



---

# EMERGENCY ACTION PLAN





## EMERGENCY PREPAREDNESS

Paradise Coast Sports Complex is committed to keeping all athletes, guests, and staff safe, including from the dangers of weather and environment. It is important to know the harms, risks, and appropriate ways to react to a weather emergency or situation. Knowing when to seek shelter and recognizing potential weather hazards is essential. The following are the policies and procedures that should be followed in the event of inclement weather.

- The General Manager is responsible for the implementation and training of Facility-specific emergency procedures.
- All Team Members must be thoroughly familiar with all emergency procedures.
- The Manager on Duty will act as the Facility's point of contact in the event of a disaster.
  - They are responsible for all decisions relating to guest and employee safety.
  - They must always know to follow proper contact procedures.
- Paradise Coast Sport Complex must perform regular emergency evacuation training.

## EMERGENCY CALL LIST

- In the event of emergency, dial 911 from any landline, or 911 from a cell phone.
  - Some phones require you to dial "9" then the phone number. Ex: 9-911.
  - Explain what is happening, and the location.
- Local Police: 239-455-3121.
- Local Fire Department: 239-793-3332.
- Electric Company – Florida Power and Light: 239-262-1322.
- Gas Company – Teco Gas: 239-690-5508.

### Exit Locations/ Park Map

*Identify from Facility map:*

- Emergency exits.
- Emergency evacuations assembly area.

### Safe Shelter Area

- Safe shelters inside the Facility where Team Members and guests should congregate in case of an emergency should be identified.
- Safe shelters should be located away from glass, mirrors, and heavy objects which could fall or move the objects to the floor.
- The area should be concrete reinforced if possible, or at least sheltered by ceiling and walls.

### Safe Shelter for Lightning

- Guests should evacuate to cars.
- In the event of a camp or in case cars are not on site, guests are to go to the nearest building:
  - Restrooms, retail buildings, maintenance building, or Tournament Central/Welcome Center.



### Assembly Area

- Designate an assembly area outside the Facility, at least 500 feet away.
- This is where all Team Members should meet following an emergency.

### Evacuation

- When ThorGuard sounds an alarm, announce evacuation directions using the overhead PA system (if available) or verbally notify all guests the alarm has sounded and they need to evacuate the Facility. *“Attention guests. We have received notification requiring us to evacuate the Facility. Please leave the Facility immediately, moving in a calm, orderly fashion to the nearest Facility exit. We appreciate your understanding and cooperation.”* Include additional information deemed necessary for guests.
- Establish that the Facility has been cleared of all Team Members and guests.
- If no threat to safety, secure cash registers/POS locations and lock buildings and gates.
- Manager on Duty should take the following items upon exit:
  - Team Member contact information
  - Team Member schedules
  - Emergency procedures & first-aid kit
- Account for all Team Members at Tournament Central/Welcome Center and/or at maintenance building.
- Provide first-aid for any injured Team Members or guests.
- Assign a manager or lead to ensure no unauthorized re-entry into the Facility.
- Refer any media requests to amoses@playparadisecoast.com.
- Maintain clear access to the Facility for emergency responders.
- Communicate situation status to SFM Home Office Leadership and General Manager if not on site.

### Advance Preparation

- Understand the types of disasters for which your Facility is vulnerable.
- Know which Team Members on staff are trained in basic first-aid, CPR, AED, and fire extinguisher use.
- Prepare a pocket phone list of all Managers, SFM Account Executive, local first responders, and utility numbers, and have them updated in Emergency Manual.
- Prepare and maintain an emergency contact list of all Team Member phone numbers that is accessible inside and outside the Facility location.
- Monitor to be aware if a weather emergency has occurred.
  - When ThorGuard sounds, listen for severe weather alerts and instructions.
  - Have backup batteries for flashlights.
  - Have airhorn.
- Maintain a fully stocked first aid and blood-borne pathogens kit.
- Ensure all managers know the location and operation of ventilation, gas, water, electric, and sprinkler systems.
- All Managers should understand what types and how to operate electrical equipment in the Facility, including power doors, electric overhead doors, and light systems.
- Fire extinguishers are provided but not intended for Team Member use unless the Team Member is trained in proper operation and the hazards involved in fighting a fire.
- All Managers must know the location of all the fire extinguishers.
- Hourly Team Members should know the location of the two closest fire extinguishers to their work area.
- Managers must inspect fire extinguishers quarterly and ensure they are tested annually by the contracted service.
- Managers must test manual operation if power is out.
- Ensure flashlights are working and available in each building.



## Notification

The Manager on Duty will immediately notify the following people (as conditions permit) when any emergency has occurred or weather impacts Facility operations:

- Notify the General Manager when:
  - An emergency affecting Facility operations for an extended period of time is suspected or discovered.
  - Expected hazardous conditions threaten the ability for Team Members and guests to travel.
- Notify Team Members after an emergency when:
  - Conditions permitting, attempt to contact all Team Members scheduled to work to inform them of the Facility closure status.
- Notify Guests after an emergency when:
  - Conditions permitting, post signs at each entrance indicating Facility closure status.

## General Damage

When there is high-value property damage caused by weather, fire, or other destructive forces to buildings, fixtures, and/or inventory, the Manager on Duty must immediately notify local emergency services, the General Manager, and the Account Executive.

- After the police department has completed a written report and with approval from the Account Executive, take necessary measures to secure the Facility, assets, and inventory from further damage. This may include:
  - Removing inventory from the building and securing it in off-site storage.
  - Contacting the proper authorities or outside vendors for assistance with clean-up and damage control.
  - Photographing all damage for insurance purposes.
  - Maintaining accurate records of all expenses necessary to protect the Facility.
  - Identifying and separating damaged goods.
  - Cooperating with designated insurance carriers to investigate claims.
  - Diverting all public relations issues to amoses@playparadisecoast.com.
  - Partner with the Manager for emergency recovery and clean-up services.

## SERERE WIND/TORNADO

The National Weather Service defines a tornado as "...a violently rotating column of air in contact with the ground and originating from a thunderstorm." A thunderstorm is the first step in the creation of a tornado. If conditions are right, a thunderstorm may produce one or more tornados. Usually, the National Weather Service sends out alerts the day before dangerous weather is likely to occur. The ThorGuard system is the best way to stay tuned in to dangerous weather.

## Tornado Preparation

The General Manager will conduct annual training sessions highlighting the following:

- Emergency exit locations.
- Emergency safe shelter/assembly area.
- Evacuation routes.
- Fire extinguisher locations.
- Designate safe shelter area inside the Facility in the event of tornados or severe winds.
- Test emergency lighting systems, backup portable lights, and flashlights available for emergencies.



## Action Steps

When high winds/tornado warnings are issued the Manager on Duty will:

- Assign a team member familiar with local geography to monitor the weather alert system or other emergency service announcements.
- Make an announcement over the P.A. system and/or videoboard patterned after the National Weather Service warning, stating: "Attention guests. The National Weather Service has issued a tornado warning for this area. If further advisory information is received, you will be notified immediately."
- Encourage guests and Team Members to remain in the building during a tornado warning. If a guest or Team Member wishes to leave the Facility, comply with their decision.
- Make every effort to keep Team Members and guests calm.
- If a tornado is imminent, make an announcement directing all guests/Team Members to the safe shelter area and go immediately to that location.
- Check all areas of the Facility (e.g., restrooms, retail, F&B, etc.) to make sure everyone heard the announcement and is responding in a calm and efficient manner.
- If conditions allow, assess guest and Team Member conditions and notify 911 if needed.
- Notify Manager if the structural integrity of the building is questionable or any damage to the building has occurred.
- Decide when to resume normal operations and announce over the P.A. system and/or videoboard.
- Team Members will gather in Tournament Central or maintenance building. If Team Members decide to leave, they are to let the Manager on Duty know of their decision.

## LIGHTNING

### Weather Resources

ThorGuard shall be utilized as the determining source for lightning, temperature, precipitation, wind speed, and wind chill factor verification.

### Monitoring Lightning

The Manager on Duty shall be the individual(s) responsible for weather observation and current conditions. Paradise Coast Sports Complex Staff works closely with the Collier County Office of Emergency Management, along with the National Weather Service. Severe weather bulletins are sent to senior Facility staff, for any potential weather threats in the Greater Naples area.

When a severe weather alert is broadcast during an event at the Paradise Coast Complex, and the threat of lightning is approaching, the management team will assemble either in the Administration Office. The decision will be made to delay the event, with the possibility of sheltering in place, or if the decision is made to evacuate the Facility, if patrons will be allowed to return to their seats, after the threat is over. Any event that is delayed will not resume until ThorGuard has issued an "all clear" alert that it is safe to resume play.

The Manager on Duty shall announce any weather delays on the public address.

- When ThorGuard sounds an alarm, announce evacuation directions using the overhead PA system (if available) or verbally notify all guests the alarm has sounded and they need to evacuate the Facility.
- *"Attention guests. We have received notification requiring us to evacuate the Facility. Please leave the Facility immediately, moving in a calm, orderly fashion to the nearest Facility exit. We appreciate your understanding and cooperation."* Include additional information deemed necessary for guests.
- Team Members may open the gates to allow additional points of exit.
- Clear everyone off the attractions, assuring they are with their parents and able to exit calmly.



- All staff shall assist the guests in navigating out of the Facility. Direct them to the vehicles.
- Recommend guests exit the bathrooms, concessions and retail areas and do not use them as shelter areas.
- Team Members should walk throughout the Facility. MOD will assign Team Members an area to clear.
- Equipment should be left on the field or amenities area and retrieved once deemed safe. If able and safe to do so, put away any equipment that requires protection.
- While indoors, stay away from all walls, windows, plumbing and electronic devices attached to the walls (including landline telephones). If in a vehicle, avoid contact with the metal frame and avoid radio use.
- Designate a weather watcher to monitor the weather from a safe location.
- No outdoor activities are to be resumed until ThorGuard has issued an “all clear” alert of three horn blasts that it is safe to resume play.
- When the threat has diminished and games can resume, the remaining staff can walk to the gates and allow re- entry.

The following should be considered when developing a strategy for safety during a lightning storm:

- Anticipate a longer time to clear the venue due to congestion.
- Avoid being near the highest point of a venue.
- Individuals who feel their hair stand on end should assume the lightning safety position: crouched on the ground, weight on balls of their feet, head lowered, and ears covered.
  - **Avoid lying flat on the ground**

## HURRICANE

### Hurricane Preparation

Paradise Coast Sports Complex will work closely with Collier County Emergency Management to anticipate potential Tropical Storms and Hurricanes and protect the property from damage. Operational procedures and associated responsibilities according to the stages of a hurricane are outlined Collier County Hurricane Planning Guide.

### Action Steps

When there is potential for a hurricane, the General Manager:

- Ensure that the Hurricane Planning Guide is complete
- Evacuate and close the Facility if asked by the County to do so

Once the hurricane is over, the General Manager will:

- Conduct employee welfare checks to understand the status of Team Members.
- If the Facility has sustained damage, ensure no one enters Facility until the authorities verify it is safe to do so.
- Contact the police if any looting has occurred. Do not try to apprehend or stop any looters. Do not put any Paradise Coast Sports Complex Team Members at risk.
- Once it is safe to return to Facility, assess any damage and refer to the Damage Checklist.
- Once power is restored, breakers need to be checked and reset.
- Take photographs to document structural and property damage and loss of merchandise/property. Keep all paid service receipts.
- Separate damaged goods from non-damaged goods, if possible.
- Document non-scheduled Team Member working hours spent cleaning up any damage.



- Be aware of flood possibilities as the storm moves inland. If sewer water is present (or possibly exists) take appropriate precautions.
- Direct any media inquiries: [awhittaker@sportsfacilities.com](mailto:awhittaker@sportsfacilities.com).

TASK	Completed Date
<b>When a Tropical Storm develops and the long term forecast may impact your location, accomplish the following:</b>	
Make Provisions to work with limited cash, water, sewer and no power	
Make provisions for alternate communications	
Tune to local Radio and TV for updated responses for your community	
Log onto the National Hurricane Center Website at <a href="http://www.NHC.NOAA.gov">www.NHC.NOAA.gov</a> for storm updates	
It may be a good idea to keep cell phones fully charged at all times	
Follow all instructions given by local authorities. Communicate those instructions to your RM	
Be prepared to evacuate the Facility, if necessary.	
Review both your safe shelter and assembly areas with all associates	
Check rooftops for any signs of damage and make necessary arrangements for repair prior to storm impact. Remove loose debris from rooftop. Check for signs of obvious roof defects, loose flashing, torn seams, loose sign panels, loose HVAC panels, and materials around HVAC curbs. Be sure all roof mounted equipment is properly strapped down. If necessary, ask the property manager to confirm this has been done.	
Ensure all downspouts/ roof drain/ loading dock exterior drains are free of debris and working properly	
Confirm all fire exits and receiving door are properly locked and secured	
Establish an alternate meeting location, and a time for team members in case damage is severe and communications are disrupted	
Update your emergency contact list and distribute to all Facility leaders. Have primary and secondary contact information for all of your team members especially if evacuation is required.	
Establish who your first responders are. First Responders are generally those team members who live closest to the Facility. (Those who don't have far to drive, can walk or ride a bike)	
Ensure you have a current copy of your emergency procedures	
Ensure all battery-powered emergency lighting is in working order	
Have flashlights and batteries on hand and easily accessible for all team members	
Ensure your Facility has a battery powered weather radio, if not now is the time to purchase one	
Ensure emergency First Aid is stocked	
Check hurricane evolution level and FEMA flood maps to determine if the store is vulnerable to storm surge or freshwater flooding	
Communicate regularly with your RM on storm and Facility status	
<b>When a hurricane develops and the projected path shows the potential for land fall in your region with 72-92 hours, determine with the Regional Manager at what point the Facility will stay open before projected landfall, for safe evacuation. Once this is determined, take the following steps to close the Facility:</b>	
Cover and move any necessary equipment	
If covering doors/windows with plywood is necessary for proper storm protection, partner with Fields Maintenance prior to doing so	
<b>Within 48 hours of a hurricane landfall, accomplish the following:</b>	
Protect computers/POS/cash register/electronic equipment near doors/windows	
Protect Facility paperwork by moving to upper shelves. Wrap in garbage bags for added protection.	
Move merchandise away from doors/windows towards the middle of the building.	
Retrieve all vending racks, portable signs, tables, signs, trash cans, etc. and secure.	
<b>Prior to evacuating the Facility, and it is safe to do so:</b>	
Ensure every item above is addressed	
Communicate to the RM where and how Facility management can be reached after the storm	



## FIRE

The General Manager must develop a plan with the local fire department for handling emergencies at the Facility. The General Manager must hold quarterly fire drills to familiarize Team Members on evacuation procedures.

### Action Steps

In the event of fire, the Manager on Duty will:

- Take appropriate precautions to assure your personal safety.
- Call 911. Provide your name, the exact location of the fire (i.e., building, room, etc.). Stay on the phone until released by the 911 operator.
- Fire extinguishers are provided but not intended for Team Member use unless the Team Member is trained on the proper use of fire extinguishers and the hazards involved with fighting a fire.
- Immediately begin evacuating the Facility using the nearest, least busy exits.
- Once outside, move to the pre-determined safe shelter area.
- Keep streets and walkways clear for emergency vehicles and crews.
- Do not return to an evacuated area unless authorized by the fire department or authorities.
- Contact your Account Executive when it is safe to do so.

After the Fire and the fire department determine it is safe, the Manager on Duty will:

- Photograph damage before clean-up begins.
- Contact the SFM Account Executive to initiate salvage clean-up operations.
- Catalog all damaged assets and merchandise.
- Complete an Incident Report as soon as possible.
- Direct any media inquiries: [awhittaker@sportsfacilities.com](mailto:awhittaker@sportsfacilities.com).

## TERRORISM

Terrorism is an unlawful use of force, or threatened force, to deliberately create fear, panic, and intimidation for bringing about political, religious, or ideological change. While the risk of a terrorist act involving the Facility is extremely remote, we recognize that should a threat occur elsewhere, the fallout of the attack could affect Facility. It is important that you are informed and know how to respond. Be particularly aware of any packages left unattended. If you suspect terrorist activity, immediately contact the local police department.

### Action Steps

In the event of a terroristic attack, the Manager on Duty will:

- Instruct guests and Team Members to protect themselves from unknown substances and to cover their mouths and noses with layers of fabric that can filter the air but still allow breathing (e.g., three layers of cotton T- shirt, handkerchief, or towel) and to wash with soap and water and immediately.
- Contact the appropriate authorities immediately. **Dial 911.**
- Quickly decide the fastest escape route away from the threat.
- If evacuation is impossible, gather guests and Team Members and instruct them to go to the safe shelter area as far away from the threat area as possible.
- If contaminants are present, contact the fire department for further direction.
- Monitor TV and/or radio for situation updates and instructions from emergency managers.
- If evacuation is possible, follow the evacuation checklist.
- If a nuclear blast occurs, instruct guests and Team Members to take cover immediately, below



ground if possible. Call 911 and provide your name and your exact location. Stay on the phone until released by the 911 operator.

- Contact your SFM Account Executive when it is safe to do so.
- Direct any media inquiries: [awhittaker@sportfacilities.com](mailto:awhittaker@sportfacilities.com).

## **BOMB THREAT**

Any calls indicating a bomb or other device intended for destruction has been placed on or near the property. All calls of this nature regardless of specific details will be treated as a real threat.

### **Action Steps**

Complete the Bomb Threat phone call checklist.

### **Bomb Threat Checklist**

*INSTRUCTIONS: Be calm. Be courteous. Listen! Do not interrupt the caller. Complete this form during your conversation. Keep the caller talking if possible.*

#### **Ask the caller:**

What is the threat? Describe (write on back if necessary):

Phone Number calling, (if available): \_\_\_\_\_

#### **If a bomb, ask the following:**

When will the bomb explode? \_\_\_\_\_

Where is it right now? \_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_

Is there more than one bomb? \_\_\_\_\_

Did you place the bomb? \_\_\_\_\_

What will cause it to explode? \_\_\_\_\_

Why are you doing this? \_\_\_\_\_

\_\_\_\_\_



Characteristics: (Circle)      Man    Woman    Child

Calm	Well Spoken	Incoherent/Irrational
Angry	Foul Language	Slurred
Lisp	Rapid	Message Read by Caller
Clearing Throat	Soft	Loud
Deep Breathing	Cracking Voice	Unconvincing

Background noises:

Voices	Clear	Party Atmosphere
Static	Animal Sounds	Music
Machinery	Traffic	Other:

Try to ask:

What is your name? \_\_\_\_\_

What is your address? \_\_\_\_\_

**Immediately Call 9-911**



## HAZARDOUS MATERIAL/CHEMICAL SPILL

Hazardous Materials are defined as any material, that because of its quantity, concentration, or physical or chemical characteristics, may pose a real hazard to human health or the environment. Hazardous materials, when spilled, are uncontrolled. Use caution when handling hazardous materials and be vigilant for leaks and spills. During clean-up, wear appropriate equipment to the hazard. This includes gloves, chemical goggles, face shield, and respiratory protection (as appropriate).

### Spill Preparation

Each Facility is equipped with spill kits to handle small hazardous material spills.

### The following two types of kits are required:

- **Acid, Caustic, Flammable.** Clean up using polypropylene felt absorbent pads. Use cat litter to absorb liquid spills.
- **Mercury.** A special spill kit is required for mercury spills which uses sulfur to react with mercury to produce a safer amalgam compound.

### Action Steps

When a small spill occurs (less than 1-2 quarts of material), the Manager on Duty will:

- Section off the area from guests and Team Members.

When a large spill occurs, the Manager on Duty will:

- Section off the area from guests and Team Members.
- Immediately notify the fire department if the spill is from an unknown source, is outside your work area, or is larger than you can comfortably manage.
- If the substance is known, contact **3E at: 1-800-451-8346 for the MSDS.**
- When emergency crews arrive leave the immediate area but remain at the scene to provide other information as needed.
- Direct others away from the spill area.
- Team Members injured in a spill, leak, or explosion must seek immediate medical attention.
- Complete an SFM Incident Report as soon as possible.
- Contact the SFM Account Executive when it is safe to do so.
- Direct any media inquiries: [awhittaker@sportsfacilities.com](mailto:awhittaker@sportsfacilities.com).

## GAS LEAK

A leak or the suspect of a leak of natural gas or propane in the building. The leak could be detected by smell or by an alarming detector.

### Action Steps

In the event of a gas leak or suspected leak the Manager on Duty will:

- Cease all operations immediately and call the Manager.
- Discontinue use of cell phones and two-way radios and other electric devices.
- Immediately and safely evacuate the area.



- Open doors to promote ventilation and keep walkways clear for emergency crews.
- Call 911 promptly after leaving the area if the damage results in a natural gas leak that may endanger life or cause bodily harm or damage to the property.
- Ensure no one lights a match, candle or cigarette.
- Ensure no one turns electrical devices on or off, including light switches.
- Do not attempt to control the leak or repair the damaged pipe or meter.
- Do not use or turn off any equipment that could cause a Facility. Motorized or electrically powered equipment or vehicles may create an ignition source if a gas leak is present.
- Safely abandon any motorized or powered equipment or vehicles. Gas leaking from a plastic pipe can create static electricity that can ignite the gas.
- Do not return to an evacuated building until authorized by proper authorities.
- Complete an Incident Report as soon as possible.
- Contact your Account Executive when it is safe to do so.
- Direct any media inquiries: [awhittaker@sportsfacilities.com](mailto:awhittaker@sportsfacilities.com).

## CIVIL DISTURBANCE

Civil unrest is a disturbance that can occur within or near proximity of our Facility by multiple individuals, planned or spontaneous, which can include activities including Flash Mob or organized business disruptions. These events could be organized through social media networks to disrupt and interfere with normal business practices to encourage criminal activity or business disruptions. Financial losses are just one aspect; of greater importance are safety concerns. These types of incidents disrupt the flow of business, distract Team Members, and create safety issues.

### Action Steps

If there is any indication pre-event the Manager on Duty will:

- Notify the General Manager and SFM Account Executive immediately.

In the event of a civil disturbance the Manager on Duty will:

- Maintain the safety of guests and Team Members as a primary priority.
- Provide excellent guest service.
- If it is safe to do so, immediately clean up any messes that could be potential safety issues.
- If a dangerous situation occurs, direct guests and Team Members to a safe location.
- Immediately call 911 and General Manager when it is safe to do so.
- Do not confront or apprehend any suspects.
- Maintain a strong Team Member presence in the POS areas.
- Observe and report any stolen or damaged property, injuries, and or pertinent suspect identification information to the local authorities, take photographs and notify the General Manager.
- Catalog all damaged assets and merchandise.
- Complete an Incident Report as soon as possible.
- Contact your Account Executive when it is safe to do so.
- Direct any media inquiries: [awhittaker@sportsfacilities.com](mailto:awhittaker@sportsfacilities.com).



## EXPLOSION

A sudden release of energy most often associated with loud noise. Explosions can result in injury, fire and entrapment.

### Action Steps

If there is an explosion nearby, the Manager on Duty will:

- Immediately take cover under tables, or other objects that will provide protection from falling glass and debris.
- After the initial effects of the explosion have subsided, call 911. Provide your name, location, and nature of the emergency.
- Evacuate the Facility and/or buildings using the nearest and safest available Facility exit.
- Once outside the Facility, direct all Team Members and guests to move to the predetermined assembly area.
- Keep streets and walkways clear for emergency vehicles and crews. Do not return to an evacuated Facility or buildings until authorized by properly authorities.

If the explosion caused entrapment the Manager on Duty will:

- Make loud noises so rescue crews can locate you.
- Shout as a last resort to avoid inhaling dangerous amounts of dust.
- Avoid unnecessary movement.
- Cover your nose and mouth with dense-weaved cotton material like a shirt.
- Ensure that only trained rescue crews attempt to rescue people from a collapsed building.
- Wait for emergency personnel to arrive.

After the Explosion and the fire department determines it is safe the Manager on Duty will:

- Photograph damage before clean-up begins.
- Catalog all damaged assets and merchandise.
- Complete an Incident Report as soon as possible.
- Contact your SFM Account Executive when it is safe to do so.
- Direct any media inquiries: [awhittaker@sportsfacilities.com](mailto:awhittaker@sportsfacilities.com).

## ELECTRICAL FAILURE

Pre-planning, preparation, training, and factual communication to all key personnel are vital to prevent panic and protect Team Members, guests, and company assets during a power failure. A total power failure will often trigger hit/run tactics, looting, vandalism, and emotional apprehension. Manager on Duty must be aware of these tactics and take preventive action. If it is a significant power failure, the emergency generator will provide limited electricity to crucial areas of the building (including emergency lighting).

### Electrical Failure Preparation

General Manager will:

- Ensure the emergency contact list is up to date.
- Review the Facility evacuation plan including safe shelter and assembly area with Team Members.
- Ensure working flashlights are in the cash office, at each POS position, office areas, buildings, and restrooms.



### **Action Steps**

If an electrical failure occurs the Manager on Duty will:

- Turn off all electrical equipment (including computers).
- Using a cell phone notify the General Manager.
- Evacuate the Facility and/or buildings if the safety of guests or Team Members is threatened or at the General Manager's direction.
- Have Coordinators or Leads patrol their areas and assign a Team Member to stand by each POS position.
- Use the flashlights available at each POS location.
- Establish security patrols for fire and theft surveillance until power is restored or you have permission to leave the building.
- Call the local electric company to determine the estimated time before power is restored.
- Partner with the General Manager prior to making any decision to close the Facility.
- If a decision is made to close the Facility, the coordinators and leads must properly close each POS register and deposit all money in the cash office safe.
- Check all areas for "stay-ins" and ensure all high-risk areas are secure.

If power is lost for an extended period of time, the Manager on Duty will:

- Contact General Manager to assess situation.

### **WATER LEAKS ACTION STEPS**

When a water leak occurs from rooftops or plumbing, the Manager on Duty will:

- Try to contain the water leak to minimize property and merchandise damage.
- Secure the area to prevent safety hazards to our Team Members and guests by placing wet floor signs, cones, etc.
- Contact General Manager for assistance and know the location of the domestic water valve shutoff so you can turn off, if needed.
- Segregate any merchandise or property that is affected by the leak(s) and do not dispose of damaged product until properly documented and approval given.
- Catalog all damaged assets and merchandise and take photographs of damage.
- Complete an Incident Report as soon as possible.
- Contact your SFM Account Executive when it is safe to do so.

### **Flood Action Steps**

When potential for a flood, the Manager on Duty will:

- Begin to monitor local radio, TV, and internet for information and official instructions as it becomes available (Note: Local authorities may or may not be able to provide information as it is happening).
- Ensure an updated emergency contact list is printed and available.
- Secure all electronic devices and Facility paperwork at an elevated height to prevent water damage (tarps may be needed to cover property).
- Prepare a plan if employees and managers cannot leave the Facility due to local restrictions (food, water, flashlights, battery-operated radio).
- Review with all Team Members current availability information.
- Notify Account Executive of the flood potential and consider the use of sandbagging services.



During a flood, the Manager on Duty will:

- Monitor TV, radio, and internet for updated information as it is happening.
- Communicate all updates including evacuation orders to your Account Executive.
- Keep the safety of guests and Team Members as your priority.
- If the Facility/buildings are closed during the incident, follow proper closing procedures and secure all funds.
- If the Facility must close during the flood, follow proper closing procedures and secure all funds.

After a flood the Manager on Duty will:

- Return to the Facility only when authorities indicate it is safe to do so.
- Use extreme caution when entering buildings since there may be hidden damage and unsafe conditions including damaged and arching electrical wires.
- Before entering the Facility, assess the surroundings of the buildings for any obvious structural damage.
- Pay close attention to any downed power lines and ensure that you do not enter standing water.
- Report any hazardous materials that may have leaked to emergency personnel.
- Photograph damage before cleanup begins.
- Initiate salvage clean-up operations by appropriate parties.
- Catalog all damaged assets and merchandise.
- Complete an Incident Report as soon as possible.
- Contact your SFM Account Executive when it is safe to do so.
- Direct any media inquiries: [awhittaker@sportsfacilities.com](mailto:awhittaker@sportsfacilities.com).

## BURGLARY

Breaking and entering a Facility location, especially at night, with intent to steal merchandise or cash; also, the act of entering and remaining unlawfully in a building with intent to commit a crime.

### Action Steps- Burglary Response

When alerted to a burglary situation the responding manager will:

- Respond to any alarm notifications or call from proper authorities received during non-Facility hours.
- Return the call to the police to verify validity and provide estimated arrival time with vehicle description. Note: This is important to prevent a false call and risk of robbery.
- Wait until the police arrive at the front of the Facility.
- Under no circumstances enter the Facility alone.
- If the police are not on site or do not arrive, call the local police department to verify dispatch and estimated arrival time.

When an actual burglary has occurred, the responding manager will:

- Notify the SFM Account Executive immediately.
- Make a sweep of affected areas and document potential missing items.
- Take photos of breach area (glass/door/trailer).
- Secure any surveillance video.
- Follow direction of law enforcement to avoid interfering with the investigation.
- Catalog all damaged assets and merchandise.
- Complete an Incident Report as soon as possible.



- Contact your SFM Account Executive when it is safe to do so.
- Direct any media inquiries: [awhittaker@sportsfacilities.com](mailto:awhittaker@sportsfacilities.com).

## **ROBBERY**

Robbery is defined as “the unlawful taking away of personal property from a person by violence or by threat of violence that causes fear; or larceny from the person or immediate presence of another by violence or threat of violence and with the intent to steal.”

### **Action Steps**

During a robbery the affected Team Member will:

- Remain calm.
- Comply with robber’s demands.
- Mentally note the physical description of robber, including any distinguishing characteristics.
- Tell the robber ahead of time what you are going to do: (e.g., “I am getting the keys out of my pocket”).
- Warn the robber if there is anyone else in the Facility.
- Observe the direction the robber exits the Facility (if possible).
- Don’t attempt to resist or apprehend the robbery suspect.

After a robbery, and the suspect is clear gone, the Manager on Duty will:

- Call 911.
- Check the safety of Team Members and guests.
- Secure the scene (do not disturb any evidence).
- Write down any information from the robbery (e.g., description of robber, car description, direction of travel, etc.).
- Separate the witnesses and have them write down a description of robber and any details of the event.
- Catalog all damaged assets and merchandise.
- Complete an Incident Report as soon as possible.
- Contact your SFM Account Executive when it is safe to do so.
- Direct any media inquiries: [awhittaker@sportsfacilities.com](mailto:awhittaker@sportsfacilities.com).

## **ACTIVE SHOOTER**

Any event involving one or more subjects participating in a shooting to demonstrate their intent to continuously harm others. Their overriding objective is to cause multiple casualties rather than other criminal conduct.

### **Precautions**

Intuitive managers may notice characteristics of potentially violent behavior. Alert your manager if you notice anyone at the Facility who exhibits these characteristics.

### **Indicators of Potential Violence**

Team Members typically do not just “snap,” but display indicators of potentially violent behavior over time. Some potentially violent behaviors may include one or more of the following:

- Increased use of alcohol and/or illegal drugs.
- Unexplained increase in absenteeism; vague physical complaints.
- Noticeable decrease in attention to appearance and hygiene.



- Depression/withdrawal.
- Resistance and over-reaction to changes in policy and procedures.
- Repeated violations policies.
- Increased severe mood swings.
- Noticeably unstable emotional responses (i.e., explosive outbursts of anger or rage without provocation).
- Suicidal; comments about “putting things in order.”
- Paranoid behavior characteristics (“everybody is against me”).
- Increasingly talks of problems at home.
- Escalation of domestic problems into the workplace; talk of severe financial problems.
- Talk of previous incidents of violence.
- Empathy with individuals who commit violence.
- Increase in unsolicited comments about firearms, dangerous weapons and violent crimes.

### **Active Shooter Preparation**

Manager on Duty will:

- Read and understand these procedures to ensure successful response and prompt resolution for these types of Incidents.
- Understand their pivotal role in making the Facility, guests and Team Members feel safe.
- Understand their role in ensuring successful investigation and resolution of each Incident.
- Partner with local law enforcement to conduct ALICE drill annually.

### **Active Shooter Outside the Facility Action Steps**

When an active shooter situation occurs outside the Facility, Team Members will:

- Put personal safety first.
- Listen to assess the location of the shooter.
- If notified by a guest, listen to the guest.
- Using the two-way radios, immediately notify the Manager on Duty of the emergency.
- Immediately move from the impacted area of the Facility, away from entrances or any place that can be seen from outside the Facility.
- If guests are present, instruct them to follow you to a safe place.
- Be cautious in selecting the safe place to ensure safety and options for escape.

**When an Active Shooter situation occurs outside the Facility the Manager on Duty will:**

- Put personal safety first.
- Without exposure to the shooter, lock external perimeter access gates to the Facility.
- Using the public announcement system and two-way radios, make an announcement directing all Team Members and guests to a safe place inside the Facility.
- If necessary, use the following script: “Attention guests. We have received notification that requires everyone move to a safe area inside the Facility. Please set down any product and follow the nearest Paradise Coast Sports Complex Team Member to a designated safe area.”
- Keep Team Members and guests away from the affected area or points in view of the outside.
- Understand that first responders (police) may be in different uniforms or plain clothes, but all will be identifiable as law enforcement. There will be a lot of yelling from officers. Listen to and follow their commands and answer any questions they may have. If instructed, stay on the floor with your hands open and in plain view. Do not run towards officers or attempt to touch or reach out to officers. Expect to be treated aggressively until the situation is under control. Do not expect first responders to render first aid.
- Complete an Incident Report as soon as possible.
- Contact your Account Executive when it is safe to do so.



- Direct any media inquiries: [awhittaker@sportsfacilities.com](mailto:awhittaker@sportsfacilities.com).

### **Active Shooter Inside the Park General Action Steps**

When an Active Shooter situation occurs inside the Facility all Team Members will:

#### **RUN: If you can get out do so**

- Put personal safety first.
- If there is an escape path, attempt to evacuate.
- Evacuate whether others agree to or not and leave your belongings behind.
- Help and encourage others to escape if possible.
- Prevent others from entering the area.
- Call 911 when it is safe to do so.

#### **HIDE: If evacuation is not possible, find a place to hide**

- Lock and barricade doors.
- Turn off lights.
- Silence cell phones.
- Hide behind large objects.
- Remain very quiet.

#### **TAKE ACTION: As a last resort, and only if your life is in danger**

- Attempt to disable the shooter.
- Act with purpose.
- Improvise weapons.
- Commit to your actions.

### **Post Active Shooter Event**

When an Active Shooter situation has ended the Facility Team Members will:

- Understand that an active shooter event is only over when law enforcement notifies the Manager on Duty that the building has been secured. Do not exit or re-enter the Facility until instructed to do so by law enforcement.
- Immediately locate the manager on duty and let them know you are okay.
- Provide any detailed information given or witnessed.
- If shooter was seen, gather information about the description.

When an Active Shooter situation has ended the Manager on Duty will:

- Ensure the safety of self and all Team Members and guests.
- Use the two-way radios to give instructions to other Team Members.
- Verify all Team Members are accounted for.
- Obtain as much information from guests/Team Members about the incident.
- Check security system for video evidence. Preserve video evidence by burning a CD of the incident.
- Comply with law enforcement for any request for information to support an investigation.
- Remind all our Team Members of the Media Policy.
- Catalog all damaged assets and merchandise.
- Complete an Incident Report as soon as possible.
- Contact your Account Executive when it is safe to do so.
- Direct any media inquiries: [awhittaker@sportsfacilities.com](mailto:awhittaker@sportsfacilities.com).



## CODE ADAM (MISSING CHILD)

Code Adam is a strictly defined procedure for employees to follow when someone reports a lost or missing child.

### Action Steps

When a Team Member is alerted that a child is missing the Team Member will:

#### **STEP 1. Obtain a detailed description of the missing child.**

- Name, age, gender, race.
- Weight, height, hair and eye color.
- Approximate weight and height.
- Describe what the child is wearing, specifically color and type of clothing **including shoe color and style**. (An abductor may change child's clothing but usually does not remove or change the child's shoes).

#### **Step 2. Utilize the Facility PA system to page "Code Adam."**

- Provide the description received.
- After hearing "Code Adam," all Team Members (except POS Team Members) should begin looking for the child.
- Page the nearest Manager to your area to take control of the incident.
- Escort the parent or guardian of the missing child to the front of the Facility to assist in identifying the lost child.
- The Manager on Duty at the front of the Facility should assume their position and immediately begin monitoring. Ask guests with children to wait until the Manager (who is escorting the parent or guardian) is brought to the front of the Facility. Then ask the child his/her name and if the adult is their parent. The Facility management team will assign responsibility for important designated areas (e.g. restrooms, backroom, etc.).

#### **Step 3. If the child is not found within 10 minutes.**

- Immediately notify the local police department. Don't hesitate. Police would rather get a second call stating that the child has been found, rather than discover too late that the child has been abducted.

#### **Step 4. If the child is found and appears to have been lost and unharmed.**

- Reunite the child with their parent or guardian.
- If called, notify the police that the child has been located.

#### **Step 5. If the child is found accompanied by someone other the parent or legal guardian:**

- Proceed with caution.
- Use reasonable efforts to delay their departure, but do not put yourself or others at risk.
- Ask the child if they are alright.
- Provide police with a detailed description of the individual.

#### **Step 6. Cancel the Alert**

- Conclude the incident by saying "Code Adam Cancelled" via the PA system, if available.



After a code Adam situation, the Manager on Duty will:

- Complete an Incident Report as soon as possible.
- Contact your SFM Account Executive when it is safe to do so.
- Direct any media inquiries: [awhittaker@sportsfacilities.com](mailto:awhittaker@sportsfacilities.com).

## URGENT VS. POTENTIAL

To ensure a situation is handled appropriately over radio conversation using “urgent” and “potential” calls.

### Staff

- When a situation arises to “urgent” or “potential,” it is the Team Member who is overseeing that particular area to make the radio call.
- If a Team Member notices an “urgent” or a “potential” situation occurring, it is their responsibility to make the radio call to notify Facility management, Facility security, and/or Facility medic to ensure the safety of Paradise Coast Sports Complex guests.

**If a situation arises in the Facility and the Team Members sense that the situation is going to get out of hand, they may call on the radio or find someone with a radio to call either “urgent” or “potential.”**

- Urgent- a situation that requires immediate response from Facility management, Facility security, and/or Facility medic.
- Potential- an alert that a situation may soon get out of hand and Facility management, Facility security, and/or Facility medic should be on alert.

### Urgent Call- Action Steps

- Team Member should call “urgent” if a situation requires immediate attention from Facility management, Facility security, and/or Facility medic.
- When making an “urgent” call over the radio, always remain calm and in control.
- Be sure to designate field number and location on field, or specific area of Facility that assistance is needed.
- If Facility security and/or Facility medic are needed, a call should be made to them on their radio channel also.
- Available Facility management should respond by radio letting others know they are on their way.
- All available Facility management should respond to the call.

### Potential Call- Action Steps

- Team members should call “potential” if a situation is getting to a point where immediate attention from Facility management, Facility security, and/or Facility medic may be needed.
- Be sure to designate field number and location on field, or specific area of Facility that assistance is needed.
- If situation escalates, an “urgent” call should be made over the radio using the action steps outlined above.
- Facility management should respond to a “potential” call by notifying the staff call was received and someone is on their way.
- Closest Facility management will go check on the situation and report back if additional help is needed.



## FACILITY INCIDENT REPORT

If an injury to a guest occurs at the Facility, follow these steps:

### Step 1: Respond quickly.

- Notify on-site athletic trainers, EMTs, or other Facility-contracted medical personnel.
- If no contracted personnel are onsite, determine how severe the injury is. If the injured guest needs immediate medical attention, call 911 or an ambulance to take him or her to the hospital.

### Step 2: Respond to the injured guest in a sympathetic manner.

- Divert the flow of foot traffic away from the injured guest. Refrain from moving the injured guest until a manager or qualified first-aid provider gives approval to do so. If the injured guest is in serious condition, wait for ambulance or other medical personnel.
- If the injured guest is a minor, the manager on duty should immediately notify the injured guest's guardians/caretakers.
- Where appropriate, render first aid to the injured guest.

### Step 3: Get information, evidence, photos, and preserve any video recordings.

- Complete Facility Incident Report: Sharepoint > HR > Accidents & Incidents > Facility Incident Report.
- Detail all essential facts in a clear and complete manner. This includes, but is not limited to, information about the injured guest (e.g., their name, age, personal and physician contact info, and demeanor) and the accident (e.g., the date/time and location of occurrence, the actions leading up to the accident and how it occurred, a statement from the injured guest, and a description of any injury sustained).
  - When describing an injury, avoid making a diagnosis (e.g., "Guest broke his wrist").
  - If any first aid was rendered to the injured guest, indicate the type or medication provided.
  - Encourage the guest to seek medical care if needed.
  - Document the injury, photos, etc., if possible.
  - Gather and record information from witnesses (names, contact information, and what they saw).

### Step 4: Provide all incident reports to the General Manager for retention in the Facility's risk management files. If the injured person is transported from the Facility by EMS or indicates that they are going to receive further medical attention, then also:

- Send completed forms and documentation to appropriate location within 24 hours after accident/injury.
- Call HQ, Legal Dept. at (727) 474-3845 to report a situation that requires emergency room attention or EMS transport.

### Step 5: Follow-up

- If a guest, or parent/guardian of an injured guest, or an attorney on their behalf seeks any insurance or any other information from the Facility after the incident, direct that request immediately to HQ, Legal Dept.
- Send any and all follow-up information/documentation to [incidents@sportadvisory.com](mailto:incidents@sportadvisory.com).



## CRITICAL INCIDENTS

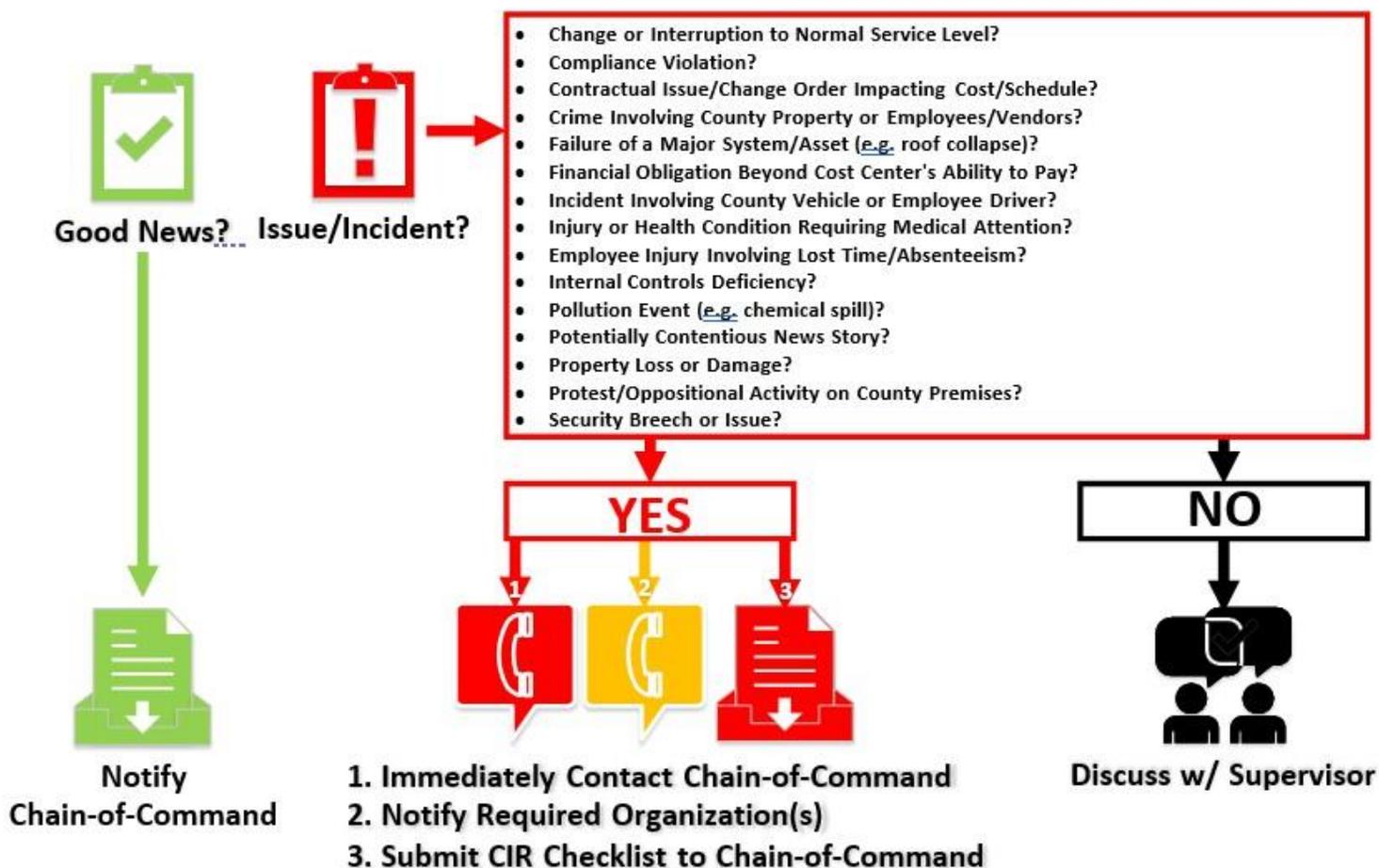
When an incident occurs that involves the following:

- Damage to the property
- Severe injury/illness to a patron/guest/attendee
- Filling out any police report
- Ambulance/EMS on site

An informational call should be made to the PCSC Collier County Regional Manager immediately. If unable to contact the above, then call the Deputy County Manager.

# Critical Information Reporting

*When in doubt → Report*





### CRITICAL INFORMATION REPORT (CIR) CHECKLIST

Instructions

1. Verbally notify supervisor within **two** hours.
2. Complete the CIR Checklist and provide to supervisor within **four** hours.
3. Investigations, if necessary, will be coordinated through Risk Management.

**EVENT/INCIDENT TITLE:** Click or tap here to enter text.

DATE OCCURRED: Click here to enter a date. DATE REPORTED: Click here to enter a date. TIME OCCURRED: Click here to enter text. TIME REPORTED: Click here to enter text. CIR SUBMITTER: Click or tap here to enter text.

SUBMITTER DIVISION:

Choose an item.

LOCATION: Click here to enter text.

ADDRESS: Click here to enter text.

✓	Type (check all that apply)	Req'd Notifications
<input type="checkbox"/>	Change or Interruption to Normal Service Level	<i>varies</i>
<input type="checkbox"/>	Compliance Violation	<i>varies</i>
<input type="checkbox"/>	Contractual Issue/Change Order Impacting Cost/Schedule	PROCUREMENT SERVICES
<input type="checkbox"/>	Crime Involving County Property or Employees/Vendors	POLICE, RISK
<input type="checkbox"/>	Failure of a Major System/Asset (e.g., roof collapse)	<i>varies</i>
<input type="checkbox"/>	Financial Obligation Beyond Cost Center's Ability to Pay	BUDGET OFFICE
<input type="checkbox"/>	Incident Involving County Vehicle or Employee Driver	FLEET, RISK
<input type="checkbox"/>	Injury or Health Condition Requiring Medical Attention	SECURITY, RISK
<input type="checkbox"/>	Employee Injury Involving Lost Time/Absenteeism	HR, RISK
<input type="checkbox"/>	Internal Controls Deficiency	INTERNAL CONTROLS
<input type="checkbox"/>	Pollution Event (e.g., chemical spill)	POLLUTION CTRL, RISK
<input type="checkbox"/>	Potentially Contentious News Story	PIO, RISK
<input type="checkbox"/>	Property Loss or Damage	RISK
<input type="checkbox"/>	Property Loss or Damage (Suspected Theft/Vandalism)	SECURITY, RISK
<input type="checkbox"/>	Protest/Oppositional Activity on County Premises	SECURITY, RISK
<input type="checkbox"/>	Security Breach or Issue (Electronic)	IT, RISK
<input type="checkbox"/>	Security Breach or Issue (Physical)	SECURITY, RISK
<input type="checkbox"/>	Other (only use if no other event types are applicable)	<i>varies</i>

Facilities WO #	IT WO #	Risk STARS #	Police Report #	Sec. Incident #
Click or tap here				