

LLOYD CENTER
ICE RINK

EMERGENCY ACTION PLAN



OBJECTIVE

- To prepare for a situation that poses a threat to the safety of individuals in the facility
- To provide a systematic method of evacuation for the facility, or areas within the facility, in a safe and orderly manner.
- To serve as an educational tool for informing staff and patrons of the Lloyd Center Ice Rink about the procedures to follow in the event of a hazardous incident.

EMERGENCY TELEPHONE NUMBERS

In a true emergency, **911 should be the first call**. Once proper authorities have been notified, a call to management, as listed below, should be made. Appropriate reasons to call 911:

- Serious or life-threatening injury
- Assault or threat of assault on a person by another person on Lloyd Center Ice Rink property
- Weapon sighting and/or hostage situation
- Smoke, fire, or other internal disaster
- Bomb threat

Management

Call down list in order

Tyler Harvey, General Manager
 Madalyn Boggs, Assistant General Manager
 Josh Callahan, Vice President of Venue Management

Cell Phone

971-322-8245
 360-904-7490
 804-310-4444

Local Authorities

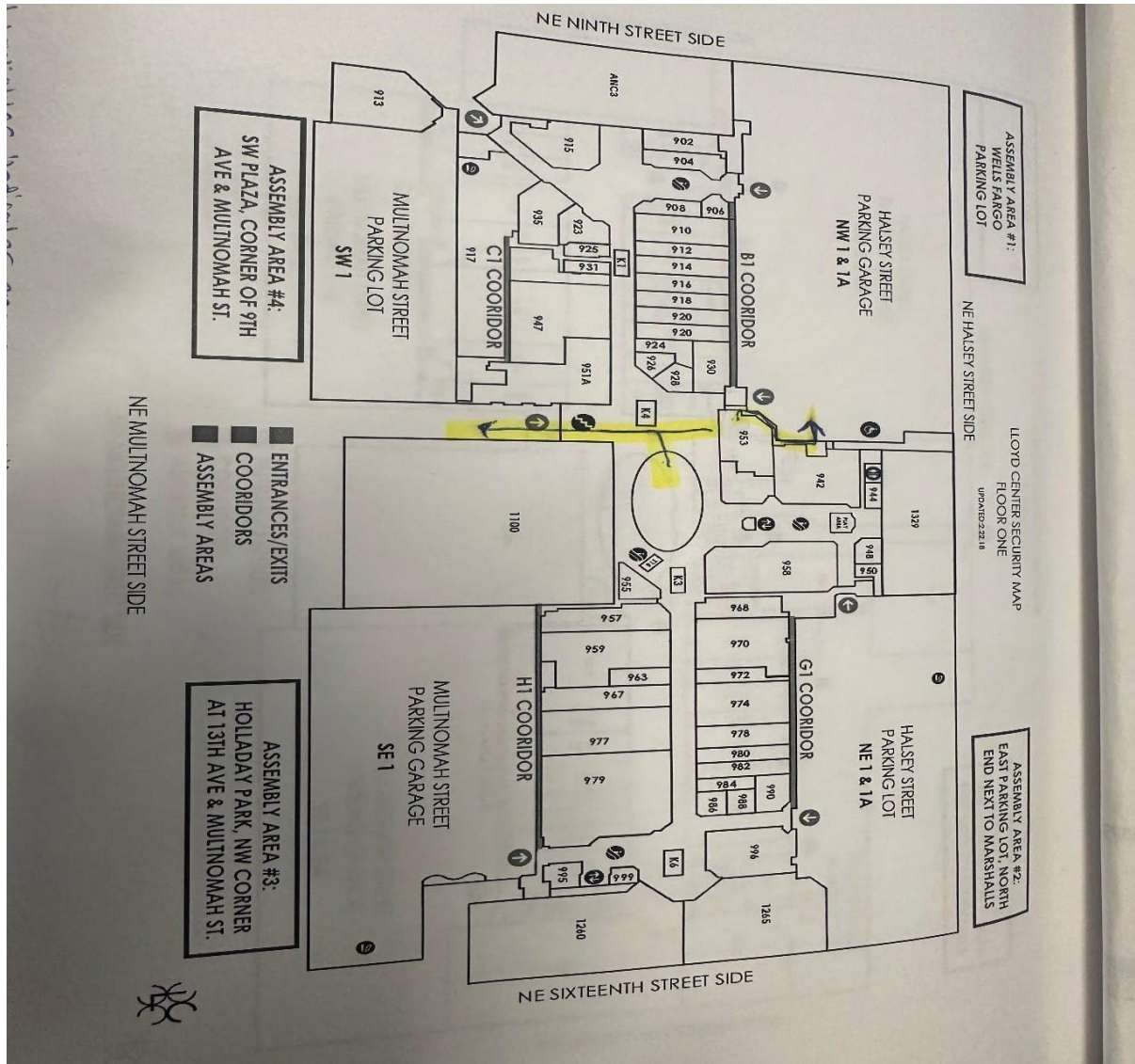
Multnomah County Sheriff’s Office	503 988-4300
Non-Emergency	503-823-3333
Oregon Poison Center at OHSU	800-222-1222
Portland General Electric	503-464-7777
Pacific Power	1.877-508-5088
Mall Security	503-528-8514

FACILITY EVACUATION

The facility should be evacuated safely and calmly for any of, but not limited to, the examples below. We have installed an “all-page” system located at the front desk for such use.

- Fire Alarm
- In the event of fire, smoke, or chemical leak
- Bomb Threat
- Potential shooter, if time allows, if not, a lockdown is the backup.

In the event of an evacuation, all exit doors should be utilized. Guests and staff should proceed to the NEAREST safe exit door. All exit doors are marked with backlit exit signs, noted below.



Upon evacuation, staff should congregate at Holiday Park or near the parking lot by On-Point Bank if exiting the rear of the building. The Manager on Duty should do a full check of staff and compare it to the schedule to be sure all are accounted for. Staff should then check with the Coaches to account for all students' accountability. Unaccounted for staff members should be immediately communicated to emergency personnel, as well as the Manager on Duty.

Manager on Duty staff members are trained in emergency first aid and CPR. These team members can provide aid as needed, as it pertains to their training and to the best of their ability.

LOCKDOWN

If a "lockdown" is warranted due to weapons on campus or other dangerous or life-threatening occurrences, requires occupants of the facility to implement lockdown procedures. Managers on duty will lock all exterior doors immediately and restrict any further entrances or exits to the facility. Once the incident is in progress, a lockdown can minimize the threat to the safety of all staff and guests and reduce casualties and injuries. All

staff are to comply with lockdowns at all times. A lockdown may occur in these instances:

- Active Shooter and/or Gunfire
- Threat of extreme violence on campus
- Imminent danger in the community
- Hostage situations

If you are the first person to recognize a threat in our facility or community, do not approach the offending party or put yourself in danger.

Notify the Manager on Duty and call 911 if you are in a secure place to do so.

If it is safe to do so, initiate an “all page” to notify staff and guests inside the facility.

When it is safe to do so, find a room, closet, or other safe space to hide. Lock doors, close blinds, turn off lights, get low, and stay quiet. Silence phones.

Do not leave or allow others with you to leave unless instructed to do so by law enforcement. Do not open doors for anyone once they are locked.

Once it is safe to emerge, law enforcement will direct the scene.

POWER OUTAGE

In the event of a power outage, notify the General Manager and/or Operations Manager. Evacuate the ice surfaces to preserve energy to keep the ice. The emergency generator powers some lights for safe exiting of the building; it does not power the ice plant.

In the event of an extended period of power outage, steps will be taken to try to preserve the ice surfaces from melting. Managers will request your assistance if necessary.

CODE ADAM

Code Adam is a missing child safety program. If a patron or coach notifies us of a missing child:

- Do an immediate lockdown
- Get a detailed description of the child
 - Name
 - Age
 - Hair color
 - Eye color
 - Approximate height & weight
 - Clothing
 - Photo, if available
- Do an all page for Code Adam, describing the child
- Monitor entrances/exits and note any useful information
- Employees search any likely hiding places for the missing child
- Call local law authorities
- Once child has been found, lift the lockdown

MEDICAL EMERGENCIES

An AED is located near the lockers and the Men's restroom door. First Aid Kit is located behind the front desk on top of the beverage cooler.

In the case of a medical emergency, assess the situation.

Call 911 if the injury is life-threatening, that may include bleeding, loss of consciousness, breathing emergencies, stroke, seizure, or if the injured party asks for one.

Any trained personnel in the facility can respond to the medical emergency with first aid kits and AED.

When approaching an injured party, first identify yourself and that you are trained to assist if they would like you to. Assess the injuries, contact 911 if necessary, and begin an incident report.

If you suspect a serious head or spine injury, call 911 immediately. Do NOT move the injured party. Provide a blanket or coats if they are on the ice until emergency medical personnel arrive. Encourage them to stay as still as possible. If the injured stops breathing, begin CPR, but do not tilt the head back; move the jaw forward. When EMS arrives, turn it over to them.

Symptoms of head/spine injury:

- Inability to move limbs
- Pain, pressure, and stiffness in the neck and/or head
- Numbness/tingling in extremities
- Unconsciousness
- Signs of Shock

Nearest Hospitals:

Legacy Emanuel Medical Center
501 N. Graham, Portland, OR 97227

Providence Portland Medical Center
4805 NE Glisan St, Portland, OR 97213
OHSU Hospital
3181 SW Sam Jackson Park Rd, Portland, OR 97239

In all instances, an incident report should be filled out in its entirety.

IF PUBLIC SKATING:

Location of Monitors at time of incident; <i>Indicate their location using an "M" on the Rink Diagram on front page.</i>	Name of Monitors:
# of Monitors in attendance:	
Approximate attendance:	
Name of person causing incident, if applicable:	

Use this space if additional information is required on any of the items on the front page:

WITNESSES:

Name: _____ Relationship: _____

Address: _____

Phone: _____ Comments: _____

Name: _____ Relationship: _____

Address: _____

Phone: _____ Comments: _____

Signature of person who administered first aid:

Signature of Manager:

BOMB THREAT

If a bomb threat is called in and you are the receptionist, stay calm and try to get as much information as possible. Keep the caller engaged and talking. Be polite, do not interrupt the caller.

BOMB THREAT RESPONSE FORM

Try to obtain answers to as many questions as possible – remain calm and courteous – do not hang up until the caller has. Fill out as soon as possible after the call is completed.

Exact wording of threat: _____

Check call display for phone number _____

After call has ended, trace call (if possible) _____

Time: _____ Date: _____

Length of Call: _____ Call Received by: _____

Describe the caller:

Age _____ Child, Teen, Adult, Senior: _____

Gender _____ Number where call received: _____

Describe voice: (check all that apply)

Calm	Nasal	Loud	Clearing Throat	Angry
Well Spoken	Laughter	Lisp	Crying	Cracking Voice
Excited	Normal	Irrational	Slow	Raspy
Disguised	Rapid	Deep	Distinct	Incoherent
Accent	Soft	Ragged	Slurred	Whisper
Familiar	Foul	Stutter		

Background sounds: (check all that apply)

Street	Party Sounds	Office Noises	Train/Airplane	Other Voices
Animals	PA System	Static	Taped Message	Read Other
Local Music	Motors	House Noise	Long distance	

Questions to Ask – Circumstances permitting

- When is the bomb going to explode?
- Where is it right now?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb?
- Where did you put the bomb in the building?
- What is your address
- What is your name?

Make determinations from your conversation about the caller, are they male/female, adult, teen, child, what type of voice and speech, what state of mind (angry, sad). Note any background noises.

All bomb threats must be taken seriously. Once the threat is realized, the manager will initiate a building evacuation, and call 911. Once the facility is evacuated, see facility evacuation steps of action.

If you see a suspicious device in or around the facility, notify authorities immediately. Do not go near the device. If inside, evacuate the facility. Allow law enforcement to perform their duties and do not resume activities until they decide it is safe to do so.

FIRE

In the event of an actual fire:

- Portable fire extinguishers are located throughout the facility and inspected regularly.
- There is a manual release for the fryer and it is tagged.
- The main electrical panels are located in the snack bar storage room and in the hall mechanical room.
- Emergency lighting will be provided by the generator.
- The fire alarm and/or extinguishers will automatically be triggered.
- Stay away from the engine room and zam room in the event of fire.
- Evacuate the facility in an orderly fashion.
- Follow evacuation protocols.
- Do not return to the facility until local authorities deem it safe to do so.

NOXIOUS GAS LEAK

Emergency Response for a Noxious Gas Leak: Since only emergency situations are considered here, it is assumed the leak has exceeded level 1 and 2 criteria for safe entry procedures, and we are at level 3.

A leak has occurred where you cannot enter the room without using a self-contained breathing apparatus. No one should enter the room to attempt to isolate the problem unless accompanied by a firefighter.

- Ensure the fire alarm is activated – Dial 911.
- Evacuate the building. Ensure patrons are moving toward marked exits. Assists persons with disabilities.
- If safe to do so, check all washrooms, change rooms, first aid rooms. Close but **DO NOT LOCK DOORS BEHIND YOU**.
- Start the rooms ventilation system if not already started automatically.
- Contact Mall Security (503-528-8514) & mall operation manager (Dennis 503-957-3661)
- Consult with Fire Department upon arrival.
- Open exterior doors to the room.
- If possible, isolate heat, vent, and air conditioning systems to keep the gas from contaminating other areas.
- Shut down necessary equipment following correct shutdown procedures.

Do not enter the room or any contaminated areas unless you have necessary personal protective equipment and are accompanied by a fully equipped fire fighter.

EARTHQUAKE

The following are recommended procedures:

- Remain calm.
- TAKE COVER under the desks or tables.
- FACE AWAY from windows.
- Assume “crash” position on knees, head down, hands clasped on back of neck or head covered with book or jacket.
- Count aloud to 60 – Earthquakes rarely last longer than 60 seconds.
- Review evacuation procedures
- Where appropriate: order evacuation
- Move away from windows, shelves, and heavy objects.
- Take cover under a table or desk, in a corner or doorway.
- In halls, stairways, and other areas where no cover is available, move to an interior wall; kneel with back to wall; place head close to knees; clasps hands behind neck; and cover side of head with arms.
- In areas where there is a risk of items falling, (example: bookshelves), take cover away from such risks. Stay inside – usually the most dangerous place is just outside where building debris may fall, exit only after shaking has stopped.
- Turn off all running equipment, turn off gas lines.
- Stay away from hazardous chemicals that may spill.

NATURAL GAS / PROPANE LEAK

Natural Gas

Natural Gas may be used in recreation facilities as a heating fuel and as a fuel for ice resurfacing equipment. In addition, it may be used in cooking.

A Natural Gas leak can be identified by odor (rotten egg smell) of Mercaptan, which is added to the gas for that purpose. Natural gas is lighter than air and therefore will rise to the top of an enclosed area.

Emergency Procedures for Natural Gas Leak

If, on entering the facility, you detect or think you detect the odor of Natural Gas:

- Remain calm
- **Do Not Touch any Electrical Switches**
- Immediately phone NW Natural 1 (800) 882-3377
- Fire Department dial Local Emergency 911
- Evacuate the building; make sure patrons are moving toward marked exits. Assist person with a disability.
- If safe to do so, check all change rooms, offices, and washrooms.
- Consult with fire department and PSE&G personnel upon arrival
- Do not admit anyone other than fire department and gas service personnel back into the facility, until advised by them it is safe to do so.
- Fill out Incident Report

Propane

Propane gas is 15 times heavier than air and therefore tends to accumulate at the lowest levels in the building. In an enclosed area, the gas will tend to fill up the room from the lowest point upward, and if the source of ignition is reached, can explode and cause fire. Propane can be detected by the odor (rotten egg smell) of the ethyl mercaptan which is added to it for leak detection purposes.

Emergency Procedures for Propane Leak

If, on entering the facilities, you detect the smell of propane:

- Remain calm
- **Do Not Touch any Electrical Switches**
- Put on appropriate personal protective equipment
- If possible, ventilate area by means of natural ventilation (doors, windows)
- When the room has been ventilated, check for source of the leak using soapy water on valves, fittings, etc.
- If the faulty equipment cannot be removed from the building, or the leak cannot be controlled, evacuate the building
- Fire Department dial Local Emergency 911
- Ensure patrons move toward marked exits. Assist person with a disability.
- If safe to do so, check all change rooms, offices, and washrooms.
- Consult with fire department personnel upon arrival
- Do not admit anyone other than fire department and gas service personnel back into the facility, until advised by them it is safe to do so.
- Fill out Incident Report

ROBBERY

Your safety and that of your patrons are your main concern, both during & following a robbery:

- Remain calm
- Follow the robber's instructions to the best of your ability without endangering your or patrons' safety
- Do not argue or attempt to withhold cash from the robber
- Try to get a good look at the robber's face and clothing – look for any distinctive marks or characteristics; estimate their height
- After the robber leaves, if possible, without endangerment to anyone, check their escape route – on foot; type of vehicle, color, condition, license plate; direction & speed
- Call the police – 911. Give your name, location, details of the robbery.
- Obtain witnesses and ask them to remain until the police arrive. If they are unable to remain, ask for names, addresses, phone numbers.
- Try to preserve the scene of the crime until police arrive. Keep people away from the area.
- Consult with the police upon their arrival.

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.

MEDIA COMMUNICATIONS

Radio, Television, Newspapers, Internet. We have all seen the pictures, whether live or in print – the unfortunate, beleaguered facility worker with one or a battery of microphones droved upon him while he struggles to answer the aggressive questioning of reporters on the scene of a disaster.

The answer to that situation? Do not offer the answers if you're not the facilities spokesperson. In the case of an emergency, do not release any information to the media. The General Manager, his designate, or the person appointed, and duty authorized by Lloyd Center Ice Rink to handle public relations and media releases, is the only person allowed to speak on their behalf.

Remember: REMAIN CALM IN DEALING WITH ANY EMERGENCY

IN ALL CASES OF EMERGENCY, THE FOLLOWING GUIDELINES SHOULD BE FOLLOWED:

- As the person in charge of the facilities at the time, you and your subordinate staff:
- Will remain calm, be courteous.
- Inform the media that you are not authorized to permit their entry into the facility until you have consulted with your supervisor. The facility should be secured to prevent unauthorized entry.
- Do not release information or admit liability to anyone. Do not provide details of the emergency,
- Refer all questions to the person authorized by the owner of the facility to act as their spokesperson.