



EMERGENCY ACTION PLAN



EMERGENCY ACTION PLAN FOR WEST MONROE SPORTS AND EVENTS

This emergency plan is the responsibility of Sports Facility Management. It is a “living” document to be continuously revised and updated. It will be exercised annually.



Tyler Thrailkill
Operations Manager
West Monroe Sports and Events
A SFM Managed Facility

CITY OF WEST MONROE

EMERGENCY TELEPHONE NUMBERS

West Monroe Police Department (318)396-2722 (non-emergency)

Ouachita Parish Sheriff's Office (318)329-1200

West Monroe Fire Department (318)397-0798 (non-emergency)

FBI- New Orleans Division (504)816-3000

Homeland Security State Office (504)670-2404

Ouachita Parish Homeland Security (318)322-2641

Secret Service-New Orleans Field Office (504)841-3260

Public Works (318)325-0496

Medical Center: Glenwood Regional Medical Center

*This is a 24-hour facility and is located approximately 2 miles from West Monroe Sports and Events

Urgent Care: Glenwood Regional Medical Center Emergency Room

*This is a 24-hour facility and is located approximately 2 miles from West Monroe Sports and Events

EMERGENCY 911

West Monroe Sports and Events

EMERGENCY TELEPHONE NUMBERS

City Contacts

All emergency calls will be initiated by the West Monroe Sports and Events staff upon instruction and direction from the General Manager or his designee.

Emergency Contact List

Management	Work Phone	Cell Phone
Jamie Johnson, General Manager WMSE	(318)397-3232	(318)537-2034
Tyler Thrailkill, Operations Manager	(318)397-3232	(318)381-5674
Kiley Ray, Event Coordinator	(318)397-3232	(318)381-3822
Brad Cammack, Finance Manager	(318)397-3232	(318)614-9595
Austin Gregg, Food and Beverage Manager	(318)397-3232	(318)789-7311

Security

Operations

Tyler Thrailkill	(318)397-3232	(318)381-5674
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***Call Down List in Order**

Jamie Johnson General Manager	(318)397-3232	(318)537-2034
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Tyler Thrailkill Operations Manager	(318)397-3232	(318)381-5674
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Austin Gregg Food and Beverage Manager	(318)397-3232	(318)789-7311
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Following Numbers are for Reference Only

Call only if directed by G/M or Manager on Duty

Marketing/Sponsorships

Michelle Guillory, Manager Sponsorship sales	(318)397-3232	(978)210-7317
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Finance

Brad Cammack, Finance Manager	(318)397-3232	(318)614-9595
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Overnight Emergency Procedures

During overnight shifts in the complex, when the building is not open to the public, emergency management authority rests with the City of West Monroe Public Safety Officials. Should an emergency arise at any of these times, appropriate management would be contacted, as outlined in the Emergency Response Plan.

If an overnight emergency were to occur while conversion or housekeeping was taking place, the Security Supervisor would call building management in the following order:

Call in Priority:	Work Phone	Cell Phone
Jamie Johnson, General Manager	(318)397-3232	(318)537-2034
Tyler Thrailkill, Operations Manager	(318)397-3232	(318)381-5674
Austin Gregg, Food and Beverage Manager	(318)397-3232	(318)789-7311

EMERGENCY PLAN

STATEMENT OF PURPOSE

The Emergency Plan initiated by West Monroe Sports and Events addresses situations that could:

1. Endanger life
2. Cause physical harm
3. Create Confusion
4. Damage property
5. Cause extreme inconvenience

As identified in the West Monroe Sports and Events (WMSE) Multi-Departmental Emergency Plan, possible hazards include fire/explosion, severe weather, power failure, bomb threat, crowd control, hazardous material spills and structural collapse and active shooter situations. These hazards could require a full facility evacuation of the West Monroe Sports and Events and or its parts. This plan is for **internal** use by **West Monroe Sports and Events personnel and Public Safety Officials only**.

I. RESPONSIBILITY FOR COORDINATING EMERGENCY ACTIONS

The General Manager or his/her designee will assume the responsibility for coordinating emergency actions. In the event of his absence, the following personnel will take command in the following priority order:

Director of Events

MOD

Senior Full time WMSE Personnel

COMMAND POST

Key West Monroe Sports and Events supervisors and contractors are instructed to report to the administrative office area located near Court 2. The alternate location will be in the lobby by the retail at the front of the facility. If either of these areas are deemed to be unsafe or inaccessible, the parking lot area by the Concession is the alternate location. Radios, blueprints, alarms, etc., provided at each location for access by emergency workers. Initial emergency responders from the City of West Monroe Fire Department, West Monroe Police Department and local EMS, should report to these locations for a briefing and initial assessment. The appropriate Incident Commander will then select a location for establishing a command post in conjunction with the appropriate West Monroe Sports and Events staff.

In case of an emergency, the following West Monroe Sports and Events officials will be present: General Manager, Event Director – Operations Manager, and designated event promoter. Actions will be coordinated with City public safety officials present in the command center.

RADIO COMMUNICATIONS

All department heads of West Monroe Sports and Events and all sub-contractor services or their designee will bring their portable radios to the designated briefing area and will

utilize West Monroe Sports and Events main event channel for communications. All non-department heads of West Monroe Sports and Events and its subcontractors will operate on designated event channels and remain on those channels for further instructions from the West Monroe Sports and Events Management or their designee. Inter-departmental radio communications will take place on established channels.

PUBLIC INFORMATION

- Prior to being released, information to either the news media or general public concerning emergency activities within, will be coordinated jointly between the West Monroe Sports and Events and City's public safety departments, per established procedure in the West Monroe Sports and Events Emergency Operations Procedures. To further prevent the release of inaccurate information, all West Monroe Sports and Events employees will direct any media inquiries to the West Monroe Sports and Events General Manager or his designee immediately.
- Representatives of news media calling the switchboard will be directed to the office of the West Monroe Sports and Events General Manager.
- Public information of this nature will be disseminated through joint news briefings with City public safety departments.
- During an event, the General Manager or his designee will direct the Security personnel to make the appropriate emergency announcements to West Monroe Sports and Events patrons.

Emergency Structure

An emergency is any unplanned event, which may cause injuries and or death, to guests or employees; interrupt normal business operations; physical or environmental damage; or can threaten the facility's financial standing or public image. Emergencies range from irritations that cause minor disruption to catastrophic events that forever scar individuals and organizations. It is important to be able to recognize an emergency, and to react and respond in the appropriate manner.

The sequence of an emergency can be broken down as:

- Discovery
- Assessment
- Notification
- Take Action
- Clean up and follow up

It is important to recognize your abilities and priorities when handling an emergency:

- Protect yourself and others
- Provide or get First Aid Assistance
- Protect Property
- Record Incidents on an Incident Report
- Do not disturb the scene until authorized. Do not speak to the media unless authorized

Event Emergency Management Structure

The Chart below outlines the management structure/chain of command for evacuation procedures or unexpected emergencies.

Responsibilities of key positions:

General Manager or Manager on Duty – During an emergency, assumes the overall leadership role in the building while liaison with the West Monroe Police Department Officer in charge and the responding emergency agencies.

Operations MOD or WMPD Event Officer in Charge on Duty – In charge at the scene of a fire or other emergency involving the protection of life and or property and shall remain in charge until authority is relinquished.

Event Manager – Responsible for the overall management of the facility during events; prime contact with team representative and or promoter; will execute the necessary response plan when authorized by Manager on Duty.

Security Officer – Key communications link in the Control Center to all other parties involved, key recorder of incoming and outgoing information. Directs the Event Staff in emergency response duties; provides updates and assessments for management.

***Responding Agencies** – West Monroe Fire Department, EMT’s/paramedics, Sheriff’s Office, State Troopers, etc....will confer with WMPD Event Officer in Charge on Duty upon arrival.

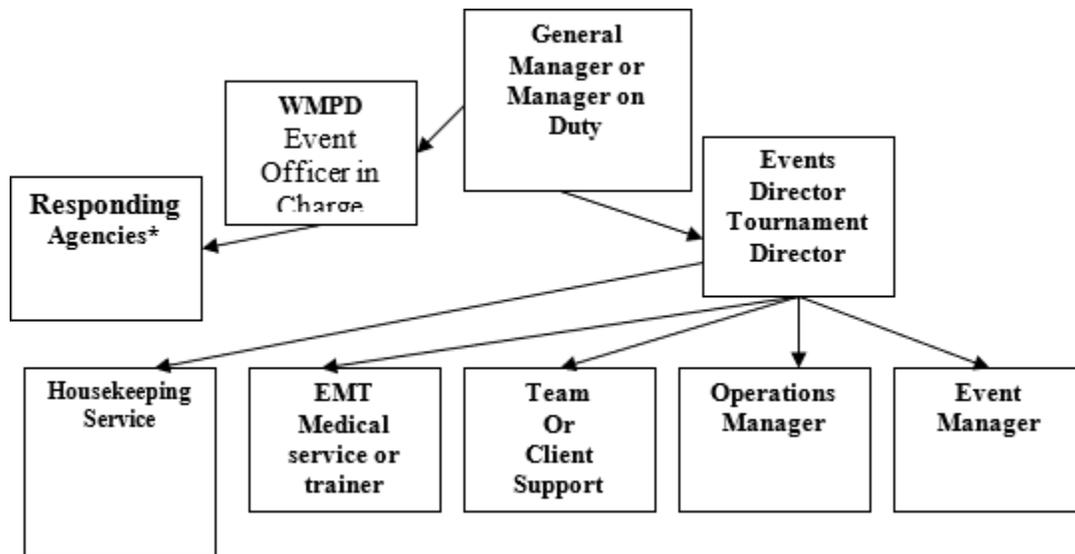


Figure 1: - Event Emergency Management Structure

BOMB THREATS – CODE BLUE

TELEPHONE OPERATOR PROCEDURE

All West Monroe Sports and Events employees must familiarize themselves with West Monroe Police Department Bomb Threat and Emergency Procedures. All personnel will always have a copy of the bomb threat call checklist at their desks. Additional training on handling bomb threat calls and identifying suspicious packages will be conducted by the West Monroe Police Department.

Upon receiving a bomb threat, the operator should attempt to keep the caller on line as long as possible and complete the checklist. If the threat is received through the main switchboard, make note of which trunk line the call is received on.

IMPORTANT: Do not discuss the call with anyone else except those personnel mentioned above. It is extremely important to follow all procedures as outlined.

Instructions for Person Who Received Call

After you have listened to the caller and taken notes on the form above and you are no longer talking to the caller, call SENIOR MANAGEMENT with a “Code Blue.” Then call EACH channel on the radio and say the following:

“Clear this channel. Clear this channel. We have a Code Blue. We have a Code Blue.

Go to Channel 1. Go to Channel 1.”

Receptionist/Person who received call then goes to Channel 1. A predetermined group of employees will meet in the conference room as well as representatives from the event. After a brief meeting, employees will check their preassigned areas for suspicious packages and meet at the following places after 15 minutes of searching.

NOTIFICATION

General Manager or their designated representative will assume primary responsibility for notification of a bomb threat. Director or designee will notify the city's 9-1-1 system. The 9-1-1 operator will take appropriate information and make subsequent Government notifications. West Monroe Sports and Events notifies department heads and sub-contract services personnel, as needed.

SEARCH ACTION – IDENTIFIED OVER THE RADIO AS A “CODE BLUE”

Search Action (**Code Blue**) will be conducted using the sweep procedure outlined on page 14. ***Any suspicious object which could be an explosive device must not be disturbed by anyone.*** West Monroe Fire Department (WMFD) Bomb Squad will be notified immediately by responding WMFD supervisor.

- General Manager or designee notifies 9-1-1 and describes the situation to the operator. The West Monroe Fire Department will, upon arrival at the scene of the suspicious object, assume command and take appropriate action.

In the event a partial or full evacuation of occupants is ordered, the following actions will be taken by West Monroe Sports and Events staff:

- Commence evacuation of occupants. Persons located nearest the incident site and disabled/special needs patrons will be evacuated first. Safe areas will be outside the building at least 300 feet away.
- Operations Department personnel will shut down mechanical systems in the facility as required and will be available for assistance to the Incident Commander.
- If ordered by the Incident Commander, public safety officials are responsible for the safe evacuation of West Monroe Sports and Events patrons once they are 300 feet away from the building.

**NOTE: WEST MONROE SPORTS AND EVENTS STAFF SHALL NOT TRANSMIT 2 WAY
RADIOS OR CELLULAR PHONES WITHIN 300 FEET OF THE SUSPICIOUS OBJECT.
RADIO FREQUENCY COULD TRIGGER DEVICE. A PUBLIC ADDRESS ANNOUNCEMENT
WILL BE MADE REQUESTING THE SAME OF WEST MONROE SPORTS AND EVENTS
OCCUPANTS.**

Search responsibilities:

STAFF

AREA

Operations

Manager- Mechanical and electrical rooms and all technical spaces

Food and Beverage

Manager - All Kitchen areas, to include storage, freezers & coolers

Manager On Duty - All offices and bathrooms

Facility Maintenance Manager - All Storage areas, including stairwells

SWEEP/VERIFICATION/ALL-CLEAR

The primary purpose for the sweep is to search for suspicious packages or potential explosive devices, after a bomb threat is received or to check for West Monroe Sports and Events patrons or employees who remain after a building evacuation.

During Event

A sweep will begin simultaneously in the upper areas on all sides of the building and work downward. Depending on the type of event, seating capacity and locations will vary on the event floor.

Operations and Security personnel will sweep all levels, West Monroe Sports and Events maintenance rooms, storage areas, offices, and any other areas of access such as ramps, stairwells, and rest rooms.

Event Staff personnel and West Monroe Sports and Events personnel will sweep areas which include all offices, seating areas, Food court, rest rooms, janitor closets, trash containers, stairwells, and other areas of responsibility.

Food and Beverage, and merchandise vendors, are responsible for sweeping their work areas for suspicious packages and notifying anyone present to evacuate the facility.

DURING NON-EVENT TIMES

West Monroe Sports and Events Operations personnel will sweep all areas indicated above.
Food and Beverage Manager will sweep all food service areas as noted above.

FIRE - CODE RED

West Monroe Sports and Events is fully equipped with a sprinkler system and fire extinguisher suppression system, located on all courts, mezzanine, offices and back of house areas (meeting rooms) and common areas, throughout the facility.

The Main Fire Panel is located in the Electrical Room (Room #127) in the right rear of the West Monroe Sports and Events facility. The Annunciator Panel for the fire alarm system is located on the wall in the Main lobby behind the guest services desk. The Fire Pump Room is located in the right rear of the West Monroe Sports and Events facility and is identified as the Riser Room (Room #126). It is the responsibility of the Manager on Duty to coordinate and assist with emergency actions through the West Monroe Fire Department.

Upon any fire or smoke related incident at the West Monroe Sports and Events, being observed or reported to West Monroe Sports and Events officials, immediate notification must be made to on-site West Monroe Fire Department and West Monroe Police Department personnel, via the Command Post, which is located in the administrative office area. When in extreme emergencies, call 9-1-1. After a fire has been extinguished, the Operations Manager/Facilities Maintenance Manager or designee in cooperation with the Fire Department, supervises salvage operations and the restoration of sprinkler protection. The system is monitored 24 hours a day.

I. Steps to be taken in the event of a fire or fire alarm:

- If the West Monroe Sports and Events is in general alarm (ie strobes flashing, and annunciator saying to evacuate the building), then remain calm and inform patrons that the alarm is being investigated, and they do not have to leave. If they wish to leave, they may and then return when the alarm is cleared.
- The reporting staff member will call the Manager on Duty on the events channel and report that the Fire Alarm system has been activated, and they need to call 911. The Manager on Duty is to be notified via radio with the message that the Fire Alarm system has been activated and he/she will determine if an evacuation is necessary.
- If the fire alarm panel shows an alarm, but West Monroe Sports and Events is not in a general alarm status, then the office personnel will silence the fire alarm panel and relay the location of the active fire device to the operations department, security and event coordinator via radio. The nearest staff member will investigate to verify if a fire exists. If no fire is detected, the office staff member silences the alarm immediately, and resets the panel. If a fire does exist, and the staff member investigating the fire decide if the fire is uncontrollable then they should pull the nearest pull station, so the building goes into general alarm. They also call the Manager on Duty on the radio and report that we are experiencing a fire, the fire alarm has been activated, and they need to call 911. The Manager on Duty is to be notified via radio with the message that an actual fire is occurring and he/she will determine if an evacuation is necessary.

When calling 911, the following information needs to be provided to the 911 operator:

LOCATION: West Monroe Sports and Events

ADDRESS: 875 Constitution Dr.

LOCATION OF FIRE: LOBBY, GYMNASIUM, KITCHEN, SPECIFIC MEETING ROOM, ETC.

The West Monroe Sports and Events General Manager or Designee will assign staff, to ensure the facility fire pumps are operational. If not, pumps should be turned on manually. Once the fire pumps are operational, the Operations Staff shall proceed to the Security Command Post at the designated location.

Fire alarm sensors (as indicated in the fire control panel located in the Fire Panel Room). At this time the Operations Manager or Designee will investigate the cause of the alarm. Note: the public address system and voice alarm are captured and ready for use if needed. After the specified time has elapsed, appropriate actions will be taken by the Operation Manager or Designee.

Fire Alarm and Detection

Manufacture and Model

United Automations
iO Series Fire Panel

Zones and Stages

There are 135 degree-F heat detectors in normal temperature spaces and in elevator equipment rooms, sheaves and boiler room. There is alarm status reporting for extinguishing systems, sprinkler flow switches and tamper switches. This system detects and reports on wet pipe sprinkler systems.

Sequence of Operation

Smoke control mode is automatically activated from a signal from the fire alarm system detecting smoke in the stadium from the air sampling detectors, or manually through the fire department Firefighter Control Panel (FFCP)

Detectors

Heat:

Intelligent thermal detectors rated at 135 degrees Fahrenheit

Smoke:

Detectors use the photoelectric (light-scattering) principle to measure smoke density and shall, on command from the control panel, send data to the panel representing the analog level of smoke density.

Flow switches, tamper switches and post indicating valves Ansul:

This is a self-contained extinguishing system for food service equipment.

Duct smoke detectors:

These detectors are intelligent photoelectric detectors that provide continuous analog monitoring and alarm verification from Fire Alarm Control Panel (FACP). When sufficient smoke is sensed, appropriate action is taken to change over air handling systems to help prevent the rapid distribution of toxic smoke and fire gases throughout the areas served by the duct system.

Sprinkler System:

- Building - Wet system

Manual Pull Stations:

- A total of (13) pull stations are located throughout the WMSE facility. A pull station, which when pulled will activate the fire alarm system, is located adjacent each ground floor entry/exit door.

Fire Rescue Access

Primary Entrance: Front Lobby

Secondary entrance: Back Entrance

Hydrants are located:

- On South side of the building right outside the 1st floor concession
- Rear of building on the Northwest corner
- Rear of building in between Home 2 and the facility

Fire Pump: Located in the Riser Room

Upon the completion of the evacuation, West Monroe Sports and Events staff shall exit the building and report to the following locations for a head count:

Parking area at the front of West Monroe Sports and Events if not accessible, secondary meeting location will be the Home 2 parking area in the back of West Monroe Sports and Events.

DEPARTMENT RESPONSIBILITY

Department Responsibility Location	Head Count
Manager on Duty	Primary or Secondary Locations

EVACUATION

PARTIAL BUILDING EVACUATION PROCEDURES - IDENTIFIED OVER THE RADIO AS A "CODE RED"

In the event of an isolated/minor emergency, persons in the immediate area may be asked by West Monroe Sports and Events personnel to evacuate the area. They will be directed to safe areas until the danger has passed. West Monroe Sports and Events personnel and event staff will assist patrons in evacuating the facility. **When identifying this situation over the radio, identify it as having a "I Have a Code Red in (location)."**

Based on information provided at the time of the emergency, fire and police department incident commanders have authority to order an evacuation of the building for public safety reasons. In all other cases, it is the sole responsibility of the General Manager/ Manager on Duty or his/her designee to order an evacuation.

The evacuation of West Monroe Sports and Events patrons to the exterior of the facility is the responsibility of the venue. West Monroe Sports and Events staff shall familiarize themselves with the locations of all fire hose valves, extinguishers and exit routes from their assigned areas, per Fire Marshal requirements. Primary exit from the stadium is through any exterior door clearly

marked with an **EXIT** sign.

All stairways must be safe to exit. Each one will be inspected by West Monroe Sports and Events staff and event security prior to any evacuation order.

At the start of an evacuation, elevators will automatically shut off during alarm activation or should be shut off manually by West Monroe Sports and Events security or operations staff.

West Monroe Sports and Events and all subcontractor staff shall establish contact with their supervisors for emergency instructions.

The General Manager/MOD, Event Manager, Operations Manager, and highest-ranking member of the facilities staff shall report directly to designated Control or other designated location, depending upon current circumstances.

Patrons will be assisted in the evacuation by West Monroe Sports and Events staff and event security via the nearest safe exit from the building.

All employees understand their first responsibility is to serve West Monroe Sports and Events patrons and aid in their safe/expedient evacuation. Upon the completion of the evacuation, West Monroe Sports and Events staff shall exit the building and report to the following locations for a head count:

Department	Location
All Staff and Patrons	Primary location – West Monroe Sports and Events 300ft away
All Staff and Patrons	Secondary Location – Home 2 back parking 300ft away

MOBILITY IMPAIRED PATRONS

Special attention will be provided to disabled patrons. Guests will be evacuated with assistance from Guest services staff or and security staff to designated areas.

At the start of an evacuation, elevators will be shut off, therefore do not put anyone on an elevator.

BOX OFFICE PROCEDURES

Box Office Representative (Shift Lead) or designee will instruct ticket sellers to secure all ticket receipts and ticket stock. All box office employees are to exit the facility through nearest exit door and proceed to the Administration Office or evacuation location on exterior of building.

POST EVACUATION PROCEDURES

The General Manager or designated representative will advise the supervisory staff of post evacuation procedures and actions as dictated by the situation. Supervisory staff will then advise all other West Monroe Sports and Events and event personnel of the aforementioned information.

West Monroe Sports and Events Management will disseminate information via the media and other means regarding refund policy, if any.

Team Evacuation:

During Game:

- Players, coaches, and officials will be escorted to a central location. If the need to evacuate arises, then they will be escorted out of the facility to designated areas
- Family members will be notified and will be reunited at evacuation locations following head count and personnel verification.

ACTIVE SHOOTER - CODE BLACK

ACTIVE SHOOTERS - HOW TO RESPOND

PROFILE OF AN ACTIVE SHOOTER

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Good practices for dealing with an active shooter situation

- **Be aware of your environment and any possible dangers**
- **Take note of the nearest two exits in any facility that you visit**
- **If you are in an office, stay there and secure the door**

- **If you are in a hallway, get into a room and secure the door**
- **As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her**

**CALL 911
WHEN IT IS SAFE TO DO SO!**

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

2. Evacuate

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering the area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

3. Hide out

If the evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if the shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quite

If evacuation and hiding out are not possible:

- Remain calm

- Dial 911, if possible, to alert police to the active shooter's location
 - If you cannot speak, leave the line open and allow the dispatcher to listen
4. Take action against the active shooter

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officer's instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Always keep hands visible
- Avoid making any quick movements toward officers such as holding onto to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from WHICH the officers are entering the premises

Information to provide to law enforcement or 911 operators:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. EXPECT rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

RECOGNIZING POTENTIAL WORKPLACE VIOLENCE

An active shooter in your workplace may be a current or former employee, or an acquaintance of a current or former employee. Intuitive managers and coworkers may notice characteristics of potentially violent behavior in an employee. Alert your Human Resources Department or Manager/Supervisor, if you believe an employee or coworker exhibits potentially violent behavior.

Indicators of Potential Violence by an Employee

Employees typically do not just “snap” but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated. Potentially violent behaviors by an employee may include one or more of the following (this list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies):

- 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 overreaction to changes in policy and procedures
- Repeated violations of company policies
- Increased severe mood swings
- Noticeable unstable, emotional responses
- Explosive outbursts of anger or rage without provocation
- Suicidal; comments about “putting things in order”
- Behavior which is suspect of paranoia, (“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 committing violence
- Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes

MANAGING THE CONSEQUENCES OF AN ACTIVE SHOOTER

After the active shooter has been incapacitated and is no longer a threat, management should engage in post-event assessments and activities, including:

- An accounting of all individuals at a designated assembly point to determine who, if anyone, is missing and potentially injured
- Determining a method for notifying families of individuals affected by the active shooter, including notification of a casualties
- Assessing the psychological state of the individuals at the scene, and referring them to health care specialists accordingly
- Identifying and filling any critical personnel or operational gaps left in the organization as a result of the active shooter

SEVERE WEATHER – CODE GREEN

West Monroe Sports and Events Staff works closely with the City of West Monroe’s Office of Emergency Management, along with the National Weather Service. Severe weather bulletins are sent to senior WMSE staff, for any potential weather threats in the Greater Ouachita area.

When a severe weather is broadcast during an event at the West Monroe Sports and Events, and the threat of a tornado is approaching, the management team will assemble 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 Complex, if patrons will be allowed to return to their seats, after the threat is over.

LIST OF ATTACHMENTS:

- 1. EVACUATION PUBLIC ADDRESS ANNOUNCEMENT**
- 2. CHECKLIST - SEVERE WEATHER / STRUCTURAL DAMAGE**
- 3. CHECKLIST - POWER FAILURE**
- 4. GENERAL - FIRST AID**
- 5. ENGINEERING CHECKLIST (Damage Assessment)**
- 6. BUILDING MAINTENANCE SAFETY PROCEDURES**
- 7. BOMB THREAT CALL FORM**

Attachment 1

EVACUATION PUBLIC ADDRESS ANNOUNCEMENT

LADIES AND GENTLEMEN – YOUR ATTENTION PLEASE !

LADIES AND GENTLEMEN – YOUR ATTENTION PLEASE !

DUE TO UNFORESEEN CIRCUMSTANCES, THE WEST MONROE SPORTS AND EVENTS WILL NEED TO BE EVACUATED. FACILITY PERSONNEL THROUGHOUT THE BUILDING ARE STANDING BY TO ASSIST YOU TO THE NEAREST EXIT. PLEASE PROCEED IN A CALM AND ORDERLY FASHION TO THE NEAREST EXIT, NOW. PUBLIC SAFETY OFFICIALS WILL BE AVAILABLE OUTSIDE TO PROVIDE FURTHER ASSISTANCE.

THANK YOU FOR YOUR ASSISTANCE IN THIS PROCESS.

(INSERT ABOVE IF BOMB RELATED) PLEASE DO NOT USE CELLULAR PHONES UNTIL YOU ARE MORE THAN 300 FEET AWAY FROM THE BUILDING.

MESSAGE TO BE PUT ON SCORE BOARD

ATTENTION: PLEASE VACATE THE FACILITY IN A CALM AND ORDERLY MANNER NOW.

Attachment 2

SEVERE WEATHER / STRUCTURAL DAMAGE

Keep calm. Do not run or panic. Remain where you are: indoors or outdoors.

IF INDOORS:

- Stay indoors or under covered areas. Take cover under a desk, table or bench, or in doorways, halls or against inside walls. Stay away from glass windows and doors. Do not run outside as you may be hit by falling debris or live electrical wires

IF OUTDOORS

- Get away from the facility. Go to clear areas and stay away from walls, utility poles and downed wires that could cause serious injury or death
- Do not run through or outside buildings. The greatest point of danger is just outside doorways and close to outer walls/fences
- Turn on a portable radio. Do not use the telephone, except to report emergencies
- As soon as it is safe to do so, Operations personnel will make a preliminary inspection of the facility paying particular attention to:
 - water leaks (shut water off to boilers - water in boilers may be used for drinking)
 - gas/chemical leaks
 - electrical damage
 - structural damage

Attachment 3

POWER FAILURE

- Prepare to evacuate on short notice
- Monitor emergency radio and television stations on portable battery-operated units
- Store and lock valuables before leaving your work area. Box office personnel should follow money vault procedures
- Security office or operations on duty notifies 9-1-1 for emergency response and power restoration by Entergy
- Follow the instructions and advice issued by the City's public safety department officials
- Seek necessary medical care at nearest first aid stations

The Operations Manager or Designee shall determine the cause of power failure and report status to the General Manager or his authorized representative.

Attachment 4

GENERAL FIRST AID

- Keep injured person lying down, covered and warm. Call Paramedics, MOD, and Event Manager during events
- Don't move the individual except from an area which would further endanger his/her life
- Do not give unconscious or semi-conscious person anything to drink
- Do not let an injured person see their wounds
- Reassure him/her and keep the individual comfortable
- Take accident report and submit it to the Event Manager within 24 Hours of accident

Attachment 5

OPERATIONS CHECKLIST (Post Incident Damage Assessment)

BUILDING STRUCTURE

1. Exterior structure
2. Roof areas and overhangs
3. Interior wall sections (reinforced walls, partitions, etc.)
4. Flooring (concrete, tile, etc.)
5. Equipment pads
6. Columns, beams, and all steel structures

MECHANICAL

1. Large equipment condition (thermal unit, absorption unit, ice harvester, AHUs, etc.)
2. Broken piping and hangers
3. All safety requirements

FIRE PROTECTION

1. Sprinkler Alarms, and their related components
2. Damaged sprinkler heads, fire hose stations, etc.
3. Broken pipes and pipe support
4. Alarm panel board

ELECTRICAL

1. Main Switch Gear
2. Loose wiring
3. Broken fixtures and light bulbs
4. Control Panels

MISC. ITEMS

1. Ceiling tiles
2. Floor tiles
3. Curtain walls (air walls)
4. Ceiling registers, and diffuser
5. "EXIT" doors (and any other doors).
6. Kitchen equipment
7. Freezer, coolers, etc.

Attachment 6

BUILDING MAINTENANCE SAFETY PROCEDURES

A. ELECTRICAL

If a short circuit exists inside the stadium, notify the Operations Manager or Designee to turn off the electricity at the electrical distribution panel. If necessary, call Entergy and Greater Ouachita. Operations Manager or Designee should then report status to the General Manager or authorized representative.

Keep personnel and guests clear from area until safe to return.

B. GAS

Inspect for leaky pipes by smell only. Do not use candles, matches or other open flames.

If you smell gas, open windows and doors so gas can escape. Contact the Operations Manager or Designee to shut off the main valve at the meter. The Operations Manager or Designee should then report status to the General Manager or authorized representative.

Keep personnel and guests clear from area until it is safe to return.

C. WATER

If water is leaking inside the facility, notify the Operations Manager or Designee to shut off the main valve. The Operations Manager or Designee should then report status to the General Manager or authorized representative.

Keep personnel and guests clear from area until it is safe to return.

ATTACHMENT 7

BOMB THREAT CALL FORM

Date _____ Location _____ Time _____

Stay calm - listen carefully - be polite - do not interrupt the caller. Keep the caller talking; get as many details as possible!

Find out:

What kind of bomb? _____
 Where is it located? _____
 When will it go off? _____
 Why was it placed? _____
 What group are you with? _____

Determine:

Male/Female _____ Adult/Teen/Juvenile _____

Type of voice: Loud _____ Soft _____ Articulate _____
 Rough _____ Deep _____ Intoxicated ___ Other _____

Speech: Fast/Slow _____ Distinct _____ Slurred _____
 Other _____

Pitch: High _____ Low _____ Varied _____
 Accent: Y/N _____ Local _____ Foreign/regional ___ Other _

Style: Angry _____ Frantic _____ Calm _____
 Slurred _____ Laughing _____ Steady _____

Background noises: Machinery _____ Office _____
 Factory _____
 Planes _____ Trains _____ Subway _____
 Street _____ Cars _____ Crowd _____
 Bus _____ Other _____

Former Employee: Yes/No _____ Customer _____

Other Information:

Employee who received information: _____

Facility Preparedness

Types Of Crises That May Occur

Medical Emergency

A team of Emergency Medical Services (EMS) should be staffed for all events. The number of staff will be dependent on the nature of the event in keeping with facility policies. First Aid should be available at all times. It is imperative that communication is given between the EMS staff and the building staff to facilitate a quick response. In the event that additional support is required, the EMS staff should have Security Control call 911. The call should come from Events to guarantee consistency of information and direction. It is imperative that a member of the EMS staff complete a facility incident report, regardless if assistance is required or not.

Bomb Threats

As in the case of most large public assembly facilities, bomb threats are a likely possibility. **ALL BOMB THREATS MUST BE TAKEN SERIOUSLY!** All phones should have caller ID capability. The individual taking the call should remain calm and take down as much information as possible, keeping the caller on the phone as long as possible. Never place the caller on hold. When appropriate, the person receiving the call should notify their immediate supervisor should immediately contact Security, or management personnel. Security will respond to the location that the call came into and will immediately contact the General Manager or his Designee. The G/M should assemble the other available members as well as any other West Monroe Sports and Events managers on site. At once, an immediate search of the entire facility should commence. Absolutely no mention of the situation should be made via any radio communication. While the search is underway, one member of the team will notify the West Monroe Police Department and the West Monroe Fire Department with a possible need to respond. This can be also done through the on-site representatives. The Event Manager of the event should notify show management of the situation, updating as necessary.

If a suspicious device is found, all radio communication must be terminated immediately as many exploding devices can be set off by radio waves. The decision to evacuate must be made by the G/M or Manager On Duty in consultation with the representatives of the WMPD. If a decision to evacuate is made, procedures should be followed as described herein.

If nothing is found, the decision to evacuate must be made by the General Manager or Manager On Duty in consultation with the representatives of the WMPD/WMFD. As always, the decision to evacuate should be made as a last resort as often a building evacuation can become an emergency situation itself.

Bomb Threat

Any employee or guest in the Facility may receive a bomb threat, but often, these threats are received over the phone by the office employees, event night receptionist.

Bomb threats are divided into two categories:

- **SPECIFIC** – A threat by a caller who has placed a bomb, or who has firsthand knowledge of a bomb being placed in the building.
- **GENERAL** – A threat is placed by a caller to create an atmosphere of anxiety and is intended to disrupt the operation of the facility.

IF YOU RECEIVE A PHONE CALL OR NOTE

1. Remain calm and try to keep the caller on the line. Try to obtain as much information as possible on the checklist
2. If your phone has caller ID, try to write the number down
3. Notify Security and your supervisor immediately, as soon as the caller hangs up
4. If you receive a note, try to handle it as little as possible
5. Provide a description of the note, location, and any suspicious persons nearby, etc...
6. Save all materials, including envelope and container and DO NOT let anyone else touch it, until police arrive

IF YOU FIND OR RECEIVE A SUSPICIOUS PACKAGE

1. Notify Security immediately
2. Do not touch the package and DO NOT let anyone else touch it, until police arrive
3. Try to handle it as little as possible
4. Secure the area if possible and try not to use a cell phone or radio
5. Save all materials, including packing and container

ASSESSMENT

Upon receiving notification of a bomb threat, the General Manager on Duty and the Event Manager will consult with the WMPD Officer in Charge on Duty, utilizing their knowledge and expertise. Based upon the information received, in combination with other mitigating factors, the General Manager or Manager on Duty may decide to evacuate the facility. If this is the case, standard evacuation procedures will be followed. In certain instances, an evacuation will not be ordered. However, a sweep of certain areas may be requested. If during this sweep employees notice anything suspicious, do not touch or disturb it, rather report findings immediately to your supervisor or Dispatch.

GENERAL GUIDELINES FOR SWEEP

Follow these guidelines when conducting a sweep of the arena:

1. Remember not to disturb any large items, materials or equipment
2. Likely locations are highly public areas, where objects can easily be discarded or hidden:
 - Concession areas
 - Restrooms
 - Trash cans – DO NOT MOVE
 - Under tables and chairs
 - Beneath seats
 - Below or above advertising displays
3. Be aware of:
 - An object in an unusual place, especially stairwells and restrooms
 - Suspicious packages – improvised labels, unusual odors, oil or grease stains, wires or foil like materials showing.
4. Most importantly, be careful. If you see or think you see anything questionable, record a description of the item, the location, and immediately relay this information to your supervisor or Security...by telephone or in person ONLY.
5. Upon completion of your sweep, report your results to your supervisor.

ALL STAFF

1. MAINTAIN RADIO SILENCE
2. DO NOT TOUCH ANYTHING SUSPICIOUS. If you find something, report it and secure the area if necessary.
3. If a visual sweep is requested by your supervisor, do not provide any information to guests. Simply respond with:

“We apologize for the inconvenience; due to an operational situation we are experiencing, it is necessary to conduct a visual sweep of the area. Thank you for your assistance.”

4. Direct all questions to your supervisor.
5. If an evacuation is required, follow standard evacuation procedures.

Event Manager

If you become aware of a bomb threat, inform security via telephone ONLY and proceed to the security control room to obtain more information and to obtain a course of action, if necessary.

If there is an emergency, contact the General Manager on Duty and the Operations Manager and inform them of the emergency via telephone or in person.

Switch to Command Post channel

In the Security Control room, meet with the Security Manager or Operations Manager to review the situation.

Obtain detailed information about the threat – type, location, time, reason, etc...

Determine if Bomb threat is

- General
- Specific with location
- Specific without location

Follow procedures outlined for type of threat received.

GENERAL

Ensure that the West Monroe Police Officer in charge on Duty has been notified.

As directed by the General Manager on Duty, inform Dispatch to proceed with a radio announcement requesting , Events Manager, Manager on Duty to report to the Administrative office area.

Upon their arrival and as directed from General Manager on Duty, inform them of the situation and have group perform a visual search of their areas accessible to the public. Events Manager will gather all supervisors and instruct them to perform a visual search of their areas accessible to the public.

Guests and staff are not to be informed.

All members of the management group will report their findings to the Event Manager

Include all recorded information into the Post Event Report.

SPECIFIC WITH LOCATION

Ensure that the West Monroe Police Dept. Event Commander on Duty has been notified.

As directed from Manager on Duty, inform security to proceed with a radio announcement requesting General Manager., Events Manager, Security Manager, Operations Manager, Food & Beverage Manager and Shift Lead report to the Administration Office.

The message “ WILL ALL MANAGEMENT PLEASE REPORT TO THE ADMIN OFFICE” will be broadcast over the radio. If the alarm has been activated during the show/event, it will be broadcast over the PA system.

Individuals (Event Manager, Operations Manager, Manager On Duty, etc...) directed from General Manager will perform visual search of specified area; request assistance from WMPD Event Commander on Duty.

If a suspicious device **IS** found; determine need to evacuate and follow established procedures.

If a suspicious device **IS NOT** found; evaluate immediately with the WMPD Officer in Charge on Duty. Following the completion of the event, inform Post-Event Housekeeping and Conversions managers of the threat and remind them to be aware of their surroundings, and to report any suspicious packages to Security during their shift.

Guests and staff are **NOT** to be informed

Upon completion of the visual search, and as directed by the General Manager on Duty only, inform the Team Representative and the Promoter.

Upon completion of the visual search, and as determined by the General Manager on Duty, contracted companies within the building may need to be informed.

Fire

Upon discovery of a fire, approach the area very carefully. Feel through doors or door handles for heat. **IF THE SURFACE IS HOT, DO NOT OPEN THE DOOR!!!**

In the event of a fire, notify the Manager on Duty or senior full time staff immediately.

If possible, attempt to extinguish the fire. Extinguishers are available inside each extinguished cabinet throughout the West Monroe Sports and Events facility. If you are able to, use the extinguisher to attempt to put out the fire.

Remember, do not use elevators in a fire and do not return to the facility until directed by the Executive Manager on Duty or the Fire Department.

The West Monroe Fire Department as well as facility management should make periodic inspections for fire prone or hazardous conditions. Developing and enforcing rigid facility policies regarding material that can be brought into the facility by event personnel and the public should be followed. Of course, any pyrotechnics set off in the facility should be forced to follow facility, West Monroe Sports and Events and City guidelines. All fires, no matter how small, must be reported to the City Fire Department for review.

If there is ever a threat to the safety of guests, employees or event personnel – evacuation of the facility or threatened areas of the facility should be ordered immediately by the Crisis Management

Team on site in an orderly and controlled fashion.

General Procedures by Position:

Event Manager

If you become aware of the activation of a fire device, inform security and immediately proceed to the Admin offices to obtain more information and to obtain a course of action, if necessary.

If there is an emergency, contact the General Manager on Duty and the Operations Manager and inform them of the emergency.

Switch to the security channel

In Administration, meet with the Operations Manager to determine the course of action.

Identify the cause and location of the alarm and/or fire.

Meet with the General Manager on Duty at the fire control panel area to:

- Acknowledge the Fire Control panel – do this quickly as there are only 180 seconds from alarm activation to audible announcement if the panel is not acknowledged (most likely already acknowledged and silenced by security)
- Determine cause of the alarm
- Determine if fire can be controlled, or if fire alarm should advance to second stage
- Determine whether or not occupants in the vicinity of the fire should be evacuated. If so, identify and evacuation route and destination.
- Determine whether an event already underway can continue
- Determine if a full arena evacuation is required

Immediately inform promoter, Team Media Representative, Security Supervisor and Game Operations.

Then ensure that the following groups have been contacted: Food and Beverage personnel, the Box Office, event receptionist, event team staff, contracted security, and any other contracted groups that may be working in the arena at that time.

If an evacuation is required and the alarm is allowed to proceed to second stage, an evacuation announcement will be forthcoming without a pre-evacuation message going out to all staff.

Upon arrival of the Fire Department, meet with General Manager on Duty with the responding Fire Commander and Event Commander on Duty and proceed as directed.

Monitor events and assist as directed by the Fire Department until and ALL Clear has been authorized.

General Manager or Manager on Duty

Once you are made aware of the fire emergency, inform Security and remain at location and access. If you are made aware by Dispatch, proceed to the location.

Contact the Event Manager and Operations Manager of the emergency

Remain on the designated security Channel

Meet with the responding Building Operator at the location of the alarm to access the scene and determine if:

- Activation was a false alarm
- Fire can be controlled
- Fire cannot be controlled and evacuation is required.

Update Senior Management, Events Manager and Operations Manager regarding emergency response decision while proceeding to the Administration offices from the location of the alarm.

If an evacuation is required, follow normal evacuation procedures.

Assist Events Manager as needed.

Security Staff

Once you are made aware of the fire emergency, immediately inform the General Manager on Duty and request to attend the location of the alarm.

If the General Manager is not present request Manager on Duty, to attend the scene of the alarm.

Notify the Event Manager and the OPS and request they report to the Security manager.

Dispatch the Building Operator or Technician to the scene of the alarm.

If the alarm is deemed false, inform the General Manager on Duty and Event Manager by telephone, if possible, if not, by radio.

If fire is confirmed, and as directed by the Executive manager on Duty:

- Contact Fire Department at 911 if necessary
- Broadcast pre-evacuation announcement over radio channels 1. This announcement should include but not be limited to:

“Attention all staff. Attention all staff. A fire has been reported at (LOCATION). A fire has been reported (LOCATION). All supervisors please switch to Channel 1, maintain radio silence and await further instructions.”

Continue to record vital information:

- Time of alarm
- Type of initiating device (pull station, smoke detector, sprinkler, etc...)
- Location of activation
- Status of fire control/evacuation

If directed by the Manager on Duty or Event Manager, proceed and follow evacuation procedures.

Assist as directed and continue to maintain and record events and times as they occur.

When authorized by the Fire Department and the Manager on Duty, give the **ALL CLEAR** announcement.

Guest Services Supervisor

Upon the Pre-Evacuation announcement over the radio, remain calm and switch to Security channel (remain in radio silence).

If you are in the vicinity of the alarm, you may be asked to proceed to the activated detection device and access the situation.

In assessing the scene, you may have to determine the following:

- Determine cause of the alarm
- Determine if fire can be controlled, or if fire alarm should advance to second stage
- Determine whether or not occupants in the vicinity of the fire should be evacuated. If so, identify and evacuation route and destination.
- Determine whether an event already underway can continue
- Determine if access to the area should be secured Report your assessment to the Manager on Duty.

If an evacuation is ordered, follow standard evacuation procedures. Ensure that staff are assuming emergency positions.

Monitor evacuation, stay in constant contact with your staff and provide assistance as necessary.

Ensure that the staff conducts a thorough sweep, including restrooms in their respective areas, after the evacuation is complete.

Report evacuation status and any important information to Dispatch

Upon confirmation of the ALL CLEAR from the Executive Manager on Duty or the Event Manager, follow arena re-entry procedures.

Guest Service Staff

Ensure your safety and the safety of the guests first. If necessary, immediately evacuate the immediate area in trouble.

Assess the scene and remember:

- What is the source
- Is smoke and/or flame present

Notify Dispatch by:

- Supervisor's or nearest radio
- Telephone
- Nearest pull station

Report location as well as the type of emergency and your assessment

If it is safe to do so, use an extinguisher to control the fire. If the situation is unsafe, secure the area keeping staff and guests away.

If necessary, immediately evacuate the area and those in it away from immediate danger.

If the evacuation is deemed necessary, follow procedures for a facility evacuation.

Report guest issues to your supervisor.

Mechanical/ Equipment Failure

In the case of lights or power outage - announcements should be immediately made to the guests in a continuous manner to keep them calm and informed of what's happening. This can be performed via either the event's sound system or through facility equipment. In the absence of amplified sound, the Crisis Management Team should have access to bull horn equipment. It is imperative that all staff, especially event team staff, is equipped with flashlights to assist guests where lighting is not available. Building Operations Staff should immediately work on the problem and guests should remain in their seats as movement in the dark can create panic and medical emergencies. EMS staff should be notified immediately for quicker response.

In the case of seating breakdown or collapse – do what ever is possible to correct the situation and offer to reseat those guests involved. EMS staff should be notified to take care of any medical emergencies that may arise.

In the case of equipment failure - it is very important to keep the guests informed of the situation and work with the show personnel to correct the problem as soon as possible. In certain situations the box office will have to work with the event producer as to possible ticket refunds. This is another area where “an ounce of prevention is worth a pound of cure” an early detection can often prevent a small incident from becoming a major catastrophe. All personnel must be trained to look for equipment failures and report such failures to their immediate supervisor.

Every crisis has a potential for evacuation – but as previously been mentioned, building evacuations can itself become a crisis situation. Keeping this in mind it is important that all staff are well trained in their role in an evacuation and are always calm and alert.

The General Manager or Manager On Duty can initiate an evacuation with consultation from the appropriate agencies, on a partial or full-scale level. It can also erupt as a spontaneous reaction to a situation.

General Responsibilities

The key to any response is flexibility. No one individual has a concrete responsibility, however individual positions do. The individuals in a position will change, but the responsibilities of each position will remain constant.

Security:

- Designated “internal” officers will monitor the evacuation, ensuring there is no pilferage, vandalism, altercations or injuries.
- Designated “internal” officers will intervene and handle any of the above situations, however do not spend a lot of time on one situation, rather handle it and move on.
- Designated “internal” officers will be assigned to insure the safety and security of team personnel or performers.
- Once a majority of the evacuation is complete, “internal” officers move to the outside of the building to assist the exterior officers in crowd control.
- Designated “exterior” officers report to areas of responsibility outside the building and direct the evacuating guests away from the facility. In cooperation with the Hoover Police Department, keep the streets clear for emergency access.
- Only members of the Crisis Management Team, city officials and those employees taking instruction from a Crisis Management Team member shall be allowed to reenter the facility.

Staff

- Report to areas of responsibility and with the use of the bull horn or other emergency aids calmly direct guests to the nearest exit of the building.

- Assist guests with disabilities in your vicinity.
- Monitor the evacuation for any acts of pilferage, vandalism or injuries.
- Handle the above situation within the best of your ability without spending too much time on any one incident. Notify nearest security officer or management of any situation that may need further assistance.
- Once the evacuation of your area is complete, exit the building and report to the staff assembly area to be accounted for and receive additional instructions.
- Staff Members should always know of at least two exit passages for their area in case the most natural egress is unavailable.

Ticket Takers/Greeters:

- Ensure all exits are passable (i.e. barricade, turnstiles or tables)
- Assist guests with disabilities in your area
- Monitor the evacuation for any acts of pilferage, vandalism or injuries.
- Handle the above situation within the best of your ability without spending too much time on any one incident. Notify nearest security officer or management of any situation that may need further assistance.
- Once the evacuation is complete, exit the building and report to the staff assembly area to be accounted for and receive additional instructions.

Housekeeping/Operations:

- Assist guests out of the building
- Report to the staff assembly area to be accounted for and receive further instructions

Facility Maintenance:

- Without putting yourself in danger, ensure that your work areas are secured and will not create additional hazards.
- Leave the building via the nearest exit
- Report to the staff assembly area to be accounted for and to receive additional instructions

Management:

- Managers without specific responsibility shall monitor the evacuation and assist wherever needed.
- Report to the staff assembly area to be accounted for

Detours:

In the event that an exit or area is impassable, guests will be diverted to a different exit. In this case, the sections nearest the dangerous area will be evacuated first. All Event Staff employees must be notified of the diversion to enable them to adjust their directional patterns. Guests from other sections should be reassured and asked to wait, but should not be stopped from exiting the sections, as this may cause panic.

Assembly Areas

Triage Areas: City Paramedics will establish, if necessary, a triage area.

Lost Person Assembly Area: Lost persons should be sent to the designated triage area.

Player Assembly Area: The designated gathering area for players and team staff the front of the Gymnasium. WMSE MOD will escort the players outside of the facility.

Media/Tenant Relations

A coordinated effort must be made to provide a uniformed message to all media outlets. The facility policy shall be that only the General Manager shall be permitted to discuss any matter with the media. No other employee, unless directed by the General Manager, should make any comments. This policy is not to hide information but rather to insure that all information is accurate. Event representatives should be kept informed of any situation and given every consideration as to what information concerning their event is announced.

Crisis Management Plan Summary

This Crisis Management Plan has been created to give the employees of WEST MONROE SPORTS AND EVENTS tools they need to provide a safe environment for the diverse events we will host. We all hope that this plan will never be needed but if it is it will be here to provide the backbone for success. It is imperative that all staff in the facility buys into this plan and accepts ownership for their responsibilities. Our guests deserve no less.

This plan should be approved by management and appropriate agencies and be reviewed each year for updates and changes.

West Monroe Sports and Events Incident Report

Incident Report # _____

Event: _____ **Date:** _____

Time: _____

Incident Location: _____

Incident Type: Altercation Ejection Injury Property Damage Trespassing
 Lost Child

Other _____

SUBJECT INFORMATION:

Name: _____ Phone _____

Number: _____

Address: _____

City: _____ State: _____

Zip: _____ Drivers Lic. # _____

D.O.B _____

SEAT LOCATION: Section: _____

Row: _____ Seat: _____

Subject Description: Sex: Male Female Race: _____

Eye Color: _____ Hair Color: _____

Height: _____ Weight _____

Clothing: _____

Footwear: _____

Subject ID: Guest Employee Vendor Client

Other _____

Subject's First Statement related to incident: _____

FIRST AID INFORMATION:

Did the subject receive First Aid? YES NO

Was First Aid Offered and Refused? YES NO

Is there a First Aid Report? YES NO

Report Prepared by EMT VENUE Other

Was subject transported? YES NO

Hospital _____

Transported by Ambulance Police Other

Appeared intoxicated or under the Influence? YES NO

POLICE INVOLVEMENT:

Officer(s)
Name: _____ Agency: _____

Badge # _____ Police Report: [] YES [] NO Report # _____ Arrest: [] YES [] NO

Witness 1:

Name: _____ Phone Number: _____

Address: _____

City: _____ State: _____ Zip: _____

Drivers Lic. # _____ D.O.B _____

SEAT LOCATION: Section: _____ Row: _____

Seat: _____

Subject Description: Sex: [] Male [] Female Race: _____

Relationship: _____

Statement:

Witness 2:

Name: _____ Phone Number: _____

Address: _____

City: _____ State: _____ Zip: _____

Drivers Lic. # _____ D.O.B _____

SEAT LOCATION: Section: _____ Row: _____

Seat: _____

Subject Description: Sex: [] Male [] Female Race: _____

Relationship: _____

Statement:

INCIDENT DESCRIPTION (WHO/WHAT/WHERE/WHEN; state facts, avoid opinions, provide details, etc. lighting, substance on floor)

Lined area for incident description

Vehicle Description: Year _____ Make _____ Model _____ Type _____
Color _____ Tag # _____ State _____

Photos or Video [] YES [] NO Storage Location:

REPORT PREPARATION:

Date: _____ Time: _____
-

Employee: _____ Employee
Signature: _____

Supervisor Signature: _____ Date: _____

INCIDENT DESCRIPTION CONTINUATION SHEET

Incident Case # _____

Lined area for continuation of incident description

EMERGENCY COMMUNICATION PROTOCOL

