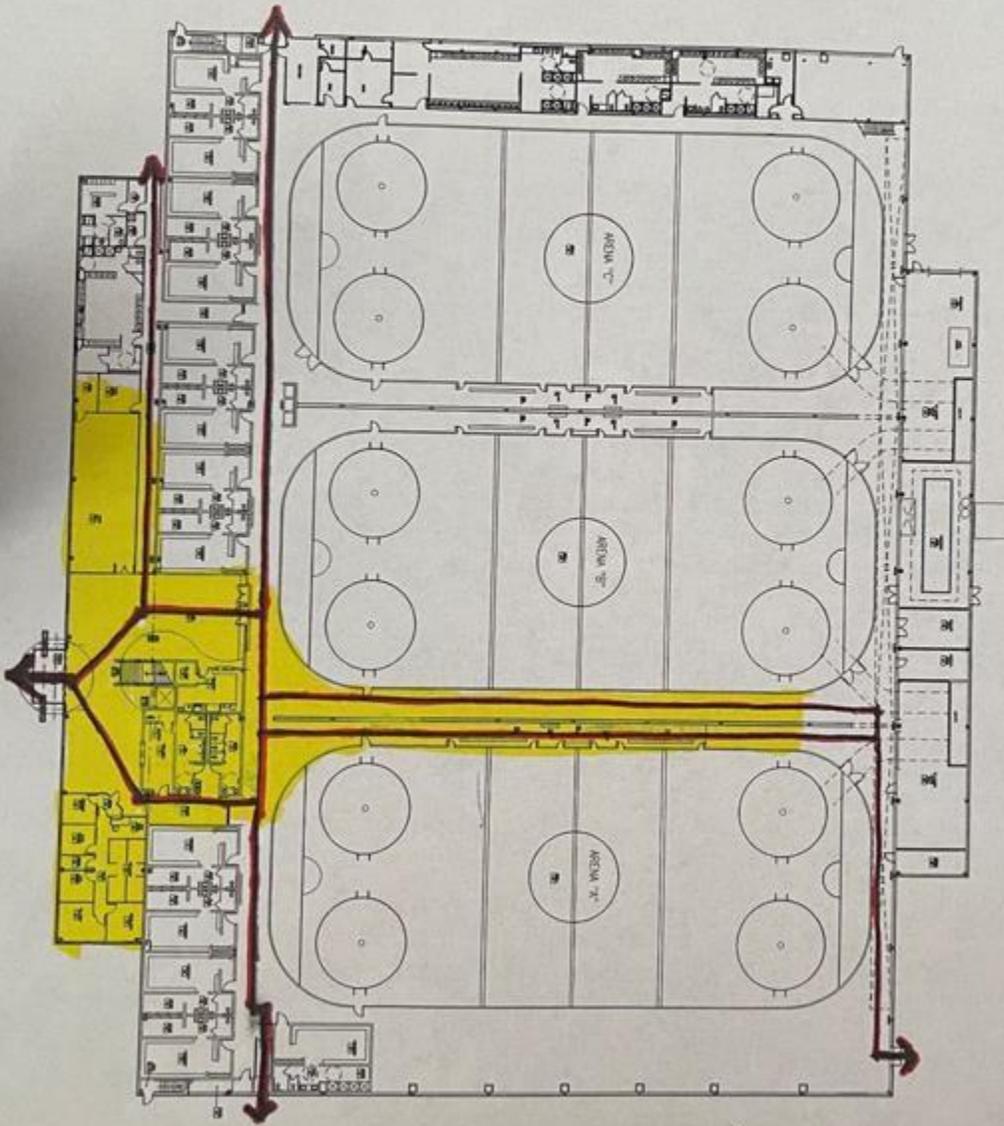


# Evacuation Plans



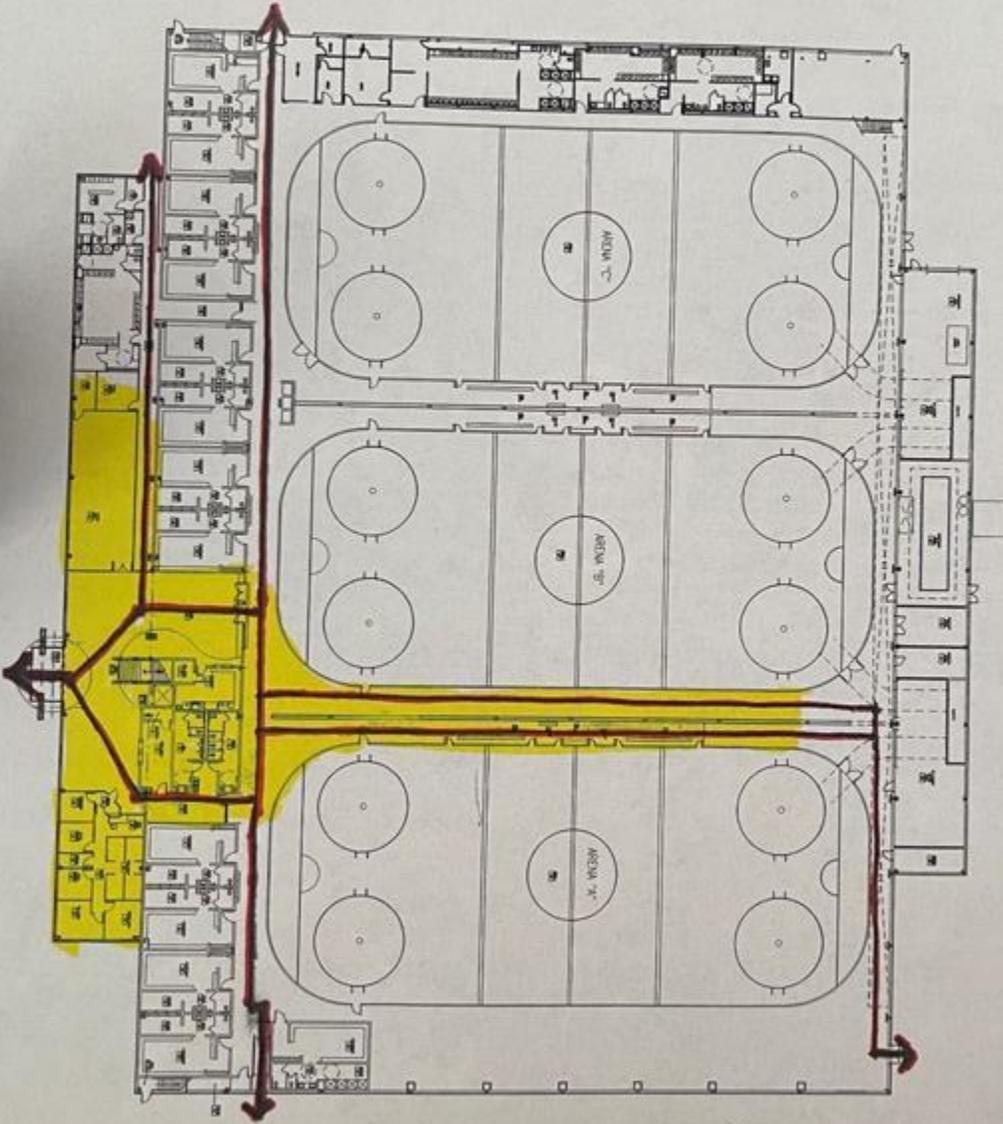


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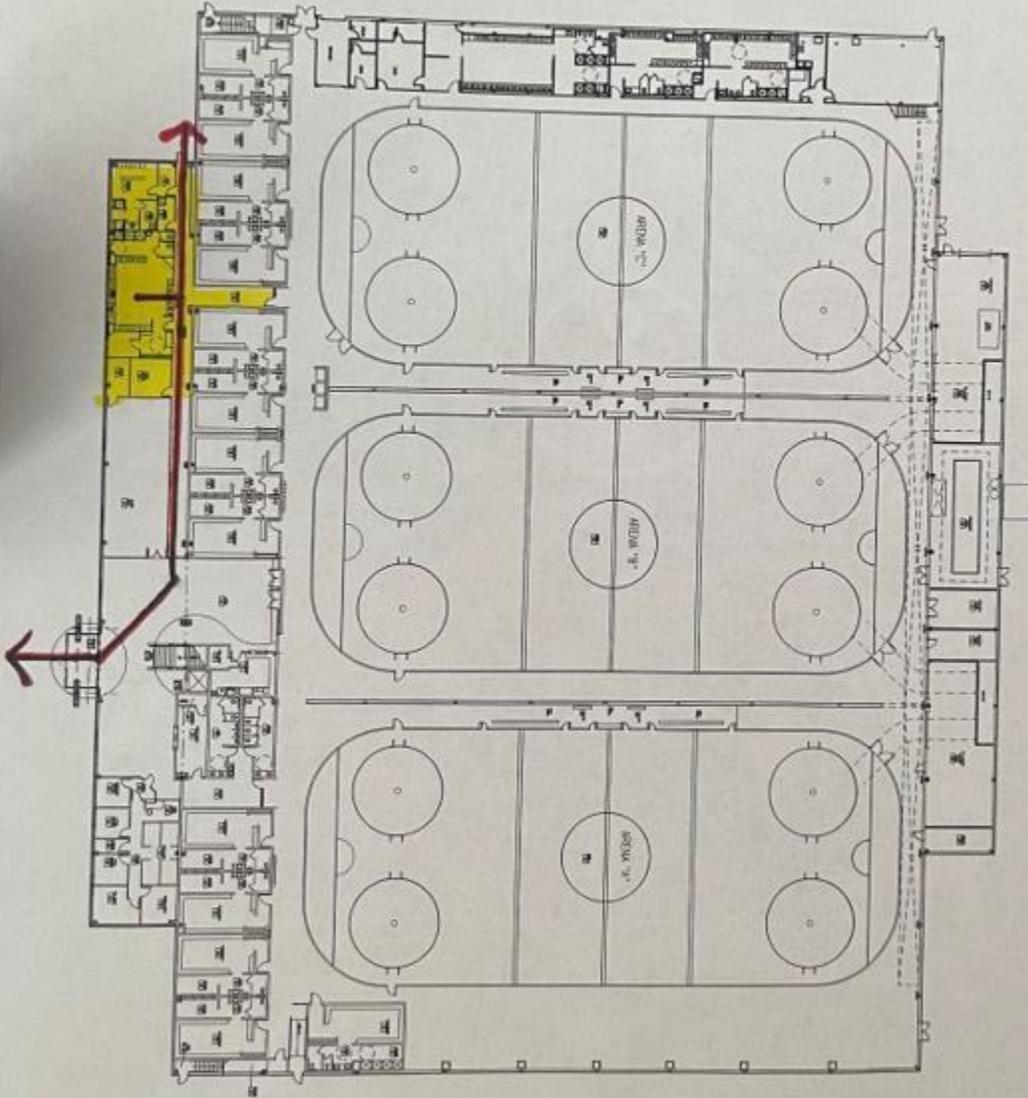


# Evacuation Plans





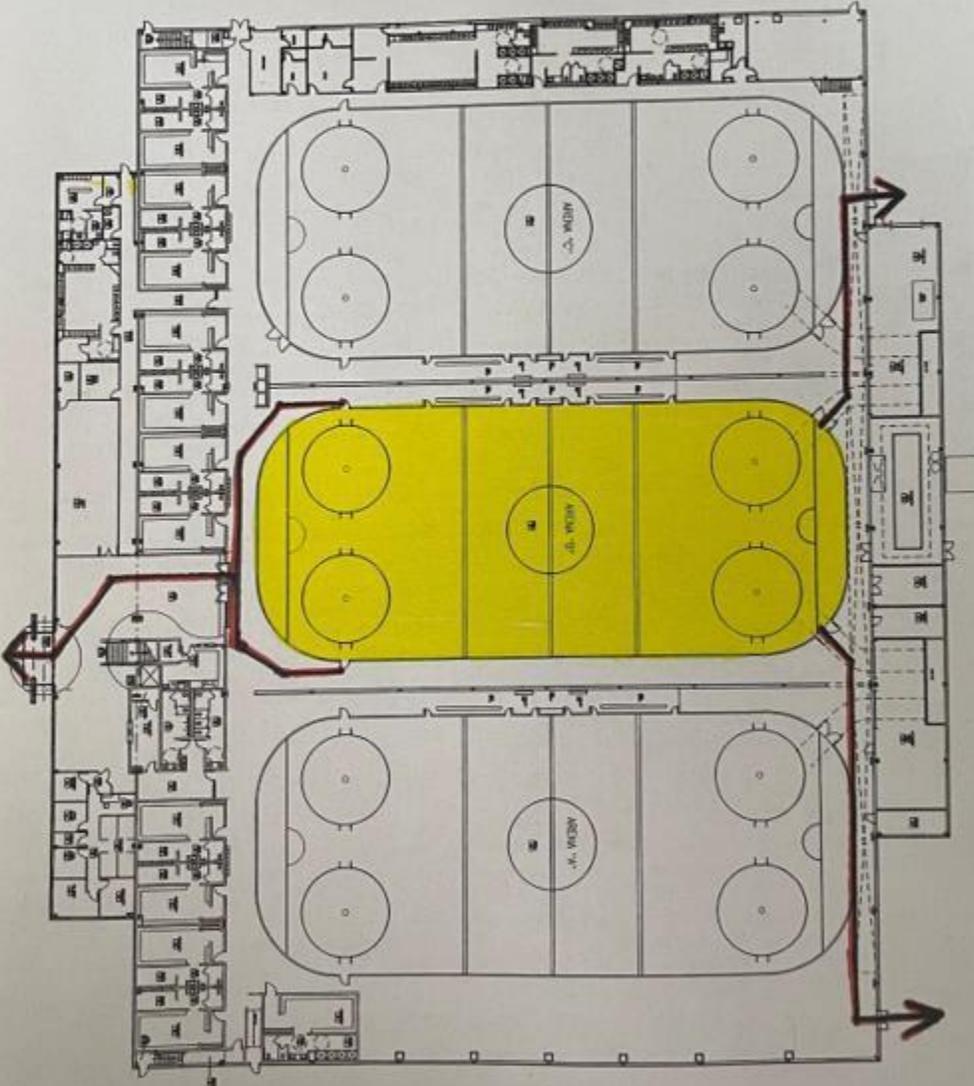
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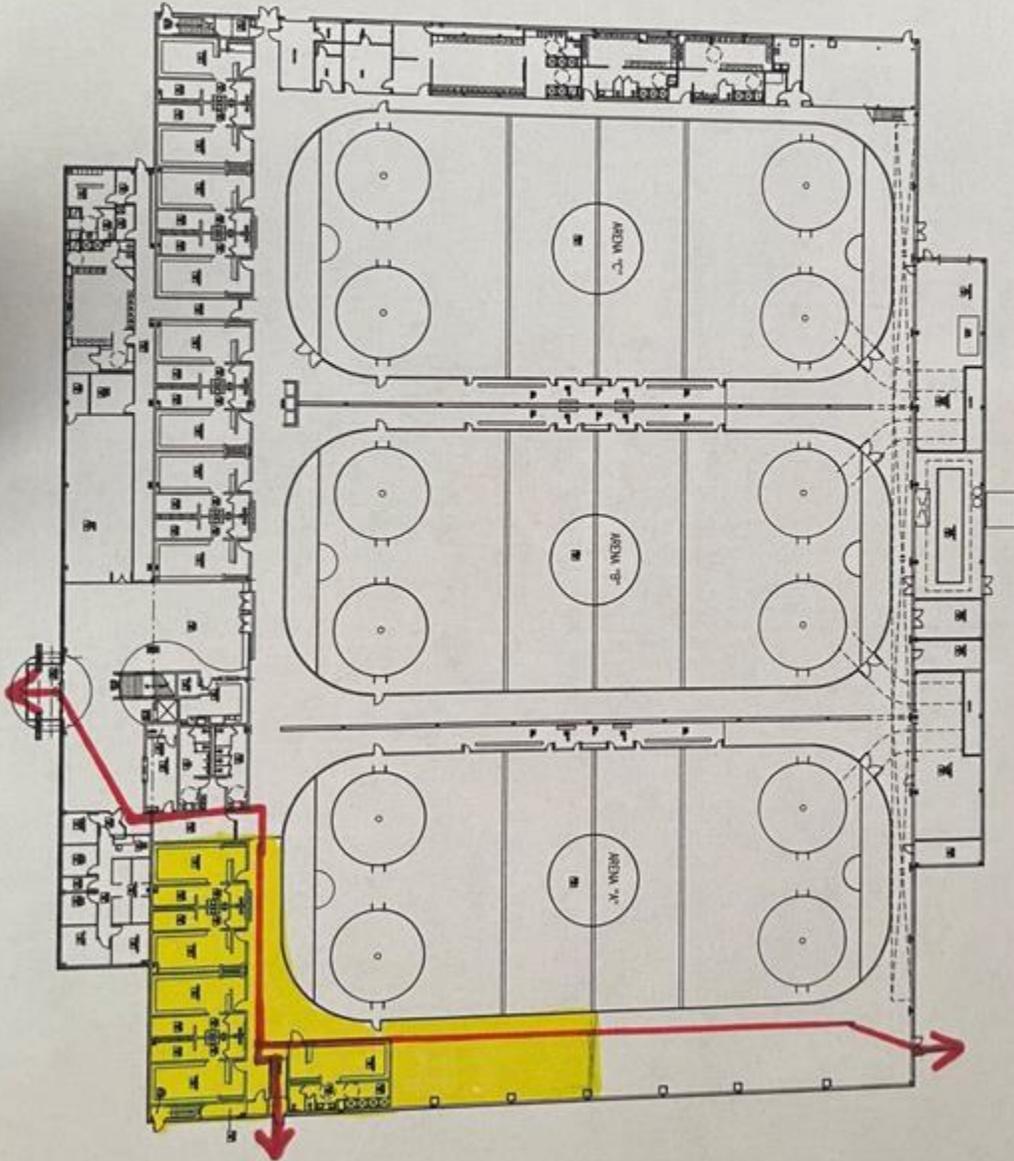
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# Evacuation Plans



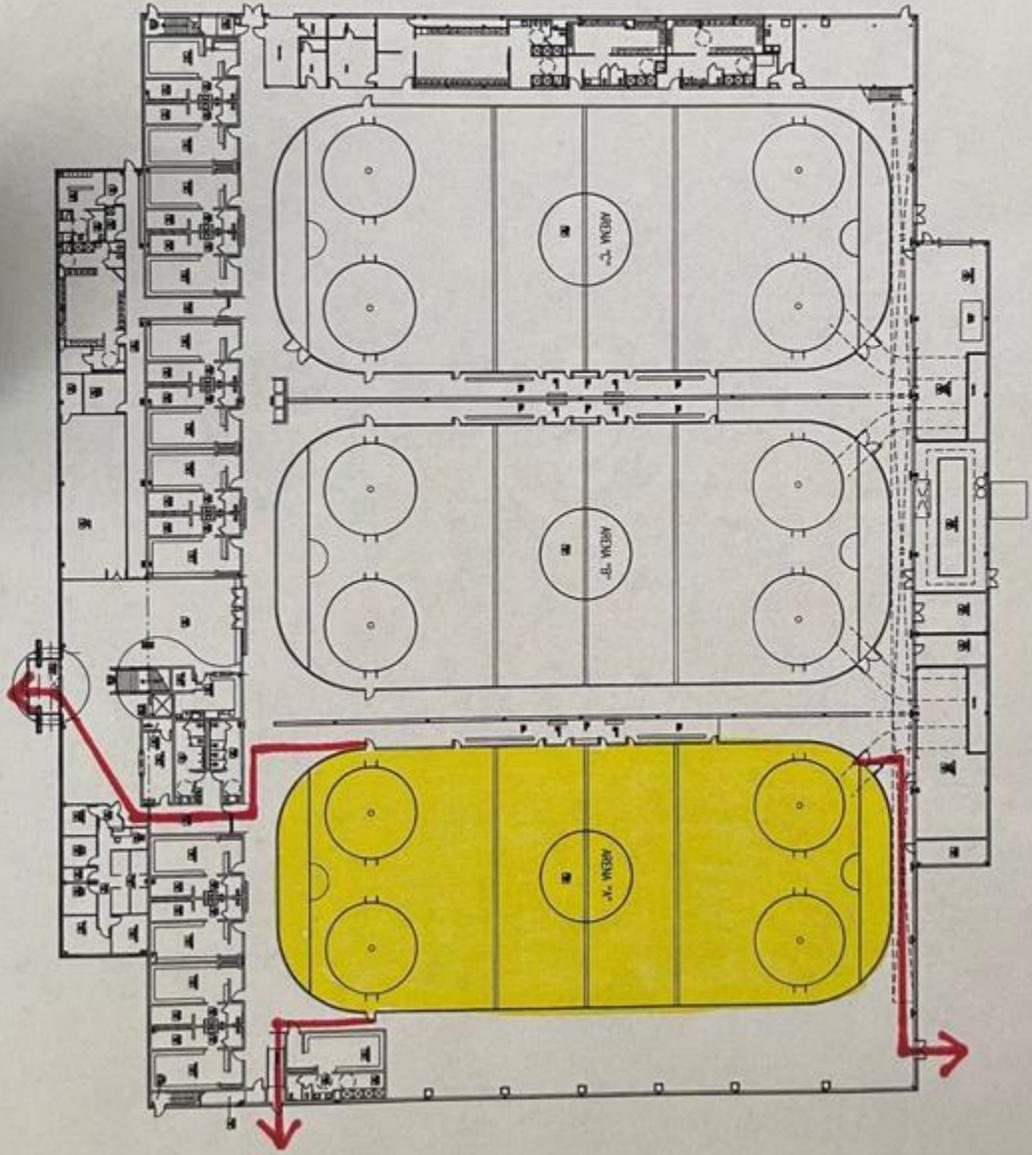


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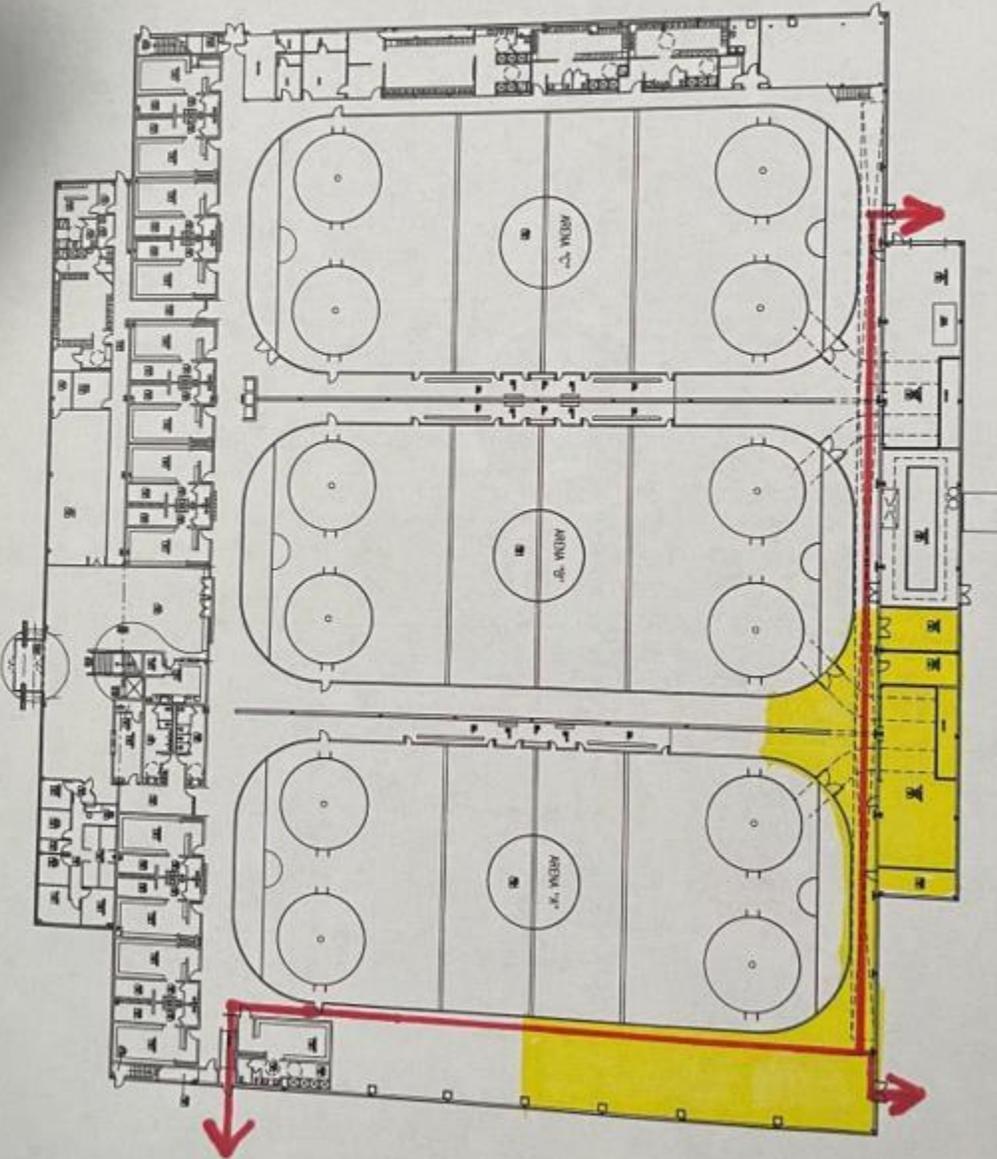


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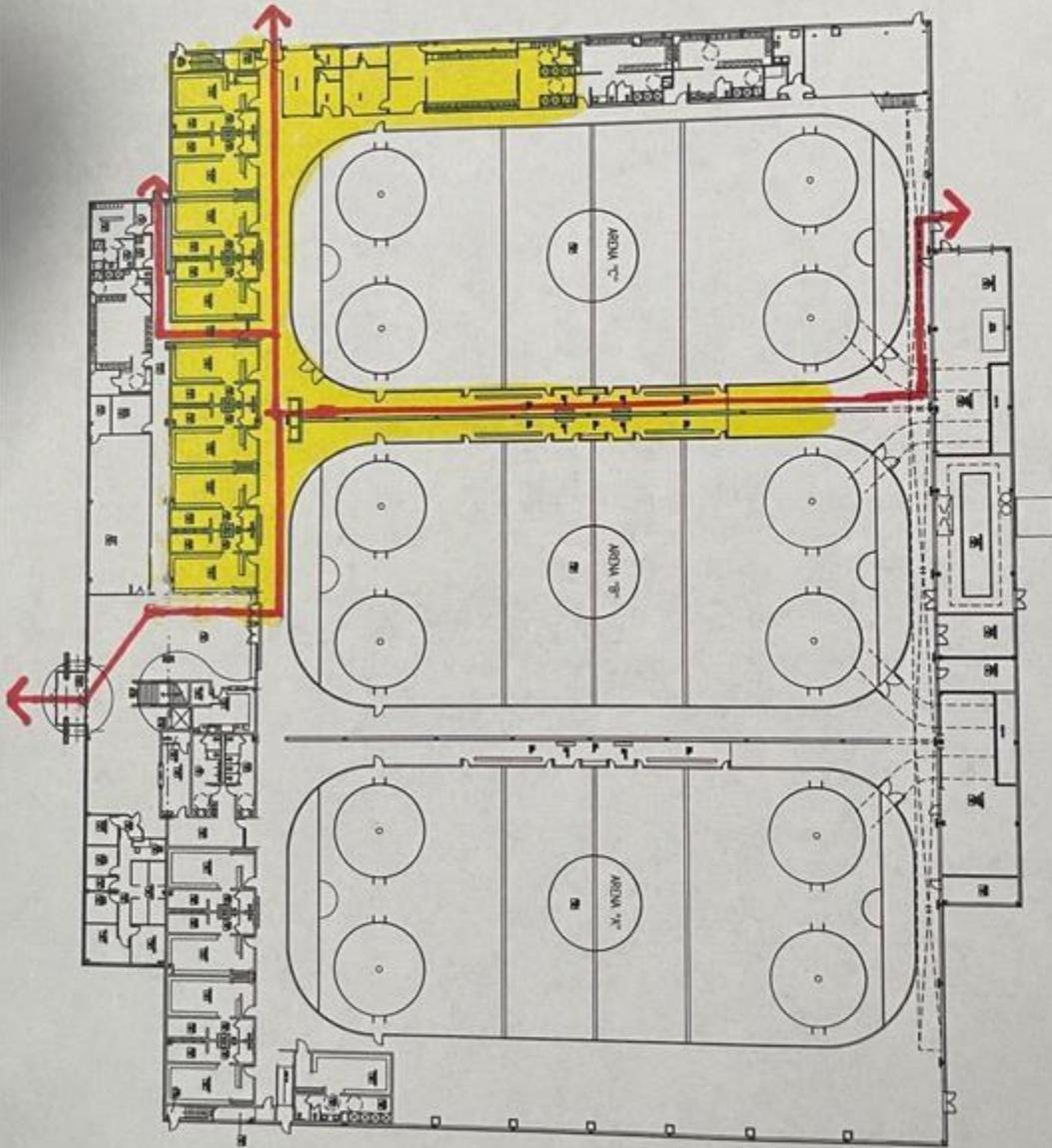


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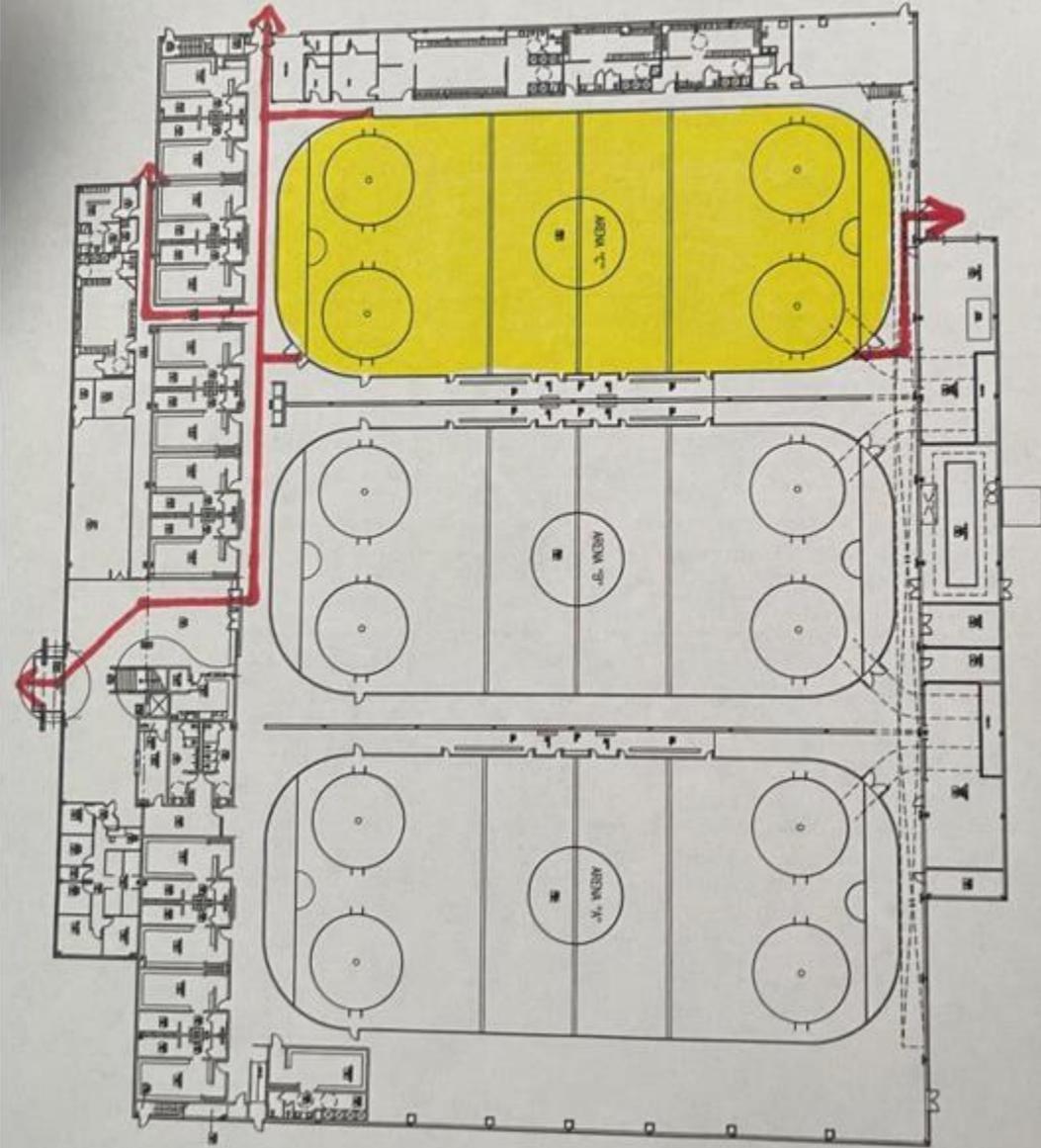


# Evacuation Plans





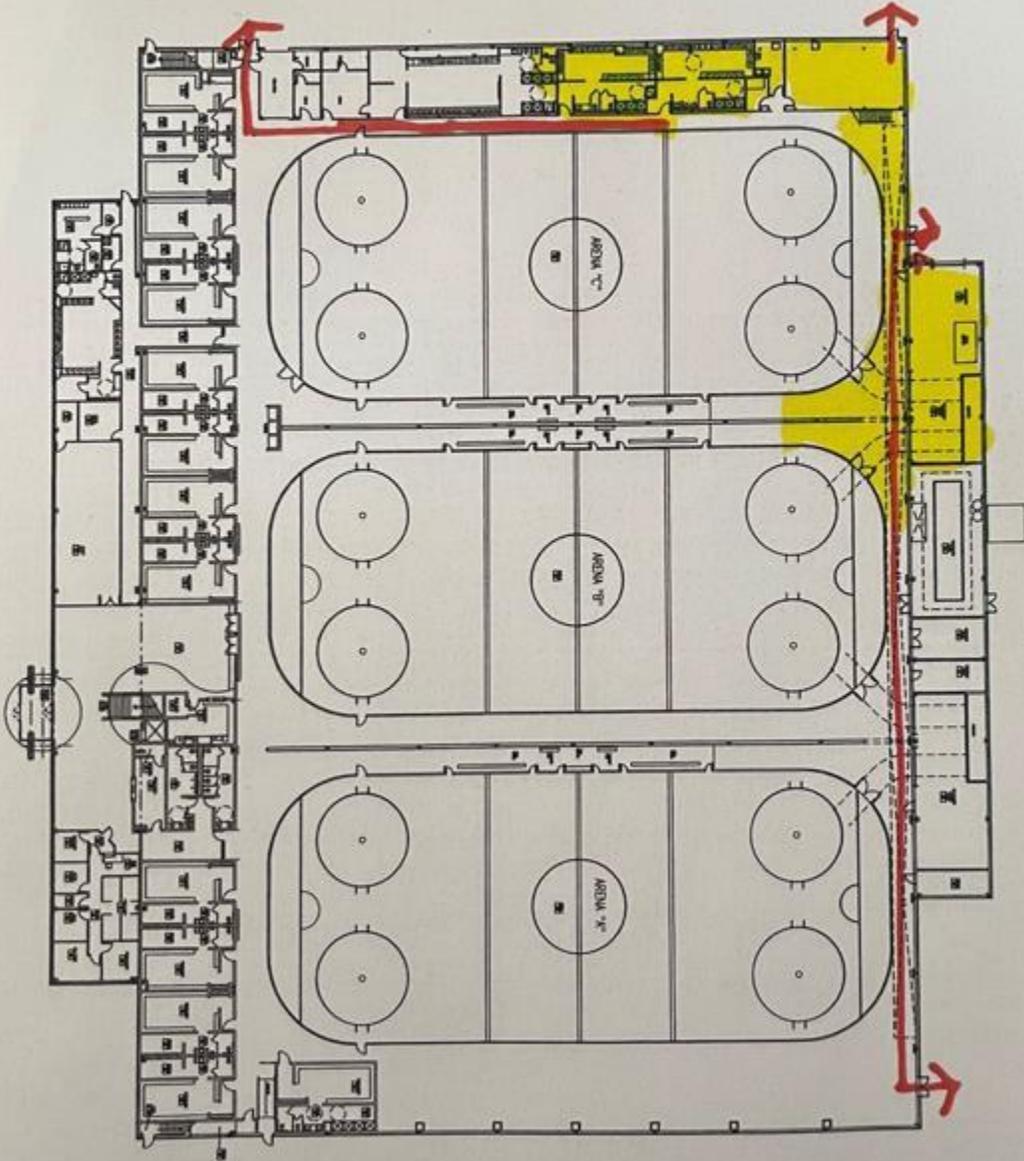
# Evacuation Plans





MAIN LEVEL

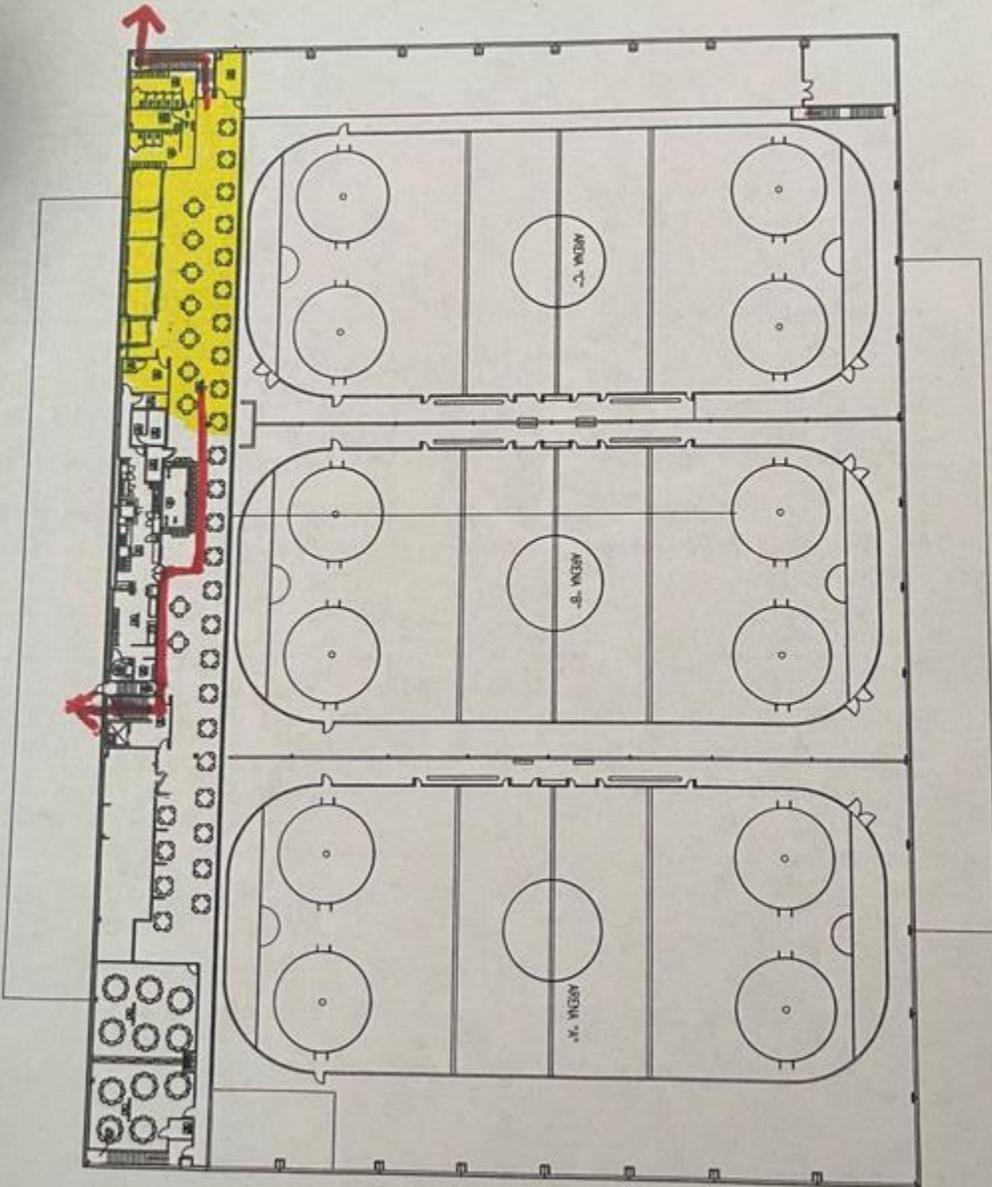
# Evacuation Plans





UPPER LEVEL

# Evacuation Plans





UPPER LEVEL

# Evacuation Plans

