



VIRGINIA BEACH  
**SPORTS CENTER**

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# EMERGENCY ACTION PLAN



**EMERGENCY ACTION PLAN**  
*The Virginia Beach Sports Center*

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

**Ryan Ladd**  
General Manager- *The Virginia Beach Sports Center*

## EMERGENCY TELEPHONE NUMBERS

### Borough Contacts

All emergency calls will be initiated by the Virginia Beach Sports Center staff upon instruction and direction from the General Manager or his designee.

### Emergency Contact List

#### Management

Ryan Ladd – *General Manager*

440-231-6462

Ashley Henry – *Director of Business Development*

540-244-8852

Lynn Hall – *Director of Operations*

919-521-3038

Erin McClean – *Finance Manager*

785-822-7898

#### Call Down List in Order

Ryann Ladd – *General Manager*

440-231-6462

Lynn Hall – *Operations Director*

919-521-3038

Ashley Henry – *Director of Business Development*

540-244-8852

#### The following Numbers are for Reference Only

*Call only if directed by GM or Manager on Duty*

Wes Hall – *Vice President, Venue Management*

515-339-4231

## Overnight Emergency Procedures

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

<b>Call in Priority:</b>	<b>Cell Phone</b>
Ryan Ladd – <i>General Manager</i>	440-213-6462
Lynn Hall – <i>Director of Operations</i>	919-521-3038
Ashley Henry – Business Development	540-244-8852

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

<b>Call in Priority:</b>	<b>Cell Phone</b>
Ryan Ladd – <i>General Manager</i>	440-213-6462
Lynn Hall – <i>Director of Operations</i>	919-521-3038
Ashley Henry – Business Development	540-244-8852

## EMERGENCY PLAN

### I. STATEMENT OF PURPOSE

The Emergency Plan initiated by Virginia Beach Sports Center addresses situations that could:

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

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 Virginia Beach Sports Center and or its parts. This plan is for **internal use by Virginia Beach Sports Center personnel and Public Safety Officials only.**

### II. 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 Operations
- Director of Business Development
- Senior Full-time Personnel

### III. COMMAND POST

Key Virginia Beach Sports Center (VBSC) supervisors and contractors are instructed to report to the Management office area located on the first-floor West side of the building at VBSC. If this area is deemed to be unsafe or inaccessible, the VBSC management team will designate an alternate location. Radios, blueprints, alarms, etc., are provided at each location for access by emergency workers. Initial emergency responders from the Virginia Beach Fire Department, Virginia Beach 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 VBSC staff.

In case of an emergency, the following VBSC will be present: General Manager, Director of Operations, Director of Business Development, and designated event promoter. Actions will be coordinated with Virginia Beach public safety officials present in the command center.

#### **IV. RADIO COMMUNICATIONS**

All department heads of VBSC and all sub-contractor services or their designee will bring their portable radios to the designated briefing area and will utilize the VBSC main event channel for communications. All non-department heads of VBSC and its sub-contractors will operate on designated event channels and remain on those channels for further instructions from the VBSC Management or their designee. Inter-departmental radio communications will take place on established channels.

#### **V. PUBLIC INFORMATION**

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

#### **Emergency Structure**

An emergency is any unplanned event, that may cause injuries and or death, to guests or employees; interrupt normal business operations; physical or environmental damage; or 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 situation:

- 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, assume the overall leadership role in the building while liaising with the Virginia Beach Police Department Officer in charge and the responding emergency agencies.
- Director of Operations or Facilities Manager** – 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.
- Director of Business Development** – Responsible for the overall management of the venue during events; prime contact with team representative and or promoter; will execute the necessary response plan when authorized by the Manager on Duty.
- \*Responding Agencies** – Virginia Beach Fire Department, EMTs/paramedics, Sheriff's Office, State Troopers, etc....will confer with the VBPD Event Officer in Charge on Duty upon arrival.

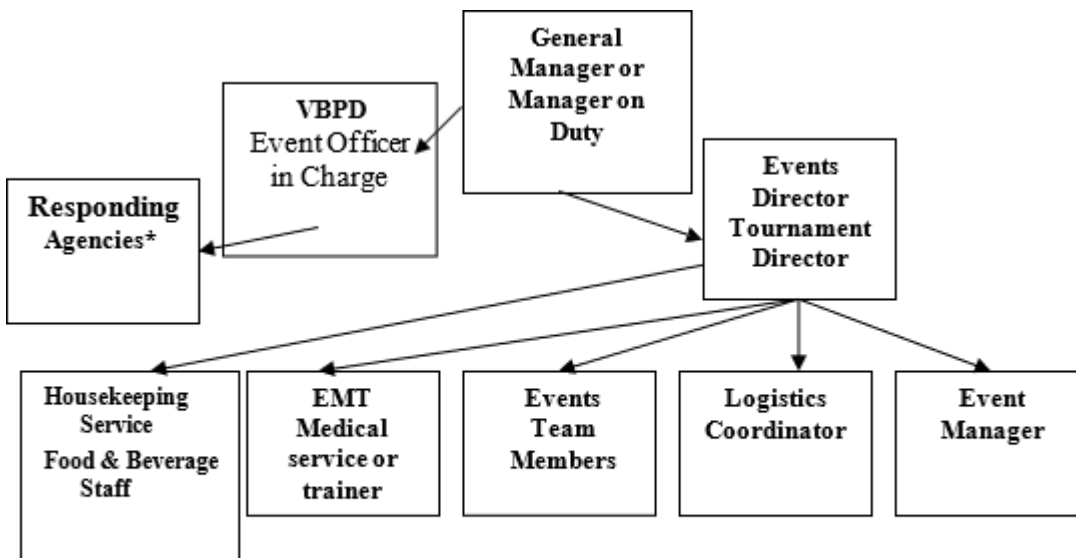


Figure 1: - Event Emergency Management Structure

## BOMB THREATS – CODE BLUE TELEPHONE OPERATOR PROCEDURE

All VBSC employees must familiarize themselves with Virginia Beach 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 Virginia Beach Police Department.

Upon receiving a bomb threat, the operator should attempt to keep the caller online 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.***

### NOTIFICATION

The General Manager or their designated representative will assume primary responsibility for notification of a bomb threat. The Director or designee will notify the cities 9-1-1 system. The 9-1-1 operator will take appropriate information and make subsequent Government notifications. Virginia Beach Sports Center 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.*** Virginia Beach Fire Department (VBFD) Bomb Squad will be notified immediately by the responding VBFD supervisor.

- The General Manager or designee notifies 9-1-1 and describes the situation to the operator. The Virginia Beach 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 the Virginia Beach 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 VBSC patrons once they are 300 feet away from the building.

**NOTE: VBSC 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 VBSC OCCUPANTS.**

## SEARCH RESPONSIBILITIES

### STAFF

### AREA

**Event Manager:** (Courtside) doors, restrooms, IT rooms, storage rooms, and party rooms.

**Food and Beverage:** All Kitchen areas, including storage, & Manager: freezers, coolers

**Event Coordinator:** (Trackside) doors, restrooms, IT rooms, storage rooms, and press box.

**Manager on Duty:** Concourse (first and second floor), doors, stairwells, IT rooms, party rooms, second floor restroom elevators, Box office.

## SWEEP/VERIFICATION/ALL-CLEAR

The primary purposes for the sweep are to search for suspicious packages or potential explosive devices after a bomb threat is received or to check for the VBSC 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 Logistics personnel will sweep all levels, VBSC maintenance rooms, storage areas, offices, and any other areas of access such as ramps, stairwells, and restrooms.

VBSC personnel will sweep areas which include all offices, seating areas, Food court, restrooms, 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

Operations personnel will sweep all areas indicated above.

The Food and Beverage Manager will sweep all food service areas as noted above.

### 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, and the location, and immediately relay this information to your supervisor or Logistics...by telephone or in-person ONLY.
5. Upon completion of your sweep, report your results to your supervisor.

## STAFF DUTIES AND RESPONSIBILITIES

### 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 logistics 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 the Command Post channel

In the Logistics Control room, meet with the Logistics Coordinator or Operations Coordinator to review the situation.

Obtain detailed information about the threat – type, location, time, reason, Determine if a Bomb threat is;

- General
- Specific to Location
- Specific without location

Follow procedures outlined for the type of threat received.

### GENERAL

Ensure that the Virginia Beach 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 the Events Manager, Manager on Duty to report to the administrative office area.

Upon their arrival and as directed by the General Manager on Duty, inform them of the situation and have the group perform a visual search of their areas accessible to the public. The 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 in the post-event report.

## SPECIFIC WITH LOCATION

Ensure that the Virginia Beach Police Dept. and the event Commander on Duty have been notified.

As directed by the Manager on Duty, inform security to proceed with a radio announcement requesting the General Manager, Operations Manager, Events Manager, Food and Beverage Manager, and Shift Lead report to the Logistics Control 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 directed by the General Manager will perform a visual search of specified areas; and request assistance from the VBPD Event Commander on Duty.

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

If a suspicious device **IS NOT** found, evaluate it immediately with the VBPD 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 logistics 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 (CODE RED)**

VBSC is fully equipped with a sprinkler system with individual fusible link heads, located on all concourses, offices, and back-of-house areas (meeting rooms) and common areas, throughout the venue.

The Virginia Beach 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, VBSC, and Virginia Beach guidelines. All fires, no matter how small, must be reported to the Virginia Beach 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.

**Fire Pump Room:** located in the adjacent warehouse space on other side of demising wall  
*It is the responsibility of the Manager on Duty to coordinate and assist with emergency actions through the Virginia Beach Fire Department.*

Upon any fire or smoke-related incident at VBSC, being observed or reported to VBSC officials, immediate notification must be made to on-site Virginia Beach Fire Department and Police Department personnel. When in extreme emergencies, call 9-1-1. After a fire has been extinguished, the General Manager, Operations 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.

### **Steps to be taken in the event of a fire or fire alarm:**

1. If VBSC is in general alarm (i.e. strobes flashing, and annunciator saying to evacuate the building), then remain calm and inform patrons that the alarm is being investigated and to find the nearest exit. All patrons must exit the venue at any time the alarm is going off.
2. 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.
3. If the fire alarm panel shows an alarm, but VBSC 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 decides if the fire is uncontrollable then they should pull the nearest pull station, so the building goes into general alarm. They should also call the Manager on Duty on channel 1 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:** Virginia Beach Sports Center  
**ADDRESS:** 1045 19<sup>th</sup> St Virginia Beach, VA  
**LOCATION OF FIRE:** LOBBY, KITCHEN, OFFICE, SPECIFIC  
**MEETING ROOM, ETC.**

The VBSC 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 Command Post at the designated location.

Fire alarm sensors (as indicated in the fire control panel located in the Sprinkler 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**

AutoCall 4007ES Fire Panel

#### **Zones and Stages:**

- Sprinkler system is common to the building (two tenants), located in a separate room adjacent to Virginia Beach Sports Center. No fire pump is required. Two sprinkler zones serve Virginia Beach Sports Center.

#### **Sequence of Operation:**

- Control unit annunciator
- Actuate common alarm signal indicator
- Actuate audible alarm signal
- Actuate common supervisory signal indicator
- Actuate audible supervisory signal
- Actuate common trouble signal indicator
- Actuate audible trouble signal
- Actuate appropriate location indicator
- Notification
- Actuate building horn / strobe
- Actuate exterior horn / strobe
- Display change of status
- Transmit alarm signal to supervising station
- Transmit supply. Signal to supervising station
- Transmit trouble signal to supervising station
- Fire safety control
- Shutdown respective TRY
- Alarm signal to security system
- Remotely display active status

#### **Detectors:**

Heat: No heat detectors are required/installed.

Detectors are installed/required at each of the eight roof top units

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

**Sprinkler System:**

- Common to the building (two tenants), located in a separate room adjacent to VBSC

**Manual Pull Stations:**

- A total of (8) eight pull stations are installed plus one Ansul activation pull station in the kitchen

Fire Rescue Access

**Primary Entrance:**

Front Lobby

**Secondary entrance:**

Trackside entry

**Water Main Service**

**Hydrant locations**

Hydrant 1: Trackside Parking Lot

**Fire Pump:**

No fire pump is required

**Evacuation Meeting Locations**

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

**Primary:**

Memorial Park located across street from Convention Center.

**Secondary:**

If the primary location is not accessible, the secondary meeting location will be the area outside courts 3 and 5 in the back of VBSC near Memorial Park.

**DEPARTMENT RESPONSIBILITY**

**Department Responsibility**

**Location**

**Head Count**

Manager on Duty

Primary or Secondary Locations

## EVACUATION PROCEDURES

### **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 VIRGINIA BEACH SPORTS CENTER personnel to evacuate the area. They will be directed to safe areas until the danger has passed. Virginia Beach Sports Center personnel and event staff will assist patrons in evacuating the facility. **When identifying this situation over the radio, identify it as having an "I Have a Code Red in (location)."**

Based on the information provided at the time of the emergency, fire, and police department incident commanders have the 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 VBSC patrons to the exterior of the facility is the responsibility of the venue. VBSC staff shall familiarize themselves with the locations of all fire hose valves, extinguishers, and exit routes from their assigned areas, per Fire Marshal requirements. The primary exit from VBSC is through any exterior door clearly marked with an **EXIT** sign.

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

VBSC and all subcontractor staff shall establish contact with their supervisors for emergency instructions.

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

Patrons will be assisted in the evacuation by staff and event logistics via the nearest safe exit from the building.

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

<b><u>Department</u></b>	<b><u>Location</u></b>
All Staff and Patrons	Primary location – Memorial Park located across Convention
All Staff and Patrons	Secondary Location – Trackside Parking Lot.

### **MOBILITY IMPAIRED PATRONS**

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

**BOX OFFICE PROCEDURES**

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

VBSC 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 headcount and personnel verification.

**GENERAL PROCEDURES BY POSITION****Event Manager**

If you become aware of the activation of a fire device, inform security and immediately proceed to the security control panel located in the main floor (Where lights are located).

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

**Switch to the security channel**

In Administration, meet with the Operations Coordinator 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 is limited time from alarm activation to audible announcement if the panel is not acknowledged (most likely already acknowledged and silenced by security)
- Determine the cause of the alarm.
- Determine if the fire can be controlled, or if the fire alarm should advance to the second stage.
- Determine whether or not occupants in the vicinity of the fire should be evacuated. If so, identify an evacuation route and destination.
- Determine whether an event already underway can continue.
- Determine if a full arena evacuation is required.

Immediately inform the promoter, Team Media Representative, Logistics Supervisor, and Event Coordinator.

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

If an evacuation is required and the alarm is allowed to proceed to the 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 the General Manager on Duty with the responding Fire Commander, and the Event Commander on Duty and proceed as directed.

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

### **General Manager or Manager on Duty**

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

Contact the Director of Business Development and Director of 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 decisions while proceeding to the Security Control office from the location of the alarm.

If an evacuation is required, follow normal evacuation procedures. Assist Events Manager as needed.

### **Logistics 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 the Manager on Duty to attend the scene of the alarm.

Notify the Event Manager and Operations and request they report to the Logistics Coordinator. 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 the Event Manager by telephone, if possible, if not, by radio.

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

- Contact the 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.

### **Finance Manager**

Upon the Pre-Evacuation announcement over the radio, remain calm and switch to the 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 the cause of the alarm.
- Determine if the fire can be controlled, or if the fire alarm should advance to the second stage.
- Determine whether or not occupants in the vicinity of the fire should be evacuated. If so, identify an 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 Logistics Coordinator.

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.

### **Event 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.

Immediately evacuate the area and those in it away from immediate danger if necessary. If the evacuation is deemed necessary, follow procedures for an arena evacuation.

Report guest issues to your supervisor.

### **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 (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.

1. 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.

2. Take Cover

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 quiet.

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.

3. 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, or 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 the officer's instructions.
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise your hands and spread your fingers.
- Always keep your hands visible.
- Avoid making any quick movements toward officers such as holding onto 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 at 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 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 because of the active shooter.

## **SEVERE WEATHER – CODE GREEN**

VBSC Staff works closely with the Virginia Beach Office of Emergency Management, along with the National Weather Service. Severe weather bulletins are sent to senior staff, for any potential weather threats in the area.

## **MECHANICAL/EQUIPMENT FAILURE**

In the case of lights or power outages - 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 bullhorn equipment. It is imperative that all staff are 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 a quicker response.

In the case of a seating breakdown or collapse – do whatever 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 mentioned, building evacuations can 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.

### **Logistics:**

- 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 ensure 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 Rosenberg 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 to the best of your ability without spending too much time on any one incident. Notify the 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 to the best of your ability without spending too much time on any one incident. Notify the 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

**Utility/Engineers and Electricians:**

- Without putting yourself in danger, ensure that your work areas are secure 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

**Detours**

In the event 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 at the front of the venue. Logistics will escort the players outside of the facility.

**Media/Tenant Relations**

A coordinated effort must be made to provide a uniform 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 ensure 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 VBSC the 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 buy into this plan and accept ownership of 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.

#### **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, VIRGINIA BEACH SPORTS CENTER 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 SCOREBOARD**

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

## **ATTACHMENT 2**

### **INCIDENT CHECKLIST**

#### **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 venue. 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
- Gas/chemical leaks
- Electrical damage
- Structural damage

### **ATTACHMENT 3**

#### **INCIDENT CHECKLIST**

##### **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 notify 9-1-1 for emergency response and power restoration by Duquesne Light Company.
- Follow the instructions and advice issued by the Borough's public safety department officials.
- Seek necessary medical care at the nearest first aid stations.

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

## **ATTACHMENT 4**

### **GENERAL FIRST AID**

- Keep the injured person lying down, covered, and warm. Call Paramedics, MOD, and Event Manager during events.
- Don't move the individual except from an area that would further endanger his/her life.
- Do not give the 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 the accident report and submit it to the Event Manager within 24 Hours of the 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

#### B. 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 Duquesne Light Company. The Operations Manager or Designee should then report the status to the General Manager or authorized representative.

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

#### C. GAS

Inspect 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 the status to the General Manager or authorized representative.

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

#### D. 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 the status to the General Manager or authorized representative.

**Keep personnel and guests clear from the 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:|\_\_\_\_\_

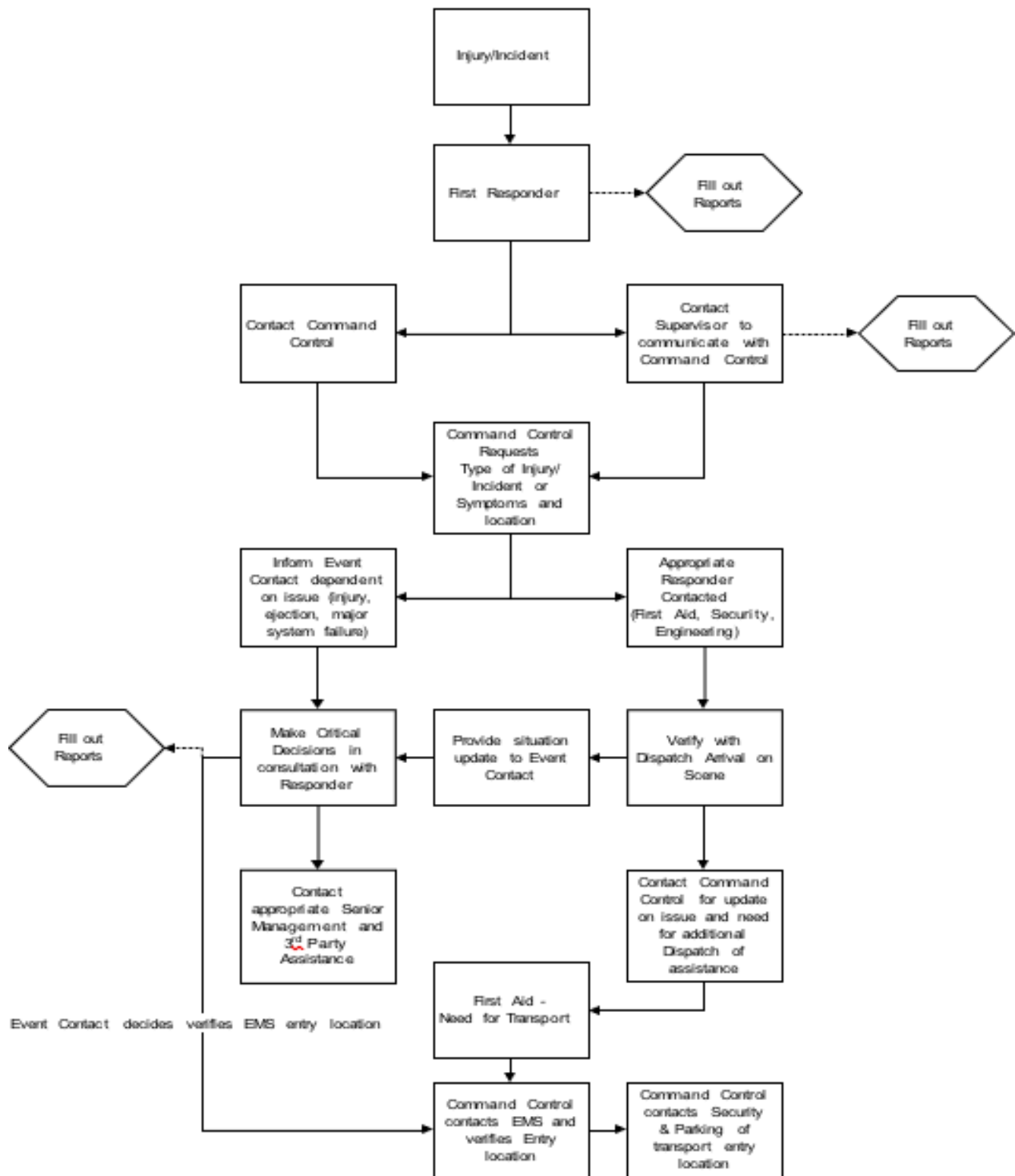


<p>What body part was injured, if any?          Head Face Forehead Eye Cheek Nose Lip(s) Teeth Neck Shoulder Arm Elbow          Hand Finger(s) Torso Back Hip Thigh Knee Shin Calf Ankle/Foot Toe(s)          Specifically indicate what part of the body part was injured (e.g., Right pinky toe):</p>	
<p>Did you observe any of the following?          Blood Bruising Abrasions Cut(s) Burn(s) Fainting Dizziness Seizure Vomiting          Intoxication Possible Drug-Related Behavior</p>	
<p>Examine the incident location and report any findings regarding facility conditions, surroundings, etc.:</p>	
Sport Involved:	Practice or Competition?
Equipment Involved?	Equipment Age:
Description of Injury:	Type of Injury:
Type of Aid Given:	Administered By:
Was 911 Called:	
Was the Subject taken to the Hospital? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, what hospital?
If the Subject was not taken to hospital, what action was taken?	
Do you question the validity of the claim? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, why?	
<b>WITNESSES</b>	
Witness #1:	Relationship:
Address:	Phone:
Comments:	
Witness #2:	Relationship:
Address:	Phone:
Comments:	
Witness #3:	Relationship:
Address:	Phone:
Comments:	

\_\_\_\_\_  
Name and signature of person completing report

\_\_\_\_\_  
Signature of Manager

# EMERGENCY COMMUNICATION PROTOCOL



ATTACHED MAP- Virginia Beach Sports Center

