



---

# EMERGENCY ACTION PLAN



*At the outset, it should be stressed that no two situations are exactly alike. Thus, the following guidelines are meant to be just that – guidelines. Anyone who has ever been involved in an emergency knows that there is no single “right” procedure for dealing with such situations. Rather, the successful resolution of an emergency depends upon the individual facts and circumstances of the incident. Each emergency will require different equipment and skills by the individuals involved. The most important thing for all personnel to remember is that although you cannot be expected to perform to the satisfaction of all people, you can be expected to exercise your common sense, your training, and your best judgment in dealing with an emergency. Remember, if you see something, say something.*

All employees should be familiar with the proper method of evacuation, fire exits, the location of fire extinguishers, first aid kits, and the AEDs. **All employees should be familiar with the accident and incident report form and complete one immediately following an incident.** In the event there is an incident at the venue, you should not divulge any information about the incident to a member of the public. Any communications regarding the incident will come from the GM and Marketing Team.

Emergency Contact Numbers

|                                  |     |
|----------------------------------|-----|
| Medical/Fire Emergency           | 911 |
| Poison Emergency                 |     |
| Local Police/ Sheriff            |     |
| Courtney Turner: General Manager |     |
| Director of Operations           |     |

Deaconess Henderson sports Complex

Henderson, KY

Main Desk:

The Guest Services/ Duty Manager should be notified of any emergency, issue, or problem that arises. The PA system, walkie-talkies, megaphone, calls to offices and cell phones can be utilized at the discretion of the Duty Manager during an emergency.

- The Duty Manager will contact the appropriate personnel depending on the situation.
- In an emergency where 911 must be called, the Director of Operations and GM must be called after incident management is completed.

### Activating EMS System

#### **Making the call:**

- 911 or other emergency contact number

#### **Providing Information:**

- Name, address, telephone number of caller (839 Midtown BLVD, Madisonville KY 42431)
- Nature of emergency, whether medical or non-medical
- Number of individuals injured.
- Condition of individuals (breathing, not breathing, pulse, no pulse, bleeding, conscious, unconscious)
- First aid treatment initiated by first responder (blood control, rescue bleeding, CPR etc.)
- Specific directions as needed to location of injured individual. (What door to enter.)
- Other information as requested by dispatcher

#### **Appropriate use of 911:**

- Serious or life-threatening injuries
- Assaultive behaviors taking place on grounds.
- A hostage situation
- A weapon sighted on the grounds or in a building.
- Fire, smoke, or other such disaster.
- Automobile accident with injury

#### **Inappropriate use of 911:**

Any person caught making fraudulent use of the 911 system will face termination of employment as applicable, in addition to any fines or legal charges. If 911 is dialed by mistake and no emergency exists, do not hang up. Simply explain to the dispatcher that the call was an error.

### **AFTER CALLING 9-1-1**

To make sure that dispatch has the ambulance going to the correct location, call the following:

**Call Duty Manager** – explain that you have an emergency and need to verify if dispatch has the ambulance going to the correct location. If Duty Manager does not answer,

**Call the following Managers:**

**Operations / Security Manager**

**GM Courtney Turner-(270)860-5291**

**Director of Events**

**Tournament Coordinator**

### **Codes for radio use:**

| <b>INCIDENT</b>             | <b>NAME</b> |
|-----------------------------|-------------|
| Fire                        | Code Red    |
| Medical Emergency           | Code Blue   |
| Bomb Threat / Package       | Code Brown  |
| Lockdown / Shelter in Place | Code Orange |
| Active Shooter              | Code Black  |
| Missing Child               | Code Barney |
| Inclement Weather           | Code Yellow |
| All Clear                   | Code Green  |

### FIRE EVACUATION:

In an emergency evacuation, guests should proceed to the nearest marked exit door. All exit locations for indoor spaces are marked above. The building should be completely evacuated, as is possible.

### Accounting for staff and guests

Staff should congregate at the outdoor main entrances. The supervisor or manager on duty should do a full check of staff and compare to the staff list on their time clock app. Once accounted for, staff should check with coaches and other group leaders to ensure that they are able to account for all members of their respective parties. Notify emergency personnel of any unaccounted-for staff members or guests. All groups or agencies renting any space in the facility should be informed of the accountability policy and report to the outdoor main entrance area to ensure complete facility accountability.

### Providing aid

Staff must be trained in rescue CPR and should provide aid where necessary, up to the extent of their training and to the best of their ability.

### Notification in Building

The fire alarm system – high pitched electronic tones, followed by a voice describing instructions to evacuate – will be automatically activated during a fire detected by the system.

If the system does not activate, but an evacuation is necessary, a public address system is available in the building. Speak clearly, and provide clear instructions based on the situation.

### Fire Department Notification

If the fire alarm is activated, the fire department will be automatically notified. Do not attempt to reset or disable the alarm under any circumstances. Continue to follow the steps to call 911 to provide additional information. Only fire department personnel are permitted to clear the fire alarm panel and give the all clear to re-enter the building.

### Carbon Monoxide Alarm

If carbon monoxide is detected, evacuate the area and follow the steps to call 911, noting that there may be carbon monoxide.

## 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 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- RUN**

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. HIDE**

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., and 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 solid cover (i.e., cabinets, desks)
- Remain quite

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

### 3. Act against the active shooter (FIGHT)

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

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

## **HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES**

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

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

How to react when law enforcement arrives:

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

Once you have reached a safe location or assembly point, you will 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

### Power Outage

The building has been equipped with battery powered backup lights throughout the facility. These will turn on and stay on in case of a power outage.

In the case of extended power outage wait for instructions from the Director of Operations or General Manager

### Bomb/Building Threat Code Brown

Obtain as much information as possible about the bomb and the caller. Write down all the information you can.

Pull the fire alarm and evacuate the building guiding all to the safe areas. Do not use the P.A. system or any electronic devices, including cell phones or walkie-talkies.

Once outside of the building, call 911 and relay all the information you have. If you find a suspicious object or package, do not touch the object.

Do not re-enter the building until police officials instruct you that it is safe to do so.

**Bomb Threat Worksheet**

|                                                                                                |                        |                                         |
|------------------------------------------------------------------------------------------------|------------------------|-----------------------------------------|
| Date                                                                                           | Time                   | Location of the call that was received: |
| Person Receiving Call:                                                                         |                        | Receiving Telephone Number:             |
| <b>Exact Words of the Threat:</b>                                                              |                        |                                         |
| Is the caller's number available on the caller ID?    No    Yes    If yes, what is the number? |                        |                                         |
| <b>Questions to Ask</b>                                                                        | <b>Caller's Reply:</b> |                                         |
| 1. When is the bomb going to explode?                                                          |                        |                                         |
| 2. Where is the bomb right now?                                                                |                        |                                         |
| 3. What kind of bomb is it?                                                                    |                        |                                         |
| 4. What does it look like?                                                                     |                        |                                         |
| 5. Why did you place the bomb?                                                                 |                        |                                         |
| 6. What will cause it to explode?                                                              |                        |                                         |
| 7. Where are you calling from?                                                                 |                        |                                         |
| 8. What is your name?                                                                          |                        |                                         |

Check the Appropriate Descriptions in Each Row (you can check more than one)

|                          |      |       |               |        |          |
|--------------------------|------|-------|---------------|--------|----------|
| <b>Caller's Identity</b> | Male | Adult | Age Estimate: | Female | Juvenile |
|--------------------------|------|-------|---------------|--------|----------|

|                      |      |      |       |      |      |          |           |             |
|----------------------|------|------|-------|------|------|----------|-----------|-------------|
| <b><u>Voice:</u></b> | Loud | High | Raspy | Soft | Deep | Pleasant | Crackling | Intoxicated |
|----------------------|------|------|-------|------|------|----------|-----------|-------------|

|                       |       |         |           |        |
|-----------------------|-------|---------|-----------|--------|
| <b><u>Accent:</u></b> | Local | Foreign | Not Local | Region |
|-----------------------|-------|---------|-----------|--------|

|                       |      |          |           |         |      |           |       |      |
|-----------------------|------|----------|-----------|---------|------|-----------|-------|------|
| <b><u>Speech:</u></b> | Fast | Distinct | Stuttered | Slurred | Slow | Distorted | Nasal | Lisp |
|-----------------------|------|----------|-----------|---------|------|-----------|-------|------|

|                         |      |      |      |      |              |               |        |
|-------------------------|------|------|------|------|--------------|---------------|--------|
| <b><u>Language:</u></b> | Good | Fair | Poor | Foul | Message Read | Message Taped | Other: |
|-------------------------|------|------|------|------|--------------|---------------|--------|

|                       |           |            |             |            |
|-----------------------|-----------|------------|-------------|------------|
| <b><u>Manner:</u></b> | Calm      | Rational   | Coherent    | Deliberate |
|                       | Angry     | Irrational | Incoherent  | Emotional  |
|                       | Righteous | Laughing   | Intoxicated | Disguised  |

|                                  |                 |                  |       |           |                |                  |        |
|----------------------------------|-----------------|------------------|-------|-----------|----------------|------------------|--------|
| <b><u>Background Noises:</u></b> | Office Machines | Factory Machines | Loud  | Trains    | Animals        | Music            | Clear  |
|                                  | Quiet           | Voices           | Mixed | Airplanes | Street Traffic | Party Atmosphere | Static |

|                                           |
|-------------------------------------------|
| <b><u>Any Additional Information:</u></b> |
|-------------------------------------------|

|                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Action to Take Immediately After the Call: <b>Notify the Security Supervisor. Talk to no one other than as instructed by the security supervisor.</b> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|

### Criminal Action / Assault in Progress

A serious criminal act will be defined as any unlawful act which is likely to result in a death, injury, or damage to property. Examples would include assault, attempted rape, or suicidal attempt/gesture.

Any staff member being informed of a criminal act in progress should immediately notify a supervisor or manager on duty. **Call 911**

The staff will assess the situation to determine if immediate intervention is required. If possible, try to deescalate the situation.

Direct everyone away from the area for their safety.

Upon arrival, the police will oversee the situation, all relevant information is to be relayed to the police and the staff will assist only as directed.

### Shelter in Place Code Orange

Shelter in place is utilized when there is a harmful incident outside the facility. No one should leave the facility unless instructed by law enforcement or shelter in place is lifted.

The Duty Manager will be notified and will make announcements over the PA system, walkie talkie, and phones to shelter in place.

The Duty Manager will post someone at the main entrance making sure no one leaves the building. If necessary, bring outside guests into the building to ensure their safety.

### Left Child Policy

In the event a child is left at the Kentucky Sports Factory with no parent/guardian in the area, the following procedure should be followed:

Determine the name and age of the child.

If a child is involved in a program, contact the Director or staff responsible for the program. Staff will remain with the child until the parent/guardian arrives.

Staff should attempt to have two adult staff with them and the child if possible.

If after 30 minutes the parent has not been reached local police should be contacted for assistance.

Complete incident/accident report.

### Lost Child Policy Code Barney

In the event a child has gone missing from a Kentucky Sports Factory program, or a guardian notifies staff that they are unable to locate their child the following procedure should be followed:

If involved in a program, check attendance rosters, and complete a head count to verify that a child is unaccounted for.

Once sure that you are missing a child the Director in charge of the program or Duty Manager will obtain a complete description of the child and see that it is distributed to our staff. This should include name, age, physical description, clothing, and time and place last seen.

The Duty Manager will announce over the walkie talkie "CODE" "Barney" along with the child's name and will repeat it three times.

Responding staff will secure all facility entrances.

All additional responding staff will sweep the buildings and immediate property.

After all available means of locating the child have failed, and after searching through the buildings 3 times, the Director/ Duty Manager will call the local police and the parent/guardian.

All-main entrance will remain secured until the child is found, or police discontinue the search.

Once the child has been found or the search has been completed an announcement should be made saying "CODE BARNEYHAS BEEN FOUND."

## Medical Emergency

AED Locations – 9 AED on premises: Each of the 4 floors of the Space Coast Stadium, Clubhouse, Red, White, and Blue quad towers, and the maintenance building.

When to call 911 – Life threatening conditions including bleeding, loss of consciousness, breathing emergencies, stroke, seizure.

All trained personnel in the building will respond to the medical emergency by taking first aid kits and AEDs from respective areas to the scene.

Identify yourself and that you are trained to help obtain consent if needed. Try to determine the nature and cause of the illness or injury if it was not witnessed. Contact 911.

The first staff person on scene will assign roles and ensure 911 has been called. Roles include crowd control and direct emergency responders. Complete incident/accident report.

### Nearest Urgent Care:

## Suspected C-Spine Injury

A spinal cord injury is often the result of an unpredictable accident or fall from a significant height. Some symptoms of a spinal cord injury include:

1. Inability to move the arms or legs.
2. Pain, pressure, and stiffness in the back or neck area
3. Numbness/tingling in the extremities
4. Unconsciousness
5. Signs of shock

If you believe someone has a spinal cord injury, follow the procedure below

1. Call 911 right away
2. Do not move the person or disturb them unless it is necessary, including repositioning the person's head.
3. Encourage the person to stay as still as possible, even if they feel they can get up and walk on their own.
4. If the person is not breathing, begin CPR, but do not tilt the head back. Instead, move the jaw forward
5. When EMS arrives, staff might be expected to assist the medical professionals with spine boarding the victim.



## Opioid Emergency

An opioid overdose happens when the body has been overloaded with either a medication or an illicit drug. Because opioids affect the part of the brain that controls breathing, if opioid levels in the blood are too high, your breathing can slow down to dangerous levels, which could cause death by cardiac arrest.

Some signs and symptoms of an opioid overdose can include

- Unusual sleepiness or unresponsiveness
- Breathing will be slow or absent
- Slow heartbeat or low blood pressure
- Skin feels cold and clammy
- Pupils are tiny
- Nails and lips are blue

If you suspect an opioid overdose, it is important to treat the patient as a cardiac arrest case until EMS or police arrive to administer Narcan.

Making the call:

- 911

Providing Information:

- Name, address, telephone number of caller
- Nature of emergency, whether medical or non-medical
- Number of athletes injured
- Condition of athletes (breathing, not breathing, pulse, no pulse, bleeding, conscious, unconscious)
- First aid treatment initiated by first responder (blood control, rescue bleeding, CPR etc.)
- Specific directions as needed to location of injured athlete
- Other information requested by dispatcher.

## Tornado Safety

Tornados can destroy buildings, flip cars, and create deadly flying debris. Tornadoes are violently rotating columns of air that extend from a thunderstorm to the ground. If there is a tornado warning, **FIND A SAFE SHELTER RIGHT AWAY.**

- Get to a safe, sturdy building
- Go to a safe room, basement, or storm cellar
- If you are in a building with no basement, then get to a small interior room on the lowest level
- Stay away from windows, doors, and outside walls
- Watch out for flying debris that can cause injury or death
- Use your arms to protect your head and neck
- Listen to EAS, NOAA Weather Radio, and local authorities for updated information

## Lightning Safety

Death from lightning is the highest storm related fatality. Death or injury from lightning occurs most often in the summer months (June- August). Individuals who are alone, rather than in a large group are at the highest risk of death or injury from lightning. The greatest form of preparation is becoming educated and aware of unsafe surroundings. People must be cognizant of the risks of lightning producing storms and the appropriate steps to reduce the risk of lightning related injury. Studies have shown that people suffering from lightning injuries were only a few feet away from safety but chose not to leave their unsafe environment. Lightning producing storms are more likely to occur from early spring to fall, with a higher frequency in the southeast part of the United States.

### HOW CAN LIGHTNING STRIKES BE PREVENTED?

If a storm is suspected or if there is a lightning strike within a 10-mile radius of Kentucky Sports Factory, all outdoor activities should be suspended, and athletes/spectators should head to “lightning safe” facilities until the weather clears.

- Establish a chain of command that identifies a specific person (athletic trainer, Duty Manager or Manger) who is to make the decision to remove individuals from the field or activity. This person must have recognized and unchallengeable authority to suspend activity.
- A “lightning safe” facility is a fully enclosed building with both plumbing and wiring.
- Concession stands, pavilions, standing under trees, equipment sheds, and tents are NOT considered lightning safe, and people are still at risk at these locations.
- If a fully closed building is not available, people should go inside a car or bus with the windows fully closed and doors shut.
- Use a reliable source for monitoring forecasts such as:
  - <http://www.weather.gov> or <http://www.spc.noaa.gov>
- Consider monitoring local weather forecasts via phone apps such as WeatherBug or weather channel app.
- There should be clear communication for alerting visitors and staff of an incoming storm which can include a speaker system, text messages, and staff announcements.
- There should be pre-event warnings made by Kentucky Sports Factory staff or event director to make visitors familiar with the appropriate actions to take in a storm.

### EQUIPMENT NEEDED TO BE PREPARED FOR A POSSIBLE LIGHTNING STRIKE

- Cell phone
- Blankets, splints, burn treatment kits
- Automated External Defibrillator (AED)
- Appropriate communication system
  - Megaphone or speaker system to make announcements
  - Proper signs and clear directions to safe zones in the event

### of lightning WHEN TO RESUME PLAY DURING A STORM

- Play may resume 30 min after the last sound of thunder or strike of lightning within the 10- mile radius. THE 30-MINUTE CLOCK RESTARTS EVERY TIME THE SOUND OF

THUNDER OR A NEW LIGHTNING STRIKE WITHIN 10-MILES.

