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# EMERGENCY ACTION PLAN



**PURPOSE**

The Emergency Action Plan (EAP) is a strategic plan that provides Waconia Ice Arena staff with detailed procedures necessary to address most facility emergencies. The purpose of these plans is to enable staff to perform essential emergency response functions that will save lives.

This plan assigns roles and responsibilities to departments and individual staff that are directly responsible for emergency response and provides a management structure for the facility during an emergency.

The Senior Leadership Team at Waconia Ice Arena, through the implementation of the EAP, grants authority to all staff to carry out the procedures as detailed in the EAP should an emergency occur. The Senior Leadership Team also recognizes that all staff must be properly and regularly trained to respond to emergencies and will conduct regular EAP trainings.

**WACONIA ICE ARENA PHONE NUMBERS**

Ice Arena Front Desk	952-442-7465
General Manager: Dan Montague	720-556-2999
FT Operation Manager: Chris Bellm	612-532-7714
PT Operation Manager: Alex Esquivel	952-237-2293
Maintenance Director: Bruce Weinzierl	612-385-8842

**EMERGENCY PHONE NUMBERS**

Police Department – Emergency	Dial 911
Fire Department – Emergency	Dial 911
Non-Emergency line	952-361-1231
Ridgeview Medical Center	952-442-2191
Poison Control	1-800-222-1222

**UTILITY COMPANY EMERGENCY CONTACTS**

Electric: Xcel Energy	1-800-895-1999
Water: City of Waconia/Doug Bode	612-760-1799
Gas: Center Point Energy	612-372-5050 or 1-800-296-9815

**VENDOR CONTACT LIST**

Ice Plant (Ammonia Leak)	Gartner Refrigeration	Bob Lind	612-991-1645
Zamboni Repair and Service	R and R Specialties		800-729-7465
Battery Repair and Service	IBP	David Anderson	612-513-7082
		Kent Williamson	612-708-8072

## EMERGENCY PHONE CHAIN

In an emergency, the Waconia Ice Arena Directors must be notified. The Incident Commander should follow the following notification procedure:

1. Call the General Manager, Dan Montague (720-556-2999). The General Manager will notify SFC and the City of Waconia.
2. If the General Manager doesn't answer the phone, then call through the list of Waconia Ice Arena Leadership Team (see first page) until someone answers. Leave a brief message if that person does not answer and continue calling another member of the Leadership Team.  
**General Manager → Operations Manager → Operation Manager → Maintenance Director → General Manager (continue calling until someone answers)**
3. The General Manager will notify the Directors of the emergency and/or result of the emergency when appropriate to do so.

## INSTRUCTIONS FOR CALLING 911

1. Call Police/Fire/Medical Services by pressing "outgoing" and dialing 911
2. Give the dispatcher
  - a. Your name and location
    - i. Waconia Ice Arena – 1250 Oak Ave, Waconia, MN 55387
  - b. The nature of the emergency
  - c. The number and conditions of victims
  - d. The phone number for Waconia Ice Arena (952-442-7465)
  - e. The location of the situation within the facility
  - f. The door that a staff person will meet Emergency Response Personnel
    - i. Main entrance of Waconia Ice Arena (injured is on main level)
3. DO NOT HANG UP until you are told to do so or unless there is an immediate threat to your safety.
4. Waconia Ice Arena staff reserves the right to call Emergency Response Personnel in the event of accident or injury to a patron or staff even if an individual is refusing care. The individual reserves the right to decline treatment and must sign off on the Incident Report indicating such.
5. The General Manager must be notified anytime 911 is called.

Use this script when calling 911 (just fill in the blanks)

This is           (your name)           calling from Waconia Ice Arena at 1250 Oak Ave in Waconia. There has been an           (accident/injury)           in the           (area in building)           that requires           (ambulance/fire/police)          . There are           (number)           people injured. The condition of the injured is           (awake and alert/responsive but confused/unconscious/unresponsive)          . The first aid being given is           (describe care given)           by our           (manager on duty/guest service)           staff. Please come to the           (main entrance/K Door)           doors. The           (incident/victim)           is located           (location of the accident/victim)          . There will be someone to meet you at the door. The phone number here is 952-442-7465. (DO NOT HANG UP – LET POLICE/EMS HANG UP FIRST!)

## **PHONE LOCATIONS**

- Front Desk
- General Manager's Office
- First Aid Office
- Administration Office
- Pool Deck (2)
- Fitness Offices

## **EMERGENCY EQUIPMENT LOCATIONS**

### **Automated External Defibrillator (AED)**

- Main level next to the office/elevator.

### **Fire Extinguishers**

- Lobby East wall next to the main entrance
- Weight Room wall near dumbbell weight rack
- Lower hallway near gym doors
- Elevator pump room
- Maintenance room on floor near door
- Pool deck outside First Aid Office
- Pump rooms (x2) have a water fire extinguisher

### **Trauma Bag**

- Staff Office (red duffel bag)

### **Safety Data Sheets (SDS)**

- Maintenance Closet

**NON-AQUATIC MEDICAL EMERGENCY ACTION PLAN**

**Staff recognizes the emergency and activates the EAP**

↓  
 State emergency/call Code on walkie-talkie, request assistance, provide location  
 ↓  
 Assess victim's condition  
 ↓

**Victim is "OK"**

↓  
 \*Complete Incident Report  
 ↓  
 Check and replace (if needed) equipment used  
 ↓  
 Corrective action taken  
 ↓  
 Return to activity  
 ↓  
 Schedule debriefing within 5 days of incident occurring

**Victim Needs Care**

↓  
**Call 911**  
 ↓  
**Bring trauma bag and AED to victim**

<p>Use appropriate PPE          ↓          Provide appropriate care          ↓          Follow AED protocol          ↓          *Complete Incident Report          ↓          Check and replace (if needed) equipment used          ↓          Schedule debriefing within 5 days of incident occurring</p>	<p>Manager on Duty assigns staff:          Staff 1: call GM          Staff 2: meet EMS          Staff 3: secure facility          ↓          Close facility if needed          ↓          Assess additional needs          ↓          Finalize reports          ↓          Make sure facility is safe to open</p>
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***\*Complete Incident Report:***

**Be sure the victim (18+) or parent/guardian (minor) signs the incident report.**

If care is refused, have victim or parent/guardian sign off on an incident report that they refused care, and get witness statements.

Have any witnesses, including employees and patrons, complete witness statements.

If the victim is seeking emergency care or is taken by ambulance, the employee non-witness form and incident report checklist must be completed as well.

Please refer to all instructions in the Incident Report Binder.

## **AFTER THE EMERGENCY**

### **Confidentiality & Media**

Staff must respect the confidentiality policies set in place by the facility and should not share any details of any emergency with other staff, patrons, the community, or the media. If someone asks you to comment on the emergency during the emergency, inform them “a statement from our management team will be made and delivered soon.” If asked to comment after the emergency, direct them to the General Manager.

### **Documentation**

Appropriate documentation is essential when responding to emergencies. Safari Island and Sports Facilities Companies use the following forms to document accidents and incidents:

#### **Incident Report Form (completed only by the FT Supervisor or Full Time Shift Lead)**

The Incident Report form is used to document incidents or injuries that occur on Safari Island property. The victim’s contact information and statement, along with the care given and staff involved is included on this form. Incident reports must be filled out thoroughly and the injured party or their parent/guardian must sign the form. If an individual refuses care, it must be noted on the incident form. Follow the instructions in the SFC Help Center in the Dugout (need SFC email address), click on Incident and Accident Reporting and follow the prompts. The reporting process has been printed along with a printed copy of the incident report to start the process.

#### **Incident Report Witness Statement (completed by staff and patron witnesses)**

The Incident Report Witness Statement is used to document the witness statements of any staff or patrons who witnessed an incident or injury. The staff member that witnesses and addresses the incident must, in their own words, describe what they saw happen. More than one witness form may be submitted for an incident. This document is submitted with the Incident Report to the General Manager, SFC Incident Reporting, the insurance company, Asst. General Manager, and the Aquatics Director (if applicable).

#### **Workman’s Compensation Employee Report (completed by the FT Supervisor or Full Time Shift Lead)**

The Workman’s Compensation Employee Report must be completed if an employee suffers any injury to any degree while on the job. Contact General Manager and they can work with appropriate staff to get info filled out. The Worker’s Compensation Employee Report form and Incident Report form must be submitted to via the SFC Help Center in the Dugout within 24 hours of the injury occurring. Follow the Workers Compensation Employee Report Instructions to complete the report. Call HQ Legal Dept. at 727-474-3845 to report any situation that requires emergency room attention or EMS transport.

#### **Emergency Evacuation, Shelter & Bomb Threat Checklists/Code Brown & Code Black Reports**

These checklists and reports are to be retained with the incident report for documentation purposes.

Please note the date, time and name of staff who is completing the report on the checklist or report and

file it with the Incident Report, except for the Code Brown form which is placed in the Maintenance Director's mailbox. These documents do not need to be submitted outside of the facility unless otherwise requested by authorized individuals.

### **Team debriefing**

Immediately following an emergency, the General Manager and/or Incident Commander will lead a team debriefing for all staff on duty during the emergency. Team debriefings are intended to examine what happened, assess the effectiveness of the EAP, consider new ways to prevent similar incidents, and identify stress reactions to the critical incident. Team debriefings are an open discussion, and all staff are encouraged to share their perspective, thoughts, ideas, reactions and concerns. The General Manager and other Supervisors working during the emergency will follow up with staff members again on an individual basis within a few days after the emergency to ensure that all staff members are in good mental health and feel safe and comfortable returning to work.

### **Resuming daily operations**

The General Manager will determine, with the advice of the City of Waconia and SFC, when the facility will resume daily operations following an emergency and if any adjustments will be made to programming or staffing. Communication will be sent out to the public and staff via Facebook, Notify Me, the Safari Island website, and direct contact between Directors and staff.

## **CODE SYSTEM**

Waconia Ice Arena staff will refer to emergencies by using a Code system. If there is an emergency, the primary responder should call the corresponding Code over the walkie-talkie to notify all staff. Each Code will have specific procedures to follow.

Listed below are the codes to be used:

**Code RED: Any emergency where assistance is needed. Examples: fight on the ice, member has a medical emergency, anytime first aid is needed (anything more than a band aid).**

### **Bomb Threat Packet**

**Code Black: Missing Person**

## **CODE RED – FIRST AID EMERGENCY**

In the event a patron or staff requires medical care, certified staff should administer the appropriate care based on their level of American Red Cross training. Staff providing any level of medical care must always abide by the facility's Bloodborne Pathogen Exposure Control Plan. Emergency care procedures for life-threatening situations is outlined below:

### **Medical trauma or death in the building**

1. Communicate the Code Red to all staff via walkie-talkie, call 911, and start the facility Emergency Action Plan.
2. Provide care as appropriate to the level of training acquired.
3. Assist emergency personnel and provide crowd control as needed.
4. The Manager on Duty will inform the General Manager of the incident.
5. No staff should comment to the media or provide specific details to patrons. Direct all questions to the General Manager indicating "a statement will be prepared and delivered soon."
6. Complete an Incident Report, Incident Report Checklist, and witness/non-witness forms.
7. A debriefing will be held immediately after the incident by the General Manager.
8. Staff will prepare the facility to remain closed or to re-open and resume operations at the direction of the General Manager.
9. Further follow-up will occur within several days after the emergency to assess procedures utilized, staff actions, and strategies for future emergencies.

### **Providing ventilations for respiratory arrest**

1. Communicate the Code Red and the location of the emergency to all staff via walkie-talkie, Call 911, and start the facility Emergency Action Plan.
2. Feel for a pulse and breathing for 10 seconds.
3. Retrieve a resuscitation mask and delegate another staff or patron to retrieve the AED and trauma bag.
4. Open the victim's airway by tilting the head to the proper position.
5. Seal the resuscitation mask over the victim's mouth and nose.
6. If you feel a pulse, but victim is not breathing, provide ventilations at a rate of 1 breath every 5 seconds for an adult or 1 breath every 3 seconds for a child or infant for **TWO** minutes.
7. Recheck the victim's pulse and breathing for 10 seconds.
8. Continue providing ventilations if breathing has not resumed and they still have a pulse. Provide CPR if the victim no longer has a pulse and hook up the AED. Monitor the victim if breathing has resumed.

### **Providing CPR for cardiac arrest**

1. Communicate the Code Red to all staff via walkie-talkie, call 911, and start the facility Emergency Action Plan.
2. Feel for a pulse and breathing for 10 seconds.
3. Retrieve a resuscitation mask and delegate another staff or patron to retrieve the AED and trauma bag.
4. If the cardiac arrest is the result of drowning, open the victim's airway by tilting the head to the proper position and provide 2 ventilations before beginning compressions.
5. Provide continuous cycles of 30 compressions and two ventilations until an AED is hooked up and begins analyzing, another trained staff or EMS takes over, it becomes unsafe to continue, or the victim begins showing obvious signs of life.

### **Using an AED**

1. Confirm that 911 has been called.
2. Turn the AED on and select either adult or pediatric pads.
3. Remove clothing from the victim's chest and dry the chest, if needed.
4. Remove the back of the adhesive pads and apply the pads to the victim's chest as indicated.
5. Plug the pads into the AED and follow the prompts from the AED.
6. When the AED is analyzing stop compressions and ventilations.
7. If a shock is indicated, make sure no one is touching the victim's body when delivering the shock.

8. Continue following the prompts from the AED.
9. Leave the AED pads on the victim's chest even if the victim resumes consciousness or EMS personnel arrive on the scene.

### **Severe Bleeding**

1. Communicate the Code Red to all staff via walkie-talkie and Call 911.
2. Put on gloves and apply direct pressure with a gauze pad to the wound.
3. Elevate the wound if the movement does not cause further injury or pain.
4. Wrap a bandage over the gauze and tie it into a knot directly over the wound.
5. If the wound bleeds through, continue layering and wrapping gauze and bandages over the soaked gauze and bandages. Do not remove soaked gauze or bandages.

### **BOMB THREAT PACKET**

In the event a telephone call is received, and the caller announces there is or will be a bomb placed at Waconia Ice Arena, the staff receiving the call should:

1. Alert another staff member without the caller knowing. This can be done by use of writing or gestures.
2. Do not hang up; try to keep the caller on the line for as long as possible.
3. Remain calm and refer to the Bomb Threat Phone Checklist. Attempt to gain as much information as possible while being kind and courteous to the caller.
4. Do not allow the caller to know that police are being contacted.
5. The staff member not on the phone with the caller must immediately call 911.
6. Staff should communicate the Bomb Threat person-to-person without the use of walkie-talkies or cell phones. All walkie-talkies and cell phones should be turned off.
7. Follow the steps on the Emergency Evacuation Checklist.
8. Keep patrons from accessing their vehicles until police arrive.
9. Do not touch anything that appears suspicious or out of place.

**TELEPHONE BOMB THREAT CHECKLIST**

**INSTRUCTIONS: BE CALM, BE COURTEOUS. LISTEN. DO NOT INTERRUPT THE CALLER.**

YOUR NAME: \_\_\_\_\_ TIME: \_\_\_\_\_ DATE: \_\_\_\_\_

CALLER'S IDENTITY SEX: Male \_\_\_\_\_ Female \_\_\_\_\_ Adult \_\_\_\_\_ Juvenile \_\_\_\_\_ APPROXIMATE AGE: \_\_\_\_\_

ORIGIN OF CALL: Local \_\_\_\_\_ Long Distance \_\_\_\_\_ Telephone Booth \_\_\_\_\_

VOICE CHARACTERISTICS	SPEECH	LANGUAGE
<input type="checkbox"/> Loud	<input type="checkbox"/> Fast	<input type="checkbox"/> Excellent
<input type="checkbox"/> High Pitch	<input type="checkbox"/> Distinct	<input type="checkbox"/> Fair
<input type="checkbox"/> Raspy	<input type="checkbox"/> Stutter	<input type="checkbox"/> Foul
<input type="checkbox"/> Intoxicated	<input type="checkbox"/> Slurred	<input type="checkbox"/> Good
<input type="checkbox"/> Soft	<input type="checkbox"/> Slow	<input type="checkbox"/> Poor
<input type="checkbox"/> Deep	<input type="checkbox"/> Distorted	<input type="checkbox"/> _____
<input type="checkbox"/> Pleasant	<input type="checkbox"/> Nasal	<input type="checkbox"/> Other
<input type="checkbox"/> _____	<input type="checkbox"/> Other	
<input type="checkbox"/> Other		
ACCENT	MANNER	BACKGROUND NOISES
<input type="checkbox"/> Local	<input type="checkbox"/> Calm	<input type="checkbox"/> Factory
<input type="checkbox"/> Foreign	<input type="checkbox"/> Rational	<input type="checkbox"/> Machines
<input type="checkbox"/> Race	<input type="checkbox"/> Coherent	<input type="checkbox"/> Music
<input type="checkbox"/> Not Local	<input type="checkbox"/> Deliberate	<input type="checkbox"/> Office
<input type="checkbox"/> Region	<input type="checkbox"/> Righteous	<input type="checkbox"/> Machines
	<input type="checkbox"/> Angry	<input type="checkbox"/> Street
	<input type="checkbox"/> Irrational	<input type="checkbox"/> Traffic
	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Trains
	<input type="checkbox"/> Emotional	<input type="checkbox"/> Animals
	<input type="checkbox"/> Laughing	<input type="checkbox"/> Quiet
		<input type="checkbox"/> Voices
		<input type="checkbox"/> Airplanes
		<input type="checkbox"/> Party
		<input type="checkbox"/> Other

PRETEND DIFFICULTY HEARING - KEEP CALLER TALKING - IF CALLER SEEMS AGREEABLE TO FURTHER CONVERSATION, ASK QUESTIONS LIKE:

When will it go off? Certain Hour \_\_\_\_\_ Time Remaining \_\_\_\_\_

Where is it located? Building \_\_\_\_\_ Area \_\_\_\_\_

What kind of bomb? \_\_\_\_\_

What kind of package? \_\_\_\_\_

How do you know so much about the bomb? \_\_\_\_\_

What is your name and address? \_\_\_\_\_

If the building is occupied, inform the caller that detonation could cause injury or death.

Did the caller appear familiar with the building (by his/her description of the bomb location)?

Write out the message in its entirety and any other comments on a separate sheet of paper and attach to this checklist.

## EMERGENCY EVACUATION

### Emergency Chemical Release/Spill

1. Communicate the Code Red – Chemical Spill to all staff via walkie-talkie.
2. Call 911.
3. Follow the steps on the Emergency Evacuation Checklist. If the situation appears to be a serious release, activate the fire alarm pull station.
4. Prevent sources of ignition (cigarettes, electrical equipment, etc.)
5. **DO NOT ALLOW STAFF TO ENTER THE AREA WHERE THE LEAK IS SUSPECTED TO BE ORIGINATING.**
6. Call the Maintenance Director and inform him of the situation. He is trained to respond to chemical emergencies.

### Fire

1. Communicate the Code Red - Fire to all staff via walkie-talkie. Provide the exact location of the fire.
2. Call 911, and if warranted, pull the fire alarm to evacuate the building.
3. Follow the steps on the Emergency Evacuation Checklist. **Do not allow elevator use. Close all doors after clearing a room/area.**
4. **MANAGER ON DUTY ONLY:** follow the P.A.S.S acronym for using a fire extinguisher:
  - PULL** the pin after breaking the plastic seal on the extinguisher.
  - AIM** the nozzle of the extinguisher at the base of the fire.
  - SQUEEZE** the handles together.
  - SWEEP** from side-to-side until the fire is extinguished.

### Gas leak

1. Communicate the Code Red – Gas Leak to all staff via walkie-talkie.
2. Call 911 and notify.
3. Follow the steps on the Emergency Evacuation Checklist. If the situation appears to be a serious release, evacuate the building, but **DO NOT** activate the fire alarm pull station.
4. Prevent sources of ignition (cigarettes, electrical equipment, etc.)
5. **DO NOT ALLOW STAFF TO ENTER THE AREA WHERE THE LEAK IS SUSPECTED TO BE ORIGINATING.**

### Power outage

If there is a power outage, the facility will need to be evacuated utilizing the Emergency Evacuation Checklist. If it is necessary to seek shelter during a power outage due to severe weather, utilize the Shelter Checklist. **DO NOT CALL 911 FOR A POWER OUTAGE unless there is an emergency.**

## EXTERNAL EVACUATION ROLES AND RESPONSIBILITIES

### Manager on Duty

1. Make sure 911 has been called.
2. Direct all staff to evacuate patrons from the facility.
3. Secure the cash drawer and the office with the safes.
4. Notify the General Manager.

5. Set up an Incident Commander post at the front desk or in the parking lot directly north of the main doors.
6. Have all patrons congregate in the parking lot directly north of the main doors.
7. Clear all areas of the building by utilizing the Emergency Evacuation Checklist.
8. Meet Emergency Response Personnel at the implemented Incident Commander post.
9. Restrict patron access until the facility is ready to be re-opened.
10. Write up incident report.

**Guest Service Worker I**

1. Clear the lobby, GM and admin offices, Large Meeting Room, Meals on Wheels Room, WHA Room, all bathrooms, Concession area and WHA storage Room.
2. Encourage exiting individuals to move to the main parking lot.
3. Declare your area cleared to Incident Commander over the walkie-talkie.
4. Assist with any other areas that have not been cleared yet.

**Administration Staff (when present)**

1. The most senior staff will assume role of Incident Commander.
2. Other admin will clear the basketball courts and the cages.
3. Encourage exiting individuals to move to the main parking lot.
4. Declare your area cleared to Incident Commander over the walkie-talkie.
5. Assist with any other areas that have not been cleared yet.

**EVACUATION OF PERSONS WITH DISABILITIES**

\*Note: Persons with disabilities have special needs in the event of an emergency. The following procedures show how to address the needs of people with various disabilities.

**Persons in Wheelchairs**

If in an area of immediate danger, assist them in moving to a safer area immediately. If they are on a floor with an exit, stay with them until the crowd thins and then direct and/or assist them to the proper exit. If on a floor where an immediate exit is not present, assist them in moving to the nearest elevator if applicable (elevators do not function if a fire alarm has been triggered) or the nearest stairwell. Ask the person what the best way for them is to negotiate the stairs. If you are unable to assist the person to the top of the stairs, inform them that you must get help. Find the nearest Emergency Response person and inform them of the position of the disabled person.

**Visually Impaired Persons**

Explain to them the nature of the emergency and guide them to the proper exit. If climbing or descending a stairwell is necessary, do so after the crowd has thinned. Guide them to a safe area outside the building, orient them to where they are, and provide any further assistance as necessary.

**Hearing Impaired Persons**

A person with impaired hearing may not be aware of an emergency, therefore an alternate warning technique may be needed, such as writing a note or speaking slowly to allow them to read lips or the use of gestures. As quickly as possible, inform them what is happening and direct them to the proper exit. Provide any additional assistance as necessary.

## **CODE BLACK – MISSING PERSON**

If an employee is notified that there is a missing person, the following steps should be taken:

1. Communicate the Code Black to all staff via walkie-talkie with a description of the child.
2. The Manager on Duty will place a staff member near the front entrance. People can leave, but make sure an individual matching the missing person's description doesn't leave the premise. Place another staff member near the K door and have them watch surrounding exterior doors.
3. All staff will search all areas of the building using the description given and the building checklist. If during school hours, notify Waconia High School by dialing 952-442-0670.
4. Call 911 if the missing person has not been located within 10 to 15 minutes of being reported missing.
5. Notify the General Manger about the Code Black.
6. Complete an Incident Report, Incident Report Checklist, and witness/non-witness forms.
7. A debriefing will be held immediately after the incident by the General Manager.
8. Further follow-up will occur within several days after the emergency to assess procedures utilized, staff actions, and strategies for future emergencies.

**CODE BLACK (MISSING CHILD) REPORT**

Time reported missing: \_\_\_\_\_ Last seen by: \_\_\_\_\_

Name of person reporting: \_\_\_\_\_ Last seen with: \_\_\_\_\_

Relation to missing person: \_\_\_\_\_ Last seen location: \_\_\_\_\_

Name of missing person: \_\_\_\_\_ Last seen time: \_\_\_\_\_

Nickname (if any): \_\_\_\_\_ Hat: \_\_\_\_\_

Age/DOB: \_\_\_\_\_ Jacket/coat: \_\_\_\_\_

Sex: \_\_\_\_\_ Shirt/top: \_\_\_\_\_

Race: \_\_\_\_\_ Pants/bottoms: \_\_\_\_\_

Height: \_\_\_\_\_ Swimsuit: \_\_\_\_\_

Weight: \_\_\_\_\_ Shoes: \_\_\_\_\_

Hair color: \_\_\_\_\_ Police called: yes    no

Eye color: \_\_\_\_\_ Time police called: \_\_\_\_\_

Scars/marks/tattoos: \_\_\_\_\_ Time GM notified: \_\_\_\_\_

Overall health/medical concerns:

\_\_\_\_\_

**Building Search checklist: (check off each area as soon as it is reported clear)**

- |   |   |
|---|---|
| <input type="checkbox"/> Weight room  | <input type="checkbox"/> Courts 1-4 & Cages                         |
| <input type="checkbox"/> Track  | <input type="checkbox"/> Men's locker room                          |
| <input type="checkbox"/> Upper-level bathrooms x 2  | <input type="checkbox"/> Women's locker room                        |
| <input type="checkbox"/> Elevator   | <input type="checkbox"/> Family locker rooms                        |
| <input type="checkbox"/> Admin, MS Director and GM offices  | <input type="checkbox"/> Lower-level bathroom                       |
| <input type="checkbox"/> Lion's den and Fitness on Demand Room                                      | <input type="checkbox"/> Spa & main pump rooms                      |
| <input type="checkbox"/> Fitness offices and Conference Room  | <input type="checkbox"/> Staff & Storage                            |
| <input type="checkbox"/> Group Exercise Studio  | <input type="checkbox"/> Maintenance room & janitor closet          |
| <input type="checkbox"/> Back stairwell in weight room  | <input type="checkbox"/> All pools, pool deck, and First Aid office |
| <input type="checkbox"/> Any other area where people are known to be immediately prior to the alarm |   |

Results:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## **THREAT TO PERSONS OR SELF**

There are many causes for individuals to become a threat to themselves or others, including alcohol or drug use, mental health issues, or lack of emotional control. If there is a report of an individual or individuals in the facility who are aggressive, threatening, non-compliant, or potentially physically or verbally abusive, the following steps should be taken:

### **Non-compliant/irate/belligerent patron**

1. Communicate the threat and your location to all staff via walkie-talkie.
2. Call 911 immediately if there is a potential for harm to patrons or staff.
3. Stay a safe distance away from the individual(s) until the Manager on Duty arrives.
4. The Manager on Duty will assess the situation:
  - If it is safe to intervene:**
    - Ask for identification.
    - Attempt to de-escalate the individual(s).
    - Inform the individual(s) their membership may be revoked if behavior continues.
  - If the situation is dangerous:**
    - Confirm 911 has been called.
    - Stand a safe distance away from the individual(s).
    - Do not try to restrain the individual(s), grant requests if feasible, allow individual(s) to use the facility or leave while waiting for law enforcement response.
5. Do not allow other patrons to intervene with the individual(s).
6. Keep mental notes of the individual(s) appearance (height, weight, gender, race, clothing, hair color, etc.) if the individual(s) leave before law enforcement personnel arrive.
7. Provide law enforcement personnel pertinent information about the incident and individual(s).
8. Notify the General Manger about the Code Red.
9. Complete an Incident Report, Incident Report Checklist, and witness/non-witness forms.
10. A debriefing will be held immediately after the incident by the General Manager.
11. Staff will prepare the facility to remain closed or to re-open and resume operations at the direction of the General Manager.
12. Further follow-up will occur within several days after the emergency to assess procedures utilized, staff actions, and strategies for future emergencies.

### **Report of a weapon, hostile patron/staff, suicide threat without a weapon, death in the building**

1. Communicate the threat and your location to all staff via walkie-talkie.
2. Call 911 and notify Waconia High School by dialing 952-442-0670.
3. Maintain a safe distance away from the individual(s).
4. The Shift Lead/Manager on Duty will designate staff to secure all activity areas and lock the front doors.
5. Hold guests in activity areas away from the situation and lock all internal doors if possible.
6. Wait for law enforcement personnel to arrive.
7. Leave the area if it becomes unsafe and you are safely able to move to another area.
8. Notify the General Manger about the situation.
9. Complete an Incident Report, Incident Report Checklist, and witness/non-witness forms.
10. A debriefing will be held immediately after the incident by the General Manager.
11. Staff will prepare the facility to remain closed or to re-open and resume operations at the direction of the General Manager.
12. Further follow-up will occur within several days after the emergency to assess procedures utilized, staff actions, and strategies for future emergencies.

### **Armed intruder, hostage situation, shots fired in the building, suicide threat with a weapon**

1. Communicate the threat and your location to all staff via walkie-talkie.
2. Call 911 and notify Waconia High School by dialing 952-442-0670.
3. WHS will activate the lockdown alarm system which will sound and flash (blue light) in the lobby and courts.
4. Lock the main entrance doors and turn off all the lights.
5. Confirm the location of the threat (in the building/outside the building on grounds) to determine evacuation or shelter action.
6. Evacuate the facility utilizing the Emergency Evacuation Checklist if safe to do so.
7. If it is unsafe to evacuate the facility, begin safe cover procedures:  
**DO NOT NAME SAFE COVER LOCATIONS VIA WALKIE-TALKIE.**  
**Upper level:** all patrons and staff should immediately take cover in the Dectron room.  
**Lower level:** all patrons and staff should immediately take cover in the gender-specific locker rooms.
8. All doors to areas should be locked once cleared. Staff should report areas cleared and that they have taken safe cover via walkie-talkie.
9. If a patron cannot get to the designated safe cover areas, they should take cover in a room that can be locked to prevent entry from an outsider and has no view from the outside.
10. Urge everyone to remain silent and to silence their cell phones. Stay alert and mentally prepare and arm yourself in case your hideout is breached.
11. Do not leave safe cover until your location is no longer safe or law enforcement personnel slide their badge under the door or otherwise properly identify themselves.
12. Notify the General Manager about the situation when it is safe to do so.
13. Complete an Incident Report, Incident Report Checklist, and witness/non-witness forms.
14. A debriefing will be held immediately after the incident by the General Manager.
15. Staff will prepare the facility to remain closed or to re-open and resume operations at the direction of the General Manager.
16. Further follow-up will occur within several days after the emergency to assess procedures utilized, staff actions, and strategies for future emergencies.

**If the active shooter has entered your IMMEDIATE AREA:****RUN, HIDE, FIGHT – quickly determine the most reasonable way to protect your own life**

**Run:** have an escape route and plan in mind, leave your belongings behind, and keep your hands visible

**Hide:** hide in an area out of the active shooter's view, block entry to your hiding place and lock the doors

**Fight:** as a last resort and only when your life is in imminent danger, attempt to incapacitate the active shooter, act with physical aggression and throw items at the active shooter

**Armed Robbery**

1. Remain calm, follow the robber's orders, do not make any sudden movements.
2. Give the robber what they want.
3. Do your best to note the robber's description (height, weight, hair color, race, gender, clothing, and which way they exited the building).
4. Call 911 as soon as the Armed Robber leaves.

5. Notify the General Manger about the Armed Robbery.
6. Complete an Incident Report, Incident Report Checklist, and witness/non-witness forms.
7. A debriefing will be held immediately after the incident by the General Manager.
8. Staff will prepare the facility to remain closed or to re-open and resume operations at the direction of the General Manager.
9. Further follow-up will occur within several days after the emergency to assess procedures utilized, staff actions, and strategies for future emergencies.

**When law enforcement arrives on scene:**

1. Remain calm and follow the officers' instructions.
2. Immediately raise hands and spread fingers.
3. Keep hands visible at all times.
4. Avoid making quick movements toward officers such as attempting to hold onto them for safety.
5. Avoid pointing, screaming and/or yelling.
6. Do not stop to ask officers for help or directions when evacuating, just proceed in the direction from which the officers are entering the premises.

**Information you should provide to law enforcement or 911 operator:**

1. Location of the victims and the active shooter
2. Number of shooters
3. Physical description of shooter(s)
4. Number and type of weapons held by the shooter(s)
5. Number of potential victims at the location

**EXTERNAL EVACUATION ROLES AND RESPONSIBILITIES****Shift Lead/ Manager on Duty**

1. Make sure 911 has been called.
2. Direct all staff to evacuate patrons from the facility.
3. Secure the cash drawer and the office with the safes.
4. Notify the General Manager and Waconia High School (if during school hours).
5. Set up an Incident Commander post at the front desk or in the parking lot directly east of the main doors.
6. Have all patrons congregate in the parking lot directly east of the main doors.
7. Clear all areas of the building by utilizing the Emergency Evacuation Checklist.
8. Meet Emergency Response Personnel at the implemented Incident Commander post.
9. Restrict patron access until the facility is ready to be re-opened.
10. Write up incident report.

**Childcare Attendant**

1. Gather all children.
2. Tell the children they will be going outside.
3. Exit through the front door and proceed to the parking lot.
4. Take roll call of the children once outside.
5. The children may be released to their parents after roll call is complete.
6. Declare your area cleared to Incident Commander over the walkie-talkie.

**Guest Service Worker I**

1. Clear the lobby, GM and admin offices, MS Directors office, Fitness on Demand Room, upper-level restrooms, and Lion's Den.
2. Encourage exiting individuals to move to the main parking lot.
3. Declare your area cleared to Incident Commander over the walkie-talkie.
4. Assist with any other areas that have not been cleared yet.

**Guest Service Worker II**

1. Clear the Group Exercise studio, fitness offices, conference room, maintenance rooms, and lower bathroom
2. Encourage exiting individuals to move to the main parking lot.
3. Declare your area cleared to Incident Commander over the walkie-talkie.
4. Assist with any other areas that have not been cleared yet.

**Administration Staff (when present)**

1. The most senior staff will assume role of Incident Commander.
2. Other admin will clear the basketball courts and the cages.
3. Encourage exiting individuals to move to the main parking lot.
4. Declare your area cleared to Incident Commander over the walkie-talkie.
5. Assist with any other areas that have not been cleared yet.

**Lifeguard I**

1. Clear the lap pool, rec pool, spa and deck using a long whistle blast.
2. Evacuate swimmers outside through the E2 doors. During the winter months, make sure this is the best and only option and grab rescue blankets when possible.
3. Encourage exiting individuals to move to the main parking lot.
4. Declare your area cleared to Incident Commander over the walkie-talkie.
5. Assist with any other areas that have not been cleared yet.

**Lifeguards II-IV**

1. Clear both locker rooms (if you have opposite gender lifeguards on duty, announce yourself before entering), family locker rooms, and First Aid office.
2. Evacuate swimmers outside through the E2 doors. During the winter months, make sure this is the best and only option and grab rescue blankets when possible.
3. Encourage exiting individuals to move to the main parking lot.
4. Declare your area cleared to Incident Commander over the walkie-talkie.
5. Assist with any other areas that have not been cleared yet.

**EVACUATION OF PERSONS WITH DISABILITIES**

\*Note: Persons with disabilities have special needs in the event of an emergency. The following procedures show how to address the needs of people with various disabilities.

### Persons in Wheelchairs

If in an area of immediate danger, assist them in moving to a safer area immediately. If they are on a floor with an exit, stay with them until the crowd thins and then direct and/or assist them to the proper exit. If on a floor where an immediate exit is not present, assist them in moving to the nearest elevator if applicable (elevators do not function if a fire alarm has been triggered) or the nearest stairwell. Ask the person what the best way for them is to negotiate the stairs. If you are unable to assist the person to the top of the stairs, inform them that you must get help. Find the nearest Emergency Response person and inform them of the position of the disabled person.

### Visually Impaired Persons

Explain to them the nature of the emergency and guide them to the proper exit. If climbing or descending a stairwell is necessary, do so after the crowd has thinned. Guide them to a safe area outside the building, orient them to where they are, and provide any further assistance as necessary.

### Hearing Impaired Persons

A person with impaired hearing may not be aware of an emergency, therefore an alternate warning technique may be needed, such as writing a note or speaking slowly to allow them to read lips or the use of gestures. As quickly as possible, inform them what is happening and direct them to the proper exit. Provide any additional assistance as necessary.

## EMERGENCY & EXTERNAL EVACUATION CHECKLIST

To be used in case of **FIRE, GAS LEAK, CHEMICAL SPILL, POWER OUTAGE, BOMB THREAT** or **THREAT TO PERSONS** in the building.

### **CHAIN OF INCIDENT COMMANDER: (the most senior staff present will assume Incident Commander)**

1. General Manager
2. Fitness and Member Service Director/Aquatics Director/Maintenance Director
3. Shift Lead/Manager on Duty

#### **Call 911**

Activate the emergency action plan and alert all staff via walkie-talkie. **If at any time you feel your life is threatened, please leave the area/facility by the quickest means available.**

Set up an Incident Commander post at the front entrance to the building. If that location is unsafe move to the parking lot directly east of the main entrance.

Incident Commander (usually the highest-ranking person working at the time of the incident) will state the Code and location of the incident. Incident Commander will obtain the EAP binder and utilize it.

The Incident Commander will notify Waconia High School (during school hours) of the emergency.

The Shift Lead will secure the cash drawer and office with safes.

Aquatics staff will evacuate patrons from the pool deck, pools and locker rooms. Guest Service staff will evacuate patrons from the upper level, courts, and remainder of lower level (see checklist below).

**During a fire evacuation, close all internal doors after a room or area has been cleared.** Aid those who are unable to evacuate independently.

Each staff member will update the Incident Commander via walkie-talkie as rooms and areas are cleared or if they experience any difficulties, including patrons refusing to leave. The Manager on Duty will do a final walk through of the building, if possible.

The Incident Commander will notify the General Manager by cell phone once evacuated and outside the building.

All staff must report to the Incident Commander in person at the designated area (200 feet from building).

- No staff should comment to the media or provide specific details to patrons. Direct all questions to the General Manager indicating “a statement will be prepared and delivered soon.”
- Incident Commander will communicate when fire/police officials indicating the building is safe to re-enter.
- Complete an Incident Report, Incident Report Checklist, and witness/non-witness forms.
- A debriefing will be held immediately after the incident by the General Manager.
- Staff will prepare the facility to remain closed or to re-open and resume operations at the direction of the General Manager.
- Further follow-up will occur within several days after the emergency to assess procedures utilized, staff actions, and strategies for future emergencies.

**Evacuation checklist: (check off each area as soon as it is reported clear)**

- |   |   |
|---|---|
| <input type="checkbox"/> Weight room  | <input type="checkbox"/> Courts 1-4 & Cages                         |
| <input type="checkbox"/> Track  | <input type="checkbox"/> Men’s locker room                          |
| <input type="checkbox"/> Upper-level bathrooms x 2  | <input type="checkbox"/> Women’s locker room                        |
| <input type="checkbox"/> Elevator   | <input type="checkbox"/> Family locker rooms                        |
| <input type="checkbox"/> Admin, MS Director and GM offices  | <input type="checkbox"/> Lower-level bathroom                       |
| <input type="checkbox"/> Lion’s den   | <input type="checkbox"/> Spa & main pump rooms                      |
| <input type="checkbox"/> Fitness offices and Conference Room  | <input type="checkbox"/> Staff & Storage                            |
| <input type="checkbox"/> Group Exercise Studio  | <input type="checkbox"/> Maintenance room & janitor closet          |
| <input type="checkbox"/> Back stairwell in weight room  | <input type="checkbox"/> All pools, pool deck, and First Aid office |
| <input type="checkbox"/> Any other area where people are known to be immediately prior to the alarm |   |

**TORNADO WARNING**

Tornado **WATCH**: weather conditions are favorable for the development of severe thunderstorms that are capable of producing tornadoes.

1. The Manager on Duty is responsible for alerting all staff about the potential for a Tornado to occur.
2. All staff should prepare to follow shelter procedures.

Tornado **WARNING**: severe thunderstorms with tornadoes are imminent or occurring in said area. When a Tornado WARNING occurs, Carver County will sound the Outdoor Warning Sirens.

1. Communicate the Tornado Warning to all staff via walkie-talkie.
2. Incident Commander will notify members throughout the building “The National Weather Service has issued a Tornado Warning for Carver County. Please move to the locker rooms immediately. This is not a drill.”
3. Follow the steps on the Shelter Checklist.
4. Allow patrons to leave at their own risk. All patrons and staff **MUST** remain in the designated shelter area until the Incident Commander communicates that the warning has expired.

**SHELTER ROLES AND RESPONSIBILITIES**

**Shift Lead/ Manager on Duty**

1. Direct all staff to evacuate patrons to the facility locker rooms on the lower level.
2. Secure the cash drawer and the office with the safes.
3. Set up an Incident Commander post at the bottom of the stairs near the double doors to aquatics.
4. Have all patrons congregate in the family and gender-specific locker rooms, making sure families stay together as much as possible.

5. Clear all areas of the building by utilizing the Shelter Checklist.
6. Notify the General Manager.
7. Restrict patron access until the facility is ready to be re-opened.
8. Write up incident report.

**Childcare Attendant**

1. Gather all children and tell them they will be going downstairs.
2. Bring all children to a family locker room on the lower level.
3. Take roll call of the children once downstairs.
4. The children may be released to their parents after roll call is complete.
5. Declare your area cleared to Incident Commander over the walkie-talkie.

**Guest Service Worker I**

1. Clear the lobby, GM and admin offices, MS Directors stretch area, upper-level restrooms, and Lion's Den.
2. Encourage individuals to move to the gender-specific locker rooms on the lower level.
3. Declare your area cleared to Incident Commander over the walkie-talkie.
4. Assist with any other areas that have not been cleared yet.

**Guest Service Worker II**

1. Clear the Group Exercise studio, Fitness offices, conference room, maintenance rooms, and lower bathroom
2. Encourage individuals to move to the gender-specific locker rooms on the lower level.
3. Declare your area cleared to Incident Commander over the walkie-talkie.
4. Assist with any other areas that have not been cleared yet.

**Administration Staff (when present)**

1. The most senior staff will assume role of Incident Commander.
2. Other admin will clear the basketball courts and the cages.
3. Encourage individuals to move to the gender-specific locker rooms on the lower level.
4. Declare your area cleared to Incident Commander over the walkie-talkie.
5. Assist with any other areas that have not been cleared yet.

**Lifeguard I-IV**

1. Clear the lap pool, rec pool, spa and deck using a long whistle blast.
2. Evacuate swimmers into the gender-specific locker rooms.
3. Lock all internal access pool doors.
4. Declare your area cleared to Incident Commander over the walkie-talkie.

## SHELTER CHECKLIST

To be used in during a **TORNADO WARNING**.

### **CHAIN OF INCIDENT COMMANDER: (the most senior staff present will assume Incident Commander)**

1. General Manager
2. Asst General Manager/Aquatics Director/Maintenance Director
3. Shift Lead/Manager on Duty

- Activate the emergency action plan and alert all staff via walkie-talkie.
- Set up an Incident Commander post at the bottom of the stairs near the double doors to aquatics.
- Staff should notify members throughout the building that the National Weather Service has issued a Tornado Warning for Carver County. Please move to the locker rooms immediately. This is not a drill.”
- Incident Commander will obtain the EAP binder and utilize it.
- The Manager on Duty will secure the cash drawer and office with safes.
- Aquatics staff will evacuate patrons from the pool deck, pools and locker rooms. Guest Service staff will evacuate patrons from the upper level, courts, and remainder of lower level (see checklist below). Aid those who are unable to evacuate independently.
- Each staff member will update Incident Commander via walkie-talkie as rooms and areas are cleared or if they experience any difficulties, including patrons refusing to take shelter. The Incident Commander will do a final walk through of the building.
- Aquatics staff will lock all internal pool access doors once the pool deck has been cleared.
- The Incident Commander will notify the General Manager by cell phone once sheltered.
- All staff must report to Incident Commander in person at the designated area.
- Incident Commander will communicate when weather officials indicate the warning has expired.
- Complete an Incident Report, Incident Report Checklist, and witness/non-witness forms.
- A debriefing will be held immediately after the incident by the General Manager.
- Staff will prepare the facility to remain closed or to re-open and resume operations at the direction of the General Manager.
- Further follow-up will occur within several days after the emergency to assess procedures utilized, staff actions, and strategies for future emergencies.

### **Shelter checklist: (check off each area as soon as it is reported clear)**

- |  |   |
|--|---|
| <input type="checkbox"/> Weight room   | <input type="checkbox"/> Courts 1-4 & Cages                         |
| <input type="checkbox"/> Track   | <input type="checkbox"/> Men's locker room                          |
| <input type="checkbox"/> Upper-level bathrooms x 2   | <input type="checkbox"/> Women's locker room                        |
| <input type="checkbox"/> Elevator  | <input type="checkbox"/> Family locker rooms                        |
| <input type="checkbox"/> Admin, MS Director and GM offices   | <input type="checkbox"/> Lower-level bathroom                       |
| <input type="checkbox"/> Lion's den and Fitness on Demand Room                                       | <input type="checkbox"/> Spa & main pump rooms                      |
| <input type="checkbox"/> Fitness offices and Conference Room   | <input type="checkbox"/> Staff & Storage                            |
| <input type="checkbox"/> Group Exercise Studio   | <input type="checkbox"/> Maintenance room & janitor closet          |
| <input type="checkbox"/> Back stairwell in weight room   | <input type="checkbox"/> All pools, pool deck, and First Aid office |
| <input type="checkbox"/> Any other area where people are known to be immediately prior to the alarm. |   |