



EMERGENCY ACTION PLAN



Emergency Action Plan for Burlington Pickleball Complex

1. Emergency Contacts

- a. **Primary Contact Person:** Rachel Vinson, General Manager (757) 714-9401
- b. **Secondary Contact Person:** Alex Dunzweiler, Team Lead (704) 215-3846
- c. **Local Emergency Services:** 911
- d. **Non-Emergency Police Line:** (336) 229-3500
- e. **Nearest Hospital:** Cone Health Alamance Regional Medical Center, 1240 Huffman Mill Rd., Burlington, NC 27215

2. Emergency Procedures

- a. **Evacuation Procedures:** Clear, step-by-step instructions for evacuating the facility in case of fire, natural disaster, or other emergencies.
 - i. Designating Meeting Point:
 - ii. Routes and Exits:
 - iii. Assistance for Users with Disabilities: The team member is responsible for helping users with disabilities.
- b. **Lockdown Procedures:** Steps to follow in the event of an active shooter or other immediate threats.
 - i. Secure all gates.
 - ii. Stay silent and out of sight.
 - iii. Communicate with emergency services if safe to do so.
- c. **Medical Emergencies:** Procedures for handling injuries or medical emergencies
 - i. AED is located on one of the main posts for the Championship Court covering.
 - ii. Basic first aid is located in a box on the welcome desk. Refills are located in the storage shed.
 - iii. Inform team members trained in first aid and CPR when a user is down.
 - iv. Have information on staff members' training in CPR and first aid.

3. Emergency Supplies

- a. **First Aid Kits:** Team Leads on duty check to ensure they are fully stocked and easily accessible.
- b. **Emergency Equipment:** Team Leads on duty check AED, batteries, etc.
- c. **Emergency Communication Devices:** Team Leads on duty check walkie-talkies and other communication tools.

4. Missing Child

- a. If a child is lost or a parent cannot find them, the MOD will radio a "code Adam".
- b. MOD will provide a description of the child: age, race, outfit, and where they were last seen.
- c. Team members should secure all entrances, check restrooms, and scan the entire venue looking for the child.
- d. After a thorough check of the entire venue, the MOD or Operations Manager will notify the police. Once the child has been found, the MOD will notify the team members over the radio that the child has been found.

5. Training and Drills

- a. **Regular Training Sessions:** The General Manager will schedule quarterly training sessions.
- b. **Emergency Drills:** The General Manager will conduct regular drills to practice evacuation, lockdown, and other emergency procedures.
- c. **Feedback and Improvement:** After each drill, the General Manager will gather feedback and make improvements.

6. Communication Plan

- a. Internal Communication: Radio call-out codes are as follows:
 - i. **Code Blue:** Assistance needed/security situation.
 - ii. **Code Rainbow:** Bodily fluids and/or solids outside of the body.
 - iii. **Code Amber:** Lost person, no facility entry or exit until found.
 - iv. **Code Red:** Emergency vehicle arriving on property
 - v. Radio channel 1
- b. External Communication: How we communicate with emergency services, media, and families of those involved.
 - i. The General Manager will handle all communications with emergency services, media, and families involved. Team members are not to speak with the media.
 - ii. The General Manager will contact the Client, SFC, and VP of Operations in the event an emergency has occurred.

7. Review and Update

- a. Regular Review: The General Manager will schedule regular reviews of the emergency action plan to ensure it is up-to-date and comprehensive.
- b. Updates: Make updates as necessary based on feedback, new regulations, or changes to the facility.

