



EMERGENCY ACTION PLAN



INTRODUCTION

As part of an on-going effort, to inform our community how to respond in the event of an emergency, Holland Civic Center has developed an Emergency Management Plan. Part of this plan is to inform our community of how to respond in the event of an emergency. Knowing what to do in an emergency situation will help keep our community safe and secure. This handbook is intended for use by staff for immediate reference during emergency conditions. During an emergency, proper action saves lives. For your safety, please familiarize yourself with the information in this handbook.

REPORTING AN EMERGENCY

Immediately report emergency situations (such as fire, explosion, storm damage, hazardous material spills, chemical odors, flooding, accidents, injuries, criminal or suspicious activities, etc.) by dialing 911 in an emergency or the Holland Police non-emergency line (616) 355-1100.

When reporting an incident include as much of the following information as possible: • Location of emergency • Nature of the emergency • Status of the emergency condition (i.e., in progress or completed) • Any immediate threat(s) to life • Need for medical or other assistance • Description, location or direction of travel of suspect(s), description of motor vehicle(s) involved, presence of weapons • Any danger to emergency responders • Other information that would aid the emergency response. Stay on the telephone until released by the dispatcher. If you are in a position of safety, you may be asked to maintain observation and report developments until the arrival of emergency response personnel. You may be given emergency instructions by the dispatcher.

MISSING CHILD(REN)

If a child is lost or a parent cannot find them, the MOD will radio a “code Adam”. MOD will provide a description of the child: age, race, outfit, and where they were last seen. Team members should secure all entrances, check restrooms, and scan the entire venue looking for the child. 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.

ACTIVE SHOOTER SITUATION

The following guidelines are intended to reduce your personal risk in the event of an Active Shooter Situation. An active shooter is defined as any person or persons armed with a deadly weapon actively and presently using weapons against innocent victims. If you are outside a building when someone begins to shoot at people in the area:

- Immediately take cover, (hide behind something hard, that will stop or slow bullets) or circumstances permitting enter an unaffected building. • In the event neither cover nor entering a building is possible, run in a zigzag fashion away from the sound of gunfire. Dial 9-1-1.
- If you are in a building when someone begins to shoot at people in the area:
 - If possible (without compromising your safety) EXIT immediately and Dial 9-1-1.
 - If leaving would jeopardize your safety, secure your immediate area:
 - Lock and barricade doors
 - Turn off lights
 - Close blinds and/or lock windows
 - Keep quiet.
 - Silence cell phones; turn off radios and computer monitors.
 - Stay out of sight and take adequate cover/protection (i.e. concrete walls, filing cabinets).
 - Do not stand by doors or windows
 - Do not huddle in masses.
 - A plan must be made with the occupants of a room if the suspect(s) should enter.
- Contact the Police:
 - Call 911. Even if phone lines are overwhelmed and your call does not go through, stay calm and continue to call.
- What to Report:
 - Shooter(s) location, number of suspects and their identities if known.
 - Race/gender, clothing description, physical features of suspect(s).
 - Type of weapon(s) (long gun or handgun), backpacks or duffel bags, separate explosions from gunfire, etc.
 - Your exact location – building name and office/room number. ○ Number of people at your location.
 - Injuries, number of persons injured and types of injuries.

Un-Securing an area:

- Remember, the shooter will not stop until stopped by an outside force. • Consider the risks before un-securing (unlocking) rooms
- If doubt exists for the safety of the individuals inside the room, the area should remain secured. If you are approached by police officers, keep your hands visible. Do not run up to them if you see them approaching. They are trained to handle active shooters in certain situations. The initial team of police officers will be trying to stop the shooter and will not be stopping to assist others

REPORTING SUSPICIOUS ACTIVITY

Our civic center, like any other community in this nation, is at risk of terrorism or other threats to life and property. Vigilance is a key protective measure that can help reduce risk. All members of the university community are urged to always be attentive to their surroundings, notice suspicious behavior or circumstances and to report their observations to authorities immediately. If the activity in question poses an immediate threat, call 911. When reporting suspicious behavior or circumstances be prepared to include as much information as possible:

- WHO? Describe who you feel is involved in suspicious activity
- WHAT? Describe the suspicious activity. Indicate if there is an immediate threat to persons nearby or to responding officers (such as an unattended package, an individual acting strangely, the presence of weapons, hazardous materials, etc.)
- WHEN? Indicate if the activity is in progress. Give the time(s) that the activities occurred
- WHERE? Give the location of the suspicious activity and the location of the suspect(s)
- WHY? If known, the activity is suspicious. Please include any other information that would aid responders

REMEMBER: IF YOU SEE SOMETHING, SAY SOMETHING

BOMB THREAT

- Keep the caller on the line as long you can and attempt to obtain as much information as possible
- Ask for the message to be repeated to confirm it. Write down all information received
- If possible, record the message. ○ Always write down date and time call was received
 - Possible questions to ask the caller include:
 - When is the bomb going to explode
 - Where is the bomb located
 - What kind of bomb is it
 - What does it look like?
 - Why was the bomb placed there?
- Listen closely to the voice (male or female), voice quality (calm or excited), accents, age of caller and speech impediments. Try to obtain the caller's identity.
- Pay particular attention to any background noises, which may give a clue as to the location of the caller.
- Report the threat immediately to 911
- Wait for instructions from emergency responders (e.g., Police Officers, Dispatchers, Police Department Bomb Squad, etc.).
- Do not activate the fire alarm, unless instructed to do so by emergency responders.
- If found, do not touch, move, or handle the suspicious package.
- DO NOT USE cellular phones or two-way radios near package.

MEDICAL EMERGENCIES

When reporting an emergency or requesting an ambulance in the event of a serious injury or illness, immediately dial 911, Give as much information as possible including:

- Nature and severity of the illness or injury.
- Victim's exact location
- Is victim conscious, breathing and/or bleeding?
- If chemicals or radioactive materials were involved, provide as much detail as possible.
- Known medical history of victim if available.
- If able to, obtain the victim's name, age, sex, to provide dispatch and responders.
- Send someone to the building entrance to meet first responders.

Do not move a seriously injured person unless the scene is not safe or in a life-threatening situation. The civic center maintains automated external defibrillators (AED's) throughout the building in Marketside and the Great Hall.

BASIC LIFE SUPPORT

- Check for response by tapping the victim and asking loudly, "Are you okay?"
- If NO BREATHING or no normal breathing or gasping only, shout "Call 911 and get an AED" or use mobile device to call.
- Start CPR with 30 compressions
- Open AIRWAY, check BREATHING. If not breathing, give 2 BREATHS that make chest rise.
- Sequence is "C – A – B." Compressions – Airway – Breathing.
- Continue CPR until victim becomes responsive or medical support arrives. It is recommended
- that only trained personnel should provide first aid or CPR.

Work-Related Injuries/Illnesses

An employee sustaining an injury on the job is required to immediately report the injury to his/her supervisor. The supervisor is required to provide a written report within forty-eight (48) hours of any form of an illness or injury at work, regardless of whether medical care for the injury/illness was required. For reporting work-related injuries and illnesses, the supervisor must use an incident report. Employees with non-work-related injuries and illnesses should see their personal physician for treatment.

PSYCHOLOGICAL CRISIS/SUICIDE THREAT

A psychological crisis exists when someone is threatening harm to themselves or others or is delusional and out of touch with reality. The crisis may be manifested as paranoia, extreme anger, sadness, agitation, hallucinations, self-injury, uncontrollable behavior, and/or complete withdrawal.

- If you encounter someone experiencing a psychological crisis who appears to be potentially dangerous (individual is aggressive, hostile, has a weapon, is threatening others or otherwise unmanageable) DO NOT attempt to handle the situation alone— dial 911.

If someone is contemplating suicide:

- Remain calm and encourage others do the same.
- If the threat is immediate or imminent, dial 9-1-1.
- Try to provide a safe, quiet, secure place for the individual.
- Maintain a straightforward, supportive attitude.
- Remind them they are not alone.
- Do not minimize their concerns.

All suicide attempts should be immediately reported to Holland Police Department.

ANIMAL INCIDENTS/NUISANCE WILDLIFE

Any direct physical contact with an unknown animal, especially if it results in a bite or scratch, could have serious health consequences. In fact, wild animals - alive or dead - can spread disease and may pose potential physical hazards. Contact includes exposure of a person's eyes, nose, mouth and non- intact skin (cut, scratched, burned, etc...) to animal blood or saliva. It also includes a bite, scratch or kick from a wild animal.

Notification Procedures: Call (800) 249-0911. In the event of an injury or any other physical contact with an unknown or wild animal. If an animal is showing aggression or unusual behavior. If you had any bat exposure or encounter. When an animal is injured or inside the building after normal business hours. In the event of an injury or any other physical contact with an unknown or wild animal All bat encounters.: **DO NOT ATTEMPT TO REMOVE OR DISTURB THE ANIMAL OR WILDLIFE!** Do not come into contact with it. Tell others to vacate the area if a dangerous animal may still be nearby. Be prepared to give your name, location and if possible, the species or type of animal/wildlife involved. Keep track of names and contact information for anyone else that may have been exposed to the animal. If a wild animal, such as a bat or a raccoon, is inside of a building, try to isolate it in a room by closing doors behind it and keeping others away.

SHELTERING IN PLACE

An emergency situation such as hazardous materials being released outside of a building, a major storm, terrorism incident, etc., may require that civic center personnel take shelter and remain inside their building:

Identify safe areas within the facility (preferably interior, windowless rooms) in which to take shelter when the threat is occurring outside of the building and the safest place is inside of the building. Ideally this occurs well before the need, i.e. **DO THIS TODAY!**

DO NOT use basement areas during a hazardous materials release incident due to the potential hazards that are often located in basement areas. In the event of hazardous materials incidents requiring sheltering in place, close exterior windows and turn off heating, ventilation, and air conditioning (HVAC) systems. Establish a “duty desk” to monitor communications, handle requests from building occupants, coordinate the distribution and use of resources, etc. Stock emergency equipment and supplies for use in emergency sheltering situations, items listed below. In planning for such a situation, remember that very few emergencies requiring sheltering last more than 24 hours.

- Bottled water, one gallon per person per day (replace every 6 months)
- Flashlights with extra batteries
- AM/FM radio with extra batteries
- Weather alert radio.
- First aid kit
- Duct tape
- Pen and paper
- Whistle
- Garbage bags
- Personal hygiene items
- Disinfectant and household chlorine bleach non-perishable food in cans or sealed metal or plastic containers (replace every 6 months) and utensils/paper plates, etc. Plastic buckets with tight lids (for use as emergency toilet).

SEVERE THUNDERSTORMS AND LIGHTENING

“WHEN THUNDER ROARS, GO INDOORS!” If you are caught outdoors in a severe thunderstorm or when lightning threatens:

1. Immediately seek shelter in a substantial building.
2. DO NOT seek shelter under trees during thunderstorms.
3. DO NOT seek shelter in unprotected open structures such as picnic pavilions, rain shelters or bus stops.
4. If a substantial building is not available, a metal-topped vehicle with the windows up is your next best choice.
5. Avoid contact with metal fences, metal bleachers, or metallic structures.
6. Avoid using the telephone, computers or any electrical appliances. Use phones ONLY in an emergency.
7. Wait 30 minutes or more after hearing the last thunder before leaving the safe location. **REMEMBER:** If you can hear thunder, you are close enough to be struck by lightning. Once you have taken shelter indoors, you should monitor a weather radio, commercial radio/television station, internet or other weather service provider. Even when a specific storm cell has passed beyond the area, conditions may still be right for high winds, lightning, and other hazardous weather conditions. **REMEMBER:** It is your behavior when thunderstorms are in the area that determines your personal risk of being struck by lightning.

TORNADO SAFETY

What should I do during a tornado watch? A tornado watch means that severe thunderstorms capable of producing tornados are possible. Continue your normal activities but monitor weather conditions and be prepared to seek shelter. Remain weather alert. Stay tuned to local radio/television stations for further information. What should I do during a tornado warning? A tornado warning indicates that a tornado has been spotted, or radar indicates there is a likely tornado. When you hear outdoor tornado warning sirens you should seek shelter immediately and remain in a protective area until you receive an all-clear message. How much advance notice will a tornado warning give me? Tornadoes can strike without warning -- that is why it is important to remain weather alert during severe weather and be prepared to seek immediate shelter.

Where should I seek shelter during a tornado warning? Basements are best, but interior locations on the lowest level also offer protection. Stay away from windows, exterior doors, exterior walls, and other hazards inherent to the building. If outdoors, quickly seek shelter within a building. If unable to do so, take shelter in a ditch or ravine away from possible sources of heavy debris. Be alert for rising waters and flying debris.

FIRE SAFETY

Fire & Safety Equipment Systems- The civic center is equipped with fire extinguishers in accordance with the requirements of the construction and/or fire safety codes. Employees are not expected to utilize these devices unless they have been properly trained in their use due to the danger to their personal safety, which would result from attempting to extinguish a fire. The building is protected by automatic sprinkler systems and/or fire standpipe systems. The building is equipped with automatic fire detection and alarm systems, which are constantly monitored. Smoke detectors are located throughout the building. They are checked regularly to ensure proper working order.

BUILDING EVACUATION

1. When to evacuate
2. The following will result in the evacuation of the building:
 - a. Fire Alarm
 - b. Long term power failure
 - c. Natural disaster
 - d. Man-made disaster
 - e. Mechanical problems that are deemed a danger to the occupants
 - f. Hazardous Chemical spill or gas leak
 - g. Order of Public Safety Official

Failure to evacuate a building when an alarm sound represents grounds for disciplinary action. First Responders reserve the right to enter areas to locate the source of any potential fire or smoke hazard, and to ensure that everyone has evacuated the building.

3. General Evacuation procedures and guidelines
 - a. Stay Calm.
 - b. Staff should assist in the evacuation of their areas; only perform those evacuation duties you are comfortable with.
 - c. In the event you are not familiar with the evacuation route of your area, please follow the nearest "Exit" sign.
 - d. Do not use the elevators.
 - e. Re-enter the building only when directed by a fire department official.
 - f. Staff should only perform those evacuation duties that they are comfortable with.
 - g. Occupants should be strongly encouraged to evacuate the building; however, if an occupant refuses to leave, the building emergency supervisor/staff should inform the occupant of the danger of staying in the building. The supervisor/staff should then continue notifying the remainder of occupants in his/her area.